

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

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

Date :

Case No. 272

Hearing Dt. 26/05/2009

Interim order

Shri Ygesh Shah - Applicant

Vs.

MSEDCL, Koparkhairne, Vashi Division - Opponent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri R.M Chavan, Chairman/Member Secretary, CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, Bhandup.

B - On behalf of Applicant

- 1) Shri Nilesh Kumar, Occupier of the premises.
- 2) Mr. Suraj Chakraborti, Consumer representative.

C - On behalf of Respondent

- 1) Shri R.G. Rathod, U.D.C.

ORDER

Shri Yogesh Shah is having single phase commercial connection with sanction load of 0.1 kw bearing consumer no. 0000228648001. Shri Nilesh Kumar is an occupier of the above premises from last three months.

He approached directly with this Forum for an interim order against the disconnection without notice by utility. Hence Forum admitted the case directly and fixed up the hearing for interim on 26/05/2009 at 12.00 noon.

Both the parties were present during the hearing Forum observed that utility sent the representative working as an U.D.C. As per MERC Regulation Nodal Officer of the Circle or the Executive Engineer authorized by Nodal Officer should attend the hearing. It is observed that utility have ignored the same. This is not in good spirit of redressal of consumer's grievances and in fact displays an utter apathy on the part of the opponent towards the consumer's grievance

The occupier was paying the bills regularly, which he was getting on average basis from utility. Suddenly in the month of March occupier received the bill amounting to Rs. 67280/- for 26 months by the utility. Utility insisted to the consumer to pay the bill in one stroke.

For non payment of these arrears of bill utility disconnected his power supply without giving mandatory notice and hence consumer approached with this Forum for restoration of his power supply.

On perusal of records, Forum observed that the consumer was billed on average basis without taking actual reading from

Sept.-2004 i.e. from the date of replacement of meter. This happens because utility did not up dated the record of consumer's meter, which shows that consumer, is not at fault.

Forum asked the utility to restore the consumer's supply immediately on receipt of 50% of the bill amount. The supply should be restore without any reconnection charges.

Next final date of hearing is fixed on 4th June 2009 at 13.00 hrs.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup.

**MRS. M.P. DATAR
MEMBER
CGRF, BHANDUP**

**R.M. CHAVAN
MEMBER SECRETARY
AND I/C CHAIRMAN
CGRF, BHANDUP**

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

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

Date :

Case No. 272

Interim Hearing Dt. 26/05/2009

In the matter of bill revision

Shri Ygesh Shah - Applicant

Vs.

MSEDCL, Koparkhairne, Vashi Division - Opponent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 2) Shri R.M Chavan, Chairman/Member Secretary, CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, Bhandup.

B - On behalf of Applicant

- 3) Shri Nilesh Kumar, Occupier of the premises.
- 4) Mr. Suraj Chakraborti, Consumer representative.

C - On behalf of Respondent

- 1) Shri R.G. Rathod, U.D.C.

The consumer registered his grievance with this Forum on 25/05/2009 vide case No. 272.

The consumer's representative and officials of utility were heard by the Forum. After that the consumer's representative has submitted to the Forum a letter dtd. 06/06/2009 informing that he is withdrawing his complaint made to the Forum for his own reasons.

Accordingly Forum sent the said letter to the utility for its consent. The utility submitted its consent letter vide Dy.EE/Kopar Khairane/Billing/103, dtd. 6th June 2009.

Since the complaint has been withdrawn by the complainant and duly consented by the utility. There is no reason to continue with the case and it is decided to close the matter at the level of CGRF.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 9th of June 2009.

**MRS. M.P. DATAR
MEMBER
CGRF, BHANDUP**

**R.M. CHAVAN
MEMBER SECRETARY
AND I/C CHAIRMAN
CGRF, BHANDUP**