

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

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

Dt.08/12/2015

**Complaint No.23 / 2015**

**Grievance pertaining to incorrect excessive electric bill, restoration of supply  
illegal disconnected etc.**

**Quorum**

**Shri T.M.Mantri, Chairman**

**Shri. R.A. Ramteke ,Member-Secretary**

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

Shri. Chandrashekhar Brijmohan Mor.....  
Consumer No:- LT-I(Res.)370010291650

Complainant

.....Vrs.....

Executive Engineer, MSEDCL,Yavatmal Dn.....

Respondent

**Appearances :**

Complainant Representative: Miss. Priya Mehta.

Respondent Representative: Shri. N.V.Dhawad ,Additional Executive  
Engineer,Yavatmal(U) S/dn.

1. The complainants case in brief is that since 1995 he is residential consumer and at no point of time the electric consumption exceeded to 250/300 units. The meter was changed in Oct-2014 and till Feb-2015 proper bills received, however in March-2015 bill of 4711 units was issued which is not only illegal but incorrect also. The complainant has given details of bills received and alleged that though the complainant lodged complaint on 10-04-2015 but to no effect, Reference has been made to notice of disconnection which is not as per regulations. Similarly reference has been made to subsequent bills with incorrect endorsements, the reading was not taken properly, incorrect and excessive lumsum bill has been issued which is incorrect. Though the complainant asked for revising of the bills and shown

willingness to remit the amount but to no effect. Though the complainant approached IGRC Yavatmal, however on 31-07-2015 the supply was stopped, meter taken away and meter is not connected again compelling the complainant approach this forum, seeking the reliefs prayed for. Along with complaint, copies of documents came to be filed.

2. After the receipt of notice of this forum, the N.A. sought time for reply and lateron reply came to filed, opposing the complaint stating that order of IGRC is correct. In view of grievance of the complainant series meter was placed and found that it also recorded same no. of units. The complainant is trying to avoid payment of bills. According to the N.A. after hearing, IGRC passed order on dt. 07-09-2015. In view of disconnection of supply contract of consumer was terminated hence the complaint is liable to be dismissed as he ceased to be a consumer so the complaint is not tenable. According to the N.A., the complainant is high profile consumer and was not given bills as per reading on the meter since replacement in Oct-2014, but elected to pay less bills. When the bills of higher side issued he filed the complaint. Even after getting bifurcation of the units consumed by the consumer he is agitating alleging excess bill. Reference has been made to spot inspection carried out, so also referred to totally consumed units recorded in the meter which is not faulty. The consumer is now P.D. and there are arrears and so the complaint is liable to be dismissed, as the grievance is frivolous, malafide, without any sufficient cause.

3. The matter was then kept for argument. Heard Priya Mehta, the learned representative of the complainant and Narendra Dhawad the learned representative of the N.A. Both the parties have filed documents, by giving copies of each other. Upon going through the record as well as submissions of the parties, it is clear that since last about 20 years the complainant is consumer and has paid the bills regularly. It also appears that after change of new meter in oct-2014 for few months, the bills with meter units (consumed units) have been issued and paid. The N.A. has filed on record copy of C.P.L. of the consumer which shows that since Feb-2015 onwards the readings are not recorded properly, so also incorrect

endorsements, as per C.P.L. both the readings are 561 in Feb-2015 but the consumption shown is 123 units where as in March-2015 consumption is shown on 4711. Likewise the further readings for April-2015 onwards are 684, 1799,3194,772,1322 etc. and for some months there are endorsement of "locked" "INACCE". The oral submission of the complainant about making of complaints to the office of the N.A. time to time has not been controverted. Even the copies of letters dated 10-04-2015, 15-06-2015 etc are filed on record, bearing seals and signatures of the recipient of the of N.A. Admittedly the complainant has made grievances regarding the incorrect bills and Non of those letter have been replied.

4. Similarly the complainant filed on record representation dt.04-08-2015 before IGRC mentioning clearly about not taking any steps by the said authority even after making approach to it, on the contrary stopping of electric supply, illegal disconnection of electric supply on 31-07-2015, though the complainant offered/ requested for making of payments of bills in installments but to no effect. Copies of the said bears seal and signature of the receiving clerk of the office of the N.A. Nothing was done even thereafter and the said letter was also not replied. Copy of the P.D report filed by the N.A. also clearly shows overwriting at various places, such as date of P.D final reading etc. The entries is in CPL and the alleged P.D report also do not tally. In any case the representative N.A. has admitted that there nothing on record to point out the alleged final reading was recorded in presence of the complainant or signatures of the complainant were taken. On the contrary on seeing the documents on record, more particularly the electric bills and the C.P.L., he has admitted that bills have been issued without taking actual reading. It has been admitted that after change of meter in Oct-2014 the bills have not been issued as per actual consumption of the electric meter. According to him it is mistake of meter reading agency and on some of bills accumulated reading have been issued. For which the complainant had made complaints orally as well as writing as referred to above (10-04-2015 and 15-06-2015), if due attention would have been given by the concerned staff/officer the matter could have been resolved there itself. Nobody bothered to look in to the grievance about user and

excessive bills came to be issued to the complainant. It has been tried to explain that subsequently adjustment was given. Even later on incorrect endorsement, "INACCE" have been made in the bills. There is nothing on record that what action has been taken against the meter reading agency, which has not issued the bills properly and correctly. As per the agreement the N.A. could have taken action against it such as fine, recovery, steps for cancellation of agency etc. Instead of taking action against the wrong doer ie. the meter reading agency the N.A. has stopped and disconnected the electric supply, inspite representations of the complainant. The said action of the N.A. is not only too harsh but also not in consonance with the provisions of regulation.

5. The submission of the learned representative of the complainant about readiness to pay the electricity bills by revision of the excessive electric bills, have not been considered. That the N.A. could have got deposited the amount from the complainant till the matter is resolved properly. In view of such facts circumstances and available material on record it will be just and proper for the N.A. to revise electric bills of the complaint from Oct-2014 to Sept-2015, by giving slab wise benefits without levying DPC/interest and to restore to electric supply. The complainant is also required to remit the amount of such revised bill, after receipt of the same to N.A. The N.A. to also take action against the erring staff/officer for not attending the grievance of the complainant promptly/properly and also to take suitable action against the meter reading agency for committing laches in taking meter readings with such observation this forum proceeds to pass following unanimous order.

#### **ORDER**

1. The complaint no. 23/2015 is hereby partly allowed.
2. The N.A. is directed to revise the electric bills of the complainants from Oct-2014 till Sept-2015 on average basis of the final reading on the meter by giving slab wise benefits and without adding delay payment charges/interest. The complainant to make payment of such revised bill received from N.A., immediately.

3. The N.A. is directed to restore the electric supply of the complainant immediately.
4. The N.A. to take appropriate action against the erring staff/officer for not attending the grievance of the complainant promptly/properly. So also N.A. to take action against the meter reading agency for committing laches in taking actual meter reading of the complainant.
5. That the compliance report to be submitted, within period of one month from this order.

s/d  
Member/ Secretary

s/d  
Member(CPO)

s/d  
Chairman

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**No.CGRF / AZ/ Akola/828**

**Dt. 08/12/2015**

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

The order passed on 08-12-2015 in the Complaint No. 23/2015, is enclosed herewith for further compliance and necessary action.

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

**Copy fwc to:**

1. Shri. Chandrashekhar Brijmohan Mor, House No 8, Near WH-42, Civil Lines, Yavatmal.
2. The Superintending Engineer O & M Circle, Yavatmal.