

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM  
AURANGABAD ZONE, M.S.E.D.C.L., AURANGABAD.

(Case No. CGRF/AZ/AUR/ JLN / 462 / 2013 /46

Date of Filing: 05.07.2013

Date of Decision 09.10.2013

Complainant.

- 01) Shri Suryapraksh Lalaji Joshi,  
Station Road, Mondha Tal.  
Partur, Dist. JALNA.

( Consumer No. 524010031477)

V/s

- 02) The Executive Engineer (Admn.) Respondent No.  
Nodal Office, O/O The Superintending Engineer,  
O&M Circle, MSEDCL,  
JALNA.

Coram

Shri V.B. Mantri President

Shri V.S. Kabra Member

Shri S.K.Narwade, Member/Secretary

**REDRESSAL - DECISION.**

The complainant is commercial consumer of respondent company MSEDCL since 1997, having consumer no. 524010031477 and installed meter no. was 7611571546. The respondent has issued monthly bills as

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per meter reading up to July 2011. The bill was for 138 units showing initial & final reading as 2131 & 2269 respectively. The complainant further submitted that, from Aug 2011 to Jan 2013 bills were issued without taking meter reading on average basis 254 units per month during above period showing reading as 2269. The complainant constantly followed with local office Partur for giving bills as per meter reading. The respondent assured to revise bills by taking actual meter reading, however bill is not revised. The complainant paid Rs.16580/- on 22/11/2011 & 1000/- on 29/11/2012 against average bills.

The respondent has replaced the old meter and installed new meter bearing sr.no. 1789254 in the month of Feb 2013. In spite of constant follow up by complainant, the respondent has not given replacement report of meter nor the final reading was communicated. However, the respondent given assurance to revise bill by adjusting payment made and deducting DPC & INTEREST.

The complainant was in receipt bill for the month of Feb 2013 for 2374 units amounting to Rs. 15855.58/-. Since no clarification was given the complainant has filed complaint on 19/03/2013 & reminder was given on 07/04/2013 at local office Partur. The respondent has not taken cognizance; hence grievance is filed at IGRC Jalna; on 15/04/2013.

The IGRC did not issue any notice nor called for hearing of complaint. Therefore the complaint is filed before the FORUM. The complainant submitted that, the respondent has issued bills for June 2011 to Jan 2013

Without taking meter reading and no cognizance of complaint was taken. The complainant prayed that, the bill from June2011 to Jan2013 be quashed; revise bill to be issued without dpc & interest, CPL & meter replacement report to be given and compensation of Rs.200/- per month for 19 months for not taking meter reading.

The nodal officer in reply submitted that, the complainant was informed to attend hearing at IGRC Jalna on 29/062013 & 31/05/2013 by their letter no.2390 dt.17/06/2013 & 2007 dt.21/05/2013.However the complainant was not present for hearing for dates given by IGRC. The reply to the complaint was given by Asst.Engineer Partur and copy of the same was given to the complainant vide his letter no. 309 dt.28/06/2013.

The complainant has issued bill for 2374 units in the month of Feb2013 for 14 months and not for one month. The bill of Feb2013 month is divided in 14 months and Rs.24581.06/- is credited. The respondent submitted CPL and copy of reply given to complainant by Asst.Engr. Partur with meter replacement report. The nodal officer further submitted that, the supply of complainant is temporarily disconnected due nonpayment of bill.

The forum heard both complainant and nodal officer. The Forum also pursued with CPL, meter replacement report and reply given by Asst.Engr. to complainant. It is noticed by forum from CPL that, normal

bills are issued up to July 2011 as per meter reading and bills are issued on average basis showing LOCK/RNA from Aug 2011 to Jan 2013. The CPL also shows that, the bill for Feb2013 is issued for 2374 units dividing in 14 months however DPC & INTERSET is not withdrawn. In fact the bill issued in the month Feb2013 is to be issued by dividing in 19 months i.e. Aug2011 to Feb2013 without DPC & INTEREST. The respondent has also failed to take actual meter readings monthly for 18 months nor taken care to redress the grievance timely in spite of constant follow up by the complainant. The actual meter reading is taken in Feb2013 i.e. 19<sup>th</sup> month. Therefore the Forum proceeds to pass following order.

#### ORDER

1. The respondent to shall issue revised bill by dividing 2374 units towards consumption of power in 19 months, within 15 days from the date of this order.
2. There shall not be any INTEREST or DPC on such arrears of the bill.
3. The respondent to pay cost Rs.1800/- in cash or adjust in bills.

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

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

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

