

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

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

Dt-06/06/2013

Complaint No.19/2013

In the matter of Shri Ashok Chandurkar, Anjangao Surji, issuing incorrect bills and excessive bills, for Compensation and other reliefs.

Quorum :

Shri T.M.Mantri,	Chairman
Shri P.B.Pawar,	Secretary
Shri A.S.Gade	Member

Shri Ashok Chandurkar, Anjangao Surji.

... Complainant

...VS...

MSEDCL Achalpur Division

... Respondent

1 The Complainant has raised grievance about non issuing of electric bill, excessive faulty bill, replacement of meters etc in the present complaint filed against the N.A.licensee. It is alleged that in view of complainant’s grievance, new meter was installed on 13/07/10 but incorrect faulty bills have been issued from time to time and thereafter no bills have been issued. Though the complainant made oral and written grievances but to no effect. Hence the complaint is filed seeking the reliefs prayed for, including that of three installments of the arrears and not to disconnect the electric supply. No relief has been granted inspite attempts made by complainant time and again. Along with complaint copies of documents can to be filed.

2 On behalf of N.A licensee there was delay in filing reply, after receipt of the notice. Application for taking reply on record, was filed along with reply stating that Complainant is not prompt in paying the bills, so also consuming excessive load than sanctioned load as is clear from CPL.

3 It is stated that action will be taken, for the negligence in recording meter reading of the complainant, so also punitive action will be taken against the meter reader. The electric bill of the complainant will be corrected as per request of the complainant without levying interest and delay charges. Three installments will be given to the complainant for payment of the arrears and the electric connection will not be disconnected. The complainant is not entitled for Compensation/fine in view of illegal user of the energy. The complainant to pay the bill upon making correction therein. Copies of certain documents, such as CPL from Jan 11 onwards etc. came to be filed.

4 The matter was then posted for arguments. Heard Shri Anand Sangai, the Ld. Representative of complainant and Shri. Beed, A.E., the Ld. Representative of N.A licensee. During course of submissions it revealed that CPL from Jan 2010, so also statement of revision of bills and corrected bills have not been filed on record. The Ld.Representative of N.A.licensee has requested for time to file the same and accordingly those documents have been filed on next date by giving copies of them to the complainant who has also filed rejoinder. Wherein reiterated his grievance and stated that he be given time for making the payment in six months under three installments of the corrected bill. On going through the record and the submissions, it is clear from CPL that meter was changed in Dec.11 as per CPL but the fact remains that incorrect bills have been issued to the Complainant. Copies of the bills are on record which clearly establishes the grievances of the complainant of faulty bills. It is further clear from the copies of letters filed on record by the complainant in respect of making grievance about non receipt of the bills. None of those letters have been replied and no corrective steps have been taken.

5 The Ld. Representative of the respondent has submitted that it is the fault of meter reading agency and action will be taken against it. When query was made, why corrective steps have not been taken? For such long period, he could not give any reply. The record clearly shows that there was negligence and lethargy on the part of the concerned officer for not taking cognizance of the complaints of the complainant, time and again. The complainant's claim for compensation/fine needs appropriate consideration. The complainant's repeated attempts via oral and written letters have not been taken care of. If the concerned officer staff had attended it promptly this litigation could have been avoided so also monitory liability on the N.A.licensee. The complainant is therefore entitled for compensation.

6 That the N.A.licensee has filed documents and as per revised statement of bill from July 2010 to May2013, correction have been made and provisional bill for Rs 37840/- after making adjustment of the payments made by the complainant. It has been submitted by the Ld Representative of N.A.licensee that neither delay payments

charges, nor interest has been levied in the said bill. According to the complainant, as stated in the rejoinder, three installments within period of six months needs to be granted. The Ld. Representative of N.A.licensee is ready to give three monthly installments for payment without levying interest thereon. This Forum after considering, the submission is giving appropriate direction in that respect also. The Ld. Representative of N.A.licensee has fairly submitted that the bills as actual consumption of energy will be issued, herein after, In view of the above discussion and the conclusion, this Forum is of unanimous decision that following order will meet the end of justice. Hence the order:-

ORDER

- 1) Complaint 19/2013 is hereby partly allowed. The N.A.licensee is directed to pay Rs 5000/- towards Compensation/fine for issuing incorrect and faulty bill for sufficient long time and the N.A.licensee may recover this amount from the meter reading agency which committed the fault, apart from taking appropriate action against it.
- 2) That the complainant to pay the amount of revised energy bill of Rs.37840/- in three(3) installments in period of three months. Needless to say that the N.A.licensee to issue monthly electric bills as per actual consumption henceforth and complainant to pay the same promptly and regularly.
- 3) N.A.licensee to take appropriate action against the concerned officer / staff of the concerned office of N.A.licensee for their negligence and lethargic attitude which resulted in this litigation, as per rules.
- 4) The N.A licensee to pay cost of Rs.1000/- to the complainant of present proceeding and the N.A. licensee to recover the same from concerned officer /staff of the concerned office.
- 5) Compliance report to be submitted within a period of three months from the date of this order.

Sd/-
(A.S.Gade)
Member

Sd/-
(P.B.Pawar)
Secretary

Sd/-
(T.M.Mantri)
Chairman