

CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD

PRAKASHKUNJ, 33KV SUBSTATION
N-4 CIDCO, AURANGABAD 431003
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Case No. CGRF/AZ/AUR/U/ 2005/08.

Date of Filing: 16/09/2005.

Date of decision: 31 / 10/2005

Shri Keshav Kishanrao More

The Consumer

r/o Kanhegaon, Tal.Purna, Dist.Parbhani complainant

V/s

**MAHARASHTRA STATE ELECTRICITY BOARD,
(Now known as Maharashtra State Electricity
Distribution Co.Ltd)**

The Distribution Licensee.

Sub: Grievance under the Maharashtra Electricity Regulatory
Commission, (Consumer Grievance Redressal Forum
and Ombudsman) Regulation 2003.

The consumer complainant Shri Keshav Kishanrao More (consumer No. 530418000928) has filed his grievance in Annexure " A " before this Forum on 19.09.05 under regulation No. 6.5 of the Regulation 2003. A copy of the grievance was forwarded on 17.09.05 to the Nodal officer and Executive

Engineer (Adm) in the office of the Superintending Engineer, Parbhani with a request to furnish his response on the grievance on or before 05.10.05 and hearing in the matter was fixed on 07.10.05.

The grievance of the consumer in brief is that he is running a flour mill at Village Kanhegaon, Tal.Purna, Dist.Parbhani. He has been sanctioned load of 10 HP for his flour mill and is billed as per Industrial tariff IP-2 . The three phase meter installed by the D.L at his premises was not working since January 2002 and the regular bills to him was issued on average basis by the D.L.

Cont.

“2”

He further contended that his faulty meter was changed and new meter was installed in August 2002 by the D.L., but no bill was issued to him based on reading of this meter. It is further contended that no bill was issued to him for the whole of the year 2004 and in the month February 2005, a bill for Rs.1,72,591/ based on C.P.L. for three years was issued to him . The consumer on 05.01.05 and 12.03.05 has requested the Junior .Engineer & Asst.Engineer to rectify the bill by undertaking meter inspection, if necessary. No action was taken on the complaint of the consumer by the D.L. The consumer therefore has come before the Forum seeking directions to the D.L. to rectify the bill.

Till the date of hearing i.e. 07.10.05 ,no response was filed on behalf of D.L. On the date of hearing i.e. 07.10.05, held at Parbhani, the consumer and his authorized representative were present. Shri Vidolkar , Asst. Engineer and Shaikh Nazir, Upper Division Clerk, duly authorized by the Supdt.Engineer O & M Circle, Parbhani , were present on behalf of D.L. The representative of D.L. admitted that meter was replaced in August 2002 but no bill was issued to him based on the reading of this new meter and the consumer was charged on the basis of average meter reading prior to installation of new meter. The representative further clarified that the reading of new meter is taken on 27.09.2005 and after subtracting the figure of initial reading i.e.00024, a bill of Rs.48515/ is given to the consumer. The consumer admitted having received the bill. The Representative of the D.L. also stated that no DPC and interest charges have been included in the bill and the bill of Rs.48515/ has been issued to the consumer after appropriation of amount already paid by the consumer during the disputed period. The representative of D.L. was directed to file his report in the matter, which he did later.

The grievance of the consumer was found to be correct and irrespective of the fact the consumer complained to the D.L., no cognizance of his complaint was taken till he came before the Forum and hearing in the matter was fixed on 7.10.05. Because the hearing was fixed on 7.10.05 the concerned officials of the D.L. took pains to look into the matter of the grievance of the consumer and rectified the bill based on the meter reading of the new meter.

Since the bill has been rectified by the D.L., grievance of the consumer does not survive any more. The consumer admitted to the contents of the bill. The consumer is therefore directed to pay the bill within a period of three weeks from the date of receipt of the bill. It is also clarified that the consumer is at liberty to pay the bill in instalments provided his request to this effect is approved by the D.L. and in that case the D.L. shall be at liberty to charge DPC & interest as per rules from now onwards till the final payment is made.

“3”

It appears that the consumer's grievance was not solved for more than three years and average bills were issued to him during this period due to non submission installation report of new meter, Necessary action , if deemed fit , may be initiated by the D.L. against the concerned person or persons ,after due enquiry in the matter.

With the above observations the grievance of the consumer stands disposed off.

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

Inform the parties and close the case.

(H.A.KAPADIA)

MEMBER

V.G.JOSHI

MEMBER SECRETARY

(R.K.PINGLE)

CHAIRMAN