

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

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

Date :

Case No. 145

Hearing Dt. 22/11/2008/
& 14/12/2007

In the matter of bill revision

Shri Asad Ibrahim Khan

- Appellant

Vs.

MSEDCL, Bhiwandi Circle

- Opponent

Present during the hearing

A - On 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 behalf of Appellant

Shri Shakeel Ansari, Consumer Representative.

C - On behalf of Respondent

- 1) Shri P.R. Choudhary, Ex.Engr. & Nodal Officer, Bhiwandi.
- 2) Shri D.R. Barhate, A.E., MSEDCL, Bhiwandi.

PREAMBLE :

The consumer registered his grievance with this Forum on 2nd Nov. 2007 with serial No. 144. The hearing date was fixed on 22/11/2007, which was postponed and hearing was held on 14/12/2004 at 12 pm.

CONSUMER'S SAY :

Shri Asad Ibrahim Khan is having a power loom industry at house No. 1603/3, Khoni Village, Taluka Bhiwandi. The electric supply of 19 HP load was sanctioned on 09/01/2007, consumer had made the payment on 12/01/2007 for the above sanctioned load and utility has released it to the connection on 22/01/2007.

MSEDCL handed over the distribution activities of Bhiwandi to its franchisee M/s. Torrent Power Ltd. on 26/01/2007.

From the date of connection (i.e. 22/01/2007) consumer did not received electric bill for above connection.

Consumer asked for the electric bill on 09/06/2007 to MSEDCL, Bhiwandi and also to Torrent Power Company on dtd. 25/06/2007. But utility had not taken actions to issue the electric bills to the consumer. Consumer again demanded the electric bill to utility. But nobody has taken efforts to provide the electric bill to the consumer.

Consumer appointed special person to follow up to get the electric bill. The above person asked each officials of utility from pillar to post. But nobody had taken any efforts to provide the electric bill.

CONSUMER'S PRAYER :

- 1) To reimburse the expenses about Rs. 30000/- incurred on the person appointed by consumer to get the bills.
- 2) To issue the bills to the consumer.
- 3) Action against the utility staff for their negligence and improper working to issue the electric bills and harassment to the consumer.

UTILITY'S SAY :

- 1) Connection was given on 22/01/2007
- 2) The work of handing of papers from MSEDCL to the utility was in process during this period and bill was not issued to the consumer as the feeding work of new service connection report was not done by the billing section.
- 3) The bill is now issued to the consumer for the month of Oct-07.

OBSERVATIONS:

It is true that the consumer was given energy supply on 22/01/2007, but was not being issued energy consumption bills till Oct-2007. The distribution system was transferred with all the records of the consumers by MSEDCL to its Franchisee from January-2007. It might have taken few months say one or two months to settle the things newly started. However, the franchisee also did not care to obtain the energy consumption revenue from it's consumers who has been getting continuous power supply. The consumer, out of fear, appointed a person, said to be on full time to make follow up with utility just to get the bills which were not issued to him. The claim of the consumer to pay him the expenditure of Rs. 30000/-, which he incurred on the remuneration of the specially appointed "follow up action" representative, however, is not substantiated. However, the fact remains that utility failed to give bills to the consumer for a period January to October. This negligence on the part of utility is clearly established and calls for action. The consumer needs to be compensated on the grounds of natural justice for the physical and mental torture caused by utility's negligence.

ORDER

The utility should pay to the consumer compensation of Rs. 5000/- (Five thousand only) by cheque within a period of one month from the date of receipt of these orders.

Compliance of these orders should be reported to this Forum within two months from the date of receipt of these orders.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 25th of January 2008.

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

