

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

Case No. CGRF/AZ/AUR/U/2005/ 15

Date of Filing: 29.11. 2005.

Date of Decision: 27.12.2005

**Shri Rajpalsing K.Gahelwal** - **The Consumer**  
**Complainant.**

**R/o plot No.127,New Hanuman Nagar Garkheda,,**  
**Aurangabad**

V/s

**MAHARASHTRA STATE ELECTRICITY**  
**DISTRIBUTION COMPANY LTD. ( MSEDCL)**

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

1. The consumer complainant **Shri Rajpalsing K.Gahelwal** ( Con.No. 490011498547) has filed his grievance in Annexure “ A “ before this Forum on 29.11.2005 under regulation No. 6.5 of The Regulations 2003. A copy of the grievance was forwarded on 01.12.05 to the Nodal officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban 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 20.12.05.  
**DISTRIBUTION COMPANY LTD. ( MSEDCL)**

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

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( Con.No. 490011498547) has filed his grievance in Annexure “ A “ before this Forum on 29.11.2005 under regulation No. 6.5 of The Regulations 2003. A copy of the grievance was forwarded on 01.12.05 to the Nodal officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Urban 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 20.12.05.

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He further contended that since he did not receive the corrected bill, again he contacted and submitted his application for issue of corrected bill to the Dy.Executive Engineer, Garkheda sub division who has asked him to pay the bill first or otherwise his electricity supply will be disconnected . He therefore made part payment of Rs.1200/ on 23.11.04. Even thereafter also the meter reading was neither taken nor recorded on the bills till August 2005. However instead of getting corrected bill, he once again received wrong bill of Rs. 4080/ in sept.05 which showed arrears of Rs.3140/ The reading shown on the bill was also not as per figures displayed on the meter. He further contended that on 19.09.05 , he submitted his complaint in the office of Executive Engineer, Garkheda Aurangabad and also met the Jr.Engineer for corrected bill, however he was again asked to pay the bill immediately to avoid disconnection. He therefore paid Rs. 2000/ on 26.09.05 to avoid disconnection of electricity. He again met the Dy.Ex.Engineer, Garkheda , on whose instruction, one Mr. Ahmed , a lineman , visited his house and noted the meter reading as 898,the meter reading as reported in the bill being 589. Thereafter he made several attempts to get his bill corrected but all his efforts went in vain.

3. The consumer in his application further requested the Forum to issue necessary instruction to the Distribution Licensee not to disconnect his electricity supply till his grievance is

decided as he is ready to pay the bill of disputed period on average basis. The hearing on above request of the consumer was fixed on 03.12.05.

4. On 03.12.05, representative of the consumer was present. The Nodal officer was present. Since the matter before the Forum was limited to application of consumer for issue of necessary orders to the Distribution Licensee to the effect not to disconnect his supply as he is ready to pay the bill for the disputed period calculated on the basis of average charges paid for preceding six months. After hearing the parties the application of the consumer was granted.

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5. On 20.12.05, representative of the consumer was present. The Nodal officer was present. The Nodal officer filed his response to the grievance at the time of hearing. In his response he has stated that the reading of the meter installed at consumer's premises, as on 20.12.05, is 1064. The Nodal Officer further stated that the consumer was charged bill for 40 units in the month of October 2004 and during the period Nov.04 to August 05 bills were issued as per meter reading and the lock/average of 114 units charged in the month of Feb.05 is adjusted in the bill issued for April 05 and Rs.300.25 credit has been given to the consumer in this bill. The readings for the month of Sept.05 & Oct.05 were not taken might be because of locked premises and the bill charged in the above two months will be adjusted in the next reading schedule of meter reader. The Nodal officer further stated that from CPL, it is observed that

the consumer is not paying his bills regularly and having arrears of Rs. 2737.99 in the month of Oct.05.

1. On going through the CPL we find that the CPL contains entries from Oct.2000 to Oct.2005, of which entries up to August 2005 are bimonthly entries where as subsequent to that are monthly entries. The CPL for this period displays total 32 readings, of which 24 entries disclose status either locked, rejected, faulty, RNA, REJ, Mtrch. Though entry for Dec.2001 discloses the meter status as MTRCH i.e. meter change) , it is totally incorrect as the meter number shown from Oct.2000 to Oct.2005 is the same i.e. 701334. Therefore the meter change status disclosed in the CPL cannot be considered . Besides these 24 entries, 4 entries though do not disclose any meter status as observed above but considering the previous and the current reading, the entries are in fact not correct and they also cannot be considered. When out of 32 , 28 entries are wrong, needless to say the remaining entries are also have to be wrong ,because previous and current reading would not match so far as these entries are concerned unless they are continuous entries for a spell of time and the CPL does disclose that these entries are not continuous entries, that is one after another. For the reason stated above the entries in the CPL so far as the meter reading shown therein is concerned can not have any importance for the respective period shown therein. However the initial reading ( previous reading) of Oct.2000 is 00018 and the meter reading on 20.12.2005 is 01064, will be important in deciding the grievance of the consumer .

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The Nodal officer in his response dt.17.12.05 has stated that the meter reading on 20.12.2005 as 01064. The consumer also agrees to this . Therefore the consumption of electricity by the consumer from Oct.2000 to Dec.2005 as observed above will

be 1064-18= 1046 units. The electricity charges for this 1046 units will have to be divided amongst the period from Oct.2000 to Dec.2005, bills up to August 2005 are bimonthly bills and thereafter monthly. Since during the entire period of five years or so no reading was taken correctly , the fault does not lie with the consumer but with the D.L.. The period for which the house was closed , the Distribution Licensee has charged minimum bill and the consumer has stated that he has cleared the bills up to June 2001. and the CPL also discloses that the consumer did pay the bill. The consumer faced by threat of disconnection has paid Rs.1200/ on 23.11.04 and Rs.2000/ on 26.9.05. For the entire period i.e. Oct.05 to Dec.05 ( 20.12.05) , not a single bill is issued to the consumer which can be said to be a correct bill so far as previous reading, current reading and consumption in units is concerned. The D.L. therefore while apportioning electricity charges for 1046 units from Oct.2000 to Dec.2005 will not be entitled to charge DPC, Interest or interest on arrears . Needless to say the setoff of Rs. 1200/ & Rs.2000/ paid by the consumer will have to be given while giving the rectified bill in light of the observations made above.

7. In light of the above observations, the following order is made.

- 1. The D.L. shall prepare a rectified bill for 1046 units**
- 2. While preparing the bill as stated above the total 1046 units shall be equally divided amongst the period from Oct.2000 to Dec.2005.**
- 3. While preparing the bill ,as stated above, no DPC, interest or interest on arrears shall be charged.**
- 4. The payment of Rs. 1200/ & Rs. 2000/ made by the consumer will have to be given setoff against the electricity charges payable by him.**

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5. **The D.L. shall issue rectified bill , as observed above and serve it on consumer and the consumer shall pay the bill within a period of 21 days from the date of receipt of bill by him.**
  
6. **The consumer shall be at liberty to apply for instalments to the D.L. in which case the D.L. shall be entitled to charge DPC, interest etc as per rules in this regard.**

**The Distribution Licensee .& the consumer shall comply with the above order and report compliance to the Forum.**

**Inform the parties and close the case.**

**(H.A.KAPADIA) ( V.G.JOSHI) ( R.K.PINGLE)  
MEMBER MEMBER SECRETARY CHAIRMAN**

