

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

**Case No. CGRF/AZ/AUC/693/2018/33  
Registration No. 2018090014**

Date of Admission : 11.09.2018

Date of Decision : 05.12.2018

Shri Zishan Ali Sarfaraj Ali Syed, : COMPLAINANT  
Saleem Complex , Opp. Burhani School,  
Deodi Bazar, City Chowk,  
Aurangabad 431 001.  
(Consumer No. 490018406991)

**VERSUS**

Maharashtra State Electricity Dist. Co. Ltd., : RESPONDENT  
through it's Nodal Officer, EE(Admn),  
Urban Circle, Aurangabad.  
The Addl. Executive Engineer,  
Shahaganj Sub Division, Aurangabad

For Consumer : Shri Akhatr Ali Khan,  
For Licensee : Shri Sandip Kulkarni,  
Addl. EE, Shahaganj SDn

**CORAM**

Smt. Shobha B. Varma, Chairperson  
Shri Laxman M. Kakade, Tech. Member/Secretary  
Shri Vilaschandra S. Kabra Member.

**CONSUMER GRIEVANCE REDRESSAL DECISION**

1) The applicant Shri Zishan Ali Sarfaraj Ali Syed, Saleem Complex, Opp. Burhani School, Deodi Bazar, City Chowk, Aurangabad is a consumer of Mahavitaran having Consumer No. 490018406991. The applicant has filed a complaint against the respondent Maharashtra State Electricity Distribution Company Limited through the Executive Engineer i.e. Nodal Officer, MSEDCL, Urban Circle, Aurangabad under Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulation 2006 in Annexure (A) on 11.09.2018.

**BRIEF HISTORY & FACTS RELATING TO THE GRIEVANCE:**

2) The complainant has submitted that, electricity connection (commercial) is released to him on 02.11.2015. The place of connection is Advocate's Office. The bill is never issued as per actual reading. The meter is outside the office. Complaint was given to Sub Division, Shahganj & IGRC, but the bill is not revised. Energy bill be revised on actual reading and bills on average basis should be withdrawn. Wrongly charged interest & DPC amount may be withdrawn, actual reading may be taken.

3) Complaint was filed before Internal Grievance Redressal Forum (IGRC) on 11.06.2018. IGRC passed order on 28.06.2018 & it was rejected.

4) Respondent Representative Additional Executive Engineer, Shahganj Sub Division has submitted reply (Page No. 10) on 01.10.2018 & stated that consumer had issued bill of 422 units in the month of April 2016 of Rs. 6,819/-. This wrong bill is revised in the month of July 16, (-) B80 Amount Rs. 4679/- is taken in month of July 2016. In October 2016, bill of 27 units was given. On an average bill of Rs. 5614.77 was deducted.

5) From November 2016 to February 2018 bill was issued with normal / average reading. Meter was changed in February 2018. Previous assessed average unit during February 2017 to February 2018 credit is given in the month of April 2018 of Rs. 2250/-. After March 2018 bills are issued as per reading on meter 40985989 up to September 2018.

6) Since November 2015, the consumer has paid bill twice. Consumer is not paying bills regularly, complaint made before IGRC is dismissed.

7) We have gone through application, say and all documents placed on record by both the parties. We have heard Complainant's Representative Shri Akhtar Ali Khan and Respondent's Representative Shri Sandeep Kulkarni, Addl. EE, Shahaganj Sub Division. Following points arise for our determination & its findings are recorded for the reasons to follow :-

Sr. No.	POINTS	FINDINGS
1)	Whether the disputed bills for November 2015 to February 2018 are requires to be revised ?	No
2)	What order?	As per final order

### **REASONS**

8) **Point No. 1:-** Consumer Shri Zishan Ali Sarfaraj Ali Sayyed having consumer No. 490018406991, commercial connection was released to him in November 2015. Consumer's bill was revised / corrected for wrong consumption reading in the month of April 2016 of 422 units in June 2016 and credit (-) B-80 Rs. 4679/- is given in the month of July 2016 CPL confirms it.

9) In the month of October 2016 previous 6 months lock credit for average bill is given Rs. 5614/-. Consumer has issued bill from November 2016 upto February 2018 with normal / average & previous credit Rs. 2250/- is given in the month of March 2018 for February 2017 to February 2018.

10) Thus (-) B-80, and lock average credit are already given to the consumer up to February 18 is found correct. From March 2018 onwards bills are issued as per meter reading, CPL confirms these entries.

11) As per bill revision, average / lock credit is given to the consumer from time to time, since November 2015 to February 2018 & from March 2018 as per reading CPL confirms it. Wrong billing is already corrected. There is no need for further bill revision. Order passed by IGRC does not require interference. As such we answer point No. 1 in negative & proceed to pass following order in reply to point No. 2.

**ORDER**

- 1) Complaint is hereby dismissed.
- 2) No order to cost.

Sd/-  
Shobha B. Varma  
Chairperson

Sd/-  
Laxman M. Kakade  
Member / Secretary

Sd/  
Vilaschandra S.Kabra  
Member

**CONSUMER GRIEVANCE REDRESSAL FORUM**  
**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.**

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

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No : CGRF/AZ/AUC/693/2018/33/ **121**

Date : **11.09.2018**

To,  
The Executive Engineer(Admn.),  
Nodal Officer,  
MSEDCL, Urban Circle,  
Aurangabad.

Sub : Forwarding of grievance in respect of Shri Zishan Ali Sarfaraj Ali Syed,  
Saleem Complex , Opp. Burhani School, Deodi Bazar, City Chowk, Aurangabad  
(Consumer No. 490018406991) (Case ID No. **2018090014**)

Please find enclosed herewith a copy of the grievance application received by the Forum, in respect of Shri Zishan Ali Sarfaraj Ali Syed, Saleem Complex , Opp. Burhani School, Deodi Bazar, City Chowk, Aurangabad (Cons. No. 490018406991)

You are requested to submit your para wise reply (in case of billing complaint submit CPL of disputed period) on the grievance in Three (3) Nos. of copies to this office at the time of hearing (**Print/ Xerox Copies attached should be readable otherwise will not accept it**) & also handover One (1) No. of copy in advance directly to the complainant. The hearing in the matter will be held on 25.09.2018 at 11.00 Hours.

Encl : As above

Member/Secretary  
CGRF(AZ) MSEDCL  
Aurangabad

**Copy to :**

Shri Zishan Ali Sarfaraj Ali Syed, Saleem Complex , Opp. Burhani School, Deodi Bazar, City Chowk, Aurangabad 431 001.

CONSUMER GRIEVANCE REDRESSAL FORUM  
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.  
AURANGABAD ZONE AURANGABAD.

Old Power House Premises, Dr. Ambedkar Road, Aurangabad. Phone No. 2336172

No. CGRF/AZ/AUC/693/2018/33/ **168**

Date : **05.12.2018**

To,  
Shri Zishan Ali Sarfaraj Ali Syed,  
Saleem Complex , Opp. Burhani School,  
Deodi Bazar, City Chowk,  
Aurangabad 431 001.

Sub:- Grievance in Case No. CGRF/AZ/AUC/693/2018/33.

Please find enclosed herewith a copy of the 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.

Encl: As above

Member/ Secretary,  
CGRF(AZ) MSEDCL,  
Aurangabad

**Copy Swr's to:-**

The Chief Engineer, MSEDCL, Zone Office, Aurangabad.

**Copy Fwc's to:-**

The Executive Engineer (Admn), Nodal Officer, MSEDCL, Urban Circle, Aurangabad

**Contact details of:**

The Electricity Ombudsman,  
Plot No.12, Shrikrupa, Vijaynagar, Chhaoni, Nagpur – 440 013  
Phone No. (Office) (0712) 25 96 670 (E-mail – Secretaryombudsmannagpur@gmail.com )