

Date of Admission. 15. 01. 2014.

Date of decision. 05. 03 .2014.

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM  
AURANGABAD ZONE, AURANGABAD.

Case No. CGRF /AZ/U/483/2014/04

To,

1. Shri Prashant Shankar Hazari , **COMPLAINANT.**  
Hazari Chambers, 28/29,  
Friends Colony, Kokanwadi, Station Road,  
Aurangabad

VERSUS.

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

**CORAM:**

Shri S. K. Narwade Member/Secretary

Shri V. S. Kabra Member.

**REDRESSAL - DECISION.**

The complainant is consumer of Respondent GTL & MSEDCL. He has taken three phase commercial connection since last 10 years and he is paying regular bills. During the month of February-2012 Municipal Corporation, Aurangabad has taken work of widening of roads. Hence the connection of complainant was disconnected. Respondent GTL has

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issued accumulated bill of 3408 units to the complainant amounting to Rs.23940/- in the month of July-2013. The complainant submitted application for revision of bill to Respondent GTL. However no cognizance has been taken by the Respondent. He submitted his grievance in writing on 16.08.2013 and 23.09.2013 and requested Respondent to keep aside the disputed bill and monthly normal bills are to be issued to complainant for payment. The complainant was ready to pay bill monthly without fail. The request of complainant is not cared by the Respondent. Therefore, the complainant filed his grievance to IGR Cell, GTL on 9<sup>th</sup> October-2013. The Respondent GTL submitted his reply to IGRC that the credit of Rs. 1747.26 is given credit in the bill. Considering the reply of Respondent at IGRC, the grievance was disposed of by IGRC.

The consumer was not satisfied with the decision of IGRC and filed the grievance before this Forum. The complainant prayed the Forum to quash the bill of Rs.23940/- issued in the month of July-2013 for accumulated 3408 units and also asked to pay compensation Rs.10,000/- towards mental torture.

The Respondent GTL submitted in their reply that from January-2013 to June-2013 the consumer was charged on average basis. Therefore in July-2013 accumulated bill of 3408 units was issued to him. In same bill the credit of Rs.5130/- was given. Further Rs.1747.26 has been credited to his bill in the month of August-2013. Therefore the grievance of the consumer has already been resolved. Hence his complaint may kindly be dismissed. The Respondent submitted the copy of CPL.

The Forum heard both the parties and pursued with the CPL submitted by Respondent GTL. It is seen from the CPL, the Respondent has issued bills as per meter reading up to December-2012. The bill of December-2012 was issued for 214 units amounting Rs. 1755.41 and it is also paid by complainant on 11-12-2012. Since from January-2013 to

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April-2013 and June-2013 the complainant was billed showing locked status and in the month of May-2013 bill was issued with inaccessible status at the average of 116 units per month. In the month of July-2013 bill of 3408 units showing current reading 14106 and past reading 10698. The bill of Rs.23940/- was issued to the complainant. It is seen from the CPL amount of Rs.5130/- is credited for last six months billed on average basis. It is also seen from the CPL in the month of August-2013 amount of Rs.1747/- is given credit by bill revision. From the above, it concludes that the grievance of complainant is redressed by Respondent. However the Respondent has shown deficiency in recording monthly meter reading and issuing monthly bills as per meter reading. Therefore Respondent is liable for compensation as per MERC S.O.P. for not taking reading for six months. Therefore the Forum is in the opinion to issue following order.

**ORDER**

- 1) The complaint is partially allowed since the grievance for bill revision is redressed by the Respondent.
- 2) The Respondent has to pay cost of Rs.900/- (nine hundred) in cash or adjust in bill for non taking of monthly reading regularly.

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

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

