

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

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

Date :

Case No. 259

Hearing Dt. 21/03/2009

Interim cum final order

M/s. Lovely Co.Op. Hsg. Society - Applicant

Vs.

MSEDCL, Airoli - 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 Applicant

- 1) Mrs. Suchita Manish Painter, Flat holder.
- 2) Mr. Suraj Chakraborti, Consumer representative.

C - On behalf of Respondent

- 1) Shri R.P. Chavan Asstt. Accountant

Consumer approached with this Forum on 20/03/2009 vide case no. 259 for interim order under threat of disconnection of her power supply. According hearing was fixed on 21/03/2009. Both the parties were present.

Mrs. Suchita Manish Painter is residing at M/s. Lovely Co.OP. Hsg. Society situated at RH-11, plot no. 20, sector -2, Airoli having single phase residential connection with 4.60 kw load and consumer no. 000091487861.

Her electric meter was replaced by the utility in the month of Sept.-2006. However, after replacement of meter, she was not getting bills as per meter reading. Photo meter reading system was introduced by utility in the month of Feb-2008 and it was observed that Mrs. Painter was getting less bills from Sept-2006 to Jan-2008. Hence accumulated bill for 13304 units was sent to her in the month of Feb.-2008 amounting to Rs. 88726.82 inclusive of current bill.

On requesting for rectification of the bill by her the utility re-examine the whole issue and the bill for Feb-2008 for 13304 units was divided into 19 months of consumption giving her slab wise benefit.

According B-80 was prepared by utility for Rs. 18123.18 and was credited to her account in the month of March-2008.

She was quiet irregular in making payments of bills despite utility making bill corrections.

Accordingly in the month of Feb-2008 her total arrears were shown as Rs. 84740.00 inclusive of current bill and old arrears.

In the month of Feb-2009, she approached utility's officials and gave in writing that she will pay all the arrears in 8 monthly installments with Rs. 10,000/- per installments excluding current bill. But she fails to make the payment as per her commitment. Hence the utility vide its letter dtd. 19th March-2009 write to pay immediately arrears and current bill which comes to Rs. 75664.03. Else utility will be at liberty to disconnect the supply.

She therefore approached the Forum to restrain the utility from the disconnection of supply. Since she was under threat of disconnection of supply by utility, she approached the Forum directly. Her case was admitted in the Forum on 20/03/2009 and hearing was held for issuance of interim order on 21/03/2009.

While the applicant remain present personally the utility was represent by Shri R.P. Chavan (A.A.).

In the course of hearing the utility pointed out that she was given liberally 8 installments to clear the arrears, however she failed to fulfill her commitment. Therefore, the utility sent a letter of threatening of disconnections.

In the course of hearing the applicant consumer agreed that she will be willing to pay all the arrears including current bill which comes to Rs. 10000/- as installment + current monthly electric bill.

The Forum had agreed with her prayer and gave following interim order on 21/03/2009.

1) Consumer will make the payment to utility as per commitment given in writing to the utility and as per installment granted by utility i.e. by 10,000/- every month + current bill.

- 2) Consumer will make payment of current bill alongwith above installments in every month.
- 3) The consumer should pay the balance installment as per commitment for the month of Feb-2009 payable in the month of March alongwith current bill immediately.
- 4) In case failure of payment as ordered above, utility will be free to disconnection the supply after giving her 15 clear days statutory notice as per E.A. 2003 under section 56 (1).

Compliance should be reported to the Forum within a month from the date of making of payment by consumer.

Both the parties being informed accordingly.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 31st March 2009.

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