

(A Govt. of Maharashtra Undertaking)
CIN : U40109MH2005SGC153645

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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. 595

Hearing Dt. 05.11.2015

In the matter excess billing cons. no. 000656500123

Mrs. Rajani S. Patil

- Applicant

Vs.

M.S.E.D.C.L. Koparkharaine 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. Sabnis, Member, CGRF, Bhandup.

B - On behalf of Appellant

- 1) Shri. Pradip R.Dev. – Consumer

C - On behalf of Respondent

- 1) Shri. S. S. Patil, Executive Engineer, Vashi Circle Office.

ORDER (11/08/2015)

1. Above named consumer has filed this application seeking clarification of order passed by this Forum while deciding the issue of payment of bill calculation. The respondent utility was directed by this Forum to calculate the bill of the consumer for the disputed period, considering average unit @ 3830 per month. The dispute was placed before the forum for calculation of units form November 2012 to February 2013. But it is brought to the notice of this Forum now the dispute was also include against this consumer for the

month of October 2012 and November 2012 in which in the month of November the consumer was charge for the consumption of 10610 unit. It is contention of consumer that as per order the consumption of unit for the month of November 2012 shall required to be calculated as per direction 3830 only and consumer should be prayed of showing liability for only3830 units.

2. Consumer prayed by respondent utility not followed and agree paying of the by respondent utility subsequently after passing provisional order. Therefore necessary direction bill given to respondent utility accordingly.
3. After filed this application notice was issued to respondent utility. respondent utility appeared and filed this reply on 19.10.2015 sating that the consumer received demand bill in the month of November 2012 liability of paying the unit 10611 the said unit include to unit recorded in the month of October 2012 in that month average consumption of unit utility was issued and which was paid by consumer as per order the consumer was charge the bill for including the month October and November. 2951 unit benefit was already given to consumer utility also gone to clarify the order pass by this Forum.
4. I have also gone through order pass by this Forum earlier while deciding the dispute. It appears that consumer wanted to take benefit of passing the order directing respondent utility to calculate per month unit 3830 for disputed period only. The Forum wanted to clarify extension of disputed period as stated by respondent utility in the month of October. The consumer received average bill and in the month of November the consumer was charge as per direction of calculation of per month unit and therefore actual unit of consumption per month was calculated and revised bill was issued. We found the consumer objection raised to keep the demand bill issued in the month of October 2012 as it is. It means the per month

calculation as per direction 3830 units not be to wave of hence we found there is no substance in the objection raised by consumer against the calculation made by the respondent utility. Therefore the disputed period in of include of earlier month of October 2012 which demand made in November 2012 and therefore the respondent utility and recover additional unit of 3830 of consumption used by the consumer in earlier month. Therefore Representation made by consumer stands dismiss. We proceed to pass following order.

ORDER

1. The Respondent utilities entitle to recover additional unit of 3830 form consumer and shall calculate properly.
2. The consumer shall pay actually calculation of unit as per order pass by this Forum and complied the order within in 30 days necessary information this same for compliance to respondent utility and shall submit in the accordance with law.

Both the parties be informed accordingly.

Proceeding stayed.

Compliance should be reported within 30 days.

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**