

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

*“Vidyut Bhavan”,  
Ratanlal Plots,  
Akola: 444 001  
Tel.No.2434476*

Dt- 17/10/2013

**Complaint No.82/2013**

**In the matter of grievance about incorrect reading as well as illegal change in  
the meter number**

Quorum :

Shri T.M.Mantri,	<b>Chairman</b>
Shri P.B.Pawar,	<b>Secretary</b>

Sau. Laxmibai Damodar Pohare (Con.No.Ag-313613052818 )  
(Con.No.CL- 313613512151) ... Complainant  
...VS...  
The Executive Engineer, MSEDCL, Rural Dn. Akola. ... Respondent

***Appearances:***

Complainant Representative: Damodar Hiranman Pohare.

Respondent Representative: J.H. Rathour, Assistant Engineer, Rural Dn. Akola.

1. The complainant's grievance is in respect of agricultural connection under meter number 313613052818 and commercial connection under meter no. 313613512157. As per the complainant while availing the commercial connection in 2009, the staff/employees of the N.A. licensee have made changes in the meter number with the consumer numbers, as well as readings, thereby incorrect readings have been recorded. Even, incorrect meter number and readings are recorded in the bills so also in the consumer number and there is vast difference which has been intentionally made. The complainant has referred to the grievance made time and again with the authorities concerned so also referred to the order of the IGRC. It is alleged that even there is controversy in the said inspection report, Panchanama in respect of

both the connections so also there is controversy in respect of meter numbers and consumer numbers, actual reading. According to the complainant she has been put to harassment, hence entitled for compensation. A bunch of document came to be filed alongwith the complaint.

2. Notice as per regulations was sent to the concerned office of the N.A. licensee for its reply. The reply came to be filed, belatedly, from the side of the N.A. licensee stating that there are two 3-phase connections on the well situated in the agricultural field of the complainant. Out of which consumer number 313613052818 was availed for agricultural purpose on dated 22/10/2012 which was in the tariff since August,2006 under meter No. 7000187717 whereas on 13/6/2009 electric connection has been provided under consumer number 313613512151 which is also for agricultural category. It is stated that the electric connection under this consumer number was being used for providing water to the Dhaba and as mentioned by the complainant in application dated 31/1/2011 the category of this connection has been made as commercial since February-2012 and since then, the electricity bills for commercial category are being issued. It is stated that the complainant has paid the bills of the commercial category under this consumer number regularly till November, 2012 whereas for consumer No. 52818 for agricultural category, till March, 2013 regularly. However, the complainant has raised dispute that the meter of old consumer number (52818) has been indicated to the new consumer connection (512151) thereby the incorrect bills are being issued to her. However, on the spot it revealed that the consumer No. 512151 (meter no. MS0187187) is for commercial for Dhaba whereas consumer number 51818 (meter number 07068034) is for agricultural purpose). The complainant has sought details accordingly, hence approached

the IGRC on 24/5/2013. The said complaint was replied by reply dated 20/5/2013. The IGRC has passed order dated 28/6/2013 for making inspection of both connections in presence of the representative of the complainant and licensee, so also Panchanama and site inspection report be prepared. As per the order of 6/7/2013, the joint inspection was carried out so also site Panchanama was prepared in presence of Damodar Hiranman Pohare. As per the said panchanama the consumer number 512151 (meter number 07068034) the reading was not visible. However, the user is for agricultural category. Whereas consumer No. 52818 (meter number 18171) the reading is 13173 and the user is for commercial category for providing water to Dhaba. So the bill has been corrected accordingly. It is stated that the corrected bills by giving credit of Rs. 6770/- for consumer number 313613512151 and bill for Rs. 17995/- of commercial category for consumer number 313613052818 have been issued with letter dated 26/7/2013. The bill credit statement and copies of bills have been annexed. It is stated that as per the order of the IGRC, compliance has been made by making corrections, in the bills of both the categories. The complainant has not made out any case for alleged compensation, it is untenable hence it is liable to be rejected. The complainant be asked to remit the amount of net corrected bills. Copies of bunch of documents came to be filed from the side of the N.A. licensee, copies of which have been provided to the complainant.

3. The matter was then posted for arguments. Heard Shri Ramesh Pohare the representative of the complainant with Shri Damodar Pohare (husband of the complainant) and Shri Rathour, Dy.E.E. the learned representative of the N.A. licensee, at length.

4. Upon giving anxious thought to the rival contentions, so also on going through the record, it appears that, in fact, there is no compliance as required and mentioned in the order of IGRC. The spot Panchanama filed on record is not at all clear and not giving clear idea. It was expected that on actual spot verification of user of the supply, the correct bills are to be prepared and to be issued to the complainant in respect of both these connections. From the order of IGRC, there are two connections and on the basis of actual user of these connections, the bill are required to be prepared, but it seems that it has not been done. On behalf of the N.A. copies of CPL have been filed on record and the entries mentioned there in are totally different and not tallying with the other material on record. So also, it is clear that there is interchange of meter numbers and consumer numbers. In order to resolve the dispute and controversy, justly and finally, it is necessary not only to cancel the revised bills with the directions to the parties to have re-inspection, as per the order of IGRC in presence of the independent panchas and on the basis of actual user of the meter which were installed at the time of giving of connection the bills are required to be prepared. This is to be made on priority basis.

5. Here it is required to be mentioned that there are mistakes on the part of both the parties. The meter number, consumer number etc. seems to have been interchanged at the level of the staff of the N.A. licensee whereas the complainant does not appear to have approached with clean hands. Initially, earlier connection was for agricultural purpose, from that the water has been supplied to Dhaba. On realising, in the year 2006, the flying squad has detected this mis-user and imposed fine. The complainant has deposited the fine. According to the N.A. then on seeing that the electricity bills have been issued for user water works, the complainant has not deposited the same for

some period but on realizing that they are on higher side, applied for other connection in June, 2009, and that connection availed. On behalf of the N.A. documents in respect of other connection of 2009 have been brought on record which reveals, it was also for agricultural purpose. No doubt, on behalf of the complainant it has been tried to submit that the application was made for new connection without giving any purpose, but the documents filed on record on behalf of the N.A. clearly shows that it was also for agricultural purpose. So it is just clear that there are latches on the part of both the parties. In order to resolve the dispute, this forum arrives at the conclusion to have re-inspection of the actual user of the connection, as observed above and issue appropriate bills after adjusting the payments made by the complainant. Hence the following unanimous order is passed.

### **ORDER**

- 1) That complaints NO. 82/2013 is disposed off with the observation that re-inspection of both the connections in presence of the independent panchas as per the order of IGRC dated 20/6/2013 be made and thereafter the N.A. to issue correct bills of actual user of the electricity for each of the category.
- 2) The impugned bills issued to the complainant are hereby set aside. The parties to see that the re-inspection as per the order of IGRC is carried out as early as possible.
- 3) In the circumstances the parties to bear their respective costs.
- 4) Compliance report to be submitted within a period of one month.

Sd/-  
(P.B.Pawar)  
Secretary

Sd/-  
(T.M.Mantri)  
Chairman