

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

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

Dt.16/11/2015

Complaint No.22 / 2015

In the matter of grievance pertaining to incorrect, excessive bills.

Quorum

Shri T.M.Mantri, Chairman

Shri. R.A. Ramteke ,Member-Secretary

Shri. Dattu Ganpat Gawali Complainant

.....Vrs.....

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

Appearances :

Complainant Representative: Shri. Prakash Dattu Gawali

Respondent Representative: Shri. P.R.Ghorude Additional Executive
Engineer MSEDCL (Urban) Division, Akola.

1. The complainants grievance is inclusion of arrear of consumer No.310240654988 in the bill of the consumer No. 310240660112 in December-2013 bill, without giving any information. The complaint is filed for reducing the said amount from the bill. Copies of certain documents came to be filed with the complaint, including the bill in question.
2. Notice as per regulation given to the N.A. The N.A. filed reply dated on 15 Oct-2015 stating that the electric connection for consumer No. 310240660112 issued in the name of Shri. Dattu Ganpat Gawali. It was revealed that prior to the said date, there was electric connection in the name of Dattu Ganpat Gawali with consumer no. 310240654988 and there were arrears of Rs.5150/-. That without making payment of the said arrears, the consumer had permanently disconnected the electric supply. This was revealed in November-2013. Reference has been made to circular dated on 06-07-2003 by Chief Engineer (Commercial) Mumbai about guidelines for

recovery of arrears from P.D consumer and accordingly amount Rs. 5150/- has been shown arrears in the bill of the consumer. It is stated that this was also pointed out before IGRC in complaint no.407 dated on 28-03-2014. The IGRC has also dismissed the complaint of the consumer. Hence pressed of the dismissal of the complaint. Along with reply copies of certain document came to be filed.

3. The matter was then proceeded for arguments. Notices were sent to the parties. None attended on behalf of the complainant on the date of hearing as well as adjourned date. The adjournment was given with a view to have opportunity to the complainant of hearing. In spite there of none attended on behalf of the complainant. The reply of the N.A. was send to the complainant, by register letter and the postal receipt there of has been produced from the side of N.A. The zerox there of is on record.

4. That upon considering the available material on record it is clear that the electric connection under consumer no. 310240654988 and 310240660112 are in the name of same person that is Dattu Ganpat Gawali. The present complaint is though filed in the name of consumer Dattu Ganpat Gawali. However even as per the document filed along with the complaint, it is clear that Dattu Ganpat Gawali is no more alive as mentioned in the letter dated 21 Jan 2014 of Praksh Dattu Gawali. It has been mentioned that said Dattu Ganpat Gawali has expired 3 years back. Though the consumer Dattu Ganpat Gawali has expired long back but the electric connection continued in his name and under user of Prakash Gawali, who seems to be son of the deceased. This has been not disclosed in the complaint and the complaint is not only filed in the name of deceased Dattu Gawali but the form-A is signed by Prakash Dattu Gawali without disclosing the facts. According to the N.A. Dattu Ganpat Gawali had electric connection under consumer no 310240654988 which was permanently disconnected with standing arrears

of Rs.5150/- and other electric connection taken by said Dattu Ganpat Gawali under consumer no. 310240660112 on 31-03-1990. So it is clear that said Dattu Ganpat Gawali had taken electric connection in the premises under two consumer nos. The earlier one was permanently disconnected with standing arrears. No steps have taken for payment of those arrear by said Dattuji Gawali or heirs who are using the connection in his name.

5. On behalf of N.A. reference has been made to commercial circular dated 06-07-2003 issued by the Chief Engineer (Commercial), head office, Mumbai giving guidelines for recovery of arrears from P.D. consumers. In the said circular dated on 06-07-2003 it is clear that guideline has been given for recovery of arrears for different contingencies. The guide line nos. 4 and 6 of said circular are relevant and material. Apparently there were arrears of the period, in the name of consumer Dattu Gawali. It is further clear that other connection under different consumer no, as referred to above, has been taken in the name of Dattu Ganpat Gawali. How this has been done is not disclosed by the consumer. Instead of clearing the arrears of the early connection the consumer got it permanently disconnected and the heirs of the deceased continued user of the other connection taken in the name of Dattu Ganpat Gawali in the premises. As per the provisions, more particularly the guideline of 06-07-2003 it is clear that the N.A. has not committed any illegality. The complainants claim/ request for correction in the electric bill is not just and proper. As per the provisions, much less the above referred clause of the guidelines clearly shows that the N.A. has acted rightly and properly by including the pending arrears standing in the name of same consumer 310240660112. The action on the part of N.A. can not be said as improper or unjust. The person who has signed "The present complaint" is Prakash D. Gawali for the reliefs, is not just and proper. The order of IGRC is correct. So consequently the present

complaint is liable to be dismissed. Hence this forum proceeds to pass the following unanimous order.

ORDER

1. That the complaint no. 22/2015 is hereby dismissed.
2. That the parties is to bear their respective cost.

Sd/-
(R.A.Ramteke)

Member/ Secretary

Sd/-
(T.M.Mantri)

Chairman

No.CGRF / AMZ/ Akola/

Dt. 16 /11/2015

TO

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

The order passed on 16-11-2015 in the Complaint No. 22/2015, is enclosed herewith for further compliance and necessary action.

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

Copy fwc to:

1. Shri. Dattu Ganpat Gawali, shrikrupa Housing society, Gaurakshan Road, Akola.
2. The Superintending Engineer O & M Circle, Akola.