BEFORE THE HON’BLE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION AT THANE

IN RE: COMPLAINT No..................of 2023

IN THE MATTER OF:

Shivam Ramling Menkudle

(Full Name: Shivam Ramling Menkudle, Age: [Not Provided], Gender: Male, Address: A-1/403, Neelkanth Valley CHS, Dhokali Naka, Thane (West) 400 606, Email: [Not Provided], Mobile Number: [Not Provided])

COMPLAINANT

Vs.

Mahanagar Gas Ltd.

(Full Name: Mahanagar Gas Ltd., Address: Pay & Accounts Building, Ground floor, Bandra Kurla Complex, Bandra (E), Mumbai 400 051)

OPPOSITE PARTY

COMPLAINT UNDER SECTION 35 of CONSUMER PROTECTION ACT, 2019

RESPECTFULLY SHOWETH:

INTRODUCTION:

1. The complainant, Shivam Ramling Menkudle, is a resident of Thane (West), who is suffering due to the unfair trade practices by the opposite party, Mahanagar Gas Ltd. The opposite party, having their main office at Bandra Kurla Complex, Mumbai, is engaged in the business of providing natural gas services to consumers.

TRANSACTION:

1. The complainant has been a customer of Mahanagar Gas Ltd., bearing the consumer number 1100494770. Until December 2020, the bills were approximately Rs 268 per month for consuming 10-12 SCM units of gas. However, in April 2021, the complainant received an unexpectedly high bill amounting to Rs 6650.25, without any justification or prior notification of rate changes. Despite having an ECS arrangement and having made an advance payment of Rs 2000, the complainant was shocked and distressed by this sudden surge in billing. Photocopies of bills and the ECS mandate are attached herewith as Annexure A and B, respectively.

NATURE OF COMPLAINT:

1. The grievance is primarily about:

An unfair and sudden increase in billing without proper explanation or justification, causing monetary loss to the complainant.

Inaction and lack of response from the opposite party upon being approached with a complaint regarding the excessive bill, leading to mental distress and harassment for the complainant.

RECTIFICATION:

1. Attempts made to rectify the situation involved reaching out to Mahanagar Gas Ltd. via complaints made by the complainant’s mother, but no constructive action was taken. This led to further distress and necessitates the filing of this complaint to seek justice and resolution.

CAUSE OF ACTION:

1. The cause of action arose in April 2021 when the complainant received an inflated gas bill amounting to Rs 6650.25, which was significantly higher than the usual monthly bills of around Rs 268 for 10-12 SCM units of gas consumed. Despite multiple attempts to resolve the issue with Mahanagar Gas Ltd., including a direct complaint by the complainant's mother, the matter remains unaddressed, causing continued inconvenience and distress to the complainant.

EVIDENCES:

1. The complainant shall rely upon the following documents and evidence to substantiate the claim:

Copy of the excessively charged bill for April 2021 marked as Annexure A.

Record of ECS mandate and advance payment proof marked as Annexure B.

Copies of complaints and communications made to Mahanagar Gas Ltd. regarding the issue, without obtaining a satisfactory resolution, marked as Annexure C.

TERRITORIAL JURISDICTION:

1. The complainant and respondent reside within the jurisdiction of this Hon'ble Commission. Hence, this Hon'ble Commission has jurisdiction to try and entertain this complaint.

PECUNIARY JURISDICTION:

1. As the amount of consideration is below Rs 50 lakhs, this Hon'ble Commission has jurisdiction to entertain this complaint.

LIMITATION:

1. The complaint is filed within the statutory period as prescribed under Section 69 of the Consumer Protection Act, 2019, considering the cause of action arose in April 2021.

COURT FEE:

1. The court fee has been paid vide receipt No........... dated.......... as per Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules 2020.

PRAYER:

1. The complainant therefore prays that the Hon’ble Commission may be pleased to:

i) Order Mahanagar Gas Ltd. to refund the excessively charged amount of Rs 6650.25.

ii) Award compensation for the mental harassment and distress caused to the complainant.

iii) Direct Mahanagar Gas Ltd. to bear the costs of litigation.

iv) Pass any other order that the Hon’ble Commission deems fit and proper in the circumstances of the case.

PLACE: Thane

DATED: [Date of Filing]

NAME OF THE COMPLAINANT: Shivam Ramling Menkudle

VERIFICATION:

I, Shivam Ramling Menkudle, the complainant, do hereby declare that the contents of this complaint are true and correct to my knowledge and belief. No part of it is false, nor have I suppressed any material facts.

Name & Signature of the Complainant

Arrangement of the complaint papers:

Complaint

Affidavit stating the facts and verifying the same.

List of documents

Documents including all Annexures.

Vakalatnama/Authorization (if represented by an advocate).

Application for injunction (if any).

Application for condonation of delay (if any).