

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

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

Dt.04/12/2015

Complaint No.26 / 2015

Grievance pertaining to excessive and incorrect electric bill.

Quorum

Shri T.M.Mantri, Chairman

Shri. R.A. Ramteke ,Member-Secretary

Shri. D.M.Deshpande-Member

Shri. Dattatray Shridhar Utangale Complainant

.....Vrs.....

Executive Engineer, MSEDCL..... Respondent
(Urban Division), Akola

,Appearances :

Complainant Representative: Shri. Ashish Chandarana

Respondent Representative: Shri. P R. Ghorude Additional Executive Engineer.
Urban Sub Division No.II, Akola

1. The complainant grievance pertaining to excessive and incorrect electric bill of Aug and Sept-2015 which seems to be excessive and inspite lodging complaint, so also deposited Rs.300/- towards meter inspection charges, the N.A. has not made compliances. Neither the last meter reading was given nor the Panchanama was drawn at the time of taking of the meter. Even no notice/ intimation was given about meter testing and it was unless to be carried out in absence of the complainant. Not only incorrect and excess bills have been issued but also notice of the disconnection came to be issued, hence the complainant is compelled to approach this forum, along with complaint copies of documents came to be filed.
2. After the receipt of notice of this forum the N.A. filed its reply, justified the action with submission that the bills issued are correct. As desired by the complainant the meter was sent for testing and representative of the consumer has signed meter replacement report. After testing, complainant was informed about corrections of the reading. As the payment was not made, notice was issued

on dt. 08/10/2015 and lastly pressed for dismissal of the complaint. Copies of certain documents attached with the reply.

3. Heard shri. Ashish Chandarana the representative of the complainant, Shri.P.R.Ghorude Addl. Executive Engineer, the learned representative of the N.A., during course of argument in view of submission, order was passed for sending the meter in question to accredited laboratory (N.A.B.L) for testing and the meter was kept for waiting of testing report of said lab. Later on letter dt 27/11/2015 came to be filed on behalf of N.A. about making revision and revised bill to the consumer has been issued. The letter kept for consideration of consumers reply. On 02 Dec-2015 the N.A. has filed letter with complainants return reply about satisfaction, in view of revision of the bill. As the grievance of the consumer has been resolved nothing remains in the complaint, hence the forum proceeds to pass following unanimous order.

ORDER

1. That the complaint no. 26/2015 is hereby disposed of, as the grievance of the complainant has been resolved by the N.A.
2. In the circumstances parties to bear their own cost.

s/d
Member/ Secretary

s/d
Member

s/d
Chairman

No.CGRF / AZ/ Akola/ 825

Dt. 04 /12/2015

TO

The Nodal Officer,
Executive Engineer,
Urban Division, MSEDCL,
Akola.

The order passed on 04-12-2015 in the Complaint No. 26/2015, is enclosed herewith for further compliance and necessary action.

Secretary,
Consumer Grievance Redressal Forum,
MSEDCL, Akola Zone, Akola

Copy fwc to:

1. Shri. Dattatray Shridhar Utangale, Adarsh colony, Near Matrubhumi press, Akola.
2. The Superintending Engineer O & M Circle, Akola.