

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

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

Date :

Case No. 172

Hearing Dt. 29/03/2008

In the matter of bill revision

Shri Navinchandra Thakkar - Appellant

Vs.

MSEDCL, Vashi Division - Respondent

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

- 1) Shri Navinchandra Thakkar, Consumer.

C - On behalf of Respondent

- 1) Shri M.T. Anchin, Dy. Ex. Engr.

PREAMBLE :

Shri Navinchandra Thakkar registered his grievance for an interim order on 13/03/2008 vide case No. 172. His electric supply was disconnected on 03/03/2008. The hearing for interim order was fixed on 15/03/2008 at 12.30 hrs., vide interim order, utility was asked to reconnect consumer's supply after collecting full arrears. Further, regular hearing was held on 11/04/2008.

CONSUMER'S SAY :

Shri Navinchandra Thakkar has consumer no. 000072198930/5 at office No. 313, Central facility Building, Market No. 2, Sector 19, Turbhe, Navi Mumbai - 400 705.

According to the consumer, during the period from Sept-1997 to Oct-1998, he received energy bills with average remark and faulty status. He received bimonthly energy bills from Nov-1997 to Jan-1998 for 400 units and bimonthly bill for April 1998 of 300 units for Feb-1997 to Oct-1998 for 600 units each, which were exorbitant. Normally, he attends his office for 1 to 2 hrs., hence his consumption ought to be very less. He wrote many letters from 1997 till date to utility but no avail.

His meter was changed in the month of October 1998 after which he was getting regular bills as per meter reading. His meter was replaced again in the month of March-2002.

In the month of June-2006, he received the energy bill for 479 units, which was abnormal.

Consumer reiterated that he gave cheque of Rs. 5000/- to APMC for payment of electricity deposits for which he did not receive any receipt from MSEDCL.

Prayer of the consumer:

- 1) Squash the bills, which were received with excessive units revise the bill accordingly.
- 2) DPC and interest should be waived.

UTILITY'S SAY:

- 1) Consumer has demanded rectification of energy bills issued to him since Nov-1997 to August 1997.
- 2) After verification of C.P.L., it is seen that the bills for the month of Nov-1997 to August-1998 were charged on average of 400 and 600 units bimonthly assuming the meter to be faulty.
- 3) After the complaint from the consumer, the dispute was solved by officers incharge and accordingly credit of Rs. 2681.66 was given to the consumer through the bill of December-1998.
- 4) As this case is very old, B-80 documents are not traceable in the office.
- 5) Meter was replaced in March-2002 and bills were issued as per actual consumption till date.
- 6) Meter was tested on 11/03/2008 and it was found OK. Meter testing report was submitted to the Forum.

7) As per complaint from the consumer, meter was checked on 11/03/2008 and final reading was 1159 units.

8) Consumer had not paid any energy bill from 02/06/2006, hence the utility requested him for the payment of bills on 11/03/2008 for Rs. 5247/-.

9) Consumer has failed to pay arrears of energy bill, hence 15 days permanent disconnection notice was issued on 12/02/2008 and his electric supply was disconnected on 04/03/2008.

OBSERVATIONS:

1) After going through the detailed submission of consumer and utility observed by the Forum that Mr. Navinchandra Thakkar bearing consumer No. 000072198930 has a small office at APMC, Vashi.

Consumer had received the bills from May-1997 to October-1998 on average basis and faulty status from the month of May-1997 to July-1997 with billing was 40 units, Nov-1997 to Jan-1998 with 400 units on average basis, Feb-1998 to March-1998 with 300 units average and from April 1998 to October-1998 with 600 units average which were abnormal. His meter was changed in October 1998 and credit of Rs. 2682/- was given to the consumer in the month of December 1998. As the case is very old and the B-80 proposal is not traceable in the office it is not possible for us to verify the details of B-80 proposal.

Hence the Forum proposes that further more, DPC and interest be waived.

Consumer's meter was again replaced in the month of May-2002, he was getting regular bills as per reading upto May-2006. In the month of June-2006, he received a bill for 479 units. Consumer wrote several letters to utility for the rectification of his bill. No cognizance was taken by utility till 12/04/2007. A letter was sent by Executive Engineer, Vashi Division to Dy. Ex. Engr. suggesting that the consumer's meter be checked. However, actual testing of the meter was carried out on 11/03/2008 and meter was found OK.

As regards the consumer's say about his payment of Rs. 5000/- made to APMC, Vashi towards security deposit etc. for electricity connection, he did not produce any record. As it is, the utility does not come into the picture of this payment. Hence, the forum finds no necessity for the rectification for the same. Consumer also received the bills with faulty status of the meter in the month of Jan-2007. Credit was given to the consumer for Rs.24.06 in the month of April-2007.

ORDER

- 1) It is directed that utility should take average consumption for 6 months after replacement of the meter in Dec-1998 be considered as the basis for revising his bills with effect from May-1997 to date of replacement of meter, DPC, interest if any charged should be waived
- 2) There is no need to revise the bill for the month of June 2006. Since utility had tested the meter and found it OK,

3) As regards his payment of Rs. 5000/- to APMC, Vashi towards security deposit of electric connection, he should approach APMC as utility has no concern with that.

4) Compliance should be reported to this Forum within one month from the date of receipt 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 25th of April 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.L. KULKARNI
CHAIRMAN
CGRF, BHANDUP

S.B. WAHANE
MEMBER SECRETARY
CGRF, BHANDUP