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

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REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/

Date

**Case No. 637**

Hearing Dt.10.02.2016

**In the matter of wrong and excessive billing**

**Mrs. Rajeshri Munde** - Applicant

Vs.

**M.S.E.D.C.L. Shil Sub Division, Thane - III** - Respondent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri. Anil P. Bhavthankar, Chairperson, CGRF, Bhandup.
- 2) Shri. Ravindra S. Avhad, Member Secretary, CGRF, Bhandup.
- 3) Dr. Smt. Archana Sabnis, Member, CGRF, Bhandup.

B - On behalf of Appellant

- 1) Shri. Prakash Tayde – Consumer Representative

C - On behalf of Respondent

- 1) Shri. Kale Addl. Executive Engineer, Shil Sub Division

**ORDER (Passed on 10.03.2016)**

1. Above named complainant filed this complaint against respondent utility MSEDCL, Shil Sub Division for wrong and excessive bill issued by respondent utility. The above said consumer is having residential 3 phase connection \_\_\_\_\_ (consumer No. 000460473608/6) which he is using for the residential use only.

2. It is alleged that in the month of November 2014 consumer received excessive bill for accumulated 4963 units, amounting to Rs. 26,156/- along with Rs. 2620/- towards interest there on. After receiving the said bill on 20.11.2014 consumer approached IGRC on 14/08/2015 and raised grievance vide compliant No. 24/2014. IGRC gave an opportunity of hearing to consumer.
  3. Respondent utility appeared and filed the reply stating that after consumer raised grievance, Assistant Engineer, Diva II visited premises for spot inspection. Thereafter the bill was revised and B-80(-) adjustment of Rs. 26156.69 was given to the consumer; which is shown in the August 2015 bill.
  4. Thereafter on 19.01.2016 IGRC gave findings in favour of consumer. Directions were given to test the meter in laboratory and to issue the revised bill.
  5. Being aggrieved by said order of IGRC the consumer filed compliant before this Forum on 19.1.2016 and requested to withdraw the excess bill and to give proper benefit to the consumer. He also prayed for withdrawal of interest and other charges.
  6. Accordingly, after complaint was registered and notice was issued to the respondent utility. After service of notice respondent utility appeared and filed its reply.
  7. Consumer filed a copy of IGRC order, the letter issued to consumer on 31.10.2014, copy of provisional bill, and notice.
5. We have perused all document filed by consumer as well as the respondent utility. After perusing the rival contentions of consumer and respondent utility, following points arose for our consideration:
1. Whether respondent utility entitled to recover accumulated units arrears of bill as per B-80

2. Whether provisional bill issued is legally valid and proper.

3. What ordered?

### **Reasons**

8. We have given opportunity to Consumer and Representative for hearing. Accordingly the consumer appeared through representative and submitted that in spite of IGRC order respondent utility has not issued corrected bill and has failed to obey the order.

9. It is submitted by responsible officer of utility that B-80 was prepared considering recording of unit on new meter which falls 150 units; which is further calculated for the period of 5 days fraction, which comes to 25-42 unit. Accordingly the average amount already paid was adjusted and interest on arrears was waived off.

It is submitted that amount of Rs. 26,156.69/- was already deducted from the bill and revised bill was issued at the time of deciding this compliant.

It is reported that revised bill already issued to consumer and paid. Hence, compliance of IGRC order and benefit to consumer was already given.

In view of this matter which is already complied by respondent utility now we found that there is no cause of action surviving or reason to issue any order in favour of consumer for the same reason.

I am inclined to issue order against utility to report the compliance to this office within 10 days of notice of order.

6. Hence we proceed to pass the order as follows:

### **ORDER**

1. The consumer complaint No. 637/2015 is stands dismiss.

Proceedings closed.

Both the parties be informed accordingly.

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

Note:

- 1) If Consumer is not satisfied with the decision, it may proceed 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 file representation before the Hon. High Court within 60 days from receipt of the order.

**I Agree/Disagree**

**I Agree/Disagree**

**DR. ARCHANA SABNIS  
MEMBER  
CGRF, BHANDUP**

**ANIL P. BHAVTHANKAR  
CHAIRPERSON  
CGRF, BHANDUP**

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