

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

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

Dt.29/10/2015

Complaint No.20 / 2015

**In the matter of grievance pertains to incorrect excess bills,
compensation etc.**

Quorum

Shri T.M.Mantri, Chairman

Shri D.M.Deshpande, Member

Shri. R.A. Ramteke ,Member-Secretary

Shri. Avinash Narhari Wasu..... Complainant

.....Vrs.....

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

Appearances :

Complainant Representative: Shri. Ashish Chandarana

Respondent Representative: Shri. R.S.Tingre Assistant Accountant,
MSEDCL (Rural) Division, Akola.

1. That the complainants claim is that though approach made to IGRC but the N.A. has not taken any steps for resolving grievance hence compelled to approach this forum. In substance the case of the complainant is that in Dec-2012 his residential meter was replaced with new one. Till Dec-2014 the reading of 5608 which was in Nov-2012 has been shown in the bill. From Nov-2012 to March-2014 bill have been issued by showing average of 82 units and from April-2014 onward by average 120 units. Thereby from Dec-2012 to Dec-2014 no bills of actual reading have been issued, but bills of average have been issued, inspite of making complaints time and again no steps have been taken those

bills are not admissible to be complainant, hence claimed reliefs prayed for including compensation, recovery from the erring officer/staff as per circular no.50 etc. Along with the complaint copies of bunch of documents came to be filed.

2. In spite receipt of notice of this forum, no reply was filed from the side of N.A. and matter was proceeded further for hearing. On the date of argument, the reply has been filed with application to admit the same on record. Such request was allowed in the interest of justice. As per the N.A. work of replacing of electromagnetic meter was undertaken in Akot Sub Division. Shri.Vairale was looking after the said work and it was his duty to give information of the meter to information and I.T. department. As 100/150 meters used to be changed, per day, at the relevant time and some defect of the report of change of complainants meter to IT department, remained. On noticing in Dec-2014, about non submission of meter replacement report of the complainant, such report was submitted by giving lock credit of 9,681.69/- as per rules of the N.A. During April-2014 to Nov-2014 bills of average 120 units have been issued and during the said period complainant has remitted amounts on difference date as per details. It is stated that the complainant has not made any in grievance for the average bill. After receipt of bill Dec-2014 for 25 month the complainant has raised objection. That orally he was explained about the said bill, how ever the complainant wanted deduction of the amount deposited by him from Dec-2013 to Dec-2014 and it was brought to his notice that it was not correct as per rules. The complainant's complaint is not for the change of meter but for deduction shown in Dec-2014 bill of average 120 units have been issued

and during the said period complainant has remitted amount on difference date as details. It is stated that the complainant has not made in grievance for they average bill. After receipt of bill Dec-2014 for 25 month the complainant has raised objection orally he was explained about the said bill how were the complainant wanted deduction of the amount deposited by him from Dec-2013 to Dec-2014 and it was brought to his notice that it was not correct as per rules the complainants complaint is not for the change of meter but for deduction shown in Dec-2014 bill.

3. Hurd Mr. Ashish chandarana, the learned representative of the complainant and Mr. R.S.Tingre, Assistant Accountant the learned representative the N.A. Admittedly the complainants meter was changed admittedly till March-2014 the electric bills on average basis of 82 units have been sent to be complainant from Nov-2012 onward whereas since April-2014 till Dec-2014 the bills have been issued at average basis 120 units, per month. There after the bill was issued for consolidated units where from some amount has been deducted by way of adjustment. As per reply of the N.A. bill of 25 month was issued to the complainant where in Rs.9,681.69/- lock credit was given. As per the say of the N.A. it is admitted and even during course of argument the learned representative of the N.A. admitted about non giving of report of meter replacement report of the complainant to information and IT department. So it is clear that for sufficient long period that is for about 2 years the bills have been issued without taking actual meter reading at the place of the complainant. It is the duty of the N.A. to issue regular bills of actual monthly consumption of the electricity by the consumer.

One can understand mistake or non recording of actual meter reading for a month or two but here in the present case the latches/ dereliction of the duties carried on for about 2 years. Even the concerned officer has not given any attention to this illegality/irregularity. Had the concerned staff/ officer given attention to the same, properly this could have been stopped. So apprenitly they are also responsible along with the meter reading agency which has committed latches. No reason/explanation has been given for changing of the average units from 82 to 120. From the record it is clear that prior to Nov-2012 the bills have been issued as per actual monthly consumption and for most of the period the consumption was much less than 100 units.

4. Here it needs to be noted that the consolidated bill issued in Jan-2015 is as per the new tariff. This has been admitted by the learned representative of the N.A. He has submitted that by making bifurcation the correction will be made, as per applicable tariff of the relevant time. So the N.A. to rectify and make correction in the bills accordingly.
5. The complainant has claimed compensation per not issuing of actual meter reading bills regularly so also has submitted that as per circular no. 50 the action should be taken against the concerned staff of the N.A. Here its needs to be mentioned that not only the meter reading agency has committed mistakes of not taking actual meter reading of the complainant but also the concerned office/officer allowed to continue the same for sufficient long time and no action/ recovery has been taken against the said meter reading agency. The learned representative of the N.A. has admitted about not taking of any action

against the meter reading agency so also as per circular no.50 dated 22/08/2006 of N.A. licenses. In the facts and circumstances this forum think it proper to give some proper relief towards compensation. Though the complainant has claimed 4800/- compensation for 24 months this forum is of the view that reasonable compensation will meet the ends of justice apart from payment of reasonable cost as the complainant has to come from interior village in Akot Tq. Dist. Akola.

6. Here it needs to be mentioned that the monetary liability of compensation cost etc. is on account of lapses/negligence of the concerned staff/officer and the same needs to be recovered from them. The N.A. to take appropriate steps against the meter reading agency so also as per circular no.50 referred to above. Admittedly the complainant has made various payments on different dates as mentioned in the reply of the N.A. which needs to be adjusted. After making all adjustments after correcting the bills as per relevant tariff whatever may be the bill either of credit or debit be issued to the complainant and the complainant to deposit the up to date bill immediately. With such observations this forum proceeds to pass the following unanimous order.

ORDER

1. The complaint no. 20/2015 is hereby partly allowed. The N.A. is directed to rectify the concerned bill issued to the complainant in Jan-2015 in terms of this order and by applying the relevant tariff of the relevant period and to issue a correct bill to the complainant.

2. The N.A. is liable to pay Rs. 2000/- by way of compensation in view of failure to meet the standards of performance, in issuing regular monthly bill of actual consumption together with cost of Rs.500/-.

3. That the N.A. to recover the monetary liability against it on account of compensation, cost from the concerned staff/officer of the concerned office of the N.A. So also to take appropriate steps against the erring meter reading agency, in view of failure of its duties, apart from taking action as per circular no.50 dated 22/08/2006 issued by the Mumbai office of the N.A. licensees.

4. That the compliance report to be submitted within a period of one month from the date of this order.

Sd/-

Sd/-

Sd/-

(R.A.Ramteke)

(D.M.Deshpande)

(T.M.Mantri)

Member/ Secretary

Member

Chairman

Contact details of Electricity Ombudsman appointed by MERC (CGRF&EO) Regulations 2006 under Regulation 10:

No.CGRF / AMZ/ Akola/ 805

Dt. 29 /10/2015

TO

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

The order passed on 29-10-2015 in the Complaint No. 20/2015,
is enclosed herewith for further compliance and necessary action.

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

Copy fwc to:

1. Shri. Avinash Narhari Wasu, At. Newari Bk, Tq. Akot, Dist.Akola.
2. The Superintending Engineer O & M Circle, Akola.