

**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 / 179 / 2009 / 13 /

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 S.S.Jahagirdar ,  
R/o 2-4-18, Mill Colony, Kotwalpura Aurangabad.  
( Consumer No. 490010366361 )

Dear Sir,

Please find enclosed herewith a copy of the grievance application received by the Forum from Shri S.S.Jahagirdar ,R/o 2-4-18, Mill Colony, Kotwalpura Aurangabad.

The consumer has requested the Forum to pass Interim order for reconnection of the supply.

The hearing on passing of Interim Order will be held on Tuesday 3<sup>rd</sup> Feb.09 at 13.00 Hours.

You are requested to submit your reply at the time of hearing.

Encl: As above

Copy to

Shri S.S.Jahagirdar ,  
R/o 2-4-18, Mill Colony,  
Kotwalpura Aurangabad.

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

( Case No. CGRF / AZ /AUR /U / 179 / 2009 / 13 ).

**Shri S.S.Jahagirdar ,**  
**R/o 2-4-18, Mill Colony,**  
**Kotwalpura Aurangabad.**  
( Consumer No. 490010366361 )

**Consumer Complainant.**

V/s

**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION**  
**COMPANY LTD. Urban Circle,Aurangabad.**

**The Distribution Licensee.**

**Date:- 03.02.2009**

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

**INTERIM ORDER**

The consumer has filed his grievance in the Forum regarding incorrect bills issued by the Distribution Licensee and also requested the Forum to pass an interim order directing the Distribution Licensee not disconnect electricity supply of his residence till disposal of his grievance.

The grievance of the consumer was admitted as per Regulation No. 6.5 of Maharashtra Electricity Regulatory Commission The hearing on the application of the consumer for passing interim order was kept on 03.02.1009.

On the date of hearing, i.e. on 03.02.09 , consumer representative Dr.Abhay A.Kulkarni was present. Nodal Officer Shri Rathore was present on behalf of Distribution Licensee. The Nodal officer did not file any documents and requested the Forum for grant time limit extension for filing his say on the grievance. The Forum directed the Nodal officer to file spot inspection report, CPL & other related documents before next hearing .

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On hearing both the parties and by going through the bills We observed that since last twelve months the D.L. has issued bills on average basis and no meter reading was recorded since last 12 months..

The consumer has submitted present reading of the meter as on 2.2.09 as 10884 which prima facie shows that the consumption is very less but the meter is in working condition .

The Forum , in the interest of justice, and as per provision No.6.5, of the Regulation 2006, hereby direct the D.L. not to disconnect the electricity supply of the consumer till disposal of the grievance.

Next hearing in this matter is kept on 10..02.09 at 13.00hrs.

**( H.A.Kapadia)**  
**Member**

**( P.A.Sagane)**  
**Member Secretary**

**(V.A.Hambire)**  
**Chairman**

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

( Case No: CGRF/ AZ / U / 179 / 2009 / 13 )

**Date of Filing:** 02.02.2009

**Date of Decision:** 25.03.2009

**S. S. Jahagirdhar**  
2-4-18, Mill Corner  
Kotwalpura Aurangabad.

( Consumer No. 490010366361 )      **Consumer Complainants**

V/s

**Maharashtra State Electricity Distribution Co. Ltd.**

Urban Circle, Aurangabad.

**The Distribution Licensee.**

**Coram:**

**Shri V.A.Hambire**      **President**

**Shri H.A.Kapadia**      **Member**

**Shri P.A.Sagane**      **Member secretary**

**ORDER**

The complainant Shri S.S.Jahagirdhar r/o 2-4-18, Kotwalpura Aurangabad has filed his grievance in Annexure "A" before this Forum on 02.02.2009, under Regulation No. 6.10 of the Regulations 2006. The grievance was registered as Case No: CGRF/ AZ / U / 179 / 2009 / 13 in the Forum. The grievance of the consumer was forwarded to the Nodal Officer, (Adm.) in the office of the Superintending Engineer, O&M Urban Circle, Aurangabad and hearing in the matter was kept on 03.02.2009.

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

1. The consumer has taken electricity connection for residential purpose at above mentioned address. The consumer, in his grievance, has stated that he is working in judicial service and presently staying out of Aurangabad city and hence electricity consumption is very less. The Distribution Licensee ( hereinafter referred to as D.L.) has issued bills on average basis which are on higher side. The consumer further contended that he has paid such bills to avoid disconnection of electricity. He further contended that he has requested the concern officer of the D.L. to issue bills as per meter reading. However since no cognizance of his complaint was taken by the D.L., he filed his grievance in the Forum and requested the Forum to direct the D.L. to issue revise bill as per meter reading and further requested the Forum to direct the D.L. not to disconnect his supply till disposal of his grievance filed before the Forum.
2. On 03.02.2009, i.e. on the date of first hearing, consumer representative Dr.Abhay Kulkarni was present. Nodal officer Shri G.S.Rathore was present on behalf of D.L. He filed application for adjournment of hearing stating that he has not received the documents from concern subdivision. On going through the documents filed by the consumer, Forum observed that the bills issued to the consumer are not as per meter reading. The Forum therefore passed an interim on 03.02.09 directing the D.L. not to disconnect the electricity supply of the consumer till disposal of the grievance filed by the consumer before the Forum. The next date of hearing was kept on 10.02.09.
3. On 10.02.09, consumer was absent. Nodal officer filed his reply on the grievance of the consumer and stated that the meter of the consumer is fixed inside the house and it is difficult to take reading as the house remains lock. He also stated that, the consumer during the inspection, did not allowed his staff to shift the meter at other convenient location. Since the Nodal officer did not filed spot inspection report, CPL etc, he was directed to file the same before next hearing which was kept on 18.02.2009.
4. On 18.02.09, consumer Shri S.S.Jahagirdar was present. Nodal officer's authorized representative Shri S.B.Jarare was present. He filed spot inspection report and CPL of the consumer. Forum observed that the bills for the month July 07 & August 07 were also issued on average basis and even after reading was available same were not corrected. Forum therefore directed the Nodal officer's representative to submit proposal for revise bill as per meter reading before the next hearing which was kept on 25.02.09.

5. On 25.02.09, consumer was absent. Nodal officer Shri Rathore filed bill revision proposal and stated that credit of Rs.1661=22 will be given in the next bill of the consumer . The matter was therefore kept for decision.
6. On going through the documents filed by both the parties and on hearing both the parties, we observed that the consumer has taken electricity supply for residential purpose. The meter installed bears Sr.No. 06035093 and the consumer No. given by the D.L. is 490010366361. On going through the CPL of the consumer we observed that bills for the period Oct.07 to July 08 were issued by the D.L. on average basis showing initial and final reading as 7896 & 7896 . The bill for the month of August 2008 shows initial and final reading as 7896 & 10322 respectively and in the said bill the average units charged for the period Oct.07 to July 08 was given setoff. However no such set off was given for the bills issued to the consumer on average basis for the period July 07 & August 07. The Nodal officer accepted the mistake on his part and submitted copy of bill revision sheet showing credit of Rs. 1661=22.The Forum observed that the said bill revision is as per rules and tariff applicable prevailing the said period.
7. In view of above observation , we are of the opinion that the D.L. has issued incorrect bills based on average basis instead of actual consumption. Since the D.L. has rectified the incorrect bills considering the actual meter reading and has agreed to give credit of Rs. 1661.22., the grievance of the consumer stands redressed.

## **ORDER**

1. The Distribution Licensee is directed to give Rs. 1661.22 credit and issue rectified bill , if not already done, within 30 days.

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.Kapdia)**  
Member

**( P.A.Sagne)**  
Member Secretary

**V.A.Hambire**  
President

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

जुने पावर हाऊस, पोलीस आयुक्तालयासमोर, डॉ.बाबासाहेब आंबेडकर रोड, औरंगाबाद.- ४३१ ००१

**Case No. CGRF/AZ/AUR/U /179/ 2009/ 13/**

**Date:-**

**To,**

- 1. The Executive Engineer (Adm.)  
O/O Superintending Engineer  
O & M , Urban Circle, M.S.E.D.C.L.  
Aurangabad.**
- 2. Shri S.S.Jagirdhar,  
2-4-18, Mill Corner, Kotwalpura,  
Aurangabad.**

**Subject :- Grievance Case No.CGRF/AZ/AUR/U/179/2009/13**

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.**

**Encl: As above**

**Copy submitted w.r.to:-  
The Chief Engineer(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**

