

CONSUMER GRIEVANCE REDRESSAL FORUM,
AKOLA ZONE, AKOLA.

“ Vidyut Bhavan” Ratanlal Plot, Akola. Tel No 0724.2434475

ORDER

Dt. 25 /01 /2017

Complaint No.23/ 2016

**In the matter of grievance pertaining to issuing of improper bills, SOP
Compensation, etc.**

Quorum

Shri T.M.Mantri, Chairman
Shri. R.A. Ramteke ,Member-Secretary
Shri. D.M.Deshpande-Member (CPO)

Smt Indirabai Bhagwat Chaube :- Complainant
Consumer No. R.L.293250013776

.....Vrs.....

Executive Engineer MSEDCL, :- Respondent
Malkapur Division.

Appearances: -

Complainant Representative :- Shri. Pramod Khandagale

Respondent Representative :- Shri. D.R.Misal.
Dy. Executive Engineer

1. Being not satisfied with the order of IGRC Buldhana, the present complaint has been filed under signature of Keshao Bhagwat Chaube, alleging that the original connection was in the name of consumer Smt. Indirabai Bhagwat Chaube & Keshao Bhagwat Chaube being Son, is using the said connection. It has been alleged that, though the meter was in good condition, however since Sept-2011 to July-2016, the monthly bills have been issued without taking any photo meter reading and till June-2016 the payments of bills have been made.

2. According to the complainant, though the meter is in running condition/live but without taking photo meter reading, the bills have been issued, with

photo of the hand written reading, which is in contravention to the provisions of the regulations. It is alleged that it establishes that meter reading agency has not taken meter reading. Reference has been made to circular no. 50 with averment that ,the N.A. has acted upon such illegal reading taken by the meter reading agency which is totally unjust.

3. Reference has been made to the representation of dt.19.06.2016 but to no effect. It is alleged that it is contravention of regulations-2005 as well as -2014 & claimed SOP compensation for not taking actual meter reading with other reliefs. Alongwith complaint copies of documents has been annexed.

4. After receipt of the notice of this forum, the N.A. has filed reply opposing the claim, stating that the bills have been issued from Sept-2011 to July-2016 & even thereafter, on the basis of photo meter reading and the said bills being correct and admitted, the payment thereof have been made regularly. The consumer has never made grievance either orally or in writing at any time, actual photo meter reading have been taken and the readings in pen, have been taken with view that the consumer should not get incorrect bill hence claim is untenable, both the readings were identical, the consumer has never made any grievance about meter reading. Reference has been made to documents such as photo of the concerned meter on different occasion showing progressive readings. Reference has been made to the entries in CPL. There is no contravention of any rules. After approach to IGRC, the said authority has made enquiries with the concerned persons. Even there was admission about the readings, reference has been made to the photo meter readings.

5. As the photo of the meter readings have been taken, so also entries in CPL and issuing of bills accordingly. Therefore the complainant's claim is untenable and liable to be dismissed. Alongwith reply copies of documents have been annexed.

Heard Shri Pramod Khandagale, learned representative of the complainant & Shri. D.R. Misal, Dy. Executive Engineer learned representative of N.A. Upon considering the rival contention of both the parties coupled with the available documents and records, it is clear that though the consumer is Smt. Indirabai Bhagwat Choube, as the meter is standing in her name however the complaint is filed and signed by Keshao Bhagwat Choube, the son of the consumer Smt. Indirabai Bhagwat Choube. It was expected from the side of consumer to maintain proper responsibility however, it needs to be observed here that there is no proper & regular system. Only after the grievance raised by the complainant consumer hereafter the present respondent has submitted the details,,which are totally not correct.

6. Admittedly the bills have been issued & even as per present consumer, the grievance is all together different about not taking of meter reading properly & issuing of exaggerated bills. Earlier the consumer approached to IGRC & after hearing the parties order dtd.15.08.2016 came to be passed. The consumers averment is that without taking actual photo meter reading, the bill have been issued, however the facts remains that the consumer has paid bills without making any grievance. It is pertinent to note that even according to the consumer this was going on since Sept-2011 & in spite lapse of about 6 years nothing was done from the side of the consumer. Admittedly in Aug-2016 the consumer approached and started making grievance.

7. As again the N.A. has categorically pleaded in the reply about factual position including non making of grievance orally or writing from the side of consumer. The factual position is otherwise, the N.A. has filed on record the photo meter reading & documents pertaining to user of electricity. The copies of photo on different time have been filed on record which clearly shows that the camera's have been actually used for taking meter reading and in the copies filed by the consumer & details thereof are on record. The photos on record clearly shows the meter reading were in the figures -in the meter are visible and there are photo showing progressive reading, admittedly consumer has kept mum for years together, more than 5 years. The photo meter reading are clearly

visible. The N.A. has on record submitted copies of documents, the available material on record more particularly, the progressive reading in the photo of the meter which is clearly contrary to the averment made in the complaint. In any case keeping silence for years together i.e. 2011 to 2016 clearly pointing that there is some motive of the complainant of filing the present grievance, keeping silence for years together & making averments for the first time about the alleged deficiency, clearly shows that there was nothing serious. In view thereof the complainants version that the action needs to be taken against other employee, cannot be accepted. For the first time in Aug-2016, the consumer has made an attempt to make averments against the licensee. It was for the complainant to justify the reasons for keeping mum for sufficient long period. In any case the photo of the meter reading filed by the N.A. on record clearly shows that with some ulterior motive the allegations have been made without having anything in support . The said averment needs to be discarded, consequently the other claims of the consumer needs to be scrutinized. It is clear that there is nothing in support to the averments made on behalf of the consumer. On the contrary the documentary evidence and submission made on behalf of the N.A. is having supporting material. The Learned Representative of the consumer was unable to make any comments/remarks for the action of the N.A.

8. Even from side of the N.A. copy of CPL is filed on record, this also supports the stand of the N.A. Whenever there was any problem the same was rectified. The copies of the photo meter reading on the bills from Sept-2011 to July-2016 clearly support the defense of the licensee. There is possible reasoning from the side of N.A. " had the concerned staff/concerned office has taken interest; the matter could have been resolved amicably." This forum find substance in the defense of the licensee the state utility in making averment and those have not been contravened. Merely the photo of the meter is affixed with the stamp that does not mean that the consumer's son acted diligently. Admittedly whatever electricity bill received, they have been remitted, this clearly shows that the present grievance is the grievance for name sake only and there is no merit in those averments. The reason given from the side of N.A. appear to be just & proper. Those readings tally with the entries in CPL. The reasoning given from the side of

N.A. appears to be genuine. In view thereof it is clear that there is no substance in the grievance of the consumer and no case have been made out to interfere with the order of IGRC, hence following unanimous order.

ORDER

1. That the Complaint No.23/2016 is hereby dismissed.
2. No order as to cost.

s/d
Member/Secretary

sd/-
Member (CPO)

s/d
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 /AKZ/ AKL/ 20

Dt. 25/01/2017

TO

The Nodal Officer,
Executive Engineer
MSEDCL,Malkapur Division.

The order passed on 25/01/2017 in the Complaint No. 23/2016, is enclosed herewith for further compliance and necessary action.

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

Copy fwc to:-

1. The Superintending Engineer, O&M Circle, MSEDCL, Buldhana.
2. Smt Indirabai Bhagwat Chaube C/o Shri Keshao Bhagwat Chaube
At.Po. Nimgaon Tq. Nandura, Distt. Buldhana .