

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

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

Date:

Case No.55

Maharashtra Electricity consumer Association has put up its grievances with Internal consumer Grievance cell, of suptd .Engineer, Bhiwandi on 04/11/05 but it was not resolved ,hence MECA has put up its grievance to this forum which was registered at sr.no.55 dated 3/01/06 but the hearing of the case could not be taken immediately as quorum of the forum was not fulfilled. However hearing date was fixed on 17/04/06 after joining the member, member secretart & chairman. During the hearing the representatives present from utility (i.e MSEDCL)& MECA sides are mentioned below:

**From utility side**

- 1) Shri A.V.Khaparde, CE,BUN,Bhandup (as per the then S.E) Anari
- 2) Shri A.B.Papadkar, EE, Bhiwandi Dn II, Bhiwandi attorney/official
- 3) Shir vital Gattewar, EE, Bhiwandi Dn. I., Bhawandi
- 4) Shri S.B.Lipare,EE(Adm), Bhiwandi.

**Form MECA side**

- 1) Shri Shakeel
- (power of representative.

**Shri Shakil Ansari , Secretary MECA stated as blow:**

Consumers in Bhiwandi should be charged as per MERC order 36 of 2002 order 23/01/04 at the rate of 150 unit/hp/month under status'1' instead of status 'o' i.e. improved method. It is pointed out by him that MERC'S above order is not followed up and employees of Bhiwandi are following the letter of grievance to take action against him for disobedience of MERC'S order & represent any individual case of consumer.

**Utility Side:**

Shri A.D. Khaparde, CE, BUZ, Bhandup explained the matter and informed that MERC'S order is strictly in Bhiwandi Circle. He also objected the allgetion of the Secretary that the alleged instructions of then S.E. shri Khaparde are followed up and consumer is billed on average basis under 'o' status instead of '1' He demanded the copy of he instructions issued by him if any but the Secretary of MECA did not submit the same as he was having no copy of such instruction but replied orally that it was

oral instruction issued to their staff. As reply of secretary of MECA was not found satisfactory, then he requested to squash his allegation as it I wrongly & unlawfully alleged. He further reiterated that he explain the large scale tampering of the meters even fitted on transformer the MERC in its orders directed to follow the prevision of low and that is being followed in Bhiwandi.

Further representative of the utility shri A.D. Khaparde, CE, BUZ, Bhandup DEMANDED THE LIST OF CONSUMERS OF HIS Association & the Consumers belonging to his Assosiation Who are suffering form above grievance so as to solve the grievance immediatly. He also desires to check the installation in of all consumers of said Association. Further as there are nearly 20 such Association in Bhiwandi which are representing the grievance of their representative member in various ways so as to avoid furthers complications. The Secretary to approval form Directors of his Association accepted it & agreed to submit such list of Consumer, subject to approval form Directors of his Association.

The representative of utility explained during the hearing that there are a large number of consumers who are having their meters tampered with unauthorized extension of load & did not allow the employees of company to enter in the premises to inspect/check their installations. Under such circumstances, it is very difficult to attend the tempered case& its replacement in time for due action to reduce the loss & also to provide satisfactory services to the honest consumers, hence defaulter consumers are required to be billed as per provisions to low. He further said in his submission that the consumers with currant meter & using electricity supply. As per the sanctioned load are issued energy bill as per the actual meter reading recorded by Energy meter, which is accepted by the Secretary of the Association.

Forum to Secretary of MECA: can you submit the list of consumers with consumer numbers and meter numbers and their addresses who are suffering form the grievances as put up by you & list of total consumers of your Association as demanded by utility.

Secretary of MECA: yes we will submit the list of few consumers who are sufferers & Total consumers of Association but it will require sufficient time for approval form Director of Association.

Forum to Secretary of MECA: As demanded by utility is there any objective form your side for the list of consumers of your Association under Bhiwandi Circle their installation & solves their grievances if any immediatly.

Secretary of MECA: No. we will co- operate ti utility in this matter.

Forum to Secretary of MECA: As it is stated by utility, hat there is a large number of consumers having tampered meters & using unauthorized extension of load. If yes, what is the percentage of such consumer? If they are billed as per O status or with supplementary bill, is there any objection form your side?

Secretary of MECA: It is true that there are a large number of consumers having tampered meters & using unauthorized extension of load by tampered meter. Nearly 70to 80% of consumers come under such category and we have no objection if they are billed as per procedure & rule the loss.

Forum to Secretary of MECA: What is role of your Association to reduce the number of consumers having tampered meters with unauthorized extended load?

Secretary of MECA: Our Association does not have any relation with such of consumers and we are ready to co- predicate with the utility in this subject.

Forum to Secretary of MECA: It is true that most of consumers in Bhiwandi do not allow to enter in the premises to the representatives of the company for their official work.

Secretary of MECA: yes, it is true but our members will not do so. We will give the guarantee & co- operates for it.

Forum to utility: Is it true that the grievance put up by Association that MECA, order is Not followed up while billing the consumers?

Utility to forum: No. we are following strictly the MECA order & all the honest consumers are billed as per order.

Forum to utility: If, the Association submits the list of consumers aggrived with non – follow up the order of MECA, how long time is required to attend the same?

Utility to forum: We will attend them within the minimum possible time within a day or two but not after that seven days in case of large numbe of consumers having grievance.

### **Observations of the Forum:**

During the grievance hearing of the secretary MECA, it was stated that consumers in Bhiwandi circle should be billed as per MECA case No. 36 of 2002 order, dtd. 23/01/04 i.e. 150 unit/ HP/ month as average bill under status one but the consumers are billed under 'O' status in improved method as per under instruction of then S.E. Shri Khaparede, now CE,BUZ, Bhandup & demanded action him for violation of MECA order but did not submit any documentary evidence for such

allegation as demanded by CE, Bhandup in this matter, but stated that it was an oral order/instructions which he could not substantiate till the date of this judgment & hence did not have any merits. Hence, this point should be dismissed. Further, utility stated in its submission that all the consumers' are billed as per the MERC order, the violation of such were not substantiated.

In case, if secretary of MECA submits any indicial grievance of such nature of eligible consumer, it is assured by the utility to resolves the same at the earliest as mentioned above.

Hence, secretary of MECA should be ordered to put up grievance individually if any for their members under intimation to this forum to the eligible Grievance Redressed system for resolving

### **ORDER**

As maintained is this the observation above in the absence case pointed by he application and considering unusual situation of Bhiwandi circle where in large number of cases of unauthorized extension of supply and usage of supply thought tampered meters coupled with threats given to utility staff and official. The general notice of the petition does not need consideration hence dismissed.

It is also given liberty to the petitioner (representative) of the Association o produce the list of its registered Members and take up their grievances initially to Internal Grievances Redressed cell, S.E. Office, Bhiwandi circle at Bhiwandi.

The allegations agist shri khaparde made in the petition are untrue/unsustantial and hence dismissed.

The order is issued under the seal of consumer Grievance Redressed Forum M.S.E.D.C.Ltd, Bhandup Urban Zone, Bhanndup on 27<sup>th</sup> April 2006.

Note: 1) IF consumer i.e. secretary of MECA is not satisfied with the decision, he may go in appeal within 60 days on receipt of this order to the Electricity ombudsman in attached "Form B"

Address of the ombudsman  
The Electricity ombudsman  
Maharashtra Electricity Regulatory Commission  
606, kashav Building,  
Bandra-Kurla complex, Bandra(E),  
Mumbai-400 051.

2) If utility is not satisfied with order, if may go in appeal with Hon. High Court Within 60 days from receipt of the order.

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

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

**G. B. SINGH  
MEMBER SECRETARY  
CGRF, BHANDUP**