

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

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

Dt.04/09/2015

**Complaint No.15 / 2015**

**In the matter of grievance pertaining to incorrect and excessive electric bills,  
etc.**

**Quorum :**

Shri T.M.Mantri, Chairman

Shri D.M.Deshpande, Member

Shri. R.A. Ramteke ,Member/Secretary

Shri Madhukar Laxman Pagrut ..... Complaint No.14/2015

At Po :Pahurjira Tq:Shegaon ..... Complainant

.....Vrs.....

The Executive Engineer (R.) Khamgaon ..... Respondent

**Appearances :**

Complainant Representative : Shri Madhukar Pagrut

Respondent Representative : Shri. H.J. Wakode, Dy.Executive Engineer

1. The complainant's grievance in substance is that inspite of approaching IGRC the matter has not been decided within the prescribed period, hence compelled to approach this Forum. The complainant is residential consumer and alleged to have made prompt payment till October 2013 as per the bills received. Since last about two years bills are not issued properly as per the Meter reading, inspite thereof the complainant made payments from time to time. Then averment has been made about the issue of 77 Units per month for

sufficient long time and inspite making approaches to the authorities, nothing has been done except assurances.

2. It is also submitted that the bill of December 2014 was not received and hence it was obtained from the Net and it was in minus Rs.8860/- Then reference has been made to the bill of January 2015, wherein adjustment was made and bill of Rs.210/- was issued. According to the complainant, the N.A. has not given any explanation in the entries of the bill and thereby it is clear that no proper bills are being issued resulting in mental harassment to the complainant. The complainant is therefore entitled for compensation. The Complainant is also entitled for compensation for not providing monthly bills of actual consumed units, so also claimed interest. Alongwith the complaint, bunch of documents came to be annexed.

3. In spite of receipt of notice, no reply was filed and the matter was proceeded further. On the date of hearing, application came to be filed for condoning delay and acceptance of reply, copy of which has been given to the complainant. After hearing the parties, the order was passed and reply has been admitted on record. According to the N.A. though the Complainant has approached to the IGRC, Buldana but it seems that the copy of the said complaint has not been received by the Office. So also no complaint of the complainant has been received by the Office of the N.A. in respect of non-receipt of electric bills. It is stated that the complainant has made incorrect averments in respect of payment of bills, he has made last payment on 26-3-2015. It is stated that the complainant was not allowing the Meter Reading Agency to record the meter reading, as the meter is in the residence and inspite of making requests, the complainant did not allow the meter to be

fixed outside. The Complainant's complaint is therefore not tenable. As the complainant was not allowing to take meter readings, the bills of average basis used to be issued. The N.A. has not contravened any Regulation, on the contrary, it is the complainant who has not allowed to take actual readings and refused replacing the meter outside the residence.

4. It is stated in October 2014 the meter has been replaced, however, the complainant has refused to fix the meter outside the residence. After replacement of the meter, corrected bill has been issued to the complainant. The same is of 1 to 2 units per day amounting to 60 – 70 units per month. Hence the said bill issued to the complainant is correct. In December 2014, Rs.8889=80 shown as on credit side, however, the complainant was using electric on the basis of average 60 – 70 units, adjustment was made and the bill for February 2015 has been remitted on 26-3-2015. The complainant has not made any grievance in that respect. The reference has been to the personal ledger of the complainant it is submitted that on 29-7-15 Spot Inspection was carried out, however, the complainant refused to sign the same but later on 1-8-2015 has signed. The N.A. has not contravened any Regulation and issued correct bills to the complainant. The complaint, therefore, needs to be dismissed. Alongwith the reply copies of certain documents came to be filed.

5. Heard the complainant in person and Shri Wakode, Dy.Executive Engineer, the Learned Representative for the N.A. They have also filed written notes of argument which the Forum has taken into consideration. According to the complainant though his average consumption of electricity is much less, incorrect bills have been issued on many occasions that too with incorrect

endorsement. According to the N.A. Meter is in the Residence of the complainant and on number of occasions the meter reading could not be taken because of inaccessibility and though the complainant was asked to permit for shifting of meter outside the residence, he has not cooperated, therefore the bills have been issued with such remarks. According to the N.A. even if the excess payment is made, while correcting the bills by making adjustment amounts have been adjusted and accordingly bills have been issued.

6. If one goes through the available material on record, more particularly the copy of CPL filed by the N.A. which is for the period from March 2010 to May 2015 it is clear that for earlier few months i.e. in the year 2010, there was no problem and the bills have been issued as per the actual meter reading. The CPL clearly shows that from Sept.2010 onwards for 7-8 months, the status of the meter has been shown as faulty. The CPL discloses that earlier meter was replaced which was having No.90/00556133 some time in March 2011 and new Meter No. is 61/081909300. From the CPL it is further appears again for number of months the meter status was shown as Locked / Inaccessible and from July 2012 to Nov.2014 i.e. for the period of 30 months the bills have been issued at 77 Units per month. It needs to be mentioned here that during all this period of about 30 months, no steps have been taken from the side of N.A. The record clearly shows that the complainant was making grievance. Intermittently the status of the meter was shown as "Normal". From the CPL it seems that the said meter was replaced by new meter No.75/01985421 sometime in December 2014. No doubt the CPL further discloses that the entries of Rs. – 8859=80 towards the arrears. Here it needs to be mentioned that the initial reading on this newly replaced meter is shown as 2566 as per CPL. According to the complainant, as far subsequent bills issued from

December 2014 onwards are as per actual consumption but according to him the grievance is pertaining to earlier period. The Learned Representative of the N.A. Mr.Wakode has submitted that he will produce the Bill Revision Report after getting information and later on the same was produced. On going through the same, it is clear that it does not throw light on the controversy and is not at all clear as the period shown therein is "December 2014 to December 2014". On the Record there is copy of Inspection Report dated 29-7-2015 and 1-8-2015 i.e. after replacement of new meter. On the report dated 1-8-2015, there is signature of the complainant. As already observed above, after replacement of new meter in December 2014, there is no grievance but the facts remains that in the earlier period there is a variance in the readings and the bills with the endorsements.

7. On going through the record, this Forum finds that the average monthly consumption according to the earlier undisputed period as well present period, after December 2014 is of about 60 units per month. This Forum thinks it just and proper to give direction to the N.A. to rectify the bills from July 2012 onwards till Nove.2014 on the basis of monthly average consumption of 60 units and after making adjustments of the payment made by the complainant, revised correct bills be issued to the complainant. Here it needs to be mentioned that the CPL also shows that the complainant is also not regular in making payment of the bills and according to him, it is because of not issuing the correct bills. This cannot be the excuse. The regulation requires it is duty and responsibility of the Licensee to issue correct and actual bill of actual consumed electricity to the consumer and the consumer has to make payment . It clearly shows that not only the Licensee but the complainant is also at fault to some extent.

8. During the course of argument the complainant has agreed to cooperate for shifting the meter outside his residence thereby the N.A. will not get any chance to make any grievance about getting no opportunity to take meter reading. The Learned Representative of the N.A. has also submitted that regular bills of actual consumed units will be issued to the complainant.

9. The complainant has also claimed compensation for not issuing the correct bills as per actual consumption. In the peculiar facts and the circumstances of the case, it has been already observed that to some extent the complainant is also at fault so that the claim of the complainant as claimed on that count cannot be accepted in-toto but it will be just and proper to award some reliefs for the latches committed by the N.A. That on account of latches /Negligence on the part of concerned employees of the concerned office the N.A. monetary liability is being imposed on the Licensee towards compensation and the same needs to be recovered from the concerned employees. with such observations this Forum proceeds to pass the following unanimous order:

#### ORDER

1. That the Complaint No.15 / 2015 is hereby partly allowed. The N.A. to issue correct bills on the basis of the average consumption of 60 units per month for the period of July 2012 to November 2014, by making adjustment of the amount paid by the complainant during this period and if any excess amount is found, the same to be adjusted in the forthcoming electric bills and if any arrears are against the complainant, to issue bill therefor and the complainant to make payment thereof immediately.

2. That the Complainant to cooperate to the N.A. in shifting of electric meter outside so as to avoid unnecessary controversy.
3. The N.A. is liable to pay the amount of Rs.1000/- towards failure to meet the standards of issuing prompt bills of actual consumed units for sufficient long period.
4. Needless to say that this monetary liability arising out of this order of compensation be recovered from the concerned employee of the concerned office of the N.A. at the relevant time.
5. That the compliance report to be submitted within the period of two months from the date of this order.

Sd/-  
(R.A.Ramteke)  
Member/ Secretary

Sd/-  
(D.M.Deshpande)  
Member

Sd/-  
(T.M.Mantri)  
Chairman

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No.CGRF / AMZ/ Akola/

Dt. /09/2015

To  
The Nodal Officer / Executive Engineer,  
MSEDCL,  
Rural Division,

**Khamgaon**

The order passed on 04-09-2015 in the Complaint No. 15/2015, is enclosed herewith for further compliance and necessary action.

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

**Copy to:**

**Shri Madhukar Laxman Pagrut, at Post : Pahurjira Ta : Shegaon Dist : Buldana.**

**Copy s.w.r.to:-**

The Superintending Engineer, O & M Circle Office Buldana.