

Date of Admission. 02.07.2013.
Date of decision. 16.09 .2013.

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.

Case No. CGRF /AZ/U/455/2013/39

1. Smt. Kamlabai Shankar Hajari,
28 & 29 Friends Colony ,
Kokanwadi ,Station Raod,
Aurangabad

COMPLAINANT.

VERSUS.

1. Executive Engineer,(Adm.)
Nodal Officer, O&M Urban Circle,
MSEDCL, AURANGABAD.
2. M/s GTL LTD.
T-9 IT Park,MIDC, Chikalhana,
Aurangabad.

RESPONDENT.

CORAM:

Shri V.B.Mantri Chairperson

Shri V.S.Kabra Member.

Shri S.K.Narwade Tech. Member.

REDRESSAL - DECISION.

The complainant is consumer of respondent G.T.L.LTD. and having electricity connection for domestic purpose. Since Jan 2009 to June 2011 respondent has issued bills showing remarks Inaccs at average of 215 units per month. The complainant has filed complaint to respondent, then the meter is replaced on 14/12/2010 and issued bill 08/03/2011, by recording meter reading of new

meter. The bill was given credit of Rs.10343/- and the bills issued thereafter, are adjusted against credit amount. The bill for Jan-Feb2012 is issued for Rs.790/- on 06/03/2012 and complainant has paid that bill.

The respondent then issued bills showing FAULTY/LOCKED/INNACCS status, since Feb2012 to Oct2012. The bills of such status are issued continuously for 19 months. The complainant filed his complaint to respondent on 17/08/2011, for issue of bills as per actual consumption on meter however the GTL has not taken any action till 11/06/2013.

The complainant demanded duplicate bill in person on dated 04/10/2012 in the GTL office Chaoni, the concerned has replied him that Rs.8492 /- are credit with respondent. In the month of Oct 2012 the bill no.34 DT. 02/11/2012 for period 19/09/2012 to 19/10/2012 is issued by respondent. The bill was showing reading as 8348 for 2877 units of Rs.31740/-. The complainant has given the complaints regarding abnormal bill to respondent GTL on 08/11/2012, 17/12/2012, 14/02/13 and 24/03/2013. The respondent has not redressed the grievance in spite of constant follow-up by complainant till May 2013. The respondent has not taken any action to redress the grievance, therefore the bill is increased to Rs.64, 110/- at the end of May 2013.

The complainant then filed the grievance before this Forum for redressal and prayed, that the abnormal bill of Rs. 31740/- to be quashed, meter to be replaced, bill to be issued at the average of 108 units per month as issued in Oct 2012, since from Nov2012 to replacement of faulty meter The respondent to give compensation for mental agony.

The respondent MSEDCL submitted in their reply, that the billing complaint is from April 2011 onwards and GTL has taken over urban circle from 01/05/2011. The bill for April 2011 was issued as RNA status might have withdrawn automatically by GTL in next billing.

The respondent GTL submitted in reply, that the bills are issued on average of 215 units per month for the period Aug2009 to Nov 2010 on refundable basis.

In Dec 2010 the meter of said consumer was replaced (old meter no. was 05217134) by new meter having Sr. no. 14649794 with initial reading as 1. In month of January 2011 bill for 257 units for 14 months was issued to consumer with lock credit of Rs. 12950.52 In this, consumption of new meter was only considered and average bills since Aug 2009 till Nov 2010 was refunded to consumer. Since Jan 2011 bills are issued as per actual reading till 2034 reading in the month of Nov 2011.

Dec 2011 to May 2012 bill of 171 units per month were issued showing meter status as FAULTY total 1026 units for this six months, but meter was not faulty and recording consumption. In June 2012 correct reading was taken as 5290 and bill was issued for (5290-2034) 3256 units by deducting 1026 units.

In October 2012 the accumulated consumption of 2877 units (8348-5471) was generated and accordingly bills were issued amounting to Rs. 31737.21. After October 2012 till date the reading is progressive and bills are issued as per actual reading on meter. From above, it is seen that consumer is under billed. If consumption of new meter from Dec 2010 till June 2013 i.e. for 31 months is seen then it can be observed that, total units consumed are 9990. If these units bifurcated in 31 months then bill will amount to 61967.62. This amount does not include period of 14 months prior to meter replacement in which lock credit is refunded. During this period consumer has paid only Rs. 4080.

The net amount payable by complainant at end of June 2013 is Rs. 45517.38/- as shown in CPL. Therefore respondent requested to direct consumer to pay this amount as it can be seen that consumer is already under billed.

The Forum heard complainant and respondent also pursued the documents submitted by both the parties. It seems from the reply of respondent, that the respondent has issued bills with FAULTY/INACC/RNA status. The CPL also shows that the bills are issued without taking actual meter reading. The abnormal bill is issued in the month of Oct 2012 for Rs.31470/- by

taking actual meter reading. The same bill is issued for abnormal consumption. The complainant was in credit for Rs.8492/- up to the month of Oct 2012. The complainant is not at fault up to Oct 2012. The respondent GTL has failed to take actual monthly meter readings as prevailing rules. Therefore the complainant cannot be held responsible for payment of abnormal bill raised for Rs.31470/-. The complainant approached the respondent for correction of bill and for replacement of meter, however the grievance is not redressed by the respondent. As seen from the CPL, the respondent has given bill for 108 units in the month of Sep 2012. The complainant has requested to revise bill at the average of 108 units per month since Oct 2012 till replacement of meter, as billed in Sep 2012. Therefore the forum is in the opinion, that this prayer of the complainant is justified, since the respondent has not corrected the disputed bill nor the meter is replaced. The forum therefore passes the following order.

ORDER

1. The grievance is allowed.
2. The meter is to be replaced.
3. The bill of Oct 2012 is hereby quashed.
4. The respondent is hereby directed to revise bill & the same be issued as per consumption recorded by new meter for the period Oct 2012 to replacement of meter.
5. No DPC & INTEREST to be charged since Oct 2012 to revision of bill.
6. Respondent to pay cost Rs.1200/- to complainant in cash or adjusted in bill.

Sd/-
(S.K.Narwade.)
Member/Secretary

Sd/-
(V.S. Kabra.)
Member

Sd/-
(V.B.Mantri.)
Chairperson.

