

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

**Case No. CGRF/AZ/AUC/692/2018/32  
Registration No. 2018090013**

Date of Admission : 11.09.2018

Date of Decision : 18.12.2018

Shri Baugwala Taha Lukmanbhai, : COMPLAINANT  
3-3-15, Burhani Street,  
City Chowk,  
Aurangabad 431 001.  
(Consumer No. 490011705526 )

**VERSUS**

Maharashtra State Electricity Dist. Co. Ltd., : RESPONDENT  
through it's Nodal Officer, EE(Admn),  
Urban Circle, Aurangabad.  
The Addl. Executive Engineer,  
Shahaganj Sub Division, Aurangabad

For Consumer : Shri Akhatr Ali Khan,  
For Licensee : Shri Sandip Kulkarni,  
Addl. EE, Shahaganj SDn

**CORAM**

Smt. Shobha B. Varma, Chairperson  
Shri Laxman M. Kakade, Tech. Member/Secretary  
Shri Vilaschandra S. Kabra Member.

**CONSUMER GRIEVANCE REDRESSAL DECISION**

1) The applicant Shri Baugwala Taha Lukmanbhai, 3-3-15, Burhani Street, City Chowk, Aurangabad is a consumer of Mahavitaran having Consumer No. 490011705526. The applicant has filed a complaint against the respondent Maharashtra State Electricity Distribution Company Limited through 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 11.09.2018.

**BRIEF HISTORY & FACTS RELATING TO THE GRIEVANCE:**

2) The complainant has submitted complaint in the office of the Executive Engineer, (Nodal Officer), Internal Grievance Redressal Cell (IGRC) on dtd. 09.01.2018 and requested to revise the bill that he has received in the month of June 2016 and average bill received in the month of September & October 2016.

3) The complainant again submitted application to the office of the Additional Executive Engineer, Shahaganj Sub Division on dtd. 02.02.2018 with reference of IGRC case and state that abnormal bill of 9020 units for Rs. 1,40,144/- is issued for the month of June 2016 due to jumping of meter. Complainant state that he has submitted application for revision of amount, but the same is not done hence under protest of pending decision of IGRC, he is paying Rs. 40,000/- today.

4) IGRC, Urban Circle, Aurangabad has passed Order on 25.06.2018 vide Lr. No. अअ/औशमं/तांत्रिक/2116 दिनांक 25.06.2018 “निष्कर्ष - ग्राहकाचे 2013 पासूनच्या CPL चे अवलोकन केकले असता असे आढळते की, ग्राहकाचा सरासरी वीज वापर 450 ते 500 युनिट असा आहे. तसेच महावितरने सादर केलेल्या फोटोमध्ये रिडींग स्पष्ट दिसत आहे. ग्राहकाचा सरासरी वीज वापर हा 700 ते 800 युनिटचा आहे. **आदेश** - ग्राहकाचे जून 2016 मधील Accumulated Reading चे बील एप्रिल 2017 मध्ये दुरुस्त केले आहे. त्यामुळे एप्रिल 2017 च्या बिलावरील व्याज व विलंब आकाराची वजावट देण्यात यावी.”

The Complainant being not satisfied with this order and filed petition in CGRF on dtd. 11.09.2018 and requested to set aside IGRC order and revision of abnormal bill for the month of June 2016 due to meter jump and further average bills.

5) Additional Executive Engineer has submitted reply on dtd. 01.10.2018 (Page 18-19) and stated that consumer has issued bill of accumulated unit i.e. 9020 in the month of June 2016 with correct meter reading. The consumers bill is revised & distributed for period December 2015 to July 2016 considering CPL and reading photo available. Bill is revised in the month of April 2017 and (-) B-80 Rs. 46,072 is taken on dtd. 24.03.2017.

6) Consumer meter was replaced in the month of October 2016. Consumer was billed on average basis for period August 2016 to December 2016, previous average bill credit was given in the month of January 2017 of Rs. 49,645/-. From January 2017 to September 2018 bills issued as per meter reading.

7) IGRC passed order to correct bill with deduction of interest and DPC on bill for the month of April 2017 & accordingly the (-) B-80 of interest amount Rs. 16,551/- with ID 8841498 & (-) B-80 of DPC amount Rs. 950/- with ID 8841455, Total Rs. 17,501/- is taken in the month of August 2018.

8) Consumer has not paid monthly energy bills regularly. Energy bills are properly revised, hence requested to dismiss the matter.

9) Respondent has submitted photos of reading and monthwise sheet of reading on dated 29.10.2018 and dtd. 03.12.2018, photos of December 2015 shows reading 5668 KWH, for the month of March 2016 - 7230 KWH, for the month of May 2016 - 9264 KWH, but CPL shows reading 565, 723 & 926 respectively.

10) During argument the Respondent said that meter digit data are not feeded properly in system hence CPL recorded wrong / less with first 3 digits, whereas actual consumption on meter was with 4 digits, hence in June 2016 bill is revised as per actual consumption shown in photos of meter reading.

11) We have gone through application, say and all documents placed on record by both the parties. We have heard both parties Complainant's Representative Shri Akhtar Ali Khan and Respondent's Representative Shri Sandeep Kulkarni, Addl. EE, Shahaganj Sub Division. Following points arise for our determination & its findings are recorded for the reasons to follow :-

Sr. No.	POINTS	FINDINGS
1)	Whether bills issued to consumer in the month of June 2016 & August 2016 to be revised ?	No
2)	Whether order of IGRC is legal & correct ?	Yes, Complied
3)	What order?	As per final order

### REASONS

12) **Point No. 1:-** Consumer Shri Baugwala Taha Lukmanbhai, Consumer No. 490011705526 submitted complaint to IGRC, Urban Circle, Aurangabad on 09.01.2018 and requested to revise bill for the month of June 2016 for 9020 Units and average bill in the month of August 2016 for 3116 units. Respondent i.e. Additional Executive Engineer, Shahaganj stated that bills of accumulated units 9020 was issued in the month of June 2016 as per correct meter reading. He has produced photos and reading sheet. It shows that reading on December 2015 is 5668 KWH, March 2016 is 7230 KWH and May 2016 is 9264 KWH, where CPL shows reading 565,723 & 926 KWH respectively. Respondent has stated that, it is

due to meter digit feeding error in system, hence CPL show first three digits, where as photos show clear meter reading of consumption.

13) Accordingly (-) B-80 taken in the month of April 2017 for January 2015 to July 2016 for 19 months of meter Sr. No. 90016022 total period was taken and bill revised (-) B-80 on dtd. 24.03.2017.

14) Lock credit is already given for August 2016 to December 2016 in the month of January 2017 for Rs. 49,645/- CPL of January 2017 confirms it.

15) **Point No. 2 :-** Order of IGRC is found legal and also complied. Hence point No. 2 answer is affirmative. As per IGRC order (-) B-80 of Rs. 16551/- for interest arrears & DPC of Rs. 950/- total Rs. 1,750/- was taken in the month of August 2018 & (-) B-80 No. 8841498 & 8841455 taken respectively.

16) It shows that bill revision is taken properly and credit is given to consumer from time to time , hence we answer point No. 1 in negative accordingly.

We proceed to pass following order in reply to point 3.

### **ORDER**

1) Complaint is hereby dismissed.

2) No order to cost.

Sd/-  
Shobha B. Varma  
Chairperson

Sd/-  
Laxman M. Kakade  
Member / Secretary

Sd/  
Vilaschandra S.Kabra  
Member