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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. 639

Hearing Dt.10.02.2016

In the matter of billing

Mr. Vivek Dattaram 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 for issuing 'abnormal billing' from March 2015 by respondent utility. The above said consumer is having residential connection with _____ consumer No. 000467071688/6 which he is using for the purpose residential

use. It is alleged that in the month of March 2015 consumer received excessive bill for 7933 accumulated units, amounting to Rs. 104637.86/-.

2. After receiving of the said bill on March 2015 consumer approached IGRC and lodged grievance vide compliant No. 36/2014 on 30.09.2015.
3. IGRC authority gave opportunity of hearing to consumer. Respondent utility appeared and filed the reply stating that

- Assistant Engineer, Diva II visited premises and did the spot inspection.
- The utility has given slab benefit for 8 months.
- The credit adjustment for Rs. 57463.41 will be effected in the bill for September 2015.
- Also average bill issued for the months form May 2015 to August 2015 will be revised as per meter reading in September 2015.

4. Thereafter IGRC gave instructions to follow revised SOP for billing complaints as per Commercial Circular 224 strictly.
5. Being aggrieved by said order of IGRC, the consumer filed compliant before this Forum on 19.1.2016 and requested to revise bill as per connected load and actual usage. The complaint was registered and notice was issued to the respondent utility. Respondent utility appeared and filed its reply.
6. Consumer filed the copy of IGRC order, letter issued to consumer on 31.10.14, 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 accumulated bill for Rs.104637.86 issued by respondent utility is legal and proper.

Reasons

7. We have perused all the documents filed by both the parties. The dispute was for accumulated units for the period of May 2015 to August 2015.

But as per IGRC order, the units were revised as per reading on new meter in the month of September 2015 and accordingly bifurcation of units was effected. The bill was revised and slab benefit was given by calculating monthly units as 1127 for the period of 18 days which is calculated as per new meter recording. Accordingly, the accumulated units were divided in to 8 months and benefit of Rs. 57463.41 was already given by preparing in B-80; which is sent for approval. Thus it is seen that the dispute of consumer is already resolved by IGRC order. However, the consumer has prayed for compensation towards his suffering due to faulty meter recording till the time of installation of new meter showing consumption is 55 units per month. The excess consumption recorded was adjusted in the bill for the period of May 2015 to August 2015 and benefit was already given to the consumer.

Hence no cause of action survived. Consumer compliant stands disposed of accordingly.

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

ORDER

1. The consumer complaint No. 639/2015 stands dismissed.

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**