

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.

Case No. CGRF / AZ / U / 513 / 2014 / 34

Date of Admission 15.07.2014
Date of Decision 09.09.2014

Shri S.S. Abad,
Pagaria Appartment,
Govardhan Residency,
Vedant Nagar, MIDC,
Railway Station, Aurangabad.

COMPLAINANT.

VERSUS.

1. Executive Engineer,(Adm.) RESPONDENT No. 1
Nodal Office,
O&M Urban Circle,
MSEDCL, AURANGABAD.
2. The Dy .General Manager (Planning) RESPONDENT No. 2
GTL Ltd., MIDC, Chikalthana,
Aurangabad.

CORAM:

Dr. Bhaskar G. Palwe, Chairperson,

Shri V.S.Kabra Member.

Complainant complaints that

The complainant is a consumer of respondent MSEDCL and respondent GTL Since 17.12.1992. He is having a sanctioned load of 2 KW , his Consumer No. is 490010943300 and meter installed having Sr.No. 7600838222 . This meter was later changed by M/s.

GTL having meter Sr.No. GTL 11115. As per request letter of consumer dated 25.11.2009 electricity power supply was under temporary disconnection even then consumer was getting average bills on lodging the complaint vide letter No. BC / CH / 527 dated 17.01.2012 bills were rectified vide copy of the bill No. 7316 dated 06.03.2012. The complainant was mentioned that the meter was changed by M/s. GTL without his request. The meter No. was GTL 11115 on 15.03.2012 . This new meter was found stolen on 12.05.2012 . This was immediately brought to the notice of Assistant Engineer of the area Police complainant was lodged on 15.03.2012 after remarks of Assistant Engineer.

Even though there was no power supply, the consumer was getting bills on average basis. The consumer had applied on 30.01.2013, however so far no corrected bill have been issued . The flat concerned Pagaria Apartment is vacant and nobody is staying in that premises. The consumer has applied for restoring the electrical connection by installing the meter vide letter dated on 03.06.2014. However there is no proper response for the redressal from the respondent M/s. GTL. Therefore the complainant has filed grievance before this forum. Complainant has demanded correction in the bill after restoring the power supply by installing the meter. Complainant has also demanded compensation for the mental harassments caused by M/s. GTL .

The respondent No. 1 MSEDCL submitted in reply that the grievance is pertaining to M/s. GTL since MSEDCL has handed over to carry out all activities and duties to M/s. GTL w.e.f. 01.05.2011. Therefore forum may take decision on the documents and say of M/s. GTL.

The respondent No. 2 M/s. GTL has submitted to the forum that the consumer has approached them for getting his complaint registered for faulty status of the meter and bill revision was carried out on 17.01.2012 and received revision on Rs. 16513 which was effected in his February 2012 bill . His meter was replaced on 15.03.2012 on the complainant made by the consumer dated 30.01.2013, the meter is not seen on the spot .

The consumer was converted to pay the meter charges however the consumer has not paid meter charges yet the consumer has again registered a complainant again No. 1 NFO / CH / 25335 reporting that the meter was missing vide letter dated on 03.06.2014. The consumer was directed to pay the meter charges however the charges are not paid so for.

The hearing to complaint was carried out on 09.09.2014 Consumer vide his letter to Hon. Forum dated 09.09.2014 stated that M/s. GTL has done necessary bill correction and bill will be issued in the due course . After going through the papers from the complainant and respondent M/s. GTL , the forum proposes to pass following order.

ORDER

- 1) M/s. GTL to issue corrected bill after restoration of power supply by installing the meter as per mutual understanding.
- 2) No interest shall be charged on the pending bill.
- 3) The compliance of the order shall be submitted to the forum within 30 days.

Sd/-
Dr.Bhaskar.G. Palwe
Chairman

Sd/-
Vilaschandra.S. Kabra
Member