

PHONE NO. : 25664314/25664316
FAX NO. 26470953
Email: cgrfbhandupz@mahadiscom.in
Website: www.mahadiscom.in

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. 642

Hearing Dt.10.02.2016

In the matter of billing

Mr. Eknath Bhoir - 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 has filed this complaint against respondent utility MSEDCL, Shil Sub Division. The above said consumer is having residential connection, with consumer No. 000460131154. He has been using it for the residential purpose only.

2. The bill is issued to him on average basis, with meter status as faulty for period from July 2013 to July 2015. After receiving of the said bill consumer approached IGRC and raised grievance vide compliant No. 22/2015 dated 14.08.2015. IGRC authority gave opportunity of hearing to consumer. Respondent utility appeared and filed its reply stating that the credit B-80 adjustment of Rs. 12651.94/- was taken by PC holder. The period for B-80 was wrongly considered as Jun-2013 to May 2014 instead of July 2013 to May-2014. The excess credit B-80 for 306 units recorded in June 2013 for Rs. 1430.33 was debited. Assistant Engineer, Diva II visited premises and made spot inspection. Bill issued on average basis for period from May 2015 to July 2015 was then revised as per reading.
3. Thereafter IGRC instructed to follow revised SOP for billing complaints as per Commercial Circular 224 strictly.
4. Being aggrieved by said order of IGRC, the consumer filed compliant before this Forum on 19.1.2016 and requested direction to utility to issue bill for July 2015. Accordingly, 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 copy of IGRC order, letter issued to consumer on 21.10.2014, copy of provisional bill and notice.
6. The respondent utility was directed to prepare revised bill and B-80, giving benefit to consumer to split the bill for the period June 2013 to May 2014. Accordingly, respondent utility was directed to issue revised bill as per circular No. 224. During pendency of hearing, respondent utility issued revised bill and B-80 as prepared in the month of August 2015. Meter was changed in the month of Nov.
New meter recorded 290 units for 69 days. As per new meter, 96 units were recorded per month. The bill was assessed for the period of June 2014,

September 2014 and May 2015. B-80 prepared and sent for approval. The consumer representative has prayed for relief only against the hardships suffered by him due to delay in granting relief.

To my view, this was purely procedural delay, and not due to the fault of officer of utility. In such cases of unintentional delay, penalty cannot be awarded against the officer.

it is submitted that no billing dispute is pending and benefit is already being given to the consumer. Hence, there is no cause of action survived.

Hence consumer compliant stands disposed of.

6. We proceed to pass the order as follows:

ORDER

1. The consumer complaint No. 642/2015 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**