

ग्राहक गा-हाणे निवारण मंच
महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित
औरंगाबाद परिमंडळ, औरंगाबाद.

Old Power House Premises, Dr.Ambedkar Road, Aurangabad. Phone: 0240-2336172

No,CGRF/AZ/U/73/2007/42

Date :-

To,
The Executive Engineer (Administration)
O/O Superintending Engineer
O&M Urban Circle, M.S.E.D.C.L.,
Aurangabad.

Sub:- Forwarding of grievance in respect of Shri Suhas Laxmanrao Vaidya Gut No. 106 Nakshatrawadie, Walmi,Waluj Road, Paithan Road, Aurangabad.(Consumer No. 490360001803)

Dear Sir

Please find enclosed herewith a copy of the grievance application received by the forum from Suhas LaxmanraoVaidya, Gut No 106, Nakshatrawadi ,Walmi,Waluj Road, Paithan Road, Aurangabad.

You are requested to submit your parawise reply on the grievance within 15 days from the date of this letter. **The hearing is fixed on 01.01.2008 at 11.30 hrs .**

You are also requested to be present along with the concerned in charge at the time of hearing.

Encl As above.

Copy to :
Shri Suhas Laxmanrao Vaidya
Gut No. 106 Nakshatrawadie, Walmi,
Waluj Road, Paithan Road,
Aurangabad.

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD

Case No. CGRF/AZ/AUR/U /73/ 2007/42
Date of Filing: 13.12.2007
Date of Decision: 02.02.2008

Shri Suhas Laxmanrao Vaidya
Gut No. 106 Nakshatrawadie, Walmi,
Waluj Road, Paithan Road,
Aurangabad.
(Consumer No. 490360001803)

The Consumer Complainant.

V/s

Maharashtra State Electricity Distribution Co.Ltd.
Urban Circle, Aurangabad.

The Distribution Licensee.

Coram:

Shri V.A.Hambire	President
Shri H.A.Kapadia	Member
Shri V.G.Joshi	Member secretary

Sub: Grievance under the Maharashtra Electricity

Regulatory Commission, (Consumer Grievance
Redressal Forum and Ombudsman) Regulations 2006.

1. The consumer complainant has filed his grievance in Annexure "A" before this Forum on **13.12.07** under Regulation No. 6.10 of the Regulations 2006. A copy of the grievance was forwarded on 13.12.07 to the Nodal officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban Circle, Aurangabad with a request to furnish his response within (15) fifteen days from the date of receipt of the letter and the hearing in the matter was fixed on 01.01.2008

The grievance of the consumer, in brief, as per consumer, is as below..

The consumer has taken industrial connection of 7.5 HP for nursery & plant manufacturing activity at above address. He has paid the regular monthly bills issued by the Distribution Licensee (hereinafter referred to as D.L) till 19.05.2005 and there was no dispute regarding bill. The consumer has further stated in his complaint that on 2.2.06 a bill showing an amount of Rs.8831/ as arrears was handed over to him. Aggrieved by this, on 11.3.26 he lodged a complaint with concerned authority of D.L. against this wrongly issued bill, However in spite of his continuous follow up, no heed was given to his complaint and all the bills thereafter were issued including this amount and interest and delayed payment charges. He therefore filed this complaint with the Forum and requested to direct the D.L. to revise the bill and pay compensation towards mental agony and harassment.

On the date of first hearing i.e. on 1.1.08, consumer was absent. Nodal officer filed application for grant of time extension on the grounds that no details are made available to him by the concerned sub division. The next date of hearing was therefore kept on 8.1.08

On 8.1.08 consumer Shri Suhas Vaidya was present. Nodal officer Shri S.G.Pawar filed another application for grant of time extension on the same grounds stated in his previous application i.e. no details about the grievance of the consumer are made available to him by the concerned subdivision. The Nodal officer was given last chance to file say before next hearing and the Forum reluctantly granted time extension and fixed the next date of hearing on 15.1.08

On 15.1.08 Consumer was not present. Nodal Office filed his reply on the grievance. Since consumer was not present, the hearing was postponed and next hearing was kept on 22.1.08

On 22.1.08, consumer & Nodal officer were present. The copy of the reply filed by the Nodal officer was given to the consumer. The Nodal officer contended that as the meter of the consumer was burnt, assessment of 2000 units was charged and the amount of Rs. 8831/ charged to the consumer in the bill of Dec. 05. is correct.

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औरंगाबाद परिमंडळ, औरंगाबाद.

जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.- ४३१ ००१

Case No. CGRF/AZ/AUR/U /73/ 2007/ 42/

Date:-

To,

1. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Urban Circle, M.S.E.D.C.L.
Aurangabad.
2. Shri Suhas Laxmanrao Vaidya,
Gut No. 106, Nakshatrawadi, Walmi,
Waluj Road, Paithan Road,
Dist.Aurangabad.
(Consumer No. 490360001803)

Sub: Grievance in case No. CGRF/AZ/AUR/U/73/2007/42

**Please find enclosed herewith a copy of order passed by the
Forum in the case mentioned above.**

The consumer, if not satisfied with the decision of the Forum , is at liberty to make a representation to the Electricity Ombudsman, the contact details of whom is as under, within a period of 60 days from the date of this order.

Yours Faithfully,

Encl: A/A
Contact Details of Electricity Ombudsman:
The Electricity Ombudsman
Maharashtra Electricity Regulatory Commission
606-608, Keshava Building
Bandra-Kurla Complex, Mumbai 400 051
Tel.No. 022-26590339

