

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

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

Date :

Case No. 145

Hearing Dt. 22/11/2008/
07/12/2007 & 14/12/2007

In the matter of bill revision

Smt. Khalida Asad Khan

- Appellant

Vs.

MSEDCL, Bhiwandi Circle

- Opponent

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 Appellant

Shri Shakeel Ansari, Consumer Representative.

C - On behalf of Respondent

- 1) Shri P.R. Choudhary, Ex.Engr. & Nodal Officer, Bhiwandi.
- 2) Shri D.R. Barhate, A.E., MSEDCL, Bhiwandi.

PREAMBLE :

The consumer registered her grievance with this Forum on 2nd Nov. 2007 with serial No. 145. The hearing date was fixed on 22/11/2007, which was postponed, and hearing was held on 14/12/2004 at 12 pm.

CONSUMER'S SAY :

Smt. Khalida Asad Khan is having a power loom industry at house No. 1603, Khoni Village, Taluka Bhiwandi with consumer No. IP/IL 13212664205/5 with connected and sanctioned load is 19.5 HP. Her connection was released in the month of December 2004. Her unit is sanctioned for power loom purpose. Hence she is eligible for Govt. subsidy.

MSEDCL handed over the distribution activities to its franchisee M/s. Torrent Power Ltd. on 26/01/2007.

Smt. Khalida Khan receiving her bills for LTPG tariff from Feb-2007 to May-2007 though my industry is for power loom purpose.

As per verification report dtd. 28/04/2007, her energy consumption bill was revised by the utility for May-2007. It was revised from Rs. 1,37,948/- to Rs. 55,620/- by considering power loom tariff. The consumer did not agree with correctness of the bill but made a part payment of Rs. 25,000/- on 26/07/2007.

The consumer again gave the complaint letter on 08/08/2007 for wrong billing. Accordingly utility verified the readings on 17/08/2007 and recorded at 14966 units. Consumer wanted to get revised the bill according to this reading.

The consumer through here representative Maharashtra Electricity Consumer's Association vide letter dtd. 26/10/2007 addressed to CGRF, Bhandup stated that MSEDCL's franchisee TPL continued to ignore her complaints about inflated energy bills on imaging/average readings and hence the CGRF should give her proper justice.

CONSUMER'S PRAYER :

- 1) Her energy bills should be based on actual power consumption from Jan-2007.
- 2) Bill should be prepared on month-to-month basis and based on tariff applicable for power loom consumers.

UTILITY'S SAY :

Utility had taken the cognizance of the consumer's complaints both about readings as well as tariff and informed the CGRF.

It is further stated that the consumer's power meter was changed twice in Sept. Meter was replaced on 05/09/2007 and same meter was replaced again on 22/09/2007 with extension of load from 19.5 HP to 25 HP.

OBSERVATIONS:

- 1) Evidently consumer was being charged wrongly the tariff of industrial consumer instead of admissible to power loom consumers. The energy bills were thus exorbitant.
- 2) The consumer was given the energy connection on 30/12/2006 and she continued to receive energy bill on the basis of LTPG tariff upto May-2007. The bill was revised from Rs. 1,37,948/- to Rs. 55,620/- in the month of May-2007. However, this did not take the cognizance of consumer's demand of actual reading but simply based on average reading mainly in the month of March & April 2007.
- 3) From (1) & (2) it is clear that consumer was not billed according to reading and proper tariff and all the bills require complete revision.

ORDER

- 1) There is a gross negligence on the part of utility in billing the consumer correctly.
- 2) Utility directed to insure that the consumer is billed correctly based on actual meter readings and application of correct tariff. This should be done within one month or in the succeeding bill.
- 3) The compliance of these orders should be reported to CGRF within 60 days from the date of receipt of this order.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 25th of January 2008.

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

