

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

*“ Vidyut Bhavan ” Ratanlal Plots, Akola : 444001 Tel No 0724 .2434476*

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Dt.2/05/2015

**Complaint No.05 / 2015**

**In the matter of grievance pertaining non issuing of regular bills, excess billing, etc.**

**Quorum :**

Shri T.M.Mantri, Chairman

Shri D.M.Deshpande, Member

Mr.Harish Gopaldas Jaswani, ..... Complaint No.02/2015  
Akola Road, Akot Complainant

.....Vrs.....

The Executive Engineer (R.) Dn. Akola ..... Respondent

**Appearances :**

Complainant Representative : Shri. Vishal Jaswani , Authorized Representative

Respondent Representative : Shri . P.B.Dalu, Dy.Executive Engineer

1. The complainant has approached this Forum alleging that inspite making complaints several times, electric bills has not been corrected, the complainant has claimed issuing of average bills by making corrections in the bills so also in the outstanding amount. Alongwith the complaint copies of some of the documents came to be filed. The complaint filed by the complainant does not give all the necessary details about alleged grievance, however, from the copies of certain

documents, more particularly, the correspondence made leads to the grievance of the complainant. As per Regulations by issuing of notice to the N.A., parawise comments has been called regarding the complaint.

2. The reply has been filed, belatedly, stating therein that the bills of RNA / Locked/INACCESS have been issued to the complainant, including for the period of 25 months from March 2012 to February 2014. Thereafter, the subsequent bills of March 2014 has been issued with visible photo and meter reading. That adjustment of Rs.5650=29 has been made as per the Rule towards lock credit. It is stated that the bill of March 2014 for 3476 Unit issued by apportion in 25 months, as per Rules of the Licensee by giving credit of Rs.5650=29 by taking average of 139 per month. It is further stated that complainant does not appear to be particular and regular in payment of Electric bills. The complainant has remitted the amount for 25 months by giving details thereof. It is, further, stated that the complainant was not prompt in payment of regular electric bills and as per his application dated 09-10-2014, the meter was changed in October 2014 by making adjustment of 2124 units, so also locked credit of Rs.14520=14 was given.

3. It is further stated that as the complainant has not remitted electric bills regularly, hence 15 days notice was issued to the complainant on 20-2-2015. In spite receipt thereof, the complainant did not make payment. It is further stated

that no serious mistake has been committed in issuing bills to the complainant and hence the complainant should pay energy bills immediately. Lastly, pressed for dismissal of the complainant.

4. The matter was then posted for arguments. Heard Shri Vishal Jaswani, Son and Authorized Representative of the complainant, so also Shri P.B.Dalu, Dy.Executive Engineer, Akot Sub-Division, Learned Representative of the N.A. Both the parties have submitted certain documents, copies of which have been tendered to each other. As already observed above, the complaint is short, without giving requisite details, however the correspondence made with the N.A. clearly shows the nature of grievance pertaining to issue of excessive and incorrect electric bills. According to the complainant the meter was running fast. The copies of the letters issued to the concerned authorities of N.A. have been filed on record, bearing seal and signature of the recipient on behalf of N.A. Copies of those documents were also supplied. The copy of the letter dated 1-7-14, 4-9-14, 3-12-14 and 21-3-15 clearly shows that the complaint is not attended by the N.A. The letter dated 30-6-14, 4-9-14, 3-12-14 and 21-3-15 are on record bearing seal and signature of the recipient of the N.A. Neither any reply not given, nor during the course of argument anything has been submitted or clarified on behalf of the N.A. No doubt the Learned Representative of the N.A. has tried to vehemently

relied upon certain documents filed on behalf of the N.A. From the reply of the N.A. even It is clear that for sufficient long period i.e. 25 months bills have been issued without recording actual consumption or running units. Though it is alleged that the consumption of electricity for consumed period was increased than the average billed, however, nothing has been justified or explained on behalf of the N.A. in that respect. If one goes through the copy of CPL, it is clear that there is apparently negligence / mistake on the part of concerned officer and non of them looked after the correspondence of the complainant. The Learned Representative of the N.A. has tried to justify the action about change of meter, however, it is clear so also admitted that no bills for sufficient long period have been issued and even by recording incorrect entries under incorrect heads have been filled in the CPL. Since February 2012, opening and closing reading is the same. But the consumed unit shown is 61, till February 2014. In 2014 in the CPL, it appears that credit was given, however, subsequently again the same problem erupted. This time consumed units have been shown as 481 pm i.e. from July 2014 to Nov,2014. There is no proper explanation given from the side of the N.A. about the same.

5. At the same time, one has to keep in mind that the complainant has not acted bonafidely. Irregular payments have been made. The entries in CPL in that respect have been admitted by the Complainant's representative. Copies of the

certain bills have been produced by the parties. It is of year 2014. The CPL shows that for certain period the adjustment has been made in respect of issuing of incorrect bills. Similarly, it has been the firm submissions on behalf of the N.A. as the complainant was not remitting the amounts regularly, notice on 20-2-2015 was issued for dis-connection. In spite receipt of notice, nothing has been done and the complainant approached this Forum seeking redressal of the grievance.

6. As already observed, the parties have filed documents during the course of submission, so also the steps taken on its behalf. The Copies of the letter dated 01-07-2014, 4-9-14 and 03-12-14 etc of the complainant have been received by the concerned Officer / Employee of the N.A. The recitals of the Letter clearly shows that the complainant had been making grievance but nothing has been done. Considering the available material, here it is pertinent to note that average consumption has been taken on 61 units. However, the consumption has been increased to substantial extent i.e.139 units apart from enhancement in other things. From the CPL, it appears that the again the subsequent bills for about 4-5 months have been issued as "INACCESS" showing the consumed unit as "481". When query was made with the Learned Representative of the N.A. about these entries of 481 unit consumption for all these months, he could not give any explanation. The fact remains that from the CPL, it appears that in Oct / Nov.2014,

meter has been replaced and in November 2014 again the N.A. has given adjustment of substantial amount. Even it has been continued thereafter. So it was apparently clear that incorrect bills with incorrect and excessive readings have been issued to the complainant. At the same time the complainant did not make payment promptly, even the complainant used to remain in arrears which resulted in issuing of notice under Section-56 of Electricity Act. The complainant's representative has admitted about the said notice and even non-payment thereafter. So supply was dis-connected. From the CPL it is also clear that in March 2014, the N.A. has given adjustment, however, April onwards till October 2014, there was again recording of incorrect entries . The meter has been replaced as per the N.A. in November 2014. At this stage, it is to be noted the complainant has not been given intimation / notice of the replacement of the meter. Copy of the replacement of meter so also last reading on the earlier meter has not been given to the complainant. So one has to accept the contention of the complainant that there was some problem with the earlier meter. Here it needs to mention that the replacement report neither shown / given to complainant nor it was done in his presence. Even his signature is not taken on it. It is also clear that in the said report there is endorsement of "Theft" which seems to be added subsequently. In any case none of the panch - witness have been called for so also there is no

assessment / evaluation report giving adjustment. It clearly establishes about irregularity / illegalities committed. From the CPL, it is clear that subsequent reading have been taken from the New Meter. IN view thereof, it will be necessary to make rectification in the average billing pattern made by the N.A. by making revised billing from April 2012 to October 2014 as per the average of 139 units as per calculation of the N.A. itself, in March 2014 by giving adjustment of Rs.14130=00, deposited by the complainant on dated 24-7-2014. Needless to say that under the facts & circumstances the disconnection of electric supply needs to be restored immediately and while giving adjustment of the amount paid by the complainant as referred to above neither DPC nor interest to be levied against the complainant. The N.A. to issue revised bills in terms of this order and to submit compliance report. Though on behalf the complaint attempt has been made to claim compensation, sufficient to say that the complaint is totally lacking in that respect, so also during the course of argument, nothing was submitted, so this Forum thinks it proper not to accept those submissions of the complainant and resultantly proceeded to pass the following unanimous order.

## ORDER

That the complaint No.5/2015 is hereby partly allowed.

1. The N.A. is directed to set aside the adjustment of 2124 units and issue revised billing for the period from April 2014 to October 2014 on average of 139 units per month by making adjustment of Rs.14130/-, deposited by the complainant without charging DPC or interest. The N.A. is also directed to restore the electric supply of the complainant immediately and to issue promptly monthly bills of actual consumption of units and the complainant to pay the same regularly.
2. The request of claim for cost and interest made orally on behalf of the complainant is turned down.
3. That the compliance report be submitted within a period of one month from the date of this order.

**Sd/-**

(D.M.Deshpande)  
Member

**Sd/-**

(T.M.Mantri)  
Chairman



No.CGRF / AMZ/ Akola/

Dt. 02 /05/2015

To  
The Nodal Officer / Executive Engineer,  
MSEDCL,  
Rural Division,  
Akola

The order passed on 02-05-2015 in the Complaint No. 05/2015, is enclosed herewith for further compliance and necessary action.

L.D.C.  
Consumer Grievance Redressal Forum,  
MSEDCL, Amravati Zone, Akola

**Copy to:**

Shri Harish Gopaldas Jaswani, Akola Road, Akot Dist : Akola for information.

**Copy s.w.r.to:-**

The Superintending Engineer, O & M Circle Office Akola.