

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM  
AURANGABAD ZONE AURANGABAD

Case No. CGRF/AZ/AUR/U/387/2012/20

Date of Filing 20.03.2012  
Date of Decision 21.05.2012

Mr.Ratilal M.Jariwala,  
Kuwar Phallies, Raja Bazar,,  
Aurangabad. Complainant  
(Consumer No. 490010027885 )

V/s

01) The Executive Engineer(Admn.) Respondent No.1  
Nodal Office, O/O Superintending Engineer,  
Urban Circle, M.S.E.D.C.L.,  
Aurangabad.

02) The Dy.General Manager(Planning), Respondent No.2  
GTL Ltd. Vithalachi Daya, 1<sup>st</sup> floor Above YZ Ford Car  
Showroom, Cannought Place, CIDCO,  
Aurangabad.

**Claim:** - Grievance against refund cost.

CORAM

Shri V.B.Mantri Chairperson

Shri V.S.Kabra Member

JUDGEMENT

- 01) The grievance of the consumer is regarding refund of Rs.700/- illegally collected by the respondents, for costs of new meter, and refund of Rs.54.22. levied towards penalty. The complainant claimed Rs.1000/- towards compensation.
- 02) During hearing of the grievance. It has been pointed out that, the respondents have issued bill of Rs.74,193=40 paise. The copy of the bill is produced.
- 03) The respondents have submitted that, the sum of Rs.700/- were collected while replacing the meter. It is then submitted that, the bill of 5631 units claimed by mistake

has been already deducted. The respondent MSEDCL has deducted the sum of Rs.23,372=79 paisa whereas the GTL has deducted the sum of Rs.54,972=88 paisa. The copy of bill is produced.

- 04) During further hearing on the points of new meter costs of Rs.700/- and penalty of sRs.54.22 paisa, it has been stated by Mr. Pattewar, Nodal Officer, that, meter costs of Rs.700/- would be deducted Mr. Nimbhorkar for GTL has stated that, the penalty amount would be deducted.
- 05) It may be noted that, the consumer is a freedom fighter and Senior Citizen. The bills issued to him are not only mistaken bill, but the bills are for exorbitant amount such approach of the respondents towards consumer, more particularly towards Senior Citizen and freedom fighters needs to be corrected. Any how, the respective Nodal Officers have ultimately corrected the mistakes and deducted the amount. The Nodal Officers then assured that, the costs of meter replacement of Rs.700/- and penalty of Rs.54=22 paisa would be deducted in the next bills. The grievance of the consumer as such redressed. However the consumer is required to move this Forum for redressal of grievance, who is not only Senior Citizen but freedom fighter. This Forum therefore feel that costs of sRs.250/- should be imposed to the respondents each with these reasons, this Forum, proceed to pass, the following order.

#### ORDER

- 01) The grievance is redressed.
- 02) The complaint is disposed off.
- 03) The respondent No.1 do pay costs of Rs.250/- to the petitioner.
- 04) The respondent No.2 do pay costs of Rs. 250/- to the petitioner.

Sd/-  
(V.S. Kabra)  
Member

Sd/-  
(V.B. Mantri)  
Chairperson

