

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

**Case No. CGRF/ AZ/ AUR/ U / 645/ 2017 / 38  
Registration No. 2017070064**

Date of Admission      11.07.2017  
Date of Decision        26.09.2017

Shri Parmar Kamlesh Jethmal,  
Plot No. 16, G. No. 117, Nakshtrawadi,  
Paithan Road, Aurangabad  
(Consumer No. 490011871884)

COMPLAINANT

**VERSUS.**

The Executive Engineer (Administration)  
Nodal Officer, O/O Superintending Engineer ,  
Urban Circle, MSEDCL, Aurangabad.

RESPONDENT

**CORAM**

Shri	Laxman M. Kakade,	Chairman (I/c)
Shri	Laxman M. Kakade,	Member / Secretary
Shri	Vilaschandra S. Kabra	Member.

**CONSUMER GRIEVANCE REDRESSAL DECISION**

The applicant Shri Parmar Kamlesh Jethmal, Plot No. 16, G. No. 117, Nakshtrawadi, Paithan Road, Aurangabad is a consumer of Mahavitaran having Consumer No. 490011871884. The applicant has filed a complaint against the respondent, 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 11.07.2017.

**The brief details of the complaint are as under.**

Shri Parmar Kamlesh Jethmal states that connection for consumer No. 490011871884. Category LT-II Commercial was taken at address Plot No. 16, G. No. 117, Nakshtrawadi, Paithan Road, Aurangabad for construction purpose on 01.09.2010. In the month of January 2013 meter was stolen by some unknown person and supply was disconnected by MSEDCL/ GTL. Consumer has paid every bill on 09.03.2013. MSEDCL also released another connection as consumer No. 490014288934.

The complaint of lost of meter for consumer No. 490011871884 was lodged by consumer on dtd. 10.05.2013, though supply is disconnected, billing is continue till date.

On 11.03.2015 complainant submitted complaint to MSEDCL to correct the bill. Spot inspection report was carried by AE, Railway Station remarks states that connection was permanently disconnected since two and half years.

Consumer asked to waive the bill for consumer No. 490011871884 from the date of disconnection and meter was stolen. Since building and row houses were constructed and sold to respective clients, kindly provide instructions to MSEDCL to release connection to resident. Consumer in his letter dtd. 29.08.2017 states that lodging FIR is completely in the hands of respected Police Station. Also as per MERC Regulation 2005 clause 14.3 "Meter reading shall be under taken at least once in every two months in the case of consumer other than agriculture and for agriculture once in every three months."

Power supply and meter for consumer No. 490011871884 was not present but still billing is carried out. MSEDCL may waived off and release new connection to tenants.

**Say of Executive Engineer, Nodal Officer, Aurangabad Urban Circle.**

Nodal Officer i.e. Executive Engineer, Urban Circle, Aurangabad representative Additional Executive Engineer, Chavani Sub Division in his statement dtd 21.08.2017 said that consumer Shri Parmar Kamlesh Jethmal with consumer No. 490011871884 had submitted application for bill revision. Consumer had given complaint at Satara Police Station regarding loss of meter, but as per MERC (Electricity supply code and other conditions supply) Regulation 2005 Clause 14.2.1 "any complaint regarding a lost of meter shall be accompanied by copy of FIR with appropriate Police Station." Consumer has submitted only application as i.e. N.C. Addl. EE, Chawani. He submitted CPL of above consumer from January 2010 to December 2016.

Additional Executive Engineer also submitted letter dtd. 18.09.2017 to Police Station, Satara regarding action against letter of Shri Kamlesh Jethmal Parmar dtd. 09.04.2013 on dtd. 15.09.2017 but reply from Police Station not received till date.

**Observations of the Consumer Grievance Redressal Forum.**

- 1) Complainant Shri Kamlesh Jethmal Parmar had given complaint to Police Station, Satara on dtd. 10.05.2013 regarding loss of meter of Consumer No. 490011871884 during 09.04.2013 to 10.05.2013 from plot No. 16 Gut No. 17, Nakshtrawadi, Paithan Road, Aurangabad. Consumer in his complaint at Forum said that in the month of January 2013 meter of above consumer was stolen. **It is controversy & not clear when meter is stolen, also consumer had not given immediate compliant to MSEDCL / GTL.**
- 2) Complainant states that he has taken another connection for construction on 24.01.2013 with Consumer 490014288934 and also he paid bill of consumer No. 490011871884 on dtd. 09.03.2013, it shows that for some period consumer has availed supply from two meters.
- 3) From CPL of consumer No. 490011871884 consumer has not paid since 09.03.2013, he has not given compliant to MSEDCL/GTL before 11.03.2015. During this period bills issued with faulty status.
- 4) Complainant was asked to submit FIR Copy regarding lost of meter, but he had not submitted. Also Addl. Executive Engineer had given letter to Police Station, Satara but also not submitted FIR copy till date.

- 5) After application of consumer at Sub Division Office MSEDCL on 11.03.2015. MSEDCL authority also not taken proper action. Assistant Engineer has submitted spot inspection report on 08.03.2016 i.e. after one year & also remark that consumer is PD since two and half years without support of documents. Also meter was faulty since long period, no action from MSEDCL is taken for normal billing.
- 6) Meter reading agency and concern respondent billing officer has not carried his work properly as consumer is billed with faulty status from March 2013 to July 2016 and during this period no payment was made.

In view of the above submissions made by applicant, Respondent during the hearings and the observations of the CGRF, this Forum passes the following order.

**ORDER**

- 1) Meter is lost and FIR copy also not submitted on record, so in this position as per Hon'ble MERC Rules & Regulations do the recovery of energy bills.
- 2) The compliance shall be reported within 30 days.

Sd/-  
Laxman M. Kakade  
Chairman I/c

Sd/-  
Laxman M. Kakade  
Member / Secretary

Sd/  
Vilaschandra S. Kabra  
Member