

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

( Case No: CGRF/ AZ / U / **289 / 2010 / 16** )

**Date of Filing:** 17. 05. 2010

**Date of Decision:** 11. 06. 2010

Shri Minhajuddin Wasimuddin,  
Shop No.5, Sajid Fort, Near Head Post Office,  
Juna Bazar,  
Aurangabad

(Consumer No. 490011288178)

**Consumer Complainant.**

**V/s**

MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO.  
LTD. Urban Circle Aurangabad.

The Distribution Licensee.

**Coram:**

**Shri V.A.Hambire** **President**

**Shri V.S.Kabra** **Member**

**Shri P.A. Sagane** **Member secretary**

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

The consumer complainant Shri Minhajuddin Wasimuddin, Shop  
No. 05, Sajid Fort, Near Head Post Office, Aurangabad, (Consumer No.  
490011288178) Aurangabad has filed his grievance in Annexure "A"  
before this Forum on 17.05.2010, under Regulation No. 6.10 of the  
Regulations 2006. The grievance of the consumer was forwarded to the  
Nodal Officer, (Adm.) in the office of the Superintending Engineer, O&M  
Urban Circle, Aurangabad and hearing in the matter was kept on  
03.06.2010.

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

- 1) The consumer had taken single phase commercial electricity supply from the M.S.E.D.C.L., Distribution Licensee (hereinafter referred to as D.L.) for his shop situated at Juna Bazar, Near Head Post Office, Aurangabad. The consumer states that he is receiving energy bill without meter reading and showing faulty status w.e.f. January 2008. Consumer lodged many complaints regarding correct meter reading and revision of bill but his complaint was not attended by D.L. .Consumer not paid the energy bill since March 2008 due to wrong bills received to him . In spite of correcting the energy bill the D.L. had permanently disconnected the consumer's supply during January 2010. The consumer further states that due to disconnection of electric supply his business suffered badly and causes monetary loss The consumer requested the Forum to pass an order directing D.L. to issue the revised bill as per meter reading and reconnect his supply.
- 2) The above matter is heard on dated 03.06.2010. The Nodal Officer Shri Bharti , and Shri Pattewar A.A. and consumer was Present. The Nodal Officer agreed that the meter No. and reading is not tallied with the P.D. report. He also agreed that the bills are issued to the consumer on average basis showing faulty status. The consumers state that he is ready to pay the corrected bill as per the meter reading . He requested the Forum to pass an order for reconnection of electric supply as his business is suffering badly Nodal Officer is directed to submit the corrected revised bill as per meter reading along with the copy of the meter replacement report and matter fixed on dated 08.06.2010.
- 03) On 08.06.2010 Nodal Officer representative Shri P.R.Taur, Shri Suralkar Dy.EE and consumer was present. Nodal Officer submitted the proposal of revised bill as per the final (P.D.) reading along with the copy of the meter replacement. Nodal Officer proposed the credit of Rs.4690/- and issued the revised bill amounting Rs. 7240/-. Heard both the sides and matter kept for decision.

04) The argument from both the sides and record placed before the Forum reveals that the consumer received the correct energy bills as per meter reading upto December 2007 and he had paid the same in time. The meter of consumer was replaced on date 10.03.2008 during the DRUM project. The meter replacement report was not submitted to concerned Sub-Division and it was not feeded in consumer's CPL. Due to this wrong bills were issued showing faulty status. The consumer made complaint with D.L. for revision of bills along with correct meter reading but it was not heard, moreover the electricity supply of the consumer was permanently disconnected on 20.01.2010. As per the directives of the Forum the Nodal Officer submitted the meter replacement report dated 10.03.2010 and as per above report the F.R. of old meter was 4439 and IR of new meter No. 829293 was 002. As per the P.D. report the final reading on dated 20.01.2010 was 1177 units. This shows that the consumer used ( 1177 - 2 ) 1175 units during 10.03.2008 to 20.01.2010 i.e. during 24 months.

05) The perusal of the bill revision sheet submitted by Nodal Officer reveals that all the above facts are taken into consideration. The Nodal Officer proposed the credit of Rs. 4690/- and issued the revised bill amounting to Rs. 7240/- which is correct and accepted by the consumer.

## ORDER

- 1) The outstanding energy bill Rs.11960/- is quashed
- 2) The D.L. is directed to issue the revised bill amounting Rs. 7240/- without D.P.C & interest.
- 3) D.L. is directed to reconnect the electricity supply within two days after payment of above electricity bill

(V.S.Kabra)  
Member

(P.A.Sagane)  
Member/Secretary

(V.A.Hambire)  
Chairperson

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ग्राहक गा-हाणे निवारण मंच

महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित  
औरंगाबाद परिमंडळ, औरंगाबाद.

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

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**Date:-**

**To,**

- 1) **The Executive Engineer (Adm.)**  
O/O Superintending Engineer  
O & M , Urban Circle, M.S.E.D.C.L.,  
Aurangabad.
- 2 Shri Minhajuddin Wasimuddin,  
Shop No.5, Sajid Fort, Near Head Post Office,  
Juna Bazar,  
**Aurangabad**  
(Consumer No. 490011288178)

**Subject :- Grievance Case No.CGRF/AZ/AUR/U/289/2010/16**

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.

**Copy submitted w.r.to:-**  
The Chief Engineer(AZ)  
MSEDCL, Aurangabad.

**Member/Secretary**  
CGRF(AZ) MSEDCL,  
Aurangabad.

Encl: As above  
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