



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
Ph: – 2210707 & 2328283 Ext: - 122

IN THE MATTER OF GRIEVANCE NO.K/E/0131/0152 OF 08-09
OF SHRI DATTU CHANGO SARAI REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN
ZONE, KALYAN ABOUT EXCESSIVE BILLING.

Shri Dattu Chango Sarai (Here in after
C/o. DEP. Engineer Irrigation Colony, referred to
At. Hydro Colony, Dahivali as Consumer)
Tal. –Karjat, Dist- Raigad.

Versus

Maharashtra State Electricity Distribution (Here in after
Company Limited through its Assistant referred to
Engineer, Sub Dn- Karjat ,Dist- Raigad. as licensee)

- 1). Consumer Grievance Redressal Forum has been established under regulation of "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum &

Ombudsman) Regulation 2006” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Regulatory Commission vide powers conformed on it by section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, 2003. (36 of 2003).

- 2). The consumer is a L.T. consumer of the licensee connected to their 415-volt network. The Consumer is billed as per Residential tariff. The consumer registered grievance with the Forum on dated 29/08/2008 for excessive energy billing.

The details are as follows: -

Name of the consumer: -Shri Dattu Chango Sarai

Address: - As above

Consumer No: - 026542011041

Reason for Dispute:-Excessive billing due to wrong meter reading.

- 3). The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/239 dt. 29/08/2008 to Nodal Officer of licensee. The licensee had replied vide letter no. AE/KJT/T/1607 dated 18/09/2008.
- 4). The Member Secretary & Member of the Forum heard both the parties on 18/09/2008 @ 15 Hrs. In the meeting hall of the

Forum's office Shri Dattu Chango Sarai, Consumer & Shri D. R. Bansode, Nodal Officer, Shri U. R. Gogate Assistant Engineer, Shri K. C. Pathak Assistant Engineer & Shri D. V. Deshmukh (UDC) representatives of the licensee attended hearing.

- 5). The consumer stated that he is a Govt. employee and staying in Class IV Govt. staff quarters allotted by Irrigation-Hydro Colony at Dahivali, Tal. Karjat, which supply was already disconnected permanently (PD) earlier for want of payment of arrears. He requested the licensee to give the detail bill of the PD meter. Accordingly the licensee sent an average bill of Rs.2000/- on the PD meter. He said he paid it along with Rs.50/- reconnection charges, because there was no other alternative than the supply was reconnected. After that he received bills dtd. 07.03.07, 10.05.07 and 09.07.07 which were as per reading and found to be correct. But the bills dtd. 01/09/07, 08/11/07. 04/01/08 and 11/03/08 issued by licensee were excessive. He said that the meter was tested on 01.07.08 and the same is found correct, therefore he demanded to issue bill as per the actual consumption of the meter revising the excessive average bills issued earlier, vide his letter dated 15.07.08, as the meter is O.K. He said the licensee informed to pay Rs.5380/- as per their letter dated 02.05.08. This being excessive average bill he refused to pay

the bill and disputed the same He said for getting justice he approached to Grahag Manch Saheb Thakrar Nivaran Samiti at Alibaug vide letter dtd. 15.04.08, but no response is received, hence he approached to CGRF as per his letter dated 26.08.08 and CGRF registered his case on 29.08.08. He prayed to reconnect the supply immediately, because the examination of children is coming near. The electricity supply should not be disconnected without consulting and discussing with the Incharge of the Govt. Colony. The licensee has done injustice to him.

- 6). The licensee in reply stated that as per CPL the consumption of consumer upto Oct.07 is as per reading. As per directives of the Executive Engineer, Rural Division, Panvel vide letter No. EE/PNL(R)//T/3754 dt. 17.05.08, the meter No.063257 was checked with accucheck meter in the premises of consumer on 01.07.08. On the basis of test report dated 01.07.08, the average bill issued in Feb 08 corrected and correct bill amounting to Rs.3160/- issued to the consumer. The consumer paid the bill vide receipt No.8152349 dt. 25.07.08. Due to wrong punching of reading during the month of Feb.08 average bill was issued and the same is rectified after verification. The consumer has not paid the energy bills from October 06, therefore, said connection was disconnected on 29.03.08. He paid the energy bill on

25.07.08 and supply restored on 26.07.08. Thus the grievance of the consumer was redressed. Even after redressing his grievance, he approached the CGRF and registered this issue. The licensee further stated that considering the supply is given to Govt. Employees Quarters (Hydro Irrigation Colony), we did not take any hard steps to disconnect the supply, even though the consumer was defaulter from Oct.06. When we got strict instructions from higher officers that 100% disconnections should be effected against the consumers who are in arrears and when all our efforts to recover the arrears are failed, the supply was disconnected on 29.03.08 (temporarily). Thus the consumer has not paid even current energy bills (actually consumed by him) for about 2 years from Oct.06 to till disconnection. When disconnected became serious and started to make complaints.

- 7). The forum observed that Licensee has not taken any action against consumer even though the consumer did not pay the bills for two years. The consumer also did not bother to pay the bills for the electricity used by him. As per CPL the consumption shown upto Oct.07 is as per reading. The meter No. 063257 was checked with accucheck meter by Junior Engineer, Dahivali, in the premises of consumer on 01.07.08 and the result found to be O.K. As per check reading, bill for the month of Feb.08 is corrected and corrected bill amount

Rs.3160/- was issued to the consumer and consumer has paid this bill vide receipt No.8152349 dt. 25.07.08. Due to wrong punching of reading during the month of Feb.08 excessive bill was issued and the same was rectified after verification and correct bills projected afterwards. The consumer has not paid the energy bills from 07.10.06. Said connection was disconnected temporarily on 29.03.08 for non payment of energy bills. The licensee not taken any hard steps to disconnect the supply for non payment of bills for two years. He paid the energy bill on 25.07.08 after revision and supply was restored on 26.07.08. Thus the grievance of the consumer was already redressed. He registered the case with CGRF on 29.08.08 due to misunderstanding and lack of communication. The consumer had a doubt about why the amount of the bill is gone doubling each month. The forum explained the consumer that if you do not pay the bills regularly, the amount will go on increased each month along with interest and DPC etc. thus the bills go on increased. If you pay the bills regularly this situation would not have been happened. You are bound to pay the bills to the licensee for the electricity used by you. Thus he got cleared his doubt. Forum observed that most of the disputes are created out of lack of communication between consumer and the licensee. If such minor doubts of the consumers are well explained (when the consumer approach) to them in time, such doubts would

not lead to dispute which result unnecessary blockage of licensee's revenue. The consumers are ready to pay the bills, subject to clear the doubts. The licensee may try maximum to keep good relations with the consumers. Forum further observed that the supply is disconnected by the licensee vide letter No.574 dt. 07.03.08 by giving 15 days notice. On request of the consumer, the licensee tested the meter recovering Rs.100/- towards testing charges. The meter found O.K. Therefore the consumer is not entitle for refund of testing charges recovered from him as per clause no.14.4.4 Maharashtra State Electricity Regulatory Commission, (Electricity Supply Code and Other Conditions Of Supply) Regulations, 2005.

- 8). The consumer has not paid the energy bills from 07.10.06. Said connection was disconnected on 29.03.08 for non payment of energy bills with due notice. Therefore the statement of consumer 'as the supply was disconnected without notice' is not correct. The consumer paid the revised energy bill on 25.07.08 and supply was restored on 26.07.08. Hence the consumer is not entitle for compensation for disconnection.
- 9). After hearing both the parties, studying all available documents submitted by Licensee as well as consumer, forum

concluded that the dispute bill was already revised by the licensee and issued to the consumer. The consumer paid the same. This grievance has come up only because of misunderstanding created due to lack of communication and for want of clearing the doubts of the consumer. The consumer has been well explained and he satisfied. Therefore no order has been passed by the forum.

Date :- 20/10/2008.

(Sau V. V. Kelkar)

(R.V.Shivdas)

Member

Member Secretary

CGRF Kalyan

CGRF

Kalyan