

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

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

Date:

Case No. 249

Hearing Dt. 20/01/2009

In the matter of bill revision

M/s. Yogi Corpration.

- Applicant

Vs.

MSEDCL (TPL) - Bhiwandi

- Opponent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri S.L. Kulkarni, Chairman, CGRF, Bhandup.
- 2) Shri R.M. Chavan, Member Secretary, CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, Bhandup.

B - On behalf of consumer

- 1) Shri Atul B. Jain (Consumer' brother).

C - On behalf of Utility

- 1) Shri Patil, Accounts Officer, Bhiwandi.

Preamble :

Consumer registered his grievance by post on 05/01/2009 vide Case No.249. The Forum registered this grievance directly as Consumer made ample correspondence to Utility but he did not receive any reply from Utility (MSEDCL).

Consumer Say :

M/s. Yogi Corporation is having a residential connection at building No.8 B 6 Block No.201, Gopal Nagar, Bhiwandi. With Consumer No. 013010579290.

Consumer sent a letter to MSEB on 06/06/03, 04/10/04 and 06/05/06 informing that his flat was closed from Feb 2003. Utility sent him the bills on average basis. His bill was revised one time and given a credit of Rs. 807.96 to the Consumer.

Consumer requested to Utility (MSEDCL) that the bills, which were sent on average basis, should be revised and issued the bill with minimum charges by deducting the earlier revision of Rs.807.96.

His bills were revised as per SE/BWD/No/95 on dated 01/08/2008 But the amount has been not yet deducted from his bills. Now Nodal officer of Bhiwandi is stating that all the papers were misplaced and hence suggested to submit a fresh application to Utility.

Utility Say :

Utility (TPL) sent their compliance vide letter TPL/CGEF/ B/09/04 dtd.16/01/2009.

The Consumer has attached the copy of the revised bill issued by MSEDCL and the letter for the bill revision given to the Consumer No.13010579290/1 dtd 09/04/2003. Utility (TPL) had not received any B-80 adjustment from MSEDCL regarding this matter.

As stated by MSEDCL, Consumer's letter and as per directives from Nodal Officer, the premises of the above Consumer was closed from Feb-03 to

Jan-07. Hence bills should be revised as per actual reading considering interest charged on disputed amount.

Although the bill correction proposal was prepared in 2006. It remained to be implemented.

This proposed bill revision has remained to be informed to M/s Torrent Power Ltd., which will now be done in early days.

Observation :

In the present matter, the bill revision proposal i.e.(-) B-80 was prepared duly audited way back in July 2006 had remained to be implemented up till now M/s Torrent Power Ltd has to receive it from MSEDCL for giving necessary effect. All this has happened due to negligence of MSEDCL, which caused harassment to the Consumer. Action needs to be taken against unpardonable laxity on the part of MSEDCL officials.

ORDER

The (-) B-80 proposal, which is already well prepared in June- 2006, should be implemented through M/s Torrent Power Ltd. within a month or next billing cycle whichever is earlier.

Similarly the amount of DPC and interest, which was unnecessarily charged to the Consumer till date, should be refunded to him. Compliance should be reported to this Forum at the earliest.

Both the parties 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 30 of January 2009.

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.

MRS. M.P. DATAR
MEMBER
CGRF, BHANDUP

S.L. KULKARNI
CHAIRMAN
CGRF, BHANDUP

R.M. CHAVAN
MEMBER SECRETARY
CGRF, BHANDUP