

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

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

Dt.10/02/2016

Complaint No. 38 / 2015

Grievance pertaining to excessive billing under wrong tariff.

Quorum

Shri T.M.Mantri, Chairman

Shri. R.A. Ramteke ,Member-Secretary

Shri. D.M.Deshpande-Member (CPO)

Shri. Samadhan Dnyaneshwar Shingne
Consumer No. LT-I 301950096624

Complainant

.....Vrs.....

Executive Engineer MSEDCL, O & M Division, Buldhana.

Respondent

Appearances:

Complainant Representative: Shri. Pramod Narayan Khandagale

Respondent Representative: Shri. V.M. Jizilwar, Executive Engineer

1. The complainant grievance is that inspite approaching the IGRC Buldhana in respect of grievance of incorrect and excessive electric bills the said authority has not given any decision in time, hence the complainant is compelled to approach this forum for redressal of the grievance. As per complainant without taking meter reading bills of the same no. of the units came to be issued for April-2014 to Sept-2014. Reference has been made to photometer of the bill of April 2014 displaying the reading there in but vague bill has been issued. Inspite change of the meter as well as spot inspection carried out by the N.A. even then issuing of incorrect bills continued. In the bill of Dec-2014 though photo of meter was displaying but the bill with “locked” endorsement has been issued. The complainant has referred to other discrepancies including that of issuing of incorrect and excessive bills of Rs.34,480/- with the display of earlier meter. The said bill being incorrect even as per reading, hence liable to be cancelled. Inspite written instruction endorsement for correcting the bill by the concerned officer of the N.A. on the written

application of the complainant however no fruitful steps have been taken, requiring the complainant to approach IGRC as stated above and then to this forum hence the complainant is seeking the reliefs prayed for. Alongwith complaint copies of bunch of documents came to be filed.

2. In spite of notice of the forum the N.A. has not filed reply in time and it was filed belatedly when the matter was fixed for hearing. According to the N.A. after written complaint of the complainant on dt. 10/07/2015, inspection of the meter was carried out. The billing agency has taken incorrect meter reading resulting in issuing of bill of 3042 units of June-2015 which was corrected in the coming billing cycle (July-2015). Reference has been made about order passed by the IGRC for issuing of correct bill as per user to the complainant and rejected the request of SOP compensation. It is stated that accordingly corrected bill came to be issued to the complainant and action as per rules is being taken against the meter reading agency. As correction in the electric bills has not been delayed SOP compensation is denied. It is stated that accordingly corrected bills came to be issued to the complainant and action as per rules is being taken against the meter reading agency. As correction in the electric bills has not been delayed so SOP compensation has been refused. Alongwith reply copies of certain documents have been filed. As per understanding between the parties the spot has been inspected and photograph of the meter in question with the details came to be file on record, bearing signature of both the parties. The meter reading 1372 is displaying in the photos as well as details. The provisional bills of 3090 came to be issued with bills revision report alongwith B-80 statement and relevant documents with CPL of Jan-2014 to Dec-2015 from which it is clear that twice the meter was changed it has been admitted by the learned representative of the N.A. that because of mentioning of incorrect meter reading by the meter reading agency, incorrect bills have been issued to the complainant, including impugned bills of 2015. According to the N.A. by making necessary corrections the revised bill has been issued to the complainant. So also it has been submitted on behalf of the N.A. that in further correct bills as per actual consumed units displaying on meter will be issued and

the provisional revised bills dt. 29/01/2016 is after the revision and in the forthcoming bill all requisite details will be displayed.

3. From the record as well as submission it is clear that not only the impugned bill of June-2015 was excess and incorrect but other bills on records are also incorrect and it is because negligence/ mistakes of meter reading agency as per N.A. Though it has been averred in the reply about initiation of action against the meter reading agency however nothing has been stated as to what action taken so also no document has been filed to substantiate the said averment. Even according to the N.A. the said meter reading agency is at fault for issuing of incorrect bills but the net result thereof is harassment to the consumer for no fault on his part. Merely taking of alleged action against the defaulter meter reading agency will not give any remedy/compensation/ consonance to the consumer complainant, so this forum thinks it proper to pass just and proper order whereby the complainant also get some relief for caused harassment/ sufferance. The N.A. to take appropriate disciplinary and contractual action against the meter reading agency for negligence/ mistake on its parts and to compensate the complainant there from as per order below. With such observations this forum proceeds to pass following unanimous order.

ORDER

1. That the complaint no. 38/2015 is hereby allowed in view of revising of the impugned bill of June-2015 by the N.A. The N.A. is further directed to issue regular monthly electric bills as per actual consumption of electricity by the , complainant by taking correct meter readings.
2. The N.A. to take appropriate strict action against the erring meter reading agency by imposing monitory liability and strict warning to not to repeat such mistakes of not recording correct readings of the meter. The N.A. to pay Rs.2000/- to the complainant from the monitory liability imposed against the said meter reading agency for harassment/ sufferance/compensation with cost to the complainant. That the compliance report of this order is to be submitted within a period of one month from this order.

S/d
Member/ Secretary

S/d
Member (CPO)

S/d
Chairman

No.CGRF / AZ/ Akola/

Dt. 10/02/2016

TO
The Nodal Officer,
Executive Engineer
MSEDCL, O & M Division,
Buldhana.

The order passed on 10/02/2016 in the Complaint No. 38/2015, is enclosed herewith for further compliance and necessary action.

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

Copy fwc to:

1. Superintending Engineer, MSEDCL, Circle Office, Buldhana.
2. Shri. Samadhan Dnyaneshwar Shingne, At Post:-Deulgaon Mahi.