

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

Case No: CGRF /AZ /U / 95 / 2008 / 16

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 Dyaneshwar V.
Shinde , Flat No.4, Sidhawed Apartment, Prerna Nagar
Garkheda Aurangabad. (Consumer No. 490012290559)

Dear Sir

**Please find enclosed herewith a copy of the grievance
application received by the Forum from of Shri Dyaneshwar V.
Shinde , Flat No.4, Sidhawed Apartment, Prerna Nagar Garkheda
Aurangabad.**

**You are requested to submit your parawise reply within 15
days and the date of hearing is fixed on 15.4.08 at 11.30 hrs .**

Encl As above.

Copy to :
Shri Dyaneshwar V. Shinde
Flat No.4, Sidhawed Apartment,
Prerna Nagar Garkheda
Aurangabad.

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

Case No. CGRF/AZ/AUR/U /95/ 2008/16

Date of Filing: 27/ 03/ 2008
Date of Decision: 08/ 05/ 2008

**Shri Dyaneshwar V. Shinde,
Flat No.04, Sidhawed Apartment,
Prerna Nagar, Garkheda,
Aurangabad.**

Consumer Complainant.

V/s

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

Corum: 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 has filed his grievance in Annexure "A" before this Forum on 27.03.08 under Regulation No. 6.10 of the Regulations referred to above. A copy of the grievance was forwarded on 27.03.08 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 on the grievance within a period of fifteen days and hearing in the matter was fixed on 15.04.08**

“ 2 “

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

The consumer has taken electricity connection for the residential purpose from the Distribution Licensee (hereinafter referred to as D.L.). In the month of January 2008 he received a bill for Rs.9220/- which was for period of eight months. The said bill includes interest and Delayed.Payment Charges. He therefore requested the concern officer of the D.L. to issue revised bill after deducting the interest and DPC charges. In spite of his continuous follow-up his bill was not revised and on account of non-payment of the bill his supply was disconnected. He therefore requested the Forum to direct the D.L. to issue revised bill, to reconnect the supply and to test the meter.

3. On the date of 1st hearing i.e. on 15.04.2008 consumer was not present. Nodal Officer Shri S.G.Pawar was present on behalf of the D.L. He filed his response on the grievance of the consumer and stated the bill of the consumer has been revised and the consumer has not taken any objection on the said revised bill. Since the consumer was not present the Nodal Officer was directed to file no objection letter received from the consumer. The next hearing in the matter was kept on 22.04.2008.
4. On 22.04.2008 consumer Shri Shinde and Nodal Officer Shri S.G.Pawar were present. Copy of the response filed by the Nodal Officer on last hearing was given to the consumer. The consumer has stated that the revised bill is accepted to him. However he brought to the notice of the Forum that his electricity supply was disconnected without giving any intimation or notice on account of this defective bill.
5. On going through the documents placed before the Forum, we observed that the D.L. has issued a wrong bill to the consumer and later on the same was revised only after the consumer has filed his grievance in the Forum. Moreover the D.L. has disconnected the supply of the consumer without giving any notice, on account of this defective bill, which is violation of provisions under Section 56, of Electricity Act 2003. The Forum therefore directed the D.L. to reconnect the electricity supply of the consumer within 24 hours at the time of hearing on dated 22.04.2008.

“ 3 “

6. We further observed that the bill revision proposed by the D.L. is accepted by the consumer and the dispute regarding the bill is settled between consumer and D.L
7. In-view of above observations we are of the opinion that by disconnecting the power supply without giving any notice, the D.L. has violated the provision of Section 56 of the Electricity Act 2003 for which the consumer needs to be compensated.

Hence following orders.

ORDER

1. **The D.L. shall pay Rs.300/- to the consumer towards compensation for violation of the provisions under Section 56 of the Electricity Act 2003.**

Inform the parties and close the case.

(H.A.Kapadia)
Member

(V.G.Joshi)
Member/Secretary

(V.A.Hambire)
Chairman

2008/95
Page No.3

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महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित
औरंगाबाद परिमंडळ, औरंगाबाद.

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

Case No. CGRF/AZ/AUR/U /95/ 2008/ 16/

Date:-

To,

- 1. The Executive Engineer (Adm.)
O/O Superintending Engineer
O & M , Urban Circle, M.S.E.D.C.L.
Aurangabad.**
- 2. Shri Dyaneshwar V. Shinde,
Flat No.04, Sidhawed Apartment,
Prerna Nagar, Garkheda,
Aurangabad.**

Subject :- Grievance Case No.CGRF/AZ/AUR/U/95/2008/16

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**

