

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 / 115 / 2008 / 36/

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 of Shri Prasad Anandrao
Mhaske, 37, Pragati Colony, Makaigate, Ghati, Aurangabad
(Consumer No. 490010382553)

Dear Sir

Please find enclosed herewith a copy of the grievance
Application received by the Forum from Shri Prasad Anandrao
Mhaske, 37, Pragati Colony, Makaigate, Ghati, Aurangabad
(Consumer No. 490010382553)

You are requested to submit your parawise reply on the grievance
within 15 days from the date of this letter

**The hearing of the grievance is fixed on date 29.07.2008 at
11.30 Hrs.**

Encl As above.

Copy to :

Shri Prasad Anandrao Mhaske,
37, Pragati Colony,
Makaigate, Ghati,
Aurangabad

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD

(Case No: CGRF/AZ / U / 115 / 2008 / 36)

Date of Filing: 10 / 07 / 2008

Date of Decision: 25 / 08 / 2008

Shri Prasad A.Mhaske
37, Pragati Colony, Makaigate
Aurangabad.
(Consumer No. 490010382553)

The Consumer Complainant.

Vs

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

The Distribution Licensee.

Coram:

Shri V.A.Hambire	President
Shri H.A.Kapadia	Member
Shri A.N.Sonwane	Member secretary

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

The consumer complainant , **Shri Prasad A.Mhaske,** r/o of Makaigate , Aurangabad has filed his grievance in Annexure "A" before this Forum on 10.07.08 , under Regulation No. 6.10 of the Regulations 2006. A copy of the grievance was forwarded on 10.07.08 to the Nodal Officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban Circle, Aurangabad . The hearing on the grievance of consumer was kept on 29.07.08.

Case No. 115 /36

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

- 1 The consumer has taken electricity supply for residential purpose. The old meter bearing Sr.No. 9001402879 was replaced by the representative of the Distribution Licensee(hereinafter referred to as D.L.) on 02.01.2008 and a new meter bearing Sr.No. 9000799648 was installed at his place. . The D.L., in the month of Feb.2008 , issued a bill amounting Rs. 4587/. The Consumer contended that since the said bill was based on the wrong reading , he filed complaint to the Deputy Executive Engineer, Power House Sub-Division on 08.04.2008 and requested him to issue correct bill. He has also paid part payment of the said disputed bill in order to avoid disconnection of his supply. Since no cognizance of his complaint was taken by the D.L. he filed his complaint in the Forum and requested the Forum to direct the D.L. to issue correct bill.
- 2 On 29.07.2008 , i.e date of first hearing , consumer Shri Prasad A,Mhaske and Nodal Officer, Shri Rathor were present. Nodal Officer filed his reply on the grievance of the consumer along with meter replacement report and C.P.L. The Forum observed that as per meter replacement report the consumption for the period 24.12.2007(date of last reading) and 2.01.2008(date of replacement of meter) was 836 Units .As the above consumption of 836 Units for nine days(9) found to be abnormal, the Forum directed the Nodal Officer, to produce the old meter for confirmation of reading and the next date of hearing was kept on 05.08.2008.
- 3 On 05.08.2008 , both the parties were present. The Nodal Officer, stated that a old meter bearing (Sr.No.1402879) was removed under Drum Scheme Project. However he expressed his inability to produce the old meter as the same was credited to store center as scrapped material. The Nodal Officer also could not justify the bill of 1116 Units issued the consumer for the month of Feb. 2008. As the meter replacement reports discloses 5 digit reading , the Forum therefore directed the Nodal Officer, to produce the meter card in order to confirm the exact digits of meter. The next date of hearing was kept on 12.08.2008.

“3”

- 4 On 12.08.2008 , consumer and Nodal officers were present. The Nodal Officer, filed R.R. copy of the old meter and further stated that the meter was having 4 digit only and since the meter dial has completed 9999 figure, it has shown a reading 0838 at the time of replacement of meter. The Nodal Officer further stated that as per guidelines given by his higher authority the old meter of the consumer replaced under Drum Scheme Project was made scrap and the same is credited to Store and hence cannot be produced for verification of reading before the Forum.
- 5 On hearing both the parties and on going through the CPL, meter replacement report and other documents placed before us we observed that till December 2007 there was no dispute regarding bill. In the month of Dec.07, the meter of the consumer has completed the 4 Digit highest figure i.e. 9999. The D.L. has issued bill for 164 Units showing previous reading as 9872 and current reading as 36 ($9999 - 9872 + 36 = 164$ Units). The reading for the month of January 2008 was not recorded and bill for 237 Units based on average consumption was issued to the consumer.

The old meter bearing Sr.No. 1402879 was replaced with a new meter having Sr.No. 799648 on 02.01.2008. The meter replacement report reveals that the final reading of the old meter on 02.01.2008 was 00838. It is because of this 5 digit reading mentioned in the meter replacement report the confusion about correct number of digit(4 or 5) was raised during the hearing, however the R.R.sheet confirmed that the said meter was having 4 digit reading only.

We further observed that in the month of Feb.2008 bill for 1116 Units was issued to the consumer and for this bill the consumer has filed his grievance with the D.L. on 08.04.2008. The bills after Feb.2008 as per C.P.L. were issued as per meter reading and the consumption recorded for the month March 2008 to June 2008 are 275, 285,374 and 296 units. We further observed that the last six months consumption prior to January 2008 was average 237 units. The bill for the month of Dec.2007 shows that the reading was taken on 24.12.2007 and the same was recorded as 0032. The meter was replaced on 02.01.2008 and the final reading of old meter is mentioned as 0838 which alternately means that the consumption recorded for the period 24.12.2007 to 02.01.2008 is $0838 - 0032 = 0836$ units.

“4”

Considering the average consumption of last sixth months (237 units) prior to disputed period , the consumption of 836 units for nine days seems to be abnormal and incorrect. The Nodal officer was unable to produce the old meter for verification of reading nor could produce the testing report of old meter. We are therefore inclined to accept the contention of the consumer that the consumption of 836 units for nine days is incorrect.

In view of above observations, we are of the opinion that the bill for the disputed period is required to be revised based on the average consumption of last six months. In this case the same is 237 units (i.e @ 8 units per day) .

ORDER

1. The Distribution Licensee is directed to issue revise bill for the month of Feb.2008 based on average per day consumption as clarified in the observations.
2. No interest in D.P.C. shall levied in the revise bill.
3. The payment made by the consumer shall be given set-off while revising the bill.

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.Kapadia)
Member

(A.N.Sonwane)
Member Secretary

(V.A.Hambire)
Chairman

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औरंगाबाद परिमंडळ, औरंगाबाद.

Old Power House Premises, Dr.Ambedkar Road, Aurangabad. Phone No.23361720

No,CGRF/AZ/AUR/U/115/2008/36/

Date :-

To,

- 1) The Executive Engineer (Administration)
O/O Superintending Engineer (O & M)
M.S.E.D.C.L. Urban Circle,
Aurangabad.
- 2) Shri Prasad A.Mhaske,,
37, Pragati Colony, Mkaigate,
Aurangabad.
(Consumer No. 490010382553)

Subject :- Grievance in Case No.CGRF/AZ/AUR/U/115/2008/36

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.

Yours faithfully

Encl: As above

Contact details of the Electricity Ombudsman,

**The Electricity Ombudsman,
Maharashtra Electricity Regulatory Commission,
606-608, Keshava Building,Bandra Kurla Complex,
MUMBAI -400 051
TELEPHONE No. (022) - 26590339**

**The Electricity Ombudsman,
Maharashtra Electricity Regulatory Commission,
606-608, Keshava Building, Bandra Kurla Complex,
MUMBAI -400 051
TELEPHONE No. (022) - 26590339**