

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

Case No. 17/2018

Date of Grievance : 13.04.2018

Date of Order : 29.05.2018

Hearing Dt. : Nil

In the matter of excess billing and breaking of law of meter box.

Shri.Patel Amala Tusharchandra - Complainant
Bldg. No.2, H.No.6, Valvan,
Lonavala - 410401.

Vs.

Ex.Engineer,
MSEDCL, - Respondent
Rajgurunagar Division.

Present during the hearing

A] - On behalf of CGRF, Pune Zone,Pune.

- 1) Shri. A.P.Bhavathankar, Chairman, CGRF,PZ,Pune
- 2) Mrs.B.S.Savant, Member Secretary, CGRF, PZ, Pune
- 3) Mr.Anil Joshi, Member, CGRF, PZ. Pune.

B] - On behalf of Appellant

- 1) Shri.Patel Amala Tusharchandra, Consumer.

C] - On behalf of Respondent

- 1) Dy. Ex. Engr., Lonavala Sub/dn.

Consumer No.18100090274 B.U.0884, Lonavala/Rajgurunagar Division
980, Residence, Bldg. No.2, H.No.6, Valvan, Lonavala - 410401.Connected load
-3 KW, Date of supply -4.6.1990. Complaint in respect of excess billing and
breaking of meter box.

Above name consumer initially gave complaint to IGRC on 26 Oct.2017
and informed that he is resident of Mumbai. He visits house 2-3 times in a
year. He found lock of the meter was broken. He made enquiry with
caretaker and also made enquiry with Lineman. He verified the payment of
bills manually with caretaker and he thereafter came to know in which quarter
of 2016. Bill showed 200 units outstanding & payable by him. Therefore he
made complaint in the month of Diwali - 2016 an amount of Rs.11,000/- was

shown outstanding, which was not admitted by him. He made contact with respondent utility official and he was informed amount not pay Rs.11,000 which was then reduced to 9270/- for 200 units. The bill was outstanding and the meter was removed. He then went to office of utility and verified the record. The outstanding amount was of Rs.3700/- in the month of July-2017. Consumer then requested to reconnect the supply and assured to pay reconnection charges of Rs.150/-. He perused the matter but utility did not respond, therefore he made complaint to IGRC.

Consumer attached copy of bill for the month Feb.-2016 & Aug.2016.

It appears that IGRC registered the case and give notice of hearing. As IGRC not decided the complaint within 2 months stipulated period, he approached to the Forum and filed copy of complaint Schedule - X on 8.3.2018. Consumer Forum earlier in the case No.11 of 2018 and passed order giving directions to consumer to approach to IGRC and get decision as per Regulation No.6.2 and returned his complaint. Thereafter the consumer approached to the Forum again on 12.4.2018 and informed that IGRC not given decision. Hence complaint was re-registered No.,17 of 2018. Consumer directed to file grievance Form -A. Thereafter the consumer forwarded his complaint by email on 13.4.2018.

Thereafter office of the Forum issued the notice on 13.4.2018 to the respondent utility directed to give their reply. And further directed to copy of the IGRC order if any the date of hearing on 27.4.2018. It seems that the consumer again forwarded complaint on email on 11.5.2018 informing his grievance was not resolved. Respondent utility not given reply thereafter on 15.5.2018. Respondent utility gave reply and informed to the Forum that consumer Patel Amla Tusharchandra clear outstanding arrears Rs. 3770/- on 7.12.2017. Copy of the receipt of payment is attached. Respondent utility informed that a reconnection charges paid by consumer and the supply was restore on 13.4.2018. Intimation was given to the consumer on 13.4.2018. As the grievance of the consumer is resolved on 21.4.2018. Consumer also informed to the Forum and the utility about restoration of supply and

resolving of the dispute of the consumer. Respondent utility informed that the consumer is not attend the hearing and necessary order be passed.

Therefore the matter is placed before the Forum for final order.

I have verified all the documents and reply of utility it appears that the dispute of the consumer already resolved on 21.4.2018. Respondent utility received arrears by receipt dated 7.12.2017 and supply is restored and hence no cause of action arose to the consumer to proceed these disputes. Hence I proceed to pass the following order.

ORDER

Consumer complaint 17 of 2018 stands disposed off as dispute resolved.

No order as to the cost, proceeding closed.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Pune Urban Zone, Pune on 29th May-2018.

Note:

- 1) If Consumer is not satisfied with the decision, he may file representative 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 file representation before the Hon. High Court within 60 days from receipt of the order.

I agree/Disagree

I agree/Disagree

I agree/Disagree

Sd/-
ANIL JOSHI
MEMBER
CGRF:PZ:PUNE

Sd/-
A.P.BHAVTHANKAR
CHAIRPERSON
CGRF:PZ:PUNE

Sd/-
BEENA SAVANT
MEMBER- SECRETARY
CGRF:PZ:PUNE