

**Consumer Grievance Redressal Forum  
Maharashtra State Electricity Distribution Co. Ltd.  
Bhandup Urban Zone, Bhandup**

Ref. No. Secretary/MSEDCL/CGRF/BNDUZ/

Date :

Case No. 423

Hearing Dt. 25/01/2012

M/s. Hutch Essar Ltd. - Applicant

Vs.

M.S.E.D.C.L., Thane - Opponent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri S.K. Chaudhari, Chairman, CGRF Bhandup.
- 2) Shri R.M Chavan, Member Secretary, CGRF, Bhandup.
- 3) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B - On behalf of Applicant

- 1) Shri Ganesh Shinde - Consumer

C - On behalf of Opponent

- 1) Shri Shaikh. MSEDCL, Thane Div- III.

**ORDER**

M/s. Hutch Essar Ltd. is a LT consumer billed on Industrial tariff at Sehezadi Castle CHS, Kausa Village, Mumbra. The said connection was released under service no. 000171025834 on 07<sup>th</sup> Sept-2007. Initially the consumer was billed on average status till April 2009. In May 2009 the

utility billed this consumer for accumulated consumption and that too for five months for units of 11509. The utility also refund for last four month average billing for an amount of ` 39,760.70. However, utility did not correct the billing done on average basis from the date of connection to the date of normal billing i.e. May 2009.

Aggrieved of this consumer approached to the Internal Grievance Cell, Thane. As per the IGRC order dtd. 29<sup>th</sup> Nov-2011 the utility has prepared bill rectification proposal as follows :

$$\begin{aligned} \text{Average consumption per month} &= \frac{(\text{Total units consumed from dt. of connection till April 10} \\ &\quad + \text{units consumed from March 2011 to Oct 2011})}{\text{Total months}} \\ &= \frac{175911 + 16637}{50 \text{ months}} \\ &= 3850 \text{ units} \end{aligned}$$

Moreover, the average billing done from May-2010 to Sept-2010 is also withdrawn and proposal for correction of average bills with the average consumption drawn as above for 3850 units per month is already sent for the approval.

Forum observed that while counting the total period in above formula the months comes out should be 40 months and not 50 months. The billing done in the initial period of connection released is also on average basis which is on refundable status. The utility should observed the same whether the electric charge for all period of average billing refunded after the consumer is normally read.

Moreover, the average used for correction of faulty status billing from May-2010 to Sept-2010 should be corrected and no DPC and interest should be charged to the consumer, if it levied it should be withdrawn.

The utility should take all out efforts with rigorous follow up to get the approval from the concerned authority to the proposal of bill rectification till then supply should not be disconnected for this disputed amount of bill.

No order as to the cost.

Both the parties should be informed accordingly.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 31<sup>st</sup> March 2012.

Note :

1) If Consumer is not satisfied with the decision, he may go in appeal 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 go in appeal before the Hon. High Court within 60 days from receipt of the order.

**DR. ARCHANA SABNIS**  
**MEMBER**  
**CGRF, BHANDUP**

**S. K. CHOUDHARY**  
**CHAIRMAN**  
**CGRF, BHANDUP**

**R.M. CHAVAN**  
**MEMBER SECRETARY**  
**CGRF, BHANDUP**