

**CONSUMER GRIEVANCE REDRESSAL FORUM,
AMRAVATI ZONE, AMRAVATI.**

"Vidyut Bhavan" Shivaji Nagar, Amravati, Amravati : 444603 Tel No 0721 .2551158

ORDER

Dt 30/12/2017

Complaint No.17 / 2017

In the matter of grievance pertaining to billing complaint for excess bill.

Quorum

**Dr. Shri Visharm Bapat, Chairman
Shri D.B.Mohod, Member/ Secretary
Sau. Sushama Joshi, Member (CPO)**

In the matter of

Shri Madhukar Chandrabhanji Chakranarayan, :- Complainant
At – Sukali, Po.- Lotwada
Tal- Daryapur, Distt. Amravati
Consumer No:- LT- 361745005562

.....Vs.....

The Executive Engineer MSEDCL, :- Respondent
Achalpur Division, Achalpur.

Appearances :

Complainant Representative :- Shri. Madhukar Chandrabhanji Chakranarayan
Respondent Representative :- Shri. P.G. Badode
Asstt. Accountant, Daryapur Subdivision

1. Being aggrieved by non-resolution of complaint dated 6.4.2017 to Daryapur R-II DC in respect of excess billing for consumer No. 361745005562, residential connection of Shri M.C. Chakranarayan. Upon persistent non-compliance, the consumer approached CGRF, Amravati for his grievance redressal on 31.08.2017.

2. As per the complainant/consumer, he has been served excess bill in the month of April 2017 and upon his complaint to RII-DC office at Yeoda, Junior Engineer of the said office carried out site inspection of his electrical installation on 9.4.2017. As per verbal submission before the Forum, when he approached for the redressal of his grievance to Daryapur R-II DC office at Yeoda, he was directed to approach Daryapur sub-division office. Further upon his approach to Daryapur sub-division office, he was again directed to approach Daryapur R-II DC office at Yeoda. This happened again and again and hence the consumer suffered mental as well as physical harassment.
3. The complainant further submitted in his verbal submission that now his billing complaint has been resolved and he has paid up all the dues till date. However his meter which was found to be faulty on 9.4.2017 has not been replaced till date. The complainant further submitted that had his bill been corrected immediately upon his first complaint, this harassment to a poor person like him could have been avoided and he would have saved his time and money in pursuing this grievance at CGRF, Amravati.
4. The respondent in his written submission dated 14.11.2017 vide letter no. 5950, submitted that upon the receipt of the said complaint, revision of the said bill at 40 units/month consumption was carried out in the month of August 2017. The correction to the bill of amount Rs.610/- was done after verification of the dues already paid by the consumer at DCC Bank, Dahihanda Branch, Tal-Akot, Dist- Akola which lies outside the jurisdiction of the Achalpur division office.
5. After going through the documents placed on record and arguments advanced by the parties to the present matter, the Forum has come to a conclusion that
 - i. The complainant has a reason to complain as he was not treated properly so as to avoid the delay in correction of the bill and the physical and mental harassment to him.

- ii. There is a clearly evident of the SOP regarding bill revision and replacement of faulty meter.
- iii. The respondent has also failed in responding within stipulated time limit to the notices and reminders thereof served on them by the office of the CGRF in respect of submission of their reply against the grievance.
- iv. The respondent has displayed utter negligence in the proceedings of the forum by remaining absent for the hearing of this grievance on 22.11.2017.

Hence with above observations and findings, the Forum proceeds to pass the following unanimous order.

ORDER

1. That the Complaint no. 17/2017 is hereby allowed.
2. The respondent is directed to guide and treat the consumer grievances properly in future.
3. N.A. MSEDCL is directed to compensate complainant by payment of SOP compensation of Rs.100/- per week for 13 weeks amounting Rs.1300/- for non-revision of bill in stipulated time and SOP compensation of Rs. 50/- per week till actual meter replacement date for non-replacement of faulty meter within stipulated time. The total compensation amount should be adjusted in forthcoming bills of the complainant.
4. N.A. MSEDCL is directed to follow the mandatory provisions in respect of grievance redressal at CGRF, Amravati.
5. No order as to the cost.
6. The compliance report of this order to be submitted within period of one month from this order.

Sd/-
(D.B. Mohod)
Member/Secretary

Sd/-
(Mrs. S.P. Joshi)
Member (CPO)

Sd/-
(Dr. V.N. Bapat)
Chairman

Contact details of Electricity Ombudsman appointed by MERC (CGRF&EO) Regulations 2006 under Regulation 10:

THE ELECTRICITY OMBUDSMAN,
Office of Electricity Ombudsman (Nagpur)
Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,
Nagpur-440 013.
Phone : 0712-2596670

No.CGRF / AMZ/ Amravati/ 26

Dt.30/12/2017

To

The Nodal Officer,
Executive Engineer
MSEDCL, Achalpur Division,
Achalpur

The order passed on ³⁰/12/2017 in the Complaint No. 17/2017, is enclosed herewith for further compliance and necessary action.

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30/12/17
Secretary,

Consumer Grievance Redressal Forum,
MSEDCL, Amravati Zone, Amravati

Copy to:-

1. Shri M.C. Chakranarayan, At- Sukali, Po.- Lotwada, Tal- Daryapur, Dist.- Amravati.

Copy f.w.cs.to:-

1.The Chief Engineer, MSEDCL, Amravati Zone, Amravati .
2.The Superintending Engineer, O&M Circle, Amravati