



(A Govt. of Maharashtra Undertaking)

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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. 658

Hearing Dt. 30.05.2016

In the matter of exorbitant bill raised by utility

Shri. Mukata Sharma and Dwarika Sharma.,

- Applicant

Vs.

M.S.E.D.C.L. Vashi Sub Division

- 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. Suraj Chakraborty – Consumer Representative

C - On behalf of Respondent

- 1) Shri. Chate, Additional Executive Engineer, Vashi Sub Divison.

ORDER

1. According to consumer he obtained supply on the given address since 05.04.2004; connecting load 12KW, sanctioned load 12KW. In the month

of 20.01.2016 consumer received exorbitant bill for the period from 08.12.2015 to 08.01.2016 amounting Rs.1,38,190/- and 1,43,376/-. After receiving the said bill consumer approached the respondent utility and prayed for revision of the bill.

2. According to CPL since 2007 consumer was receiving the bill on average basis. According to consumer the supplementary bill issued from September 2014 to October 2016 for 8700 units (for 98 months). This is and unit approved he calculated for 89 month his exorbitant and violation of period of 2 years as provided under section 56 (2) E.A. 2003.
3. According to consumer, inspection of the documents disclosed that maximum 4500 units were consumed. However utility charged for 8700 units, which is exorbitant illegal and improper.

Consumer has prayed for

- compliance of Circular No. 254 dated 07.12.2015
 - revision of bill
 - taking action of respondent utility official.
4. After filing this compliant on 15.02.2016 notice was issued to the respondent utility who appeared and filed reply on 11.05.2016. According to utility details of consumer number, address of premises are correct. Consumer was billed up to December 2014. As per reading, status was normal. After December 2013 the status was shown as locked/ RNA. Accordingly by revision of the bill, benefit was given to the consumer and adjustment also given by their credit. Final bill issued for both the connections was for Rs. 99080/-. Accordingly up to June 2013, for consumer no.000486483636 the status was normal and up to June 2013 status was shown as locked and faulty meter.

5. Revision of the bill was done and amount Rs. 404.11, which was excess, deducted from the bill. Both the meters were found to be locked at the time of taking reading, thus the reading was not available at the relevant time. Now actual meter reading is taken and as per record the bill revision benefit has already been given to the consumer, who has deposited the amount along with current bill 50% amount was required to be deposited by the consumer when the dispute was finally settled by respondent utility. However consumer's intention seems to be to avoid the payment of 50% by approaching to the Forum and take interim relief; which is not in accordance with the process laid down in Ombudsman Regulation 2006.
6. It appears that consumer did not approach IGRC to raise his dispute. He directly approached even when there was no notice/ threat of disconnection.
7. Thus, approaching the Forum without following due process of law is not proper. However in the interest of justice, I am inclined to give directions to the consumer to first approach the IGRC cell.
8. Hence consumer complaint No. 658 stands dismissed with direction to consumer to follow the correct process in raising dispute.

ORDER

The consumer complaint No. 658/2015 stands dismissed.

Consumer is directed to approach IGRC to solve his dispute.

Consumer can approach this Forum as per provisions of the law.

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