



Preamble

The applicant consumer Shri Vinod C. Prajapati residing at Hari Om Chawl, Pound pada, Kharegaon having single phase residential connection with a sanction and connected load of 0.2kw with consumer no. 000023191377. Utility had disconnected his supply for non payment of energy bills on 23/12/2009 without giving mandatory 15 days notice. He approached with this Forum for reconnection of his power supply on 29/12/2009. Hence interim hearing was fixed on 02/01/2010. Both the parties were present during the hearing.

**Consumer's say :**

Shri Vinod C. Prajapati was present during the hearing and pleaded as under :

In the month of Dec.-2009 he received a exorbitant bill for Rs. 16,770/-. Being the bill was exorbitant and was unable to pay the same, utility disconnected his supply for these arrears on 23/12/2009. Hence he approached with this Forum on 29/12/2009 with the pray of restoration of his electric supply.

Consumer applicant was billed from Jan-2008 to Dec-2008 with faulty meter status on average consumption of 26 units/month. Suddenly in the month of Jan-2009, he was in receipt of electric bill with the accumulated consumption of 889 units. With this bill, he approached to utility for rectification of this excess bill. But no cognizance was taken by utility. Again in the month of April-2009 he got the bills with the accumulated

consumption of 634 units, which was not paid by the consumer, Consumer applicant requested the utility for correction of his bill vide his application dtd. 28/08/2009 but no steps were taken by utility for correction of his bill.

Instead of correcting his bill, the utility officials disconnected his power supply without notice.

**Prayer:-**

- 1) Utility should restore his supply immediately without charging any reconnection charges
- 2) His exorbitant and wrong bill should be revised without charging DPC and interest.

**Utility's Say:**

On behalf of utility Shri R.K. Bodale, Dy. Ex. Engr., Kalwa, pleaded the case as under:

Applicant consumer Shri Vinod C. Prajapati is a residential consumer of MSEDCL and his electric connection was sanctioned in Dec-2006 for residential purpose. The billing was started from Jan-2007 and was regularly billed as per reading till Dec-2007.

The consumer was billed on faulty status with the average of 26 units/month during Jan-2008 to Dec-2008. Accordingly consumer was billed in one month with accumulated consumption of 12 months in Jan-2009. As the consumer was billed with the wrong status and being the billing is computerized the average monthly consumption was wrongly fixed by the computer and

billed the consumer accordingly for the period of Feb-2009 to Nov-2009. In the month of Nov-2009, consumer's arrears were Rs. 16,770/- and for non payment of arrears the supply of this consumer was disconnected during mass disconnection drive on 23/12/2009.

On approach of consumer to the office, his meter and installations were checked by the utility officials and as per remark of the inspecting authority consumer's bill is rectified considering the meter reading till Nov-2009. The net payable amount comes out is Rs. 3269/-.

**Observation :**

Documents on records and submission from both the parties reveals that the consumer was wrongly billed from Jan-2008 to Nov-2009 with faulty and RNA status and average bills were issued. Accordingly utility rectified the bill as per consumption on bifurcated basis and issued final bill of an amount of Rs. 3269/-.

The utility officials present during the hearing explained the consumer about the rectification of his bill. With this, consumer was satisfied and shows his willingness for payment of the due amount in one stroke. As both the parties were agreed, Forum feels no specific directives required about the rectification of bill.

During the course of hearing Forum observed that the disconnection of supply was without any mandatory 15 days notice to the consumer. Hence Forum asked the consumer regarding demand of any compensation

towards harassment. On this consumer replied in negative, hence no compensation is awarded to the consumer.

### ORDER

As utility is in fault for disconnection of supply without notice to the consumer, it should be reconnected immediately without recovering reconnection charges

As both the parties were satisfied with the rectification of consumer's bill no specific order is necessary.

Compliance should be reported to this Forum within 30 days.

No orders as to cost.

Both the parties are to 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 11<sup>th</sup> of January 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**