

**Consumer Grievance Redressal Forum  
Maharashtra State Electricity Distribution Co. Ltd.  
Bhandup Urban Zone, Bhandup**

Ref. No. Secretary/MSEDCL/CGRF/BNDUZ/

Date :

Case No. 111

Hearing Dt. 21/04/2007

Shri Madhukar Gangaram Patil

- Appellant

Vs.

Superintending Engineer, MSEDCL, Bhiwandi Circle

- Respondent

**Present during the hearing**

**A - On the behalf of CGRF, Bhandup**

- 1) Shri S.L. Kulkarni, Chairman, CGRF, Bhandup.
- 2) Shri S.B. Wahane, Member Secretary, CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, Bhandup.

**B - On the behalf of Appellant**

- 1) Shri P.D. Thakkar

**C - On the behalf of Respondent**

- 1) Shri R.G. Shaikh. S.E., Bhiwandi.

**Preamble:**

The appellant shri Madhukar Patil runs a stone quarry business at Bhiwandi for which he was provided with electricity supply. The contention of the appellant is that he is being given power bills wrongly, disproportionate to electricity use. First such application was given on 28/08/2000. As per application 28/08/2000, the bills issued were checked and were found as per reading. The second was given on 27/09/2001. As per the application dtd. 27/09/2001, the bill of June 2001 issued in July 2001 with bill adjustment of Rs. 62663.55. The third one on 25/03/2003. As per application 25/03/2003 while observing the consumption from Oct. 2002 to Jan. 2003, it is as per consumption pattern. The appellant has never argued that either his

quarry was not functioning or was facing a slack season. Hence the average level/quantum of consumption pre and prior of 2001 (three months relevance) of 4000 – 4500 units per month appear justifiable and reasonable. The utility had also shown faulty status of meter continuously from November 1998 to November 1999. For this, average billing was made and in June 2001, a lumpsum bill of Rs. 62663.55 was given to him. On approaching the respondent or his representative none could give him any satisfactory reply. He, therefore avoided to pay the energy bills in full ever since 1999. According to him meter was changed in December 1999. His request now is to correct his power bills prior to change of the meter in December 1999. According to him (with his representative) the incorrect assessment of Rs. 62663.55 should not be charged and should not be recovered from him. In the course of hearing the appellant and his representative could not give any justification despite having CPL. Further, he approached MSEDCL, Bhiwandi Officials in 2001 while in the grievance application he has mentioned billing dispute since 1997. It appears that in 2001, the MSEDCL replaced his faulty meter.

**The say of the utility :**

The utility was represented by superintending Engineer who also acts as Nodal Officer. In Bhiwandi Town the electric supply has been recently transferred to a franchisee private company Torrento and the staff with it has mostly been transferred to Torrento and in various offices in Bhandup Urban Zone. The staff so transferred has hapazardously packed all the records at different places in Bhiwandi and only these staff members can locate the required record. He is having no sufficient supporting staff and as such he is unable to get the required record of the appellant and reply the grievances. The Superintending Engineer also submitted his written reply.

The matter was referred to the Chief Engineer, Bhandup Urban Zone. Bhandup under the letter of the Forum's Chairman. The Chief Engineer stated that about 23 staff members have been given to the Superintending Engineer in his office and the Superintending Engineer is at liberty to call any staff who was concerned with the grievance case with CGRF or ICGRC. It is thus an exclusive responsibility of the Superintending Engineer, Bhiwandi to assist CGRF to decide/solve the grievance within a period of two months from the receipt of the grievance.

In view of the above following order is passed

## **ORDER**

This being a billing dispute, the Superintending Engineer, Bhiwandi shall personally look into the record with the help of the staff available and sort out the grievance of the consumer within fifteen days from the date of receipt of this order. The compliance shall also be reported to the Forum in this period of 15 days. Else, the matter will be brought to the notice of the Managing Director, MSEDCL for taking action against him as per rules. Also, if the utility fails to settle the claim the appellant within 15 days from the date of receipt of these orders will paid the disputed amount with interest.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 30th of April 2007.

Note : 1) If Consumer is not satisfied with the decision, he may go in appeal within 60 days from date of receipt of this order to the Electricity Ombudsman in attached "Form B".

Address of the Ombudsman  
The Electricity Ombudsman,  
Maharashtra Electricity Regulatory Commission,  
606, Keshav Building,  
Bandra - Kurla Complex, Bandra (E),  
Mumbai - 400 051.

2) If utility is not satisfied with order, it may go in appeal before the Hon. High Court within 60 days from receipt of the order.

**MRS. M.P. DATAR**  
**MEMBER**  
**CGRF, BHANDUP**

**S.B. WAHANE**  
**MEMBER SECRETARY**  
**CGRF, BHANDUP**

**S.L. KULKARNI**  
**CHAIRMAN**  
**CGRF, BHANDUP**

**CONSUMER GRIEVANCE REDRESAL FOURM  
MAHARASHTRA STATE DISTRIBUTION COMPANY LTD**

Ph. No. 25624315  
25624316  
25624322

Consumer Grievance Redresal Forum  
"Vidyut Bhavan", Gr. Floor,  
L.B.S. Marg, Bhandup (W),  
MUMBAI - 400 078

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R.P.A.D.

REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 111/

Date :

To

***Shri Madhukar Gangaram Patil,***  
Shop No. 2, Kalyan Road,  
Zenieth Compound, Bhiwandi,  
**Bhiwandi**

**SUB** : Decision issued in respect of case No. 111.

Dear Sir,

In response to the grievance put up by you with the Forum vide case No. 111 dt. 20/02/2007 hearing is completed on dated 21/04/2007 & the order passed on vide this office order No. 00049 dtd. 30/04/2007 is enclosed herewith for your information please.

Thanking you,

Yours faithfully

Encl : As above

**SECRETARY**  
CGRF, MSEDCL,  
BHANDUP

-2-

c.s.w.r. to :

- 1) Chief Engineer (L.M.),  
M.S.E.D.C.Ltd., H.O.,  
Prakashgad, Bandra (E),  
MUMBAI – 400 051.
- 2) The Chief Engineer, MSEDCL, BNDUZ, Bhandup.
- 3) The Superintending Engineer & Nodal Officer,  
Consumer Grievance Internal Redressal Cell,  
Office of the Superintending Engineer,  
O&M Circle, MSEDCL, Bhiwandi.

**CONSUMER GRIEVANCE REDRESAL FOURM  
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REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 111/

Date

R.P.A.D.

To

***Shri Madhukar Gangaram Patil,***  
Shop No. 2, Kalyan Road,  
Zenieth Compound, Bhiwandi,  
**Bhiwandi**

**SUB** : Registration of your grievances dtd. 20/02/2007.

Dear Sir,

The grievance submitted by you is registered to this Forum vide Sr. No. 111, dtd. 20/02/2007 & hearing date is fixed on 30/03/2007 at 11.30 hrs. at the office of the Consumer Grievance Redressal Forum, Vidyut, Ground Floor, LBS Marg, Bhandup, Mumbai -78.

Therefore, it is requested to attend the hearing on the above date alongwith documents in support of your grievance. In case of failure to attend the hearing on the above date, this Forum shall decide the Grievance Ex-parte on merit which may please be noted.

Thanking you,

Yours faithfully

**SECRETARY  
CGRF, MSEDCL,  
BHANDUP**

c.f.w.cs. to :

1. **The Executive Engineer (Office) i.e. Nodal Officer,**  
C.G.I.R.C., Office of the Suptd. Engr.,  
O&M Circle, **Bhiwandi**.
2. **The Executive Engineer,**  
O&M Divn., MSEDCL.,  
**Bhiwandi**.

-- He is requested to attend the hearing on the above date alongwith the concerned authority & the details of report related with the grievance of the consumer.

## **CONSUMER GRIEVANCE REDRESAL FOURM MAHARASHTRA STATE DISTRIBUTION COMPANY LTD**

**Ph. No. 25624315  
25624316  
25624322**

**Consumer Grievance Redresal Forum  
"Vidyut Bhavan", Gr. Floor,  
L.B.S. Marg, Bhandup (W),  
MUMBAI - 400 078.□**

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REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 111/

Date

To

**The Nodal Officer & Executive Engineer (Office)**

Consumer Grievance Internal Redressal Unit,  
Office of the Superintending Engineer,  
MSEDCL., **Bhiwandi.**

**SUB :** Submission of point wise compliance  
in respect of case No. 111.

As per MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation 2006 vide clause No. 6.12, the copy of grievance registered at Sr. No. 111 is being forwarded to your office for submission of issue wise compliance. The hearing date of the case is fixed on dated 30/03/2007 at 11.30 hrs. However, the Nodal Officer shall act as the co-ordinator for filing the reply, making submission, providing issue wise comments on the grievance, submitting compliance status / reports etc. Therefore it is requested to submit point wise compliance to this Forum in respect of the case in consultation with concerned authority within 15 days from the date of issue of this letter or one week before the date of hearing which ever is earlier.

The copy of compliance should also be provided by you to the consumer before hearing.

**SECRETARY  
CGRF, MSEDCL,  
BHANDUP**

c.f.w.cs. to :

The Executive Engineer, O&M Dn. MSEDCL, Bhiwandi.

-- for needful action for submission of issue wise compliance & at attend the hearing along all the relevant documents related with the grievance.