

# xkgd xklgk.ks fuokj.k ep

fo| r dk; nk] 2003 vrxr dye 42 1/2 vlo; s LFkfi r 1/2  
egkjK^a jkT; fo| r forj.k da uh 1e; khhr 1/2  
i fjeMy] ukf'kd

nj/ouh Ø-% 0253&2591031  
QDI 0253&2591031  
E.Mail : cgrfnsk@rediffmail.com

xkgd xklgk.ks fuokj.k ep  
; kps dk; kzy; ] [kjcnk i kdZ  
ifgyk etyk] 115 rs 117]  
} kj dk] ukf'kd 422011-

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t k-Ø% l -l -@xtxfue#uki @ekyskø eMy-@Ekys' krxt fo-@752@05@19&20@ fnukd &

## 1/4 jft Vj i kp Onkjs 1/2 vokLro vkysys fotns d n#Lr d#u feG.ks ckr

Xkk&gk.ks nk[ky fnukd % 01@04@2019  
fudky fnukd % 19@07@2019

ifr]

1 1/2 Jh- fjtoku vgen , tkt vgen]  
l -ua 104@ 2c@105@254]  
lykW ua 88 ] rk- ekyskø  
ftYgk ukf'kd 423202  
1/2 xk-da 065514958992 1/2

} rØkj nkj

2 1/2 ukMy vf/kdkjh  
e-jk-fot forj.k da uh 1e; kZ 1/2  
xkeh.k eMy dk; kzy; ]  
Ekyskø

} oht forj.k da uh

3 1/2 dk; Bkjh vfHk; ark 1/4 krxtk 1/2  
e-jk-fot forj.k da uh 1e; kZ 1/2  
foHkkfx; dk; kzy; ] ekyskø  
ft- ukf'kd

### fu.kZ i =

Jh- Jh- fjtoku vgen , tkt vgen] rk- ekyskø ft- ukf'kd gs oht forj.k  
da uhps vkS] kfxd xkgd vkgr- R; kauh forj.k da uhdMs vokLro vkysys  
fotns d n#Lr d#u feG.kckcr rdkj vtZ l knj dyk ek= forj.k  
da uhdMu l nj ckrhr dkghgh dkjokbZ >kysyh ukgh- rl p ; k fo'k; h egkjK^a  
jkT; fo| r forj.k da uhP; k vrxr xkgd rØkj fuokj.k l ferhdMs rØkj

nk[ ky dsh- i .k vrxr xkgd rØkj fuokj .k l ferh P; k fu. kž kus l ek/kku u  
>kY; kus vki ys xklgk. ks R; kauh vuđ ph ^v\* e/; s epkdMs l knj dsys rs  
epkdMs Øekad 38 vllø; s fn- 01@04@2019 jkst h ukno. ; kr vkys

fn- 03@04@2019 P; k jkst h gs izdj .k l pko. kh l ?ks ; kpk fu. kž ?ks ; kr  
vkyk- xklgk. ks vt kph l pko. kh epkP; k dk; kžy; kr fn- 26@04@2019 jkst h nq  
2-30 oktrk fuf' pr dj. ; kr vkyh- ; k l ca/kph l puk rØkjnkj xkgd o  
forj .k dā uhrP; k l ca/kr vf/kdkl; kauk fn- 12@04@2019 jkst hP; k i =kUo; s ns ; kr  
vkyh- ; kp i =kl kcr rØkj vt kph ir ukMy vf/kdkjh] xkeh .k eMG  
dk; kžy; ] ekyskø ; kauk nou rØkj vt kUđ kj eđ fugk; vfHki k; 15 fnol kr  
epkdMs l knj dj. ; kckcr o R; kph ir xkgdkyk i kkpfo. ; kckcr l fpr  
dj. ; kr vkys

i jrq xkgdkus je>ku bh l .kkps jkst s vl Y; keGs l pko. khph i qhy rkjh [ k  
ns ; kr ; koh v' kh fourh dY; keGs l nj rdkj vt kph l pko. kh fn-  
21@06@2019 jkst h nq 12-00 oktrk ?ks ; kps fu' phr dj. ; kr vkys

l pko. kh l fo| r forj .k dā uhrQž vfr-dk; ždkjh vfHk; rk Jh- Mh- th-  
Bkdjž ys [ kk l gk; d Jh- , l - , u- pkjkd s gs rj rdjnkj xkgdkps orhus  
R; kps ifrfu/kh vtgj gđ u gs mi l Fkr gkrs

### **xkgdkph ckt**

ekyskø ; Fks ek>k , d ; æekx dkj [ kkuk vl p R; kr ek>s vkbps ukokus  
i phz , d oht tkM. kh gkrh o frpk xk-dā 065510373752 vl k vkgs l nj  
oht tkM. kh gh l u 2010 ikl p dk; jr vkgs R; kurj xjt Hkl yus eh ek>s  
ukokus oht tkM. kh fn- 10@03@2016 jkst h ?kryh ftpk xkgd dā  
065514958992 vl k ckgs l nj oht tkM. khpk oht feVj ua 15368200  
vl k vkgs l nj feVj gs fn- 01@11@2017 i ; ž mijkDr i RR; koj dk; e gkrs

l nj oht tkM. kh xk-dā 065514958992 ps dks krgh oht fcy 5 & 6  
efgus i korks feGkys ukgh- R; kurj fu; fer fcy feGko; kl ykxys o eh rs  
fu; feri .ks Hkjhr jkghyks i jrq l nj fcyke/; s oht feVj ua 15368185 v' kh  
ukan gkrh o l nj oht feVj gs ek>s ukgh- i jrq gh ckc cjp fnol ek>s  
y {kkv vkyh ukgh o eh vkysyh fcys Hkjhr jkghyks l #okrhyk eW; py  
fjMhaxph fcys ; s vl r- i q s ef' kuOnkjs Eg. ktp , e-vkj-vk; i/nrhus fot  
feVj fjMhax ?ks ; kl l #okr >kvoj eyk v0okP; k l 0ok jDdeph fcys  
; ko; kl ykxyh- i R; {kkv ek>s oki jkP; k fdrhrjh i Vhus vf/kd jDdeph fcys  
vkY; koj oht feVjph fjMhax fygu eyk oht fcys ns kr ; s vkgr- t p  
2017 ps oht fcy 44031 fjMhax ps jDde #- 1]36]030& jDdeps ns kr vkys  
; k fcykr pkyq fjMhax 58643 o ekxhy fjMhax 13612 v' kh n' kbu , dqk  
okij 44031 ps fcy eyk ns kr vkys l nj fcy ?kou eh okMz bit fuvj Jh-  
nkfjd ; kpdMs l ā dZ dsk vl rk R; kauh ykbūeuyk i kBoū o ehVje/khy  
fjMhax i kgu eyk ojhyiæk. ks tknk vkysys jDde i dh#0 54]000& Hkj k o

i qhy efgll; kr ; kX; rs fcy ; bly vl s l kfxrys R; keGs fn- 27@07@2017  
jksth jDde #- 54000@& Hkjyh fn- 29@07@2017 jksth okMZ bftfuvj Jh-  
nkjhd l kgc ; kauh ek>s dkj [ kku; kl HkV nou LFKG i pkukek dsk o R; kr  
oht feVj fjMhax 30010 vl yps ueq dsys vkgs rlp l nj ipukE; kr  
R; kauh ^ehVj fel eP\* vl k 'kjgh ueq dsk vkgs R; koGd R; kauh eyk  
l kfxrys dh] rEP; k oht fcykr nq & k feVjph fjMhax fygu ; r vkg] eh  
repk vgoky ojps dk; kzy; kr ikBfoyk vl u i qhy fcy ; kX; jDdeps  
; bly- ijarq R; kurj tyS 2017 ps ^ kq; \* ehVj fjMhaxps fcy #- 89]860@& ps  
feGkys eh ijr okMZ bftfuvj Jh- nkjhd l kgc ; kps kh l a dZ dsk vl rk  
R; kauh i qgk eyk ikVZ i eV #- 6]000@& ps fcy cuou fnys ts eh fn-  
31@08@2017 jksth Hkjys iqs vkkLV 2017 ps fcyki kvh #- 18]000@& eh  
Hkjys njE; ku fn- 01@11@2017 jksth okMZ bftfuvj Jh- nkjhd ; kauh ek>s  
dkj [ kku; kr ; ou ek>s oht feVj cnyu fnys o ek>s dkj [ kku; kr 03383473  
uajps feVj ykou fnys R; koGd feVj fjlyd eV fji kVZ/; s R; kauh 'kj k ueq  
dsk dh] Meter Mismatch, Old Meter Sr. No. 1536200, Total KWH 36657. R; koGd R; kauh  
eyk ijr l kfxrys dh] vkrk rEgkyk ; kX; rh fcys ; rhy- ijarq R; kurjgh  
eyk i phph jDde Fkdckdh n' kou fcy feG. kd l #okr >kyh- eh okMZ  
bftfuvj nkjhd ; kps kh l a dZ dsk; koj R; kauh l kfxrys dh] vkrk ek>s  
dk; kzy; dkgh d# 'kdr ukgh] rEgh ofj 'B dk; kzy; k' kh l a dZ l k/kk- R; keGs  
eh ofj 'B vf/kdkjh Jh- Vdkys l kgc ; kps kh l a dZ dsk vl rk R; kauh l kfxrys  
dh] vkEgh okMZ bftfuvjyk i= nou l nj pphps oht feVj fjMhaxps i fpx  
d' kh >kyh ; kckr fopkj. kk dsk vl rk R; kauh l ek/kkudkj d mRrj fnys ukgh-  
R; kauk ijr fopkj. kk dsk R; kauh i qgk vl ek/kkudkj d mRrjp fnys vkgs  
R; kurj ofj 'B dk; kzy; krhy fyi hd Jh- pkjkd s l kgc ; kps kh dk; e l i dkr  
gkrks R; kauh vkEgkl l kfxrys dh] ; kckr vkrk vkEgh dkgh , d d# 'kdr  
ukgh- rEgh oht t kM. kh nrOGhps eV; qy , u, l l h jftLVjph l ca/khr i=kph  
i r vk. kk] eh rh vk. ku fnyh vl rk y{kkv vkys dh] ek>s oht t kM. khoj  
oht feVj ua 15368200 ph ukan vkgs ijarq Vdkys l kgc kauh R; kr [ kkmk [ kkm  
vkgs vl s l kou l nj ckc ekU; dsk ukgh- l ekjs 6 rs 8 efgus ikBi jkok  
dsk vl rk Jh- pkjkd ; kauh l kfxrys dh] vkEps l hi h, y jdkMZYk 15368185  
ph ukan vkgs R; keGs dkgh dj. ks 'kD; ukgh- ek>s l ek/kku u >kyus fn-  
15@01@2019 jksth ejkfofo da uhp vrxr rdkj fuokj. k d{kkv vtZ l knj  
dsk R; kauh fn- 27@02@2019 jksth l uko. kh vk; ktr dsk vl rk eh R; kr  
l ol ifjLFkrh dFku dsk- ijarq eh l ol ifjLFkrh 0; ofLFkr l knj u d#  
'kdY; kus ek>k nok QMKG.; kr vkyk o vkns k fnyk dh] ^ fcy ; kX; vkgs o  
xkgdkpk vtZ QMKG.; kr ; r vkg\$-

egk' k; ] ojhyi ek. ks ek>oj l oLoh vU; k; >kyk vkgs , u, l l h eV; qy  
jftLVjps voykdu dsys vl rk Li 'Vi. ks y{kkv ; rs dh] oht feVj dz

15368185 gs xkgd ua 065514955128] xkgdkps ukø v- x¶Qkj eks ; ¶Q ; k ukokus vkgs o R; kpk i Rrk l -ua 109@2v] lyk¶ ua 10 vl k vkgs  
ojhyiæk.ks HkyR; kp oht feVjps fjMhæps v0okP; k l 0ok jDdep fcys  
eyk ns kr vkyh o rh fcys Hkj.kl eyk ck/; dj.kr ; r vkgs vkrk rj  
ek>h oht tkm.kh dki.kr vkyh vkgs i phps ek>s vkbps ukokus oht tkm.kh  
o ek>s ukokps ufou oht tkm.kh dki.kr vkyh vkgs

egk'k; ] ek>dM¶ fn- 10@03@2016 rs 01@11@2017 ; k dkyko/khr oht  
feVj da 15368200 gp gkrs o ; kdkGkr d/khgh ek>s oht ehVj cny.kr  
vkys ukgh- ek= fn- 01@11@2017 jksth ek>s oht feVj cny.ks vkys o  
R; kurj eyk oht feVj da 03383473 yko.kr vkgs ek>s i phps l ol fcy  
fcykøj o l hih,y jdk¶zyk ek>s oht feVj da 15368185 vl yps uen  
vl ¶ R; ko , evkjk; i/nrhus ef'kuus ?ks kr vky¶; k oht feVj fjMhæpp  
v0okP; k l 0ok jdeph fcys eyk feGr xsyh- e¶; ¶y i/nrhus oht feVj  
fjMhæ cjkcj gkrs dkj.k rs i R; {k ehVj da 15368200 ; k feVjpp gkrs ek=  
ef'kuus ts fjMhæ ns kr vkys rs ek= oht feVj da 15368185 ps ns kr vky¶  
ts ek>s ukgh- v'kk fjrh us ek>k dks krkgh l æk ul rkuk ns[ khy eyk v0okP; k  
l 0ok jDdeph fcys ns; kr ; ¶p rh Hkj.kl ck/; dj.kr ; r vkgs vkrk rj  
ek>h oht tkm.kh di kr dj.kr vkyus ek>k ; æekx dkj [kkuk cn i Myk  
vl ¶ ek>øj o ek>s d¶ckoj mi kl ekjhph oG vkyh vkgs o v'kk i fjfLFkrhl  
l oLoh tckcnkj e-jk-fo-fo- da uhp vkgs

**forj.k da uhp ckt ¶**

forj.k da uhp; k orhus dk; ¶kjh vfhk; rk ekyskø ; kauh  
20@06@2019 Onkjs fnysyk vgoky] o brj i=0; ogkj epki ¶s l knj dsyk-  
vki yh cktw ekMrkuk forj.k da uhp; k i frfu/kauh ifriknu dsys dh%

- 1- l nj xkgdkl oht forj.k da uhdM¶ ekgs 10@03@2016 jksth e/; s  
fon; ¶ ijoBk ns; kr vkyk vkgs xkgdkl oht tkm.kh djrs oGh  
egkforj.kdM¶ , y v¶M Vh diahps ehVj da 15368185 cl fo.; kr  
vkysys vkgs vl s l hih-, y- o#u fnl rs
- 2- ekgs ekpl 2016 e/; s feVj okpukps dke gs Manual i/nrhus ?ks; kr ; r  
gkrs rl p ekgs ekpl 2016 e/; s xkgdkl 1 rs 2000 vl s ehVj okpu  
>kysys vl ¶ egkforj.kdM¶ fotns d ns; kr vkysys vkgs rl p  
xkgdkl ekgs , fiy 2016 rs tkuokjh 2017 ; k dkyko/khr 'k¶; ehVj  
okpukps fotns d ns; kr vkys gkrs ijr¶ l nj dkyko/khe/; s xkgdkus  
'k¶; ehVjokpukps fotns d ; r vl Y; kckcr d¶Y; kgh i ¶kjph rdkj  
; k dk; kzy; kl dsyhy ukgh-
- 3- xkgdkl ekgs 2016 rs v¶Vkcj 2016 ; k dkyko/khe/; s ns; kr vky¶; k  
fotns dkph jDde #- 7130@& brdh fn- 13@11@2016 jksth Hkj.kk dsyky

vkgs xkgdki ekgs , fiy 2016 rs tkuokjh 2017 ; k dkyko/khe/; s 'kq; ehVjokpukps fotns d >kY; keGs xkgdki ekgs Qcpkj 20117 e/; s , dqk vnkthr oht okij 11612 ; fuVps fotns d #- 34903@& ns ; kr vkys o rs xkgdkus fn- 21@03@017 jksth dByhgh rdkj u djrk Hkj.kk dsysyk vkgs

- 4- rlp xkgdki ekgs ekpl 2017 rs es 2017 ; k dkyko/khe/; s iUgk 'kq; ehVj okpukps fotns d ns ; kr vkys o ekgs tµ 2017 e/; s MRI e' khuus ehVj okpu ?krys vl rk xkgdkus ekxhy ehVj okpu 13612 rs 57643-11 ehVj okpukiæk.ks , dqk okij 44031-11 brdk vkys vkgs ; kpk vFkZ xkgdkus ekpl 2016 rs tµ 2017 ; k dkyko/khe/khy , dqk oh okij 57643-11 vl k vkgs xkgdkus ekpl 2016 rs es 2017 ; k dkyko/khe/; s ehVj ckr dBY; kgh idkjph rdkj ; k dk; kÿ; kl l knj dsysyh ukgh-
- 5- d{k vfHk; rk] xkYMu uxj 1 ; kuh xkgdkps ehVj gs fn- 01@11@2017 jksth cny. ; kr vkys o uohu ehVj da 03383473 ps ekgs ukGgaj 2017 ps MRI ehVj okpu , dqk okij 5931-66 brdk vkgs rlp xkgdki oht ehVj ykoY; kiki µ rs ekgs vkDVkaj 2017 ; k dkyko/khe/; s fotokijk ud kj ns ; kr vkysys fotns d U; kf; d vkgs
- 6- lnj tkxoj nqjh oht tkM.kh xkgd dækd 065510373752 SMT. NOORJABANO MARD JOJAYAR KURESHI ; k ukokus vkgs
- 7- egjkV<sup>a</sup> fon; r fu; ked vk; kx ½xkgd xk&gk.ks fuokj.k ep o fon; r ykdi ky½ fofu; e 2006 vrxr dye 6-6 ud kj T; k fnukadki dkjokbps dkj.k ?kMys vl sy R; k fnukadki kl µ nku ½½ okkP; k vkr tj xk&gk.ks nk[ky dj. ; kr vkys ukgh rj ep vl s xk&gk.ks nk[ky d#u ?ks kkj ukgh-  
ek- epkl fourh dj. ; kr ; rs dh]lnj xkgdkpk vtz gk ?kVuk ?kMY; kiki µ 3 okkZurjpk vkgs

**vrxr rdkj fuokj.k d{k kph dk; bkgh**

vrxr rdkj -fuokj.k d{k ekysxko eMy dk; kÿ; ; Fks fn 15@12@2018 jksth iklr >kyÿ; k rdkjhph l µko.kh fn- 27@02@2019 jksth l µko.kh gkoµ fn- 06@03@2019 jksth iqhyiæk.ks fu.kz ns ; kr vkyk-

^ xkgdkps l h-i-h-, y- vkf.k vrfjDr dk; bkjh vfHk; rk] ekysxko 'kgj mi foHkx &3 ; kuh epnk da 1 rs 6 e/; s fnyÿ; k Li Vhdj. kkps voykdu dsys vl rk xkgdki fnsys fcy ; kX; vl Y; kps fnl µ ; rs xkgdkpk vtz QVKG. ; kr ; r vkgs\*\*

**Observation of the Forum :**

Heard both parties, it is observed that distribution company released two power loom connections bearing Consumer No. 065510373752 (released on 01/07/2010) and Consumer No. 065514958992 (released on 10/03/2016).

It is observed that meter installed to 2<sup>nd</sup> connection was with Sr. No. 15368200, but because of mistake of Dist. Com. Sr. No. printed on the said bill is 15368185, which is not of the complainant.

Bills raised to 2<sup>nd</sup> consumer with readings of meter No. 15368185, which is not of said consumer. This issue is noticed by consumer a bit later, in the meanwhile consumer paid whatever bills raised.

The consumer approached to dist. Com. For said correction of wrong meter Sr. No. but dist com. Failed to correct it. Hence consumer approached IGRC. But IGRC rejected complaint plea, stating whatever bills raised by dist co. are correct without going to the merits and root cause of grievance.

In fact complainant submitted the spot verification done by sectional officer in which it is clearly mentioned that the meter Sr. No. of the meter installed to consumer is 15368200. The same meter was installed to said consumer till date of meter replacement done on 01/01/2017.

So from above facts as the meter with Sr. No. 15368200 was in service from date of connection i.e. 10/03/2016 up to date of meter replacement i.e. upto 01/01/2017. Hence bill to the complainant be raised as per actual consumption recorded by meter with Sr.No. 15368200 and all bills raised with wrong sr. No. be withdrawn so, bills be corrected as above without levying interest & D.P.C. with deduction of whatever amount paid during the said period.

After considering the representation submitted by the consumer, comments and arguments by the Distribution Company, all other records available, the grievance is decided with the observations and directions as elaborated in the preceding paragraphs and the following order is passed by the Forum for implementation:

### **ORDER**

1. Bills be revised as per consumption recorded by Mr. Sr. No. 15368200 upto meter replacement with due bifurcation.
2. SOP for not correcting bills even after approaching the consumer be given to the consumer as per the provision.
3. Compensation be given for disconnection of other regular connection without issuing notice as per Sec. 56(2) of Indian Electricity Act for the period of disconnection for 10 days.
4. Necessary penalty for taking wrong readings by meter reading agency be imposed as per provision.
5. As per regulation 8.7 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006, order passed or direction issued by the Forum in this order shall be implemented by the Distribution Licensee within one month and the concerned Nodal Officer shall furnish intimation of such compliance to the Forum.
6. As per regulation 22 of the above mentioned regulations, non-compliance of the orders/directions in this order by the Distribution Licensee in any manner whatsoever shall be deemed to be a contravention of the provisions of these Regulations and the Maharashtra Electricity

Regulatory Commission can initiate proceedings *suo motu* or on a complaint filed by any person to impose penalty or prosecution proceeding under Sections 142 and 149 of the Electricity Act, 2003.

4. If aggrieved by the non-redressal of his Grievance by the Forum, the Complainant may make a representation to the Electricity Ombudsman, 606, 'KESHAVA', Bandra Kurla Complex, Bandra (East), Mumbai 400 051 within sixty (60) days from the date of this order under regulation 17.2 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.

**(Smt. Vaishali V.Deole )**

Member

**(Prasad P. Bicchal)**

Member Secretary

**(Vivekkumar R.Agarwal)**

Chairman

**Consumer Grievance Redressal Forum Nashik Zone**

Copy for information and necessary action to:

- 1 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. ,  
Vidyut Bhavan, Nashik Road 422101 (For Ex. Engr.(Admn)
- 2 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. ,  
Vidyut Bhavan, Nashik Road 422101 ( For P.R.O )
- 3 Superintending Engineer, Maharashtra State Electricity Distribution Company Ltd. ,  
Circle office, Malegaon.