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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/

Date

Case No. 638

Hearing Dt.10.02.2016

In the matter of wrong and excessive billing

Mrs. Nidhi Chandrakant Kadam - 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 because of exorbitant bill issued by respondent utility. The above said consumer is having residential connection having consumer No. 000460515599/6.

2. The consumer has alleged that the meter is recoding units at higher speed than actual consumption. It is requested to revise bill as per connected load and actual usage.
3. Consumer approached IGRC and raised grievance vide compliant No. 32/2014 dated 10.09.2015. IGRC gave an opportunity of hearing to consumer. Respondent utility appeared and filed the reply stating that Assistant Engineer, Diva II visited premises and did spot inspection after the grievance raised by this consumer of receiving accumulated bill on incorrect recoding on meter for the period July 2014 to July 2015 as consumption recorded. After installation of new meter basis 120 unit per month.
4. Being aggrieved by said order of IGRC the consumer filed compliant before this Forum on 19.01.2016 and requested to revise bill as per connected load and actual usage. Compliant was registered and notice was issued to the respondent utility. After service of notice respondent utility appeared and filed its reply.
5. Consumer filed the copy of IGRC order, letter issued to consumer on 31.10.2015, copy of inspection report and notice.
6. We have perused all documents filed by consumer as well as respondent utility. After perusing the rival contentions of consumer and respondent utility, following points arose for our consideration:
 1. Whether bill issued by respondent utility for accumulated units to the consumer is legally valid and proper.

Reasons

7. We have given opportunity to Consumer and Representative. as order of IGRC dated 31.10.2015 utility was directed to follow Circular 224 SOP direction and

issue revised bill. Accordingly the meter was changed and bill was issued on average consumption of 120 units/ month. Benefit of B-80 was also given.

8. During pendency of this compliant respondent utility complied with the directions of IGRC. Grievance of consumer was only because of the delay caused in complying with the order and harassment caused due to this delay.
9. Hence I find dispute is already resolved. No cause of action survived compliant stands dispose off. Hence we proceed to pass the order as follows:

ORDER

1. The consumer complaint No. 638/2015 is stands disposed off as already complied with.

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: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**