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Consumer Grievance Redressal Forum
"Vidyut Bhavan", Gr. Floor,
L.B.S.Marg,Bhandup (W),
Mumbai – 400078.

REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/ 69/432 Date: 10.04.2018

Hearing Date: 13.03.2018

CASE NO.69/2018

In the matter of billing

Mr. Ujwalrai Moreshwar Joshi,
Block No.4,Devika Society,
Mithbundar Road,
Thane(E) – 400603.
(CONSUMER NO.000030030966)
 (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution Company Limited
through its Nodal
Officer,
Thane Circle,Thane
 (Hereinafter referred as Licensee)

Appearance : For Shri. S.R. Nagre-Assit. Executive Eingineer, Kopri SDN
Licensee
For Consumer – Mr. Ujwalrai Moreshwar Joshi – **Consumer**

[Coram- Shri A.M. Garde- Chairperson, Shri. R.S.Avhad -Member Secretary
and Sharmila Rande - Member (CPO)].

1. Maharashtra Electricity Regulatory Commission, is, constituted u/s. 82 of Electricity Act 2003 (36/2003). Hereinafter for the sake of brevity referred as 'MERC'. This Consumer Grievance Redressal Forum has been established as per the notification issued by MERC i.e. "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006" to redress the grievances of consumers

vide powers conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, (36/2003). Hereinafter it is referred as 'Regulation'. Further the regulation has been made by MERC i.e. Maharashtra Electricity Regulatory Commission. [Electricity Supply Code and other conditions of supply Regulations 2005] Hereinafter referred as 'Supply Code' for the sake of brevity. Even, regulation has been made by MERC i.e. 'Maharashtra Electricity.

2. Consumer herein is one Mr. Ujwalrai M. Joshi having consumer No. 000030030966 Grievance as mentioned in para 5 in that "Hearing not conducted on the complaint as mentioned in IGRC and thereby further in denied". The prayers made are as under.

a) Apology letter from concerned officers/engineers to whom emails/letters are sent by the consumer and MSEDCL officers but per forming their deities.

b) Department action agonist concerned officers/Engineers for purposely ignoring IGRC instructions and thereby avoiding duties and commitment and respect towards MERC, Board, sensors and genuine consumer.

c) Additional relief of Rs. 25000/- towards mental harassment for no action taken by concerned officers on IGRC letter dated 27.01.2017.

d) Relief requested as mentioned in IGRC

3. Earlier consumer had made a complaint to IGRC stating as follows 1-4 letter dtd. 20.11.2017

a) In June 2017 bill was revised for Rs. 3770/-, 411 units and the same was paid vide receipt no. 2560504 dated 27.06.2017.

b) In July, bill received for Rs. 1430/-, 1075 units. This was pointed out to MSEDCL SDO Kopri and they made the same as provisional bill Rs. 7590/-, the same was paid vide receipt no 7151846 dt. 21.07.2017. however this bill is also very high as my average consumption is

forceful pasting of disconnection notice on the front door of consumer's residence without giving any response to consumer's letters and billing calculating details and proper bill, purposely neglecting consumers request to check the meter, violating MERC Rules for not replying to the letter in stipulated time, not displaying name tags, overlooking CE's instruction to self ego and sought revenge on consumer are violation of MERC Rules. Again Executive Engineer, Wagle Estate and SDO Kopri have violated CE's instruction by installing check meter without consumer's presence. (check meter installed on 2.11.2017 in the absence of consumer – the undersigned), not providing procedure for making payment under protest, providing wrong and falls information to press-Sakal Thane Edition dated 17.11.2017 (page No. 2) saying consumer's all letters are replied and board is adhering to the law-again contradictory to CE's letter 01.11.2017.

A copy of response/ reply if any from the local representative at the billing unit/sub division/ Division:

- a) No. No letter received reply to my various letters except b) and c) below.
- b) Copy of letter dated 31.10.2017 mentioning notice enclosed with letter from Addl. Ex. Engineer, sub Div office, Kopri.
But response from higher authorities:
- c) Letter from Exe. Engineer supporting (?) disconnection notice. (notice is objected by me-consumer, thru verbal communication with Executive Engineer- Wagle Estate and Chief Engineer, and above letter without giving any details like date wise chronology.) Reply to this letter is not yet received.
- d) Letter from CE dated 01.11.2017 to Addl. Executive Engineer, Kopri, and EE Wagle Estate, E.E., hane circle and copy to me stating- " it is observed that consumer is continuous following

his complaint to your SDO-kopri office. However, complaint is not resolved till today.

4. D.L. in reply contends that in June 2017 current reading 21015 as per faulty status went to consumer of r411 units a bill for Rs. 3800/-. In July 2017 previous reading 31015 and current reading 320090 normal status bill for 1075 units Rs. 14123 was giving to consumer. Then in August 2017 normal status previous reading 32090 and current reading 32448 got received and bill of r358 units for Rs. 6554, bill was raised and B-80 adjustment was made and total bill of 142850 was given to the consumer.
5. It is further the contention that as per the complaint made by consumer vide letter dtd. 03.10.2017 redressed was made and informed to the consumer by branch Engineer Shri. Shegade. An expiations as that regards was saw to Addl. EE, kopri vide letter no.Addl/EE/Koperi sd/747/01.11.2017 A copy of the same was given to consumer vide EE/THN-1/2706 dt. 02.11.2017.
6. Consumer has paid last bill on 27.07.2017. Thereafter he has not paid any bill as such the name come in disconnection list. As such section Engineer Shri.. Shegade requested to consumer from time to time to pay the bill so also the line staff requested him to pay the bills, but consumer did not pay the same. Even the addl. Engineer himself requested consumer to pay the bill, but consumer said that notice be issued then only he will pay the bill. Thereafter as bills were not pad till Nov. 2017, as per regulations notice under sec. 56(1) was issued to the consumer. As consumer was not available at home, the same was pasted on the door.
7. It is further the contention that there are 22500 consumer sin Kopri Sub Division. all the consumer s are treated properly. The section Engineer Mr. Shegade has given entire information to the consumer form time to time. That being so according to D.L. consumer has been trying to harass the

officers. Consumer then made an appeal to Ex. Engineer, Thane Division-I on 23.01.2018 to which D.S. has filed reply vide letter dtd. 21.02.2018.

8. We have heard both sides. As we see all the requirements of the consumer here been complied. After keenly hearing the consumer we thought it fit to get the meter lab tested which was done by the D.L. in presence of consumer and report has come that the meter is OK. Still the consumer expresses doubt about the report. The consumer has been all along in his submissions trying to point out the alleged misbehaviour of the officer with him. He has in his mind an ideal picture about the functioning of the company and its officers. He even pointed out that officers do not sport name plates on their chest. He has no faith in person.
9. All said and done such mere suspicion or lack of faith on the working of the officers cannot base any finding. Meter is found OK on lab testing. No grievance remains. the grievance has to be disposed of as fully redressed.

ORER

1. Grievance is disposed of. As fully redressed.

The compliance should be report within 30 Days.

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

Note:

- a) The consumer if not satisfied, may file representation against this order before the Hon. Ombudsman within 60 days from the date of this order at the following address. " Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission,606, Keshav Building,Bandra - Kurla Complex, Bandra (E),Mumbai - 400 051"
- b) b) consumer, as per section 142 of the Electricity Act, 2003, can approach Hon'ble Maharashtra electricity Regulatory Commission for non- compliance, part compliance or

- c) Delay in compliance of this decision issued under" Maharashtra Electricity Regulatory Commission (consumer Redressed Forum and Ombudsman) Regulation 2003" at the following address:-

"Maharashtra Electricity Regulatory Commission, 13th floor, world Trade Center, Cuffe Parade, Colaba, Mumbai 05"

- d) It is hereby informed that if you have filed any original documents or important papers you have to take it back after 90 days. Those will not be available after three years as per MERC Regulations and those will be destroyed.

I Agree/Disagree

**MRS. SHARMILA RANADE,
MEMBER
CGRF, BHANDUP**

**ANANT M. GARDE
CHAIRPERSON
CGRF, BHANDUP**

**RAVINDRA S. AVHAD
MEMBER SECRETARY
CGRF, BHANDUP**