

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

**Case No. CGRF/AZ/AUR/R /332/ 2011/ 12**

**Date of Filing: 17.03.2011**

**Date of Decision: 09.05.2011**

Sau. Parwatibai Kaduba Pungle,  
Tilaknagar, Tq.Sillod,  
Dist. Aurangabad.  
(Consumer No. 495510052306 )

**Consumer Complainant.**

V/s

**Maharashtra State Electricity Distribution Co.Ltd.  
Rural Circle, Aurangabad.**

Coram:	Shri V.B.Mantri	President
	Shri V.S.Kabra	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 has filed his grievance in Annexure "A" before this Forum on 17.03.2011 under Regulation No. 6.10 of the Regulations referred to above. A copy of the grievance was forwarded on 17.03.2011 to the Nodal Officer and Executive Engineer (Adm) in the office of the Superintending Engineer, Rural 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 31.03.2011

Case No. 332/ 2011  
Page No. 00/00

The consumer stated his grievance as below:

Consumer has taken the L.T. electricity supply from Maharashtra State Electricity Distribution Company Limited( hereafter called as D.L. )for residential purpose on 31.07.2000. Consumer states that he has received the electricity bill with wrong and excessive meter reading during December 2009. Consumer lodged written complaints with the area Section Office but his complaint was not attended. The consumer further states that his supply was disconnected on 10.04.2010 still the bills showing unit consumption issued to him. Lastly consumer paid his bill under protest on 03.09.2010 and supply is reconnected by D.L. Consumer in his written complaint requested the Forum to issue the corrected bill as per the meter reading, exempt the DPC and Interest and pass the order of Rs.25,000/- for mental agony.

- 01) On 31.03.2011 Nodal Officer representative Shri P.S. Chandol and consumer was present. Nodal Officer submitted his point wise reply to grievance. Consumer states that his electricity supply is disconnected on 25.03.2011 i.e. after lodging the complaint at CGRF, moreover supply was disconnected without the proper notice as per Section 56(1) of I.E. Act 2003. Consumer requested Forum to issue order for reconnection his supply till the decision of this Forum. The Forum directed Nodal Officer to reconnect the electricity supply within two days and report compliance. The matter posted on date 20.04.2011.
- 02) On 20.04.2011 consumer and Nodal Officer were present but the matter could not be heard due to absence of Chairperson and Consumer Member. As such the matter postponed and fixed on 26.04.2011.
- 03) On 26.04.2011 Nodal Officer Shri S.T. Daud, Assistant Engineer, Sillod and consumer were present. Nodal Officer submitted the copies of the meter replacement report, copies of bill revision sheets. Consumer raised many points and shown irregularities in meter reading and in CPL record. Consumer submitted written statement showing the irregularities in the energy bills. Nodal Officer is directed to submit reply on the consumers representation on 05.05.2011.
- 04) On 05.05.2011 consumer and Nodal Officer were present Nodal Officer has submitted the reply on the points raised by the consumer in the previous hearing. Heard both sides in length and matter kept for decision.
- 05) The argument made by both the parties and documents placed before the Forum reveals that consumer's meter No.89857826

replaced on 17.11.2008 with final reading as 6671 and new meter bearing No. 988304 installed with I.R. 001. The perusal of the CPL shows that the D.L. has not taken the cognizance of the meter replacement report. It is not taken on record upto October 2009 and bills are issued on average basis showing faulty status. Further the above meter No. 988304 is also replaced on 30.12.2009, and new meter No.944273 was installed with I.R.002 on 30.12.2009. The meter replacement report submitted by JE Sillod shows that F.R. of the old meter is not visible. From the CPL it is seen that the bill for December 2009 is issued for 2826 units showing previous reading as 200 and current as 3026. The consumer has submitted his objection that as the meter FR is not visible as per the meter replacement report then how the final reading 3026 is recorded in the bill of December 2009.It is also noted by the Forum that the bills are issued without meter reading w.e.f. January 2008 to November 2009. As such the meter reading taken during November 2009 i.e. 3026 can not be accepted. The Nodal Officer could not submit the satisfactory reply on this issue. Considering the above situation the Forum accepted the consumption pattern of new meter installed on 30.12.2009. The average consumption pattern of above meter on record is seen as 56 units per month which could be acceptable..

Hence the order.

- 1) The bill issued for the period November 2008 to December 2009 has been quashed and directed to issue the revise bill of 56 units per month during above period.
- 2) No DPC and interest for above period.
- 3) The bills paid by the consumer during above period should be credited from the revise bill.

Inform both the parties and close the matter.

(V.S.Kabra)  
Secretary

(P.A.Sagane)  
Member/Secretary

(V.B.Mantri)  
Chairperson

