

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

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

Date:

Case No. 207

Hearing Dt. 15/09/2008

In the matter of assessment of Amended Bills

Smt. Kantaji Kothari

- Applicant

Vs.

MSEDCL (TPL) -Bhiwandi

- 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 consumer

- 1) Shri R.R. H. Hamirani (Consumer Representative).

C - On behalf of Utility.

- 1) Shri Jadhav, A.E , M.S.E.D.C.L., Bhiwandi.
- 2) Shri M.S. Kele, Manager, M/s. Torrent Power Ltd.

ORDER

The consumer had approached this Forum on 18/08/2008 with the grievance which was registered vide case No. 207 which was registered on same day and hearing was fixed on 15/09/2008 when consumers representative and also utilities above mentioned officials were present.

In the course of hearing both the parties stated before the Forum that both the parties had sat together and settled the issue. The consumer representative also confirmed the same. He further requested the Forum to treat the matter close.

In view of both the parties submission before the Forum and ascertaining that the consumer's representative has voluntarily expressed his desire to close the billing matter.

The consumer's request of the above matter the same should be agreed by the utility (TPL).

The compliance of these industries should be followed within one month from this receipt of this order.

The utility should also improve it's day to day working dealing with consumer's complaints.

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.L. KULKARNI
CHAIRMAN
CGRF, BHANDUP

S.B. WAHANE
MEMBER SECRETARY
CGRF, BHANDUP