

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

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

Date :

Case No. 116

Hearing Dt. 27/04/2007

Shri Gajanan R. Naik

- Appellant

Vs.

MSEDCL, Bhiwandi Circle

- Respondent

Present during the hearing

A - On the 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 the behalf of Appellant

- 1) Appellant himself
- 2) Shri Shakeel Ansari, Representative

C - On the behalf of Respondent

- 1) Shri C.B. Patil, Accounts Officer, MSEDCL, Bhiwandi.

Preamble:

This appeal was filed before this Forum on 13/03/2007 on the plea that his small industry having established at Bhiwandi has been given sanction 59 HP power load with connected HP of 62.25 HP.

The whole current meter of capacity 10 x 40 Amp. was replaced by the utility with respect to the load available by C.T. operated meter. The C.T. having ratio found 100/5 amp. with meter connected 50/5 Amp. on dated 29/11/2003. It was found that with calculations MF should have been two

instead of recorded one. This error was detected by the office on 08/09/2005 during the same meter replacement of ratio 50/5 and by 100/5 amp. of L&T meter. Having thus corrected the MF 1 from 08/09/2005, the utility claimed the differential power bill from 29/11/2003 to 08/09/2005 amounting to Rs. 473472.80 for 22 months. This is the whole background of the case.

The hearing was held on 27/04/2007 at Forum's office at Bhandup. The utility produced the recovery documents through its representative Shri C.B. Patil, Accounts Officer. He could prove through documents that the correct MF from the beginning was two (from 29/11/2003) to 08/09/2005, meter No. 021844494 of ABB make) on 08/09/2005 above ABB meter of ratio 50/5 was replaced due to replacement of meter damaged by heavy rains and flood with L&T meter of CT ratio 100/5. This L&T meter was having No. 05280034. The earlier ABB meter when in service had shown confirmed/tested MF2 but the utility for this new ABB meter so replaced from 29/11/2003 to 08/09/2005 had wrongly shown its MF one, which was a gross and negligent mistake on the part of utility.

The representative of the appellant simply pointed out the error on the part of utility staff, but could not challenge the technical calculations put forth by the documents produced by the utility.

From this, it is evident that in the technical meter replacement has nothing doubtful and fully acceptable. The actual MF is certainly two and the consumer is liable to pay energy bill accordingly.

ORDER

- 1) The appellant, as per clause 56 (2) of Electricity Act 2003 is liable to pay the utility the energy charges consumed by him as per MF two for the period 29/11/2003 to 08/09/2005 (i.e. about 22 months).
- 2) This major irregularity was detected by the utility in 2005 but the differential billing was demanded in 2006. This is a gross negligence for which the utility should take appropriate action against the concerned.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 27th of April 2007.

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

**CONSUMER GRIEVANCE REDRESAL FOURM
MAHARASHTRA STATE DISTRIBUTION COMPANY LTD**

Ph. No. 25664314
25664316

Consumer Grievance Redresal Forum
"Vidyut Bhavan", Gr. Floor,
L.B.S. Marg, Bhandup (W),
MUMBAI - 400 078

R.P.A.D.

REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 116/

Date :

To

Shri Gajanan R. Naik,
K-11, Matadi Compound,
Kalher Village,
Bhiwandi – 421 302.

SUB : Decision issued in respect of case No. 116.

Dear Sir,

In response to the grievance put up by you with the Forum vide case No. 116 dt. 13/03/2007 hearing is completed on dated 27/04/2007 & the order passed on vide this office order No. 00044 dtd. 27/04/2007 is enclosed herewith for your information please.

Thanking you,

Yours faithfully

Encl : As above

SECRETARY
CGRF, MSEDCL,
BHANDUP

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c.s.w.r. to :

- 1) Chief Engineer (L.M.),
M.S.E.D.C.Ltd., H.O.,
Prakashgad, Bandra (E),
MUMBAI – 400 051.
- 2) The Chief Engineer, MSEDCL, BNDUZ, Bhandup.
- 3) The Superintending Engineer & Nodal Officer,
Consumer Grievance Internal Redressal Cell,
Office of the Superintending Engineer,
O&M Circle, MSEDCL, Bhiwandi.

**CONSUMER GRIEVANCE REDRESAL FOURM
MAHARASHTRA STATE DISTRIBUTION COMPANY LTD**

Ph. No. 25624315
25624316
25624322

Consumer Grievance Redresal Forum
"Vidyut Bhavan", Gr. Floor,
L.B.S. Marg, Bhandup (W),
MUMBAI - 400 078.□

REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 116/

Date

R.P.A.D.

To

Shri Gajanan R. Naik,
K-11, Matadi Compound,
Kalher Village,
Bhiwandi – 421 302.

SUB : Registration of your grievances dtd. 13/03/2007.

Dear Sir,

The grievance submitted by you is registered to this Forum vide Sr. No. 116, dtd. 13/03/2007 & hearing date is fixed on 25/04/2007 at 11.30 am. at the office of the Consumer Grievance Redressal Forum, Vidyut, Ground Floor, LBS Marg, Bhandup, Mumbai -78.

Therefore, it is requested to attend the hearing on the above date alongwith documents in support of your grievance. In case of failure to attend the hearing on the above date, this Forum shall decide the Grievance Ex-parte on merit which may please be noted.

Thanking you,

Yours faithfully

**SECRETARY
CGRF, MSEDCL,
BHANDUP**

c.s.w.r. to :

**Nodal Officer/ The Superintending Engineer,
I.C.G.R.C., O&M Circle, Bhiwandi.**

-- He is requested to attend the hearing on the above date alongwith the concerned authority & the details of report related with the grievance of the consumer.

CONSUMER GRIEVANCE REDRESAL FOURM MAHARASHTRA STATE DISTRIBUTION COMPANY LTD

**Ph. No. 25624315
25624316
25624322**

**Consumer Grievance Redresal Forum
"Vidyut Bhavan", Gr. Floor,
L.B.S. Marg, Bhandup (W),
MUMBAI - 400 078.□**

REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 114/

Date

To

The Nodal Officer & *Superintending Engineer*,
Consumer Grievance Internal Redressal Unit,

MSEDCL., **Bhiwandi**.

SUB : Submission of point wise compliance
in respect of case No. 116.

As per MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation 2006 vide clause No. 6.12, the copy of grievance registered at Sr. No. 116 is being forwarded to your office for submission of issue wise compliance. The hearing date of the case is fixed on dated 25/04/2007 at 11.30 am. However, the Nodal Officer shall act as the co-ordinator for filing the reply, making submission, providing issue wise comments on the grievance, submitting compliance status / reports etc. Therefore it is requested to submit point wise compliance to this Forum in respect of the case in consultation with concerned authority within 15 days from the date of issue of this letter or one week before the date of hearing which ever is earlier.

The copy of compliance should also be provided by you to the consumer before hearing.

**SECRETARY
CGRF, MSEDCL,
BHANDUP**