

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/U / 205 / 2009 / 39 /

Date :-

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 Shri Hemant C.Jamkhedkar
H.No.11, Bank Colony, Satara area, Aurangabad.
(Consumer no. 490011035253)

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from Forwarding of grievance in respect Shri Hemant C.Jamkhedkar .

You are requested to submit your para wise reply on the grievance within 15 days from the date of receipt of this letter along with related documents.

The hearing in this matter is kept on **21/04/2009 at 13=00 Hrs.**

Encl: As above

Member/Secretary
CGRF(AZ) MSEDCL
Aurangabad.

Copy to:-
Shri Hemant C.Jamkhedkar
H.No.11, Bank Colony, Sangram nagar
Satara area, Beed Bypass Road
Aurangabad

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

Case No: CGRF/ AZ / U / 205 / 2009 / 39)

Date of Filing: 06.04.2009

Date of Decision: 28.05.2009

Shri Hemant C.Jamkhedkar
House No. 11, Bank Colony
Sangramnagar, Satara Area
Beed Bypass Road, Aurangabad
(Consumer No. 490011035253)

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 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 Hemant C.Jamkhedkar** has filed his grievance in Annexure "A" before this Forum on 06.04.2009, under Regulation No. 6.10 of the Regulations 2006. The grievance of the consumer was registered in this office at Sr.No. 205/2009/39 and the same 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 21.04.09.

Case No: 205 /09/ 39

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The grievances of the consumer , as per consumer, is as stated below.

1. The consumer has taken electricity connection for residential purpose at the above mentioned address. The Distribution Licensee (hereinafter referred to as D.L.) has changed the old meter , however the consumer has received the bills till June 2008 based on average basis. In the month of July 2008 the consumer received a bill for 1939 units. The consumer contended that since the bill was incorrect , he submitted application with the concerned office of the D.L. for issue of revise bill .He further contended that at the time of meter replacement he has not signed the meter replacement report. The consumer requested the Forum to direct the D.L. to issue the revise bills as per his meter reading after deducting previous payment made by him.
2. On 21.04.2009, i.e. on the date of first hearing , consumer Shri Hemant Jamkhedkar was present. Nodal officer Shri G.S.Rathore was present on behalf of D.L.. He filed his reply on the grievance of the consumer and stated that as per meter replacement report which was signed by the consumer the bill was issued and thr same is correct. Nodal officer was directed to file spot inspection report , to produce the meter in dispute etc before next hearing and the next hearing was kept on 28/4/09.
3. On 28.4.09, both the parties were present. Nodal officer filed spot inspection report, however he could not produced the meter before the Forum as the same was credited to Store center as scrap meter. After hearing both the parties at length the matter was kept for decision.
4. On going through the documents filed by both the parties we observed that the consumer has taken electricity connection for residential purpose and the meter installed at his resident bears Sr.No.9001179650 and the consumer No. allotted by the D.L. is 490011035253. The said meter was replaced by the D.L. on 10.03.2008 by new meter bearing Sr.No. 835470. The reading at the time of replacement of old meter is shown as 11870 and the said replacement report bears signature which consumer has denied as his signature. In order to confirm correct meter reading of old meter Forum directed the Nodal officer to produce the old meter for confirmation of reading. However Nodal officer, stating that the same has been credited as scrap, shown his inability to produce the same. As the meter was replaced under Drum project , on going through the meter replacement register maintained under Drum project, we observed that the make and Amp. capacity mentioned therein do not match with the old meter details shown in the meter replacement report. The make and the Ampere capacity of the old meter is shown as SIMCO and 2.5-10A in the register where as the same is shown as GC and 5-30A in meter. There was no dispute regarding consumption shown by the meter. In order to resolve the dispute regarding correct reading of old meter at the time of replacement, We have therefore left with no other option but to consider the average consumption of the consumer to arrive at solution. On going through the CPL of the consumer we observed that the average

consumption for the period March.07 to Feb.08 is 128 units per month. On going through the consumption for the month of June 2008 which shows 559-1 units i.e. 558 units is in fact consumption for period March 08 to June 08, i.e for 4 months averaging $558/4= 140$ units /P.M. which is nearer to average consumption of last twelve months

In view of above observation, we passed following order:

ORDER

- 1. The bills for the month of March 08 to May 2008 are quashed.**
- 2. The Distribution Licensee shall issue revise bill considering the consumption of March 08 to June 08 as 558 units which is required to be spread over four months.**
- 3. No interest and DPC shall be levied while revising the bill as directed above**
- 4. The amount paid by consumer shall be given set off while issuing revise bill 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.Kapdia)
Member

(P.A.Sagne)
Member Secretary

(V.A.Hambire)
President

ग्राहक गा-हाणे निवारण मंच
महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित
औरंगाबाद परिमंडळ, औरंगाबाद.

जुने पावर हाऊस परिसर.डॉ.बाबासाहेब आंबेडकर रोड, मिल कॉर्नर, औरंगाबाद. - ४३१ ००१, दुरध्वनी व फॅक्स -०२४० - २३३६१७२.

Case No: CGRF/AZ/U/205/2009/39/ **Date:-**
To,

1. **The Executive Engineer (Adm.)**
O/O Superintending Engineer
O & M , Urban Circle, M.S.E.D.C.L.
Aurangabad.
2. **Shri Hemant C.Jamkhedkar,**
House No.11, Bank Colony,
Sangram Nagar, Satara Area, Beed Bypass Road,
Aurangabad

Sub: Grievance incase No. (Case No:CGRF/ AZ/ U/205/2009 /39)

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.

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

Copy submitted with respect to:-
The Chief Engineer(AZ)
MSEDCL, Aurangabad.