

**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.□

REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 118/

Date

R.P.A.D.

To

M/s. Bombay Metal Fabricators,
Gala No. – 35, Face – II,
Jamanadas Indl. Estate,
Mulund (W), MUMBAI.

SUB : Registration of your grievances dtd. 28/03/2007.

Dear Sir,

The grievance submitted by you is registered to this Forum vide Sr. No. 118, dtd. 28/03/2007 & hearing date is fixed on 30/04/07 at 2 pm. 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, **THANE**.
2. **The Executive Engineer,**
O&M Divn., MSEDCL.,
Mulund.

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

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

Date :

Case No. 118

Hearing Dt. 30/04/2007

M/s. Bombay Metal Fabricators

- Appellant

Vs.

Dy. Executive Engineer, MSEDCL O&M Divn., Mulund

- 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

Shri S.W. Deshmukh.

C - On the behalf of Respondent

- 1) Shri Dhavre H.V., Dy.E.E., Mulund.

Preamble:

This is a grievance of disconnection of electric supply of industrial unit. The factory was closed for two years. There was a billing dispute with MSEDCL since it charged average bill. The appellant paid Rs. 50000/- as part payment and supply was restored on 31/01/2007. However without giving prior notice, the supply was again disconnected on 17/03/2007 without sending a corrected bill.

This version was repeated by appellant's representative in the argument.

The respondent with his written reply admitted the instance of disconnection of supply without notice to the appellant on 27/01/2007. This happened due to lack of communication between the line staff and incharge of the area. But on the same day the appellant consumer approached and informed of disconnection. The reconnection was given on the same day without charging reconnection charges. He also stated that as the factory was closed, the reading was not available and hence average 652 units for 5 months (Aug-06 to Dec-06) was charged. But in the month of Jan-07 concerned Jr. Engr. obtained actual reading and necessary correction in the bill was corrected adjusting the refund credit Rs. 12658.78. Thus, the appellant's problem of billing dispute has been solved during the course of hearing before the Forum. A copy of respondent's written say was also given to the appellant by Forum.

In the course of hearing the Forum observed from CPL that due to closure of factory there was no use of capacitor as such utility charging capacitor penalty was illegal. Also appellant or his representative did not notice ii. The Forum is of the view that this penalty should be waived and adjusted in the next bill.

It is also seen that the meter installed in the appellant's factory premises is not visible to the utility's meter reading staff resulting into average billing etc. The appellant should therefore get arranged to shift the meter in the vicinity of the factory premises visible to the utility staff.

In view of the above following orders are passed.

ORDER

- 1) Respondent should correct the bill waiving capacity penalty charges adjusting the refund credit in the next bill.
- 2) The respondent utility should shift the meter at visible place outside factory premises.
- 3) The compliance of this order should be reported within one month from the date of issue of this order.

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

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R.P.A.D.

REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 118/

Date :

To

M/s. Bombay Metal Fabricators,
Gala No. – 35, Face – II,
Jamanadas Indl. Estate,
Mulund (W), MUMBAI.

SUB : Decision issued in respect of case No. 118.

Dear Sir,

In response to the grievance put up by you with the Forum vide case No. 118 dt. 28/03/2007 hearing is completed on dated 30/04/2007 & the order passed on vide this office order No. 00050 dtd. 30/11/06 is enclosed herewith for your information please.

Thanking you,

Yours faithfully

Encl : As above

SECRETARY
CGRF, MSEDCL,
BHANDUP

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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.

Copy f.w.cs. to :

1. The Executive Engineer (Office) & Nodal Officer,
Consumer Grievance Internal Redressal Cell,
Office of the Superintending Engineer,
O&M Circle, MSEDCL, Thane.
2. The Executive Engineer, O&M Division, MSEDCL, Mulund

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REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 118/

Date

To

The Nodal Officer & Executive Engineer (Office)
Consumer Grievance Internal Redressal Unit,
Office of the Superintending Engineer,
MSEDCL., Thane.

SUB : Submission of point wise compliance
in respect of case No. 118.

As per MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation 2006 vide clause No. 6.12, the copy of grievance registered at Sr. No. 118 is being forwarded to your office for submission of issue wise compliance. The hearing date of the case is fixed on dated 30/04/2007 at 2 pm. 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, **Mulund**.

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