

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

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

Dt.9/04/2014

Complaint NO.70 /2014

In the matter of grievance of excessive billing etc. .

Quorum :

Shri T.M.Mantri, Chairman
Shri P.B.Pawar, Secretary/Member

Attar Ull Haq M Miyajan, Akola. (Con.No.310070053615) Complainant

...VRS....

The Executive Engineer, Urban Division Akola. Respondent

Appearances :

Complainant Representative : Self

Respondent Representative : Shri V.P.Mankar, Dy. Ex. Engineer, Akola.

1. The complainant has approached this forum in respect of his grievance about the excessive bill issued for July 13 and sought for appropriate relief. Alongwith the complaint, copies of documents came to be filed such as : previous bill, grievance made in writing about the receipt of bill of Rs.57,3450/-, order of IGRC dated 23rd Jan. 2014, holding that the meter of the consumer upon testing found to be working properly and disposed of the case.

2. After receipt of the notice of this forum as per Regulation, the N.A. has filed reply stating that the Electricity bills from August 2012 to August 2013 have been prepared as per the photo reading. However, as the readings are not clearly visible, stickers have been pasted on the meter showing the reading and then photos have been taken. The details of the consumption from August 2012 to August 2013 have been given. It is stated that the discrepancy was found after receipt of the complaint of the complainant, the bill has been corrected i.e. on the average monthly basis of 593 units and adjustment of Rs. 2000/- has been made in January 2014, by revised bill of Dec.2013. It is further stated that the Complainant has been informed accordingly by the Letter dated 7.1.2014. The meter was tested on 6.9.2013 in presence of the complainant and it was found to be okay. Alongwith the reply copy of Meter Replacement Report and Testing Report etc have been filed, so also the copy of the CPL.

3. The matter was then posted for argument. On the written request of the complainant, the matter was adjourned on 24.3.2014 as complainant was not keeping well. On the date of hearing, the Complainant in person and Shri V.P.Mankar, Dy.Engineer and the Learned Representative of the N.A., who has also filed on record the copies of bill revision report and Photos of meter while taking meter readings. From the documents filed on record, as well as submissions made, it is clear that after lodging of the complaint by the Complainant, the meter was replaced and sent for testing. The complainant has fairly submitted, during the course of argument that it was replaced and checked in his presence. According to

the complainant, his consumption is less and excessive bills as referred to above have been received. The record clearly shows that except the Bill of July 2013. The complainant's consumption of electric supply is less. However, it also reveals that on some occasions, there was endorsement of Lock. The record further clearly shows that for period of about 3-4 months, after receipt of excessive bill, the complainant has not made payment of subsequent bills also. According to the complainant, he has been asked to make the payment in installments, accordingly he has paid difference amount from time to time and he has no intention not to pay or delay the payment. As already observed above, after the complainant made grievance in writing, the N.A. has given adjustment of Rs, 2000=33 in Jan. 2014, as is clear from the copy of the CPL filed on record. The complainant has also admitted the same. After replacement of meter, there is no grievance and even according to the complainant, the proper bills are received by him and he is making payment therefor. According to the complainant he has made payments in installments from time to time as as per the say of the concerned Officer of the N.A., inspite of receipt of excessive bills. However, fact remains that for some period, the complainant did not make any payment. No doubt the Complainant has made grievance and there was some substance therein resulting in giving credit of Rs.2000=33 by way of adjustment from side of the N.A.

4. According to the complainant when the grievance was made by him and he was ready to make the payment, there was no need to levy the interest and DPC. He has submitted that interest levied on the alleged

arrears needs to be appropriately considered and if that is considered, whatever may be due against him, he is ready to pay. The Learned Representative of the N.A. has submitted that it will be considered appropriately. When there was dispute about the excessive bill, which was found to be correct to some extent, in view of giving adjustment by way of correcting bill as referred to above, it was expected that N.A. to not levy the interest, more particularly, when the complainant has deposited the amount in installments i.e. Rs.10000/- and different amounts from time to time as referred and reflected in the CPL. Consequently, this forum thinks it proper that interest levied for the alleged arrears needs to be set aside. As already observed above, the Complainant is ready to pay whatever remains due, against him after making adjustment of payment made by him from time to time. The N.A. to give forthcoming bill to the Complainant accordingly i.e. by not charging interest on disputed bill as referred to above by showing adjustment of all the payments made by the complainant in the meanwhile. With such observations, the Forum proceeds to pass the following unanimous order :

ORDER

1. Complaint No.70 / 2014 is hereby partly allowed. The N.A. to issue forthcoming electricity bill of the Complainant as per the actual consumption, by giving credit of interest levied on the disputed bill and after giving adjustment of the amounts paid by the complainant from time to time and complainant to remit the dues if any, immediately.

2. The N.A. to issue correct bills of electricity charges of actual consumption of the units by the complainant, herein after.
3. In the circumstances, parties to bear their own costs.
4. That the Compliance report to be submitted within period of one month.

Sd/-
(P.B.Pawar)
Secretary

Sd/-
(T.M.Mantri)
Chairman

No.CGRF / AMZ/

Dt. /04/2014

To
The Nodal Officer / Executive Engineer,
MSEDCL,
Urban Division,
Akola

For information & necessary action.

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

Copy To:

Attar Ull Haq M. Miyajan, Hanuman Basti, Akola.

Copy s.w.r.to:-

The Superintending Engineer, MSEDCL, O & M Circle Office Akola.