



**CONSUMER GRIEVANCE REDRESSAL FORUM
M.S.E.D.C.L., PUNE ZONE, PUNE**

Case No. 14/2017

Date of Grievance : 27.02.2017

Date of Order : 26.04.2017

In the matter of wrong/excess billing.

M/s. Indus Towers Limited,
2010, E-Core, 2nd floor,
Marvel Edge, Vimanagar,
Pune - 411014.

Complainant

(Herein after referred to as Consumer)

Versus

The Executive Engineer,
M.S.E.D.C.L.,
Mulshi Division,
Pune.

Respondent

(Herein after referred to as Licensee)

Quorum

Chairperson	Mr. S.N.Shelke
Member Secretary	Mrs. B.S.Savant
Member	Mr. S.S.Pathak

Appearance

For Consumer	Mr.D.S.Talware (Representative)
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For Respondent	Mr.S.R.Patani, DyEE, Mulshi Dn.Office Mr.P.K.Phad, DyEE, Mulshi Sub/dn.
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- 1) The Consumer has filed present Grievance application under regulation No. 6.4 of the MERC (CGRF & E.O.) Regulations, 2006.
- 2) The present consumer had filed grievance before IGRC, Pune Rural Circle on 11.11.2016. The IGRC has arranged the hearing but the Licensee states that the consumer's representative was not present. The IGRC did not decide the said grievance within stipulated period of two months, therefore the consumer filed grievance before this forum on 23.2.2017.

- 3) The papers containing the above grievance were sent by the Forum to the The Executive Engineer, M.S.E.D.C.L., Mulshi Division, Pune vide letter no. EE/CGRF/PZ/Notice/14 of 2017/76 dtd.27.02.2017. Accordingly the Distribution Licensee i.e. MSEDCL filed its reply on 06.04.2017.
- 4) We heard both sides at length and gone through the contentions of the consumer and reply of the respondent and the documents placed on record by the parties.
- 5) Facts giving rise to the grievance are stated as under :

The consumer M/s. Indus Towers Ltd. filed grievance in respect of two consumers -

 - A) Consumer having consumer no.183321628271 with connected & sanctioned load of 9 HP was connected on 25.01.2010 in the tariff category LT-V B - Industrial.

The matter was wrong billing of the said consumer due to locked credit for the period May-2015 to Jan.2016 & total units 7500 during this period.
- 7) The consumer representative Mr. D. S. Talware , submitted that the above named consumer having consumer No. 183321628271 has wrong billing of 7500 units for the period May-2015 to Jan.-2016 The issue is not yet resolved by the Licensee immediately & hence approached to IGRC on 11.11.2016 but the hearing has not arranged by them. The consumer has written a letter to the Licensee on dated 19.3.2016 to resolve the said issue & also depositing the amount under protest such as a wrong billing during the period May-2015 to Jan.2016. The amount has paid of Rs.9,34,526/- on 18.01.2016 under protest.
- 8) Considering these facts the consumer has approached to CGRF on 23.2.2017. In the CGRF hearing the consumer's representative has said that the credit was given of amounting to Rs.59,974.40 in the billing period March-2017 & the bill issued in the month of April-2017. Hence, it is seen that the bill was adjusted of 7500 units & bill is corrected in the month of April-2017 & hence the grievance does not survive.

- 9) The consumer M/s. Indus Towers Ltd. having consumer No. 183101620333 with connected & sanctioned load of 12 HP was connected on 29.9.2009 in the tariff category LT-V B - Industrial.
- 10) The matter was wrong billing of the said consumer due to meter overflow for the period Feb. -2014 to Feb.2016 & the actual corrected units were 41679 units but the energy bill was issued to the total units 1,39,679 due to oversight.
- 11) B) Consumer having consumer No. 183101620333 was wrong billing of 139679 units for the period Feb. -2014 to Feb.2016. The issue is not yet resolved by the Licensee immediately & hence approached to IGRC on 11.11.2016 but the hearing has not arranged by them. The consumer has written a letter to the Licensee on dated 19.3.2016 to resolve the said issue & also depositing the amount under protest such as a wrong billing during the period Feb. -2014 to Feb.2016. The amount has paid of Rs.9,38,220/- on 10.03.2016 under protest.
- 12) Considering these facts the consumer has approached to CGRF on 23.2.2017. In the CGRF hearing the consumer's representative submitted that the credit was given of amounting to Rs.650142.62/- in the billing period March-2017 & the bill issued in the month of April-2017. Hence, it is seen that the bill was adjusted of corrected 41679 units & bill is corrected in the month of April-2017 & hence grievance does not survive.

Hence we proceed to pass following order.

ORDER

The grievance of the consumer stands disposed off.

Delivered on: - 26.04.2017

Sd/-
S.S.Pathak
Member
CGRF:PZ: PUNE

Sd/-
B.S.Savant
Member/Secretary
CGRF:PZ: PUNE

Sd/-
S.N.Shelke
Chairperson
CGRF:PZ:PUNE

Note: - The consumer if not satisfied may file representation against this order before the Hon'ble Ombudsman within 60 days from the date of this order at the following address.

Office of the Ombudsman,
Maharashtra Electricity Regulatory Commission,
606/608, Keshav Bldg.,
Bandra Kurla Complex,
Bandra (E), Mumbai-51.