

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

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

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No,CGRF/AZ/ U / 239 / 2009 /73 /

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 ShriGian Chand H  
Dogra,Baban Colony, Padegaon,Behind Rana Petrol Pump,  
Aurangabad ( Consumer no. 490910003701)

Dear Sir,

Please find enclosed herewith a copy of the grievance  
application received by the Forum from Forwarding of grievance in  
respect of Shri Gian Chand H. Dogra,Baban Colony, Padegaon,Behind  
Rana Petrol Pump, Aurangabad

You are requested to submit your para wise reply on the grievance  
at the time of hearing. The hearing in the matter will be held on  
18.08.2009 at 11= 30 Hrs. onwards.

Encl: As above

Member/Secretary  
CGRF(AZ) MSEDCL  
Aurangabad.

Copy to:  
Shri Gian Chand H Dogra,  
Baban Colony,  
Behind Rana Petrol Pump,  
Padegaon,  
Aurangabad

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

**Case No. CGRF/AZ/AUR/U /239/ 2009/73**

Date of Filing: 30. 07. 2009  
Date of Decision: 08. 09. 2009

Shri Gian Chand H. Dogra,  
Baban Colony, Behind Rana Petrol Pump,  
Padegaon,  
Aurangabad  
(Consumer No. 490910003701 )

Consumer Complainant.

V/s

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

Coram: Shri V. A. Hambire President  
Shri P. A. Sagane Member secretary

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

1. The consumer has filed his grievance in Annexure "A" before this Forum on **30.07.2009** under Regulation No. 6.10 of the Regulations referred to above. A copy of the grievance was forwarded on 31.07.2009 to the Nodal officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban Circle, Aurangabad with a request to furnish his response on the grievance within a period of fifteen days and hearing in the matter was fixed on **18.08.2009**

The complaint of the consumer in brief, as per consumer is as under:-

1. The consumer has taken electricity supply from the Distribution Licensee (hereinafter referred to as D.L.) for residential purpose at above-mentioned address bearing Service connection No.490910003701. The electric meter of the consumer was replaced on dated 29.12.2008 with the final reading as 2793. During January 2009 to April 2009 he has received the abnormal bills without actual taking the meter reading. Consumer further stated that he received the abnormal bill amounting Rs.3750/- during April 2009. He had made written complaints with the concerned Sub-Division for revision in energy bill but no cognizance of this application was taken by the D.L. The consumer further contended that the S.D. paid by him is not shown correctly in CPL, the amount of S.D. paid differs in every month. The demand of additional S.D. made by the D.L. during April 2009 is also not justified as per the MERC Circular. The consumer requested the Forum to direct the D.L. to issue revised corrected bill, to withdraw DPC and interest, to issue monthly bills with visible photo readings, and withdraw the unjustified demand of the additional security deposit.

2. On 18.08.2009 Nodal Officer Shri G.S.Rathor and consumer Shri G.H.Dogra was present. The consumer stated his complaint as above. The Nodal Officer filed his reply along with the documents such as CPL, meter replacement report, Xerox copy of the meter with reading for December 2008, SIR and bill revision sheet. The Nodal Officer stated that the meter No.314148 of the consumer was replaced by DRUM Section on 29.12.2008 and bill issued as per F.R. of old meter i.e. 3528 . Nodal Officer is directed to confirm the F.R. and to submit the revised bill proposal during next hearing. Matter kept on dated 25.08.2009.

3. On 25.08.2009 representative of Nodal Officer Shri Taur, AE and consumer was present Nodal Officer confirm the FR as 3528 and submitted the revised bill proposal with bifurcation of units in 4 months. Consumer has not agreed with the F.R. and states that he had not signed on meter replacement. Nodal Officer was directed to produce the old replaced meter before Forum, but he told that the meter is scraped and cannot produce before the Forum. Heard both sides and matter kept for decision.

4. As per the documents produced by both the parties it is observed that there was no dispute of bill up to November 2008. During December 2008 the old meter of the consumer was replaced and as per the meter replacement report F.R. shown as 3528. As per CPL the consumer was billed on average 177 units per month from January 2009 to March 2009 and note of meter replacement report was taken during April 2009 and issued the bill of 1097 units amounting Rs.3746.48 with bifurcation. The consumer strongly contended that the FR of the replaced meter was 2793 and not 3528. Nodal Officer had submitted the photo copy of old meter (No.314148) showing the meter reading as 2793. This photo copy was taken by meter reading agency during December 2008. The old meter was replaced on dtd.29.12.2008. from the above facts, it is clear that the FR must be 2793 as stated by the consumer. Hence the Forum accepted the consumers contention of FINAL READING Nodal Officer submitted the correction of security deposit paid by the consumer as Rs.370/- and shown in CPL during July 2009.

#### **Hence order**

1. The bills issued by D.L. for month January 2009 to April 2009 are quashed and directed to issue the revised bill as per new meter reading i.e.  $(364 - 2) = 362$  units for above period.
2. No DPC and interest shall be charged. The payment made by the consumer during above period shall be credited.
3. The demand of additional security deposit should be revised considering the corrected S.D. and as per the MERC Regulations 2005, Section 11.2

The revised bill should be issued to the consumer within 15 days with details as per order under intimation to this Forum.

Inform the parties and close the case.

( P.A.Sagane)  
Member Secretary

(V.A.Hambire)  
Chairman

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

**Case No. CGRF/AZ/AUR/U /239/ 2009/ 73/**

**Date;-**

To,

1. The Executive Engineer (Adm.)  
O/O Superintending Engineer  
O & M , Urban Circle, M.S.E.D.C.L.  
Aurangabad.
2. Shri Gian Chand H. Dogra,  
Baban Colony, Behind Rana Petrol Pump,  
Padegaon,  
Aurangabad  
(Consumer No. 490910003701 )

**Sub: Grievance incase No. CGRF/AZ/AUR/U/239 /2009/73**

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.

Yours Faithfully,

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

Member/Secretary  
CGRF(AZ) MSEDCL  
Aurangabad.

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)

