

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

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

Date :

Case No. 287

Hearing Dt. 25/08/2009

**Interim & final order**

**M/s. Mulund Mukti CHS Ltd.** - Applicant

Vs.

**MSEDCL, Mulund Division** - 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.

**B - On behalf of Consumer**

- 1) Shri Sidharth Purandare.
- 2) Mrs. Girija A. Purandare.

**C - On behalf of Respondent**

- 1) Shri D.R. Khandekar, Dy. Ex. Engr., Mulund.

## **ORDER**

The consumer is holding a household electricity connection under consumer no. 000092227006 at A, 602, Mulund Mukti CHS Ltd., Plot no. 6, MHADA layout 01, Mulund (E). The grievance is that she did not receive the electricity bill from the utility as per consumption recorded on the meter and suddenly in the month of June 2009. She got exorbitant bill of Rs. 33060/-. According to her she made protracted correspondence with the utility for getting month wise details of the energy bills. However she did not get any response and suddenly got a notice on dtd 11/08/09 threatening disconnection of energy supply in case of failure to pay the arrears amounting Rs.33, 060/- The applicant therefore directly approached the Forum requesting to intervene in the matter and to restrain the utility from disconnecting the supply and also asking the utility to give the details of the pending bills.

The hearing was held on 25/08/2009, both the parties were present during the hearing. The consumer explained her case as was put in her application to the Forum. She also insisted on taking action against utility officials for issue of average bills and grant her S.O.P. The utility representative present explained that the consumer was having an old meter bearing no. 93836 which was found faulty since Oct.-07 and not showing progressive reading hence it was replaced in June-09 noting the reading as 12016 for 21 months and accordingly the bill was raised amounting Rs. 33060/- without imposing any interest & DPC on the said amount.

From the deliberations and the paper on record Forum observed that there is clearly a lapse on the part of utility officials in non-reading of the meter & taking abnormal time to correct and up date their records of meter details and also to give average bills and one consolidated bill amounting to Rs. 33060/- for 21 months.

From the record it is observed that consumer was billed on average basis due to non-updating of meter details in the utility's record and hence mismatching of meter number leads to billed consumer on average of already established consumption i.e. 380 units per month. Forum feels that as per Electricity Act 2003, Section 56 (2) utility is entitled to recover the dues for the period not more than 24 months. In the present case consumer is billed average basis for 21 months, it means the amount demanded by consumer is payable, even such is the case utility should have read the meter once in billing cycle i.e. one month in case of urban residential consumer which is applicable in the present case but utility fails to do so, hence the prayers of the applicant deserve considerations and the Appellant should be awarded SOP for non reading of his meter for 20 months at the rate of Rs.100/-month for first month & Rs.200/- month for the reamanning. During the course of hearing Forum enquired with the utility whether it can grant some installments to the consumer for payment of bill. The utility agreed to grant three equal monthly installments. The utility further agreed to give to the consumer the details of all the calculations of the energy bills charged for Rs. 33060/- within a period of week and also not to charge DPC & interest till furnishing of details of calculations.

Accordingly, Forum is pleased to direct as under :-

- 1) The disconnection order issued by the utility to the consumer is here by stayed till the payment of installment as agreed above, failing which the utility is at liberty to take appropriate action.
- 2) No interest and DPC be charged on the arrears of amount till the furnishing of the calculation details of arrears charged.

3) The calculation details be given to the consumer within week.

4) As it is evident that there is a clear lapse on the part of staff/officials in the matter action under S.O.P. as directed by MERC is warranted. The competent authority is requested to take action accordingly and pay the S.O.P. amount to the applicant consumer.

5) As agreed during the course of hearing by the representative of utility three equal monthly installments should be granted to the consumer for payment of arrears amount along with current bill.

Compliance should be reported to the Forum within a month from date of receipt of this order

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 22<sup>nd</sup> Sept. 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.

**S.L. KULKARNI  
CHAIRMAN  
CGRF, BHANDUP**

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