

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/R/75/2007/44

Date :-

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

Sub:- Forwarding of grievance in respect of Shree Gayatri
Polymers, Prop. Vandana Vajjnath Giram, 28 II nd. Phase
Udyog Mitra Co.Op. Industrial Society, Post. Chitegaon
Tq.Paithan, Dist.Aurangabad.
(Consumer No. 494800443736)

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from Shree Gayatri Polymers, 28 II nd. Phase Udyog Mitra Co.Op. Industrial Society ,Post Chitegaon Tq.Paithan, Dist. 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 12.30 hrs .**

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

EnclA/A.
CC to : Shri Gayatri Polymers,

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Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from Shree Gayatri Polymers, 28 II nd. Phase Udyog Mitra Co.Op. Industrial Society ,Post Chitegaon Tq.Paithan, Dist. Aurangabad.

The consumer has requested the Forum to pass Inter rim order against the disconnection notice issued by Distribution Licensee.

The hearing for above is fixed on 18.12.2007 at 12.30 hrs .

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

EnclA/A

CC to : Shree Gayatri Polymers,
Chitegaon Tq.Paithan,
Dist. Aurangabad.

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD

(Case No. CGRF/AZ/AUR/R/75/2007/44).

Shree Gayatri Polymers,
28 II nd. Phase
Udyog Mitra Co.Op. Industrial Society,
Post. Chitegaon Tq.Paithan
Dist.Aurangabad.

Consumer Complainant.

(Con.No. 494800443736)

V/s

MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPNAY LTD.
The Distribution Licensee.

Date:- 18.12.2007

Sub: Grievance under the Maharashtra Electricity Regulatory Commission,
(Consumer Grievance Redressal Forum and Ombudsman)
Regulations, 2006.

INTERIM ORDER

The consumer has filed an application in the Forum along with all the relevant bills issued by Distribution Licensee . The Distribution Licensee issued him Notice for disconnection showing arrears of Rs. 885460/- till Oct. 2007. Aggrieved by this , consumer requested the Forum to direct the D.L. not to disconnect his electricity supply by way of interim order.

On hearing both the parties, prima-facie, Forum as per provision No.6.5, of the Regulation 2006, hereby direct the D.L. not to disconnect the electricity supply of the consumer,till final disposal of the grievance.

(V.G. Joshi)
Member/Secretary

(H.A.Kapadia)
Member

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.**

Case No. CGRF/AZ/AUR/R /75/ 2007/44

Date of Filing: 15.12.2007

Date of Decision: 02.02.2008

M/s Shree Gayatri Products,

28, Udyog Mitra Ind.Society,

Chitegaon,Tq. Aurangabad.

(Consumer No. 494800443736)

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.**

The consumer complainant Smt.Vandana Vaijnath Giram has filed her grievance in annexure "A" on 15.12.2007 under Regulation No.6.10 of the Regulation 2006. A copy of the grievance was forwarded on 15.12.2007 to the Nodal officer and Executive Engineer(Admn.), in the office of the Superintending Engineer, M.S.E.D.C.L.,Rural Circle Aurangabad with a request to furnish his response within 15 days from the date of receipt of the letter and the hearing in the matter was fixed on 01.01.2008

Case No.2007/44

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

The consumer is having industrial unit at above referred address and has been categorized under LT industrial category. The electricity supply to her factory was released in Feb.2003 . The meter installed at her factory was replaced in the month May 2003 and since then all the bills thereafter were issued to her by showing wrong readings. In spite of her repeated request her complaint was unheard, however she has paid monthly bills, as per consumption, after getting it corrected from the concerned authorities of the Distribution Licensee(hereinafter referred to as D.L.). She further contended that she has received a 15 days disconnection notice from the D.L for the payment of faulty bill. She requested the Forum to direct the D.L. to issue correct and revised bills excluding interest and penalty wrongly levied in the bills/ She further requested the Forum to direct the D.L. not to disconnect the electricity supply of her factory by way of passing an interim order till the matter is decided. The hearing on consumer request for passing interim order was kept on 18.12.2007

On 18.12.2007 consumer's representative Shri V.G.Giram was present. Nodal Officer Shri J.G.Jaiswal was present on behalf of D.L. The Nodal Officer admitted that the bills issued to the consumer are under revision and the same are still not revised by the D.L. The CPL filed by the consumer discloses that on most of the bills the status of meter has been shown as either " MTRCH" i.e. meter changed or "REJ" i.e. rejected. The consumer has paid some bills as part payment. Therefore the request of the consumer to pass an interim order for not to disconnect her electricity supply was accepted by the Forum and the order in this regards was issued by the Forum on 18.12.2007. The next hearing was fixed on 01.01.2008.

On 01.01.2008 consumer's representative Shri V.G.Giram was present Shri R.P.Chavan, Asstt .Engineer, authorized by the Nodal Officer was present. He filed his reply on the grievance of the consumer along with CPL. Since copies of the bill revision was not submitted along with his reply, he was asked to submit the same and the next hearing was kept on 08.01.2008.

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On 08.01.2008 both the parties were present. The authorized representative of Nodal Officer Shri R.P.Chavan filed copy of the proposed bill revision, copy of same was given to consumer for filing his response on the same. The representative of consumer expressed his desire to file his reply on the proposed revise bill. The next hearing was therefore fixed on 15.01.2008.

On the date of hearing i.e. on 15.01.2008, both the parties were present. Consumer representative filed his reply on the bill revision proposal filed in the Forum by the D.L. In his reply he stated that proposed revision shows only correction in the bill due to wrong meter reading but does not propose omission of interest charges which are increased due to wrong bills. He therefore requested the Forum to consider this aspect while passing the order. Both the parties were heard at length and the matter was kept for decision.

On going through the documents filed before the Forum, we observed that the L.T.,supply for the industrial purpose was released to the consumer for 60 HP load in the month of February 2003. The meter installed bears serial number as 10103937. The CPL filed by the consumer and also by Nodal Officer discloses that in the month of May 2003, the meter of the consumer was replaced by a new meter. The meter replacement report of dt.29.05.2003 shows the reading at the time of replacement of the old meter as 19693. The new meter installed on 29.05.2003 bears serial number as 01892 and initial reading was 16030. The CPL further discloses that after installation of new meter bearing Sr.No.01892, the reading for the month of June 2003 to Sept.2003 shows meter status as "REJ" i.e. readings were rejected and the bills were issued on the basis of wrong readings. It is on this wrongly charged bills the consumer took objection. However since no attention was given to his complaint. Again in the month of March 2005, the existing meter bearing Sr.No.01892 was replaced by a new meter bearing Sr.No.22408. However the process of issuing bills without rectifying the wrong bills (June 2003 to Sept.2003) continued till the consumer filed his grievance in the Forum. On going through the copies of the bills filed by the consumer and also from the CPL, it is revealed that, consumer has paid some bills as part payment. On going through the proposed bill revision sheet filed by the Nodal Officer, the D.L. has proposed to revise bills for the period June 2003 to Sept.2003.In

Case No.2007/44

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the said proposal D.L. has waived the interest charges for the said period. Since all bills issued after Sept.2003 are showing interest amount with cumulative effect, in our opinion, it will not be proper to ask the consumer to pay interest for no fault on her side. We further observed that the meter of the consumer was recording the reading correctly. At no time the bills were required to be issued either on average basis or assessment basis. However in spite of that the D.L. failed to take any effective steps to correct the meter reading and to revise the bill during last four year period. Looking to above observation, we are of the opinion that all the bills issued after June 2003 needs to be revised. Since no proper bills were issued to the consumer, he should not be penalized by levying interest in the bills. Also D.L. fails to redress the grievance of the consumer for more than four years, the consumer needs to be compensated for the harassment and mental agony.

Hence following order

ORDER

- 1. All the bills issued after May 2003 are quashed.**
- 2. All the bills after March 2003 are to be revised as per meter reading within 30 days from the date of this order.**
- 3. No interest and DPC charges shall be levied in the bills.**
- 4. The amount paid by the consumer shall be given set off while revising the bills.**
- 5. The D.L. shall pay Rs.1000/- towards compensation for the harassment to the consumer.**

The D.L. & the consumer shall comply with the above order and report compliance to the Forum.

Inform the parties and close the case.

(H.A.KAPADIA)
Member

(V.G.JOSHI)
Member Secretary

(V.A.HAMBIRE)
Chairman

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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 /75/ 2007/ 44/

Date;-

To,

- 1. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Rural Circle, M.S.E.D.C.L.
Aurangabad.**
- 2. M/S Shree Gayatri Polymers,
28,Udyog Mitra Ind.Society,
Chitegaon Tq. Aurangabad.
Dist.Aurangabad.
(Consumer No. 494800443736)**

**Sub: Grievance in case No. CGRF/AZ/AUR/U/75 /2007/44
regarding electricity duty.**

**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**

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Industrial Socity,
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