

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

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

Date:

Case No. 229

Hearing Dt. 07/11/2008

In the matter of Interim order

Shri Sajida Mukhatar Ahmed

- Appellant

Vs.

MSEDCL (TPL) -Bhiwandi

- Opponent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri S.L. Kulkarni, Chairman, CGRF, Bhandup.
- 2) Shri R.M. Chavan, Member Secretary, CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, Bhandup.

B - On behalf of consumer

- 1) Shri Ansari (Consumer Representative).

C - On behalf of Utility

- 1) Shri Choudhary, Ex. Engr. & Nodal Officer, Bhiwandi
- 2) Shri Paresh Bhagwat, Manager M/s. Torrent Power Ltd.
- 3) Shri Jeevan Clerk, M/s. Torrent Power Ltd.

Preamble :

Consumer registered his grievance with this Forum on 31/10/2008 vide case No. 229 for interim order as he was under threat of disconnection of his power supply.

Hearing of an interim order was held by the Forum on 07/11/2008. Representatives as mentioned above were present.

The consumer's representative demanded the details of assessment of the pending bill including CPL. The Forum accordingly asked the utility to supply to the consumer the required details. This was agreed upon also utility agreed not to disconnect the supply.

Representative of the consumer in his written submission dtd. 10/11/2008 informed the Forum that on receipt of the CPL, the details is received shall be scrutinized/audited.

In Forum's interim order it has been mentioned that once the billing details are given to consumer, the utility has to take lawful action in case of non-payment. The Forum further feels that in case consumer is not satisfied with the correctness of the bill, it is open for him to approach utility's ICGRU to get redressal of billing dispute. The limited purpose of issuance of interim order is solved as confirmed from the utility.

It is ascertain from the utility that the consumer's representative has been given the relevant details of the assessment of the bill. Forum therefore does not

feel necessary to close the matter as far as consumer's application for interim order.

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

R.M. CHAVAN
MEMBER SECRETARY
CGRF, BHANDUP