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Consumer Grievance Redressal Forum

“VidyutBhavan”, Gr. Floor,

REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/

Date

Case No. 582

Hearing Dt. 10.02.2015

In the matter of wrong billing

Shri.ShriniwasSudamani - Applicant

Vs.

M.S.E.D.C.L., Bhiwandi, Torrent Power Limited, Bhiwandi - 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 Applicant

- 1) Shri.Pravin Thakkar -Consumer

C - On behalf of Respondent No. 1

- 1) Shri. R.R.Beloskar, Executive Engineer, Nodal Office Bhiwandi.
- 2) Shri. S.K.Dhope, Assistant Engineer, Nodal Office Bhiwandi.

ORDER (13.05.2015)

1. Above named complainant has filed an application seeking clarification of the order passed by this Forum in favor of the consumer dated 23.04.2014, rectifying the average bill for the period from December 2000 to June 2004 and withdrawal of DPC and interest charges on the said bill till date.

2. The consumer being not satisfied with the order filed an appeal (no. 165/2015) before MERC, who decided the said appeal. It has directed the respondent utility to rectify the bill and give the detailed break up of disputed bill in view of order pass by this Forum.
3. After filing of this application, notice was issued to respondent utility, who appeared and filed reply.
4. Opportunity was given to consumer representative to produce documents and objection if any. Accordingly on 16.03.2015 consumer filed an application.
5. We heard argument of both the sides. The utility gave bifurcation of the disputed bill and gave clarification separately. The current bill dated 05.03.2015 amounting Rs. 778.19 was given to consumer which is received by the consumer. Separate bill for disputed period was given to the consumer along with bifurcation by utility. Separate corrected bill for Rs. 46,558/- was also given to the consumer.
6. Thereafter the matter was again heard by this Forum as consumer was not satisfied with details of bifurcation of bill of Rs. 46,558/-. It was then clarified by respondent utility on 03.01.2015. The amount was calculated as below.

| Disputed bill | Amount (Rs) | Revised bill (Rs) | Disputed period | Interest | DPC | less amount | arrears shown by TPL | arrears of MSEDCL |
|---------------------|-------------|-------------------|--------------------------|----------|----------|-------------|----------------------|-------------------|
| Mar-01 to June 2004 | 99378.06 | 47337.00 | March 2001 to June 2004. | 19758.08 | 32283.97 | 52042.05 | 99378.06 | 60395.58 |

7. Respondent utility gave detailed bifurcation of rectified bill. After going through the details, we were convinced that the consumer is liable to pay Rs. 46,558.81/- without application of interest and DPC. Current bill of Rs. 778.19/- was issued on 05.03.2015. Respondent utility has clarified and given rectified bill, which is payable by consumer. Hence order.

ORDER

1. Consumer Complaint no. 582 is allowed.
2. The consumer shall pay Rs. 46,558.81/-
3. Rs. 778.19/- towards current bill shall be deposited by consumer immediately after receiving the order.
4. No order as to cost.
5. Both the parties be informed accordingly.
6. Respondent utility shall file the compliance report as per of MERC directions.

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**