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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. 547	Hearing Dt. 12/02/2015
Shri.Anant Divekar & Deepali Anant	- Applicant
Vs.	
M.S.E.D.C.L., Kalmboli Sdn.	- Respondent
Present during the hearing	
A - On behalf of CGRF, Bhandup	
1) Shri. Anil P. Bhavthankar, Chairperson, CGRF, Bhandup.	
2) Shri.S.B. Bhalshankar, Member Secretary, CGRF, Bhandup.	
3) Dr. Smt. Sabnis, Member, CGRF, Bhandup.	
B - On behalf of Appellant	
1) Shri. Dattatraya Nimbalkar – Consumer Representative	
C - On behalf of Respondent	
1) Shri. Rajiv Ramtake, Addl. Executive Engineer, Kalmboli sub division	

ORDER(Passed on24/02/2015)

Above name compliant filed this compliant against the respondent MSEDCL, Kamboli sub division stating that his consumer of respondent having consumer no. 028800198480 and having LT-I Res Phase I connection Sanction load 2KW and connected load 2KW. His using the said connection from 31 May 2012. He deposited SD toward SD Rs.3450/- as per contention of consumer his meter status is normal till 13 Feb. 2014. He received bill from the period 10 Jan 2014 to 10 Feb.2014 from amount Rs. 321.02/- consumption unit 65 and charge amount is 3201/- arrears shown in the bills Rs.4012/-. He was directed to pay the bill on before 7 March 2014 Rs.4340/- on received the said bill he made compliant of receiving unusual bill amount Rs. 2390/- showing consumption unit 275 for the period 10 October 2013 to November 2013. He send mail to

respondent on receiving the said compliant not attended for request for 2 month. He made grievance after receiving future bill of March, April May till that time his compliant was not attended properly.

According to consumer his meter was replace on 28/12/2013 he also made complaint of miss behavior by clerk Kalmboli sub division and press completion of Rs. 3000/- after filing this compliant utility submitted that meter is replace no 12820817 and IR No. 257 after billing compliant on 10/12/2013 on 25/02/2014 meter reading was 479 different of 77 day was calculated 222 unit and bill was received charging 190 unit per month. It is also submitted that credit of amount of Rs. 4175.95/- was given to the consumer in the month of March 2014. It is observed by IGRC excess bill received to the consumer due to faulty status and credit of according IGRC recommended action against staff for rude behavior of public being be satisfaction of the this order this consumer made compliant to Forum requesting that said dispute was not decided by respondent within time and ready which was provided of charging different due to faulty meter of charge unit 190 per month I also prayed for companion for harassment. After filing this compliant before this Forum consumer compliant prayed for revision of bill of calculating 65 unit per month instated of charging 190 unit by respondent. After filing this compliant was 24/06/2014 notice was issued to the respondent. Respondent appear and submitted say respondent also filed copy of CPL from October 2012 to January 2015. My learned predecessor heard the compliant consumer. I have also perused government made by consumer and the document filed by him. I have also perused say filed by respondent. It is opponent for record on 10/12/2013 the meter was replace. The reading initially on the meter was found 257 reading was taken on new meter was on 25/02/2014. The said reading came to 4179 units the duration from charging the unit actually use by consumer was calculated as per the patter of consumer bill for 77 demand unit was calculated 222. The consumer was charge in those period 190 unit per month as per Rule. Accordingly to providing bill amount was credited in the bill of March 2014. On perusals of said bills the said credit was already given to consumer during the hearing the actual different was calculated for 77 days which was consider by 190 unit and accordingly the contention of consumer to calculate the unit 65 per month is not justified. Therefore I did not found any substance in the contention of compliant. Therefore the compliant desert to be dismiss with cost as credit already give to consumer for 4157/- there is no question of refund or adjustment. I found billing cycle of consumer for the month January to April and may to July was calculated average use of 8 hours and the unit calculated by respondent 190 per month it appears to be reasonable. Hence I am ancient to grant of any relief in the consumer. Hence I proceed to pass following order.

ORDER

- 1) Compliant No. 547 stands dismiss with cost.
- 2) Both the parties be informed accordingly.

Proceeding close.

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.

DR. ARCHANA SABNIS
MEMBER
CGRF, BHANDUP

ANIL P. BHAVTHANKAR
CHAIRPERSON
CGRF, BHANDUP

S.B.BHALSHANKAR
MEMBER SECRETARY
CGRF, BHANDUP