

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

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

Case No. 298

Hearing Dt. 8/01/2010

In the matter of bill dispute

Mrs. Motiwala Zubeda Aboobakker - Applicant

Vs.

MSEDCL, (Panvel) - Respondent

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 Appellant

- 1) Mrs. Zubeda A. M. - Consumer.

C - On behalf of Respondent

- 1) Shri B.R. Kadam, Dy. Ex. Engr., Panvel S/Divn.

O R D E R

Applicant was having single-phase residential connection at Sunstone Apartment, Flat No.102, Plot No.4, Sector12, NewPanvel under consumer No. 028510417471 which was released on 23/7/1998. This residential premise was rarely in use as applicant is staying at Mumbai.

The Applicant was getting bills on average consumption of 50 units to 100 units on faulty meter status. For this wrong billing she approached to Utility office with the letter of non-occupancy of her premises from housing society. She made lot of correspondence with Utility but she did not get any response from Utility.

In the month of Sept 2009, Applicant learnt that her electricity meter was removed by the Utility for non-payment of bill.

Hence Applicant approached this Forum for restoration of her electric supply and rectification of her bills and accordingly grievance was registered in this Forum under case No. 298 and hearing was fixed on 8/1/2010.

During course of hearing both the parties were present. Document on record and submission from Applicant reveals that Applicant was not getting electricity bills as per meter reading which the Utility is supposed to do.

To this; the Utility's representative stated that in the presence of Applicant, she will be explained each and every bill issued and if necessary the defective bills will be rectified. To this the Applicant agreed.

Accordingly there was a joint discussion between the Applicant and Utility official. The outcome of this discussion, which was held on dtd. 25/1/2010 resulted in rectification of previous bills and the Applicant will have to pay Rs. 260 to close the issue. She agreed to this and informed Forum vide her letter dtd. 27/01/2010 stating that she is prepared to pay rectified bill of Rs. 260/- and close the issue.

She has specifically requested the Forum to allow to withdraw her grievance which has been solved.

Both the parties being informed accordingly.

No orders as to cost.

Compliance should be reported to this Forum within one month

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 3rd March 2010.

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