

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

Ph. No. 25664314  
25664316

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. 139/

Date

To

***M/s. Welfare Co-operative Housing Society Ltd.,***  
Plot No. A-33, Sector – 12, Kharghar,  
**NAVI - MUMBAI – 410 210.**

**SUB** : Registration of your grievances dtd. 10/08/2007.

Dear Sir,

The grievance submitted by you is registered to this Forum vide Sr. No. 139, dtd. 10/08/2007 & hearing date is fixed on 29/08/2007 at 12.00 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, **VASHI**
2. **The Executive Engineer,**  
O&M Divn., MSEDCL.,  
**Panvel (U)**.

-- 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. 139/

Date

To

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

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

**SUB :** Submission of point wise compliance  
in respect of case No. 139.

As per MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation 2006 vide clause No. 6.12, the copy of grievance registered at Sr. No. 139 is being forwarded to your office for submission of issue wise compliance. The hearing date of the case is fixed on dated 29/08/2007 at 12.00 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, Panvel (U).

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

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

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

Date :

Case No. 139

Hearing Dt. 29/08/2007

**M/s. Welfare Co-Operative Housing Society Ltd.**

- Applicant

Vs.

**MSEDCL**

- Opponent

**Present during the hearing**

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

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

**B - On the behalf of consumer**

- 1) Shri K.S. Balsubramniam, Chairman of Society.
- 2) Shri P.M. Mahapatra, Treasurer of Scoeity.

**C - On the behalf of Utility**

- 1)
- 2)

**Preamble:**

The society had submitted it's grievance before this Forum on 10<sup>th</sup> August 2007 which was registered as case No. 139. The hearing date was fixed on



Society had taken this matter with the office of the Executive Engineer, MSEDCL, Kharghar, Navi Mumbai vide letter dtd. 14/08/2006 explaining the grievance. Society had paid Rs. 20,000/- vide receipt dtd. 25/05/2006 as per Executive Engineers advice. Though concerned Executive Engineer promised them to investigate the matter and get them suitable relief, he did nothing about it till 03/10/2006.

After much persuasion MSEDCL installed a new meter on 03/10/2006. Though the new meter was installed, society was receiving the bills based on the readings taken from old meter. Society sent the letters regarding this matter on 04/11/2006, 20/11/2006 & 30/11/2006 to rectify the mistake. They reiterated that the Chairman of the society personally met Mr. Hirpekar, Executive Engineer, Kharghar, Navi Mumbai who finally raised his hands and express inability to give any relief.

**Prayer of the society :**

- 1) To cancel the exorbitant bills raised from the reading of the defective old meter.
- 2) To reassess the consumption from Jan-2005 based on the readings for one month on the new meter and issue revised bill after adjusting the ad-hoc payment of Rs. 20,000/- paid by the society.

**Utility Say :**

Shri Jain (Nodal Officer, Washi Circle) sent a letter to Executive Engineer vide reference No. SE/VC/Tech/IGRC/4948, dtd. 17<sup>th</sup> August 2007 requesting that as per MERC orders vide clause : Chapter 1 (Sub Rule 21 (d)), the case should

be admitted first before IGRC, Vashi Circle. As per his view CGRF has no right to entertain the case directly.

Point wise compliance was submitted by Dy. Executive Engineer, Khanda Colony, Navi Mumbai on 29<sup>th</sup> August 2007 (hearing day). A letter consists only CPL & Consumer's grievance copy.

**OBSERVATIONS**

- 1) Neither the Nodal Officer nor the Executive Engineer was present during the hearing. A person present from utility (UDC) was not able to explain any thing regarding the case as he had joined the concerned division only few days back.
- 2) The matter has been directly admitted in the CGRF considering the fact that the applicants are senior citizens and for a limited use of a lift they were getting abnormal electricity bills in lakhs of Rupees. They were in dire threat of power disconnection.
- 3) The utility did not raise power bills for this particular lift for a period of seventeen months. However other users in the society like individual flat owners, fire pump and water pump were getting regularly. The utility explained in the course of hearing that the consumer society had not produced NOC from CIDCO. This explanation is not tenable since the use of lift is fairly long as also the power connection was given on 27/07/2004 without asking for CIDCO N.O.C.

When consumer was pointing out non-receipt of bills for lift (one) for 17 months either this would be a mischief in all probability only because the same consumer gets other bills like other consumers on same premises.

- 4) The bill which was received in the month of Jan-2006 was abnormal with respect to the connected load and its actual since at that time only three members of the society building were the users of the lift.
- 5) Consumer asked for the revision of the bills from Jan-2006 onwards, no cognizance was taken upto Oct-2006 and abnormal bills were issued from Jan-2006 to Oct-2006
- 6) Meter was replaced in Oct-2006, but old meter was not tested and not submitted the testing certificate. Utility revised the bill in Nov-2006 without any explanation to the consumer and to CGRF also.
- 7) The consumer was repeatedly crying over the continuous exorbitant energy bills were obtained for a single lift to the tune of Rs.

. The billing section, which is preparing such bills and slapping on the consumers are basically responsible for this. Apart from this the next superior level of officials have a part of their duties and should have taken care of such gross mismanagement. It would in all fairness to fix up the responsibility against the billing staff and the concerned staff to take appropriate stern action against them.

It is also pertinent to note that despite adequate pre intimation, except upper division clerk who was not aware of the matter no responsible officer before CGRF for hearing on 29/08/2007. This speaks amply of the attitude of the Nodal Officer who has not even sent to CGRF the comments of the consumer grievance.

Looking to the above points it would be in full justification that the consumer be charged in absence of exorbitant bills.



According to the CPL, the meter was replaced in the month of Oct-2006. The power consumption readings in six months during the period Nov-2006 to May-2007 indicates 57 to 110 units. It confirm that the maximum consumption was only 110 units. Hence the incorrectness of the power bill from the date of connection it totally exorbitant and needs revision on realistic basis.

**ORDER**

Having regard to the detail observations made above following order are passed.

- 1) Bill should be revised by considering new meter consumption for six months from date of replacement of report and month wise average should be calculate from date of connection upto meter replacement by superseding the existing bill is already given. DPC and interest charged to the consumer is hereby waival being unjustified.
- 2) As mention in the observations above the concerned staff should be penalized against their lapses as per S.O.P. regarding non-issuance of energy bills in time and not taking the cognizance of meter replacement and testing

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

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**

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"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. 128/

Date :

To

***Shree Shital Twisting & Winding,***  
Prop. Chetan D. Shah  
Old. Gani Compound, Narpoli  
**BHIWANDI.**

**SUB** : Decision issued in respect of case No. 128.

Dear Sir,

In response to the grievance put up by you with the Forum vide case No. 128 dt. 17/06/2007 hearing is completed on dated 17/07/2007 & the order passed on vide this office order No. 00128 dtd. 31/07/2007 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 :

The Executive Engineer (Office) & Nodal Officer,  
Consumer Grievance Internal Redressal Cell,  
Office of the Superintending Engineer,  
O&M Circle, MSEDCL, Bhiwandi.