

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

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

Dt-08/05/2013

**Complaint No.20/2013**

**In the matter of Smt.Vatsalabai Kisanrao Rekhate, for incorrect bills**

**Quorum :**

Shri T.M.Mantri,	<b>Chairman</b>
Shri P.B.Pawar,	<b>Secretary</b>
Shri A.S.Gade	<b>Member</b>

**Smt.Vatsalabai Kisanrao Rekhate, Ajangao Surji.**

... Complainant

...VS...

MSEDCL Division Office ,Achalpur

... Respondent

1 The complainants grievance in the present complaint is in respect of incorrect bills so also for compensation . The complainants case in brief is that there is very less consumption of the electricity in the residence however in May,12 the bill of 65 units by showing meter as faulty, has been issued to the consumers in the city whose consumption was less than 15 units. In spite making grievances nothing has been done hence the complainant is compelled to approach the forum. Reference has been made to oral grievances as well as written complaint dt. 12/7/12 and 20<sup>th</sup> Sept.s12. The complainants claim is that actual spot to be inspected and as per meter reading correct bill be issued so also as per regulations action be taken against the concerned persons. Alongwith the complaint copies of certain documents came to be filed.

2 The concerned office of the N.A.licensee has filed reply to the complaint after receipt of the notice stating that correct bill as per meter reading will be issued and the incorrect bills issued to the complainant with remark “faulty” will be corrected without levying any interest or penalty. This action will be carried out within 15 days and the

excess amount found to the credit and if any amount is to be found due, bill therefor shall be issued.

3 It is stated that till April,12 the bills used to be issued for about 5 units and that time complainant has not made any grievance. The work of meter reading in the N.A.licensee is done by meter reading agency. Mistakes are being committed in taking the reading of some consumers and the N.A.licensee apologises therefor. As far as complainant's applications dt. 12/7/12 and 20/9/12 they are not disputed. The complainant has made grievance of the bills issued after May,12 and accordingly in Dec.12 the correction have been made however the complainant did not remit the amount. In any case the meter of the complainant shall be tested and if the meter is correct the bill shall be corrected within 15 days. Copy of CPL came to be filed with the reply.

4 Matter was then posted for arguments. Heard Shri Anil Sanghai, the learned representative for the complainant and Shri Gid, A.E. the learned representative of the N.A.licensee. From the record as well as submissions made it is clear that the incorrect bills @65 units per month have been issued showing meter as faulty. The complainants grievance is that the meter was not faulty but as the consumption was less on assumption such faulty bills have been issued not only to the complainant but to number of consumers in the city. The submissions made by the parties as well as documents on record clearly establishes the case of the complainant. Not only this much the reply came to be filed on behalf of the N.A.licensee it has been admitted that incorrect bills have been issued and correction therein will be made. In the reply as well as during course of arguments it has been the stand/defence of the N.A.licensee is that private agency has been allotted the work of recording the meter reading of the consumers and the said agency has committed mistakes which resulted in raising of grievances by the complainant and some other consumers . During the course of arguments when query was made with the learned representative of the N.A.licensee as to what steps have been taken against the said agency for recording incorrect reading and the basis of issuing of bills @ 65 units per month for sufficient long period, he could not give satisfactory reply but the fact remains that no steps/action has been taken against the said meter reading agency. It is an admitted fact that in the past the actual consumption of the complainant is much less so also it is clear that without actual verifying whether the meter is faulty or not the bills have been issued by showing "faulty" status that too for 65 units per months, there was no basis at all so it is clear

that incorrect bills with excessive units of consumption have been issued to the complainants from time to time.

5 Here it needs to be mentioned that the complainant had oral grievance as well as in writing on 12/7/12 and 20<sup>th</sup>Sept.12 clearly pointing out the issuing of faulty bills though meter is in running condition. However no steps have been taken by the concerned office of the N.A.licensee. It is clear that though the complainant has approached the authorities nothing has been done and after passing the period as per requirement the complainant had to approach this forum.. In reply it has been categorically stated by the Nodal officer that correct bills as per meter reading shall be issued to the complainant without levying interest or penalty charges and whatever payments the complainant has deposited shall be properly accounted for, if any excess is found the same shall be shown as credit in the bill and if any due is against the complainant bill therefor shall be issued. This has been re-iterated by the learned representative of the N.A.licensee, according to the complainant if the correct bills are issued she is ready to make the payment but it has been submitted that she has been required to approach the authorities and ultimately to the forum so she should be compensated for such harassment as per regulations compensations be awarded, cost has been also pressed by the complainant. The learned representative for the N.A.licensee has submitted that action will be taken against the erring meter reading agency and correct bills will be issued to the complainant immediately. Considering the available material as well as above referred submissions this forum is of the view that complainant has been put to inconvenience and harassment. Had the grievances of the complainant been attended promptly she would not have been required to approach this forum, hence she is entitled for appropriate relief. The forum therefore proceeds to pass following order, unanimously.

### **ORDER**

- 1) Complaint 25/2013 is hereby partly allowed.
- 2) The N.A.licensee is directed to issue correct bills of actual consumption of the electricity by the complainant and if any excess amount is found, the credit thereof shall be given to the complainant by making adjustment in the forthcoming bills.

3) The N.A.licensee is further directed to issue correct bill as per meter reading of actual consumption of the electricity by the complainant and to pay Rs.1000/- to the complainant for compensation and cost on account of failure to perform SOP as prescribed under the regulations. Needless to say that the N.A.licensee to recover the amount of Rs.1000/- from the meter reading agency apart from taking action against it, for issue of incorrect bills.

4) Compliance report to be submitted within a period of three months from the date of receipt of this order.

Sd/-  
(A.S.Gade)  
Member

Sd/-  
(P.B.Pawar)  
Secretary

Sd/-  
(T.M.Mantri)  
Chairman