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E.Mail : cgrfnsk@rediffmail.com

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vki ys xklgk.ks R; kauh vuq ph ^v\* e/; s epkdMs I knj dys rs epkdMs Øekd 40 vUo; s fn- 03@04@2019 jkst h ukno.; kr vkys

fn- 04@04@2019 P; k jkst h gs i dj.k I pko.khl ?ks; kpk fu.kž ?ks; kr vkyk- xklgk.ks vt kph I pko.kh epkP; k dk; kžy; kr fn- 10@05@2019 jkst h nq 2-30 oktrk fuf'pr dj.; kr vkyh- ; k I ca/khph I puk rØkjkj xkgd o forj.k dā uhp; k I cf/kr vf/kdkU; 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 kUd kj eđ sugk; vfHki k; 15 fnol kr epkdMs I knj dj.; kckcr o R; kph ir xkgdkyk i kgkpfö.; kckcr I fpr dj.; kr vkys

i j r q I pko.kh njE; kus xkgdkus rdkjh I ca/kh vH; kl dj.; kl kBh vo/kh feGkok Eg.ku i qhy rkjh[k ns; kr ; koh v'kh fourh dš; keGs I nj rdkj vt kph I pko.kh fn- 28@06@2019 jkst h nq 12-00 oktrk ?ks; kps fu'phr dj.; kr vkys

I pko.khl fo|q forj.k dā uhrQđ mi-dk; ždkjh vfHk; ark Jh- , I - ch- f'kns gs rj rdkjkj xkgdkps orhus R; kps i frfu/kh , I - MCY; q ckxMđ Jh- jkt s k 'kekl gs mi fLFkr gkrs

**xkgdkph ckt %**

vki Y; k dk; kžy; hu vknk da 10@2019 fn- 10@05@2019 tks vki .kkdMq ek- mi dk; ždkjh vfHk; ark euekM ; kps dk; kžy; kdMs fnyk- R; koj R; kpsdMq fnysys =kV/d mRrj I pko.khP; k oGh vki .k vkEgh ekx.kh dšy; k ekx.khoj Li'V er fnys gkrs dh] QDr ^612 efgU; kps \*\* I jkl jh fcykph Lytt cfuQhV e/; s cl fork ; bžy o r'; k I puk vki .k ek- mi dk; ždkjh vfHk; ark ; kauk fnyh o vkeps I ek/kku >kys ikfgts vl s I kfxrys o i qhy rk- 28@06@2019 v'kh fnyh vkgs

i j r q ek- mi dk; ždkjh vfHk; ark I kgc ; kps i= i gkrk rs I okphp fn'kkHky djhr vkgs R; kauh fnysys epns ikfgY; kl vki yh [kk=h gkbžy dh ekÖ; k ehVj ckr 2015 ikl q I rr fjMhax u ?krk I jkl jh fcys fnyh tkr gkrh- R; kP; k I kbžd kj rs , dne 5000 rs 6000 P; k njE; kups ; fuVps fcy ?; k; ps ts ehVj fjMhax'kh u tGfork fcy |k; pđ feVj fjMhax oxGp vl k; ps feVj pkyq gkrp] feVjoj fjMhax ok<rp jkghys ekgs feVj I jokrhi kl q ckgj o fjMhax ?ks; kl ; kX; tkxhp vkgs fjMhax u ?krk I jkl jh fcys I rr 2015 ikl q 2017-18 i; ž 3 okl vU; k; d#u rs ukekfujkGđ Hkj nM ekÖ; k ekFkh] eh dk vU; k; I gu dj; k; pk T; k pdk depk&; kus ¼ xkjh depk&; kuž dš; kr o mi HkksR; kyk >G dk\ ; k rhu okkpk ixkj dā uhdMs tek dšy dk \ ex R; kP; koj dkjokbz d#u eyk U; k; nou ek>s fcy , fiy 15 ikl q ekpž 19 i; ž Lytt cfufQV iek.ks n#Lr d#u ts ekÖ; k dMq nenkvh d#u tkLrhps i š s Hk#u ?kryp rs eyk 0; ktkl g ijr djkos

ek- es mi dk; ðkjh vfHk; rk l kgc ; kah fnyŸ; k eq| koj eh ek>s Eg. k. ks vki .kkdMs l knj djhr vkgs

**emnk da1%** ek>s ?kj kps ehVj vkr vl Y; kus l jkl jh LVVI us fcy vkdkj.kh gkr gkrh] ; kX; o vppd fjMhax u >kY; kus , tUl hoj nMkRed dkjokbl d#u l nj ?kjkrhy feVj ckjg yko.; kr vkys fcy 22 efgU; kr l or gkoju #- 02331-22 brdh otkov vkDVkcj 15 ps fcykr ns ; kr vkyh vkgs vl s R; kps Eg. k. ks dBi ; r ; kX; vkgs , drj ek>s feVjps fjMhax ?krys xŸ; koj gh l jkl jhup fcys fnyh tkr gkrh- myVi {kh ek- mi dk; ðkjh vfHk; rk} euekM Lor% ekU; djrkr dh] fcy 22 efgU; kr ikl d gkoju #- 922331-22 brdh otkov vkDVkcj 15 ps fcykr ns ; kr vkyh- Eg. ktp vkDVkcj 15 P; k vk/kh 22 efgus l jkl jhp fcys eyk fnyh tkr gkrh- vkDVkcj 15 ps fcy 6877 ; fuVps nk[kfoys ijarq fjMhax nk[kfoys ukgh o fcy #- 37064¾00 ps vkys Eg. ktp , dqk fcy #- 37064-00 + 92331-22 ¾ 129395-22 # ps fcy dBY; k fg' kckus >kysys gkrs gp Li'V gkr ukgh- rs gh 6877 ; fuV djhrk-

l j] l IVcj 15 ps oht fcy ikghys vl rk feVj fjMhax ekxhy 70 vl s nk[kfoysys vkgs rlp ehVj ua 7805218760 vl k nk[kfoyk vkgs ijarq fcykojhr feVjP; k QkVks rks 5208760 vl k vl u rs feVj SHENZHEN KAIFA TECHNOLOGY CO. LTD. ; k dia uhrs vl u feVj ckDI oj fjMhax R/18932 vl s fnl rs ex feVj fjMjus QkVks ?krY; koj gh INACCS gs LVVI dk Vkdys \ tj feVj fjMhax tklrhps fnl ys rj o #- 92331-22 ps otkov fnl r gkrs rj l ca'khr vl hLVV , dkVv dk; djhr gkrs R; kph M; v/h u0grh dk dh Lor% 5 VDds pdhax e/; s pd d#u ; kX; rs fcy | kos R; kp oGh tj fjMhax iæk. ks eyk fcy vkdkjys xys vl rs rj i&ps jkek; .k ?kMyp ul rs vkDVkcj 15 yk >kyyk dia uh depk&; kP; k gyxthã .kk dia uhyk gh o eykgh Hkkoyk- ?kjkr l okLup Hkkoyk] euLrki >kyk] R; koGh , tUl hoj dk; ðkgh dsh Eg. krk] rj vl hLVV vdkÅV o Lor%oj dk ukgh dsh- " MERC " us "SOP" ps ca'ku ?kkryp vkgs uk \ l kor l IVcj 15 ps fcykph ir o vkt ?kryŸ; k feVjpk fudVorhZ QkVks ekghrh djhrk tkMr vkgs

**emnk da2%** ekgs ukGgcj 15 rs ekpl 16 i ; rps l jkl jh fcy 5056 ; fuV ; k iæk. ks ekpl 16 i ; r fnyhr o , fiy 16 yk 3413 ; fuVps fcy fnys l j R; koGhgh fjMhax iæk. ks ukghp] tGk dh fcykP; k feVj QkVkrp 15582] 20739] 21564] 22790 vl s fjMhax gkr R; kps vkdMs fnl r vkgr ijarq fcys r; kj >kyhr vnktp fjMhaxpk dkgh , d l ca'k ukgh- ek- mi dk; ðkjh vfHk; rk euekM Eg. krkr #- 29388-25 brdh otkov , fiy 16 yk fnyh- feVjoj fjMhax oxGp i kxfl o Lor% fnyyp-

**emnk da3%** es 16 o tū 16 yk fjMhax iksxl Og gkou #- 6008-10 brdh  
otkov fcykr fnyyh vkgs Ij tū 16 ps fcykps fjMhax osxGs o QkVks  
fjMhax 24816 brds fnl r vkgs dks krs [kjš

**emnk da4%** ekgs tūš ps fcy vppd ?kou fcy fnY; kps Eg.krkr i.k QkVkr  
fjMhax 27010 fnl rs o fcykr osxGp] dk; vFKZ fu?krks vkkLV 16 ikl ū  
468 ; fuVps ,fiy 17 i; ū 9 efgus Ijkljh 467 ; fuVps pdhP; k ehVj  
okpukus fcy ikl ū >kys o I nj fcykr #- 34721-52 brdh otkov  
dj.; kr vkyh vkgs vl s uep dys ,fiy 17 yk fjMhax 12160 & 11692  
¼468 ; fuVpp >kys feVjoj osxGp gkrs

**emnk da5%** ekgs es 17 rs tūš 17 ir egk 52 ; fuV Ijkl jhus fcy fnyhr  
vkkLV 17 yk 7620 ; fuVps fcy 3 efgU; kr fuHkkou #- 481-40 brdh  
otkov fnyh vkgs vl s ek- mi dk; ūkjh vfHk; rk]euekM Eg.krkr- fjMhax  
19780 & 12160¼7620 ; fuV vl s nk[kfoys fnl rs ijarq iR; {kkf feVjoj  
fjMhax 35491 gkrs gs Ica'khr I gk; d vfHk; rk euekM 'kgj d{kf/kdkjh ; kauh  
R; kP; k rikl .kh vgokykr fnyš ; kpps vl s fcykoj fjMhax ?kou emnke =kl  
ns ; kP; k grup osxGp fjMhax Vklū fcys fnyh tkr gkrs gs Li'V gkrs

**emnk da6%** ekgs I IVcj 17 o vkkLVkj 17 e/; s 1905 ; fuVph Ijkl jh ns ; kr  
vkyhr o ukšgs 17 yk 16392 ; fuVps vokLro fcy ikl ū gkou #- 14015-40  
brdh otkov fnyh vkgs vl s ek- mi dk; ūkjh vfHk; rk euekM gs Li'V uep  
djkr- myVi {kh ekgs I IVcj 17 xr fcykoj 1905 tjh Ijkl jh n'koyh  
rjh QkVkr fjMhax 35905 fnl rs o rls rikl .kh vgokykr Li'V uep vkgs  
ijarq ekgs ukšgcj 17 P; k fcykr fjMhax 19780 rs 36172 vl s fnl rs dšs  
fjMhaxpk rkGeG ukgh-

ek-mi dk; ūkjh vfHk; rk euekM Eg.krkr #- 177842-92 , o<h jDde  
I IVs rs ukšgcj 17 njE; ku fnyyh vl ū R; k[kjht #- 29233 brdh jDde  
nj foHkkx.kh d#u fcy n#Lr d#u fnyyh vkgs Ij I IVcj 15 P; k vk/kh  
21 efgus Eg.ktp ukšgcj 13 ikl ū rs ukšgcj 17 i; ū Ijkl jh fjMhax ?kough  
fcys osxoxG; k fjMhaxus fnyhr- feVjoj fjMhax I kpysyp jkghys R; kurj gs  
pdz Fkkcys ukgh] iŋgk tūš 18 rs vkkLVkj 18 Eg.kts 4 efgus 765 ; fuVph  
Ijkl jh fcy o fMI cj 18 rs Qcpkjh 19 ; k 3 efgU; kdjhrk 62 ; fuVph  
Ijkl jh fcy fnyr ekpps 0 ; fuVps fcy fnyš dkj.k tkuokjh 19 ykp ijLij  
iksy o#u dV dys vk; -th-vkj-, Q- dMs dl izychr vl rkuk I ŋnk  
duD'ku cn dys

ek- egkn; kauk , dp fourh dh eyk ek>s feVjoj >kysys fjMhax , fiy rs uk0ga 17 i ; r foHkkxpu LyVt cfuQhV iæk.ks R; k R; k oGP; k VUj Q iæk.ks I qkkjhr d#u feGkos o R; kr nM o R; kph jDde tKM.; kr ; oq u; s eh Hkjysyh tLrhph jDde eyk ijr ns ; kP; k Li V I puk noq eyk U; k; |kok fg fourh-

### forj.k dā uhp ckt

forj.k dā uhp; k orhus dk; Zdkjh vfHk; ark euekM ; kauh 10@05@2019 Onkjs fnysyk vgoky] o brj i=0; ogkj epkiqs I knj dsk- vkiyh cktw ekMrkauk forj.k dā uhp; k ifrfu/kauh ifriknu dsys dh%

mijDr fok; kUo; s vkiys fun' kZukl vk.kpu noq bfPNrks dh] I nj xkgdkl ekgs vkkLV 2016 ikl pu ifr egk 468 ; fuV iæk.ks fcy vkdj.kh gkr gkrh- ekgs , fiy 2017 yk , tUl h dMpu pphps feVj okpu ip >kY; kus xkgdkyk 41221-82 # brds pphph jDde dMhV >kyh- rlp ekgs vkkLV 2017 yk xkgdkps , tUl h dMpu ; kX; ehVj okij miyC/k >kys gkrs vokLro ehVj okpu vk<Gpu vkys ek= R; k{k.kh LFKG rikl .kh vgoky o xkgdkph I [kksy ekfgrh miyC/k ul Y; kdkj.kkus 19780 ehVj okpu ip d#u xkgdkl 7620 ; fuVps fcy ikl dj.; kr vkys R; kurj Jh- dkdM I kgc ¼d{k vfHk; ark 2½ o fgjs I kgc ¼i Hkkjh I gk; d ys[ kki ky½ ; kauh xkgdkp LFKG rikl .kh d#u ykM o okij y{kkr ?krk vokLro ; fuV ; kX; vkgr vl k fu'd'Z dk<pu ekgs uk0gaj 2017 yk 16392 ; fuVps ; kX; o vppd oht fcy xkgdkl ns ; kr vkys

I nj oht fcy ikl >kyurj xkgdkus mi foHkkxh; dk; kzy; kr ys[ kh rdkj noq ek>s oht fcy deh d#u feGkos ckr fourh dsh- I nj vtKJo; s xkgdkph iugk LFKG rikl .kh dsh I nj vgoky {k.kh xkgdkps okijkrhy , d , -l h- [kjc vl Y; kps vk<Gpu vkys I nj ckc R; kp {k.kh xkgdkps fun' kZukl vk.kpu fnyh gkrh- I nj vgokykuq kj xkgdkps vokLro oht fcy 16 efgur foHkkx.kh d#u #- 29233-18 brdh otkov ns[ khy d#u ns ; kr vkysyh vkgs rlp pphps fjMhax ?krycny , tUl hoj nMkRed dkjokbz dj.kr vkysyh vkgs

I nj oht fcy xkgdkl vekU; vl Y; kus iks0gtuy fcy Hk#u ekysk0 I dzy ; Fks rdkj nk[ky dsh gkrh- I nj fBdk.kh fudky ykxyk ek= rjh ns[ khy xkgdkps I ek/kku >kys ul Y; kus R; kauh vki Y; kdMs rdkj nk[ky dshyh vkgs I nj oht fcy ; kX; o vppd vl pu xkgdkl oht fcy Hkj.kd kBh vknf' kr dj.; kr ; kos fg fourh-

### vrxr rdkj fuokj.k d{k kph dk; bkgb

vrxr rdkj -fuokj.k d{k ekysk0 eMy dk; kzy; ; Fks fn 01@08@2018 jksth iklr >kyv; k rdkjhph I puo.kh fn- 24@09@2018 jksth I puo.kh gkpu fn- 10@01@2019 jksth i qhyiæk.ks fu.kz ns ; kr vkyk-

^ dk; bkljh vfhk; rk euekM ; kuh I nj xtkgdkP; k rdkjhps vki Y; k Lrjkoj e-jk-fo-fo-dii uh e; kē fu; ekuq kj ; kX; dk; bkg h d#u fuji u djkos I nj xtkgdkl mRrj nōu dyy; k dk; bkg hpk vgoky ; k dk; kky; kl I knj djkok-\*\*

### **Observation of the Forum :**

Heard both parties, & after going through the chart of billing status prepared by this office, it is observed that maximum times bills are raised to the consumer on average basis for one or the other reason from the chart it can be seen that since January 14 to April 19, the consumer is billed on average basis (i.e. for 55 months). During which in some months wrong debit & credit entries are taken (which can be seen from the chart enclosed).

Complainants main grievance is that readings are taken & written on meter box but not feed the system (Photo copies of meter box where meter reader has noted readings are enclosed by consumers, during hearing) and billing is done in haphazardous manner and nobody from distribution Co. clarifying the billing status and also requesting to correct the bills as per readings right from Jan 14 to April 19 with necessary credits of amounts paid by him towards energy bills.

In fact said consumer though residential consumer the average monthly consumption is to the tune of 400 to 500 kwh/month, so as the consumer being a VIP consumer from said category for particularly for that P.C. why due care is not taken while processing bills is question of investigation on which a Dist. Co. can think and may take necessary action against defaulter.

So from the above facts forum is of the opinion that average bills raised from Jan 14 to April 19 be revised as per readings & be bifurcated for above period to seek slab benefit to consumers with necessary credits of payments made so far.

Due care be taken hence forth.

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 corrected as above within 30 days. be revised from Jan 14 to April 19 as per actual consumption & be bifurcated accordingly.
2. Necessary action be taken against defaulters.
3. 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.
4. 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.

5. 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.

Sd/-  
**(Smt. Vaishali V.Deole)**  
Member

sd/-  
**(Prasad P. Bicchal)**  
Member Secretary

sd/-  
**(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.