

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE AURANGABAD

Case No. CGRF/AZ/AUR/U/360/2011/40

Date of Filing 05.11.2011
Date of Decision 24.01.2012

Shri Kamal Shivaji Sonawane,
G-II, Tirupti Park, N-4, CIDCO,
Guru Sahani Nagar,
Aurangabad. Complainant
(Consumer No. 490012103328)

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,
1st floor Above YZ Ford Car Showroom,
Cannaught Place, CIDCO,
Aurangabad.

Claim: - Grievance against wrong reading of energy bills.

CORAM

Shri V.B.Mantri Chairperson
Shri V.S.Kabra Member
Shri Mohd.Qamarudin Tech. Member

JUDGEMENT

The complainant makes his grievance before this Forum as against the bill issued in the month of August 2011 for 3617 units and requested for correction of said bill.

01) The case of the complainant in brief is that, he is old consumer having consumer No.490012103228. He is paying electricity bills regularly. He however received bill in the month of August 2011 for 34,390 units. The said bill is erroneous bill. He therefore approached to concern officer Shri Bhise and requested for revised correct bill. He assured for correct bill in forthcoming month, but the credit amount shown in the bill issued in the month of Sept.2011 is also incorrect. The consumer therefore requested for 24 installments for making payment of bill issued on making necessary corrections. He then requested for deductions of interest and penalty. The consumer then prayed for compensation as against mental torture.

02) The respondent MSEDCL has submitted reply and submitted that, meter of complainant was changed in the month of Oct.2009. Average bill for 21 months were then issued. The office of MSEDCL was closed on 30.04.2011. The GTL Co. has taken over the charge w.e.f. 01.05.2011.

03) The GTL Co. has submitted reply and submitted that bills have been issued as per actual reading. The GTL has made spot verification report on 15.11.2011 and found that meter status Normal working, from Oct.2009 to June 2011, the consumer has been billed @ 37 units per month. In the month of August 2011 meter has been changed, but meter change report has not been updated in the system therefore billing was

continued as on average basis. The meter change report has been up dated in the month of August 2011 during which actual reading of 3617 has been recorded in the system. The bills of 3617 units has been issued accordingly. There is no error or mistake in the bill. Slab difference benefit has been given to consumer in the month of Sept.2011 and bill for Rs.16,393.11 has been issued.

04) This Forum heard arguments of the consumer. Heard arguments of Nodal Officer Mr. Ashtikar, argued for GTL. The Forum perused the documents, produced by the parties.

05) The consumer has been produced, the disputed bill at Sr.No.6. The said bill is for the sum of Rs.34,390/-. The respondent has produced the copy of consumer personal ledger. On perusal of such CPL it reveals that, bills were being issued for average consumption of 37 units right from Jan.2010 till June 2011. It further reveals that meter was changed in the month of August 2010, however bill for average units of 37 were continued to be issued till August 2011.

06) The GTL has produced copy of working sheet statement. In such statement current reading for August 2011 of 3617 units has been shown. The said units have been shown for 23 months.

07) As per submissions made by the parties, spot verification report was called. The GTL has submitted the report today. As per such report body seal, body and meter glass were found O.K. The report bears signature of consumer. There is no grievance regarding genuineness of the report. The GTL had also formerly made spot verification on 15.11.2011. During such spot verification, body seal, meter body and meter glass were found O.K. Meter reading during such spot verification was found to be 3760 units.

08) It has been brought to our notice that, GTL has already deducted DPC etc. amounting to Rs.16,393/- in the month of Sept.2011. The C.P.L. support this contention. The bill issued in the month Sept.2011 at Sr.No.7 speaks deductions of Rs.16,313.11 ps from the bill of Rs.35,131.63 ps. The GTL has thereby already taken into account deduction of D.P.C. and given effect of deduction of Rs.,16,393/- and balance bill of Rs.19,000/- has been shown as payable. The grievance is thereby partly redressed. This Forum found no reason to deviate from such bill more particularly when meter was found intact and bills have been issued as per meter reading. Hence in the result we found no more substance in further grievance of the complainant. This Forum therefore proceed to pass following order.

ORDER

01. Grievance petition is hereby dismissed.
02. The complainant is permitted to pay the disputed bill in five equal installments to be adjusted in forthcoming monthly bills.

(V.S.Kabra)
Member

(Mohd.Qamaruddin)
Member/Secretary

(V.B.Mantri)
Chairperson