

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, M.S.E.D.C.L., AURANGABAD.

(Case No. CGRF/AZ/AUR/ JLN / 463 / 2013 /47

Date of Filing: 05.07.2013

Date of Decision 09.10. 2013

Complainant.

01) Shri Kantilal Rambilas Holani,
Mondha, Tal.Partur,
Dist. JALNA.

(Consumer No. 524010003619)

V/s

02) The Executive Engineer (Admn.) Respondent No.
Nodal Office, O/O The Superintending Engineer,
O&M Circle, MSEDCL,
JALNA.

Coram:

Shri V.B. Mantri President

Shri V.S. Kabra Member

Shri S.K.Narwade, Member/Secretary

REDRESSAL - DECISION.

1. The complainant is commercial consumer of respondent having consumer no. 524010003619. The respondent has issued monthly bills up to Aug 2010 as per meter reading. The respondent issued bill for the month of Sep 2010 for Rs.183944.75/- in which initial and

final reading was shown as 9868 & 31905 respectively. The said bill was for 22037 units which was abnormal.

2. The complainant immediately contacted Asst. Engineer Partur and requested to check the meter and issue revise bill as regular consumption. The Asst. Engineer Partur deputed lineman to inspect the meter who confirmed that the meter has jumped and recorded abnormal consumption. The Asst. Engineer assured complainant that the meter will be replaced as soon as the meters are made available.

3. The complainant constantly followed up with local office of MSEDCL Partur. The Asst. Engineer confirmed meter may have jumped and shown wrong reading. He assured to complainant to revise bill on the basis of average consumption. The complainant has filed the grievance to Asst. Engineer Partur on 08/04/2013, since the complaint is not resolved.

4. The complainant submitted that, the Asst. Engineer has showed his inability to issue revise bill, therefore he has filed complaint at IGRC Jalna on 15/04/2013. IGRC has not redressed the complaint in stipulated time of 60 days. Therefore the grievance is filed before this Forum.

5. The complainant has submitted that, the complainant is in receipt of bill for month May 2013 which includes the bill of consumption recorded in the month of April/May 2013 and also arrears amount of impugned bill of Sep 2010 along with interest. The complainant requested to revise bill on the basis of average of last six months as per MERC regulation no. 14. The complainant is ready to pay the same without levying interest and DPC.

6. The nodal officer MSEDCL Jalna submitted in reply, that the complainant was informed to present for hearing at IGRC on dt.31/05/2013 & 29/06/2013, however he was not present for hearing. The respondent submitted that, the respondent has issued bills as per meter reading and all bills are paid by complainant. Accordingly Asst.Engineer Partur has also given reply to complainant; however complainant is having grievance for the bill of Sep2010.The respondent has submitted the CPL and assured to issue revise bill by dividing 22037 units in 34 months. Respondent has also submitted revision statement before the Forum with assurance to fed (-) B-80.

The Forum heard both complainant and respondent and also pursued CPL and (-) B-80 proposal submitted by respondent. The respondent also assured the forum to issue revise bill by dividing accumulated consumption of 22037 units in 34 months. Therefore the forum comes to opinion that, the grievance is being redressed by respondent the complaint is to be disposed of with no cost. The forum proceeds to pass following order.

ORDER

1. The respondent shall issue revised bill by dividing 22037 units in 34 months, within 15 days from the date of this order.
2. The respondent shall not levy any interest or DPC in the revised bill.
3. No order as to cost.

Sd/-
(S.K.Narwade.)
Member/Secretary

Sd/-
(V.S. Kabra.)
Member

Sd/-
(V.B.Mantri.)
Chairperson

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