

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

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

Dt- 21/08/2013

Complaint No.66/2013

**Complaint in respect of grievance about faulty meter, issue of faulty bill and
claim of compensation and costs.**

Quorum :

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

Tukaram Jagdev Virokar, Akola (Con.No.310250782364) ... Complainant

...VS...

Executive Engineer, Urban Dn, Akola. ... Respondent

Appearances:

Complainant Representative: Shri D.M.Deshpande.

Respondent Representative: Shri G.S.Rahate, Dy. Executive Engineer,
Sb. Dn.III, Akola

1. The complainant has filed the present complaint in respect of grievance about faulty meter so also issue of faulty bills which are liable to be set aside including that of replacement of meter. So also the claimed compensation and costs. The complainant is residential consumer since 1990 and till February,2013 there was no dispute. In March, 2013, the complainant arbitratorily received average consumption bill of 100 units. The complainant registered his grievance with CFC on 21/11/2012. In spite of submission of

such grievance, it is not being settled in the prescribed limit, hence the complainant is approaching this Forum.

2. It is alleged that the meter is stopped since October, 2012 and though complaint was lodged, the issue of faulty bills for 45 units average upto February, 2013 continued and in March, 2013 faulty bill of 100 units came to be issued. In spite of approaches nothing has been done, therefore the complainant is compelled to approach the Forum, seeking reliefs prayed for. Alongwith the complaint copies of documents came to be filed.

3. After receipt of notice from this Forum, reply came to be filed from the side of N.A. admitting about receipt of the complaint on 21/11/2012. It is stated that during the intervening period till 6/6/2013 implementation of Pilot Project on practical basis was undergoing in Akola city. Since 6/6/2013, the implementation of the said project was stopped and working as per the earlier practice started. The complainant was remitted the bills issued at the rate of 45 units per month. Considering the consumption of the last year, a bill for 100 units per month came to be issued in March, 2013. As the meter of the complainant was found dead, it was replaced on 27/7/2013. The complainant has remitted the amount of 100 units bill on 8/5/2013, as per CPL. Hence the bill of 100 units per month, when the meter was stopped, is correct. As there is no merit in the grievance of the complainant, hence it is liable to be dismissed.

4. The matter was then posted for arguments. Then additional reply came to be filed on behalf of the N.A. stating that considering the grievance of the complaint, the complainant's bill for the period March, 2013 to July, 2013 have been revised @ 45 units per month instead of 100 units. Similarly, the meter has been changed on 22/7/2013. The future bill shall be issued as per the

meter reading. According to N.A., Hereby, the grievance of the complainant has been resolved. Hence this is for information.

5. Heard Shri D.M.Deshpande, the learned representative for the complainant and Shri G.S.Rahate, Dy.Executive Engineer, the learned representative for N.A. Though, earlier the claim of the complainant has been disputed by raising various pleas in reply, however by way of additional reply filed on behalf of the N.A., the bills for the period March,2013 to July, 2013 have been revised. So also, the meter has been changed on 22/7/2013. The learned representative of the complainant has fairly submitted that in view of these developments, the complainant is satisfied and his only submission is that no interest and DPC charges be levied in the bill. The learned representative of the N.A. has fairly conceded that bills will be corrected and the complainant will make the payment as per the corrected bills. He has further submitted that no interest and DPC charges will be levied. According to him, in view of changing meter, the forthcoming bills shall be issued as per the meter reading. The complainant has been satisfied therewith.

6. The matter was posted for orders and in the mean time the revised bill came to be issued to the complainant. As per submission the complainant has made payment of such revised bill, as per receipt. So in substance the grievance of the complainant has been resolved. Consequently, this Forum proceeds to pass the following unanimous order.

ORDER

- 1) The complaint No. 66/2013 is hereby disposed of as the grievance is resolved by the N.A.
- 2) Henceforth the N.A. to issue electricity bill of the actual consumption by the complainant.

In the circumstances no order is to costs.

Sd/-
(A.S.Gade)
Member

Sd/-
(P.B.Pawar)
Secretary

Sd/-
(T.M.Mantri)
Chairman