



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

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**IN THE MATTER OF GRIEVANCE NO. K/E/301/331 OF 09-10 OF SHRI PRAMOD WAMAN PATIL, AT & POST : NILAJE, TAL : KALYAN, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT NON RECEIPT OF ENERGY BILLS.**

Shri Pramod Waman Patil  
At and Post : Nilaje, House No. 66  
Tal : Kalyan, Pin - 421 204,  
Dist : Thane

} (Here in after referred to as Consumer)

**Versus**

Maharashtra State Electricity Distribution  
Company Limited through its Dy. Executive  
Engineer, Kalyan East Sub-Division No. 3

} (Here in after referred to 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 (MERC) 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 single phase LT consumer of the Licensee. The Consumer is billed as per Residential tariff. The consumer registered grievance with the Forum on 01/10/2009 regarding Non receipt of energy bills. The details are as follows: -

Name of the consumer : Shri Pramod Waman Patil

Address: - As above

Consumer No : 020490050851

Reason for Dispute : - Regarding Non Receipt of Energy Bills

- 3). The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/830, dt. 03/10/2009 to the Nodal Officer of the Licensee, and the Licensee through Dy. Executive Engineer MSEDCL Sub-Division III, Kalyan East filed reply vide letter No. DYEE/Sub.Dn.III/KLN.E/T/2507, dt. 03/11/09.

- 4) The Chairperson & Member Secretary of the forum heard both the parties on 06/11/2009 @ 16.00 Hrs. in the meeting hall of the Forum's office. Shri Pramod Waman Patil, consumer & Shri Nitnavare, Nodal Officer, Shri R. J. Thool, Dy. Ex.Engr., Shri Davis, Jr. Engr. representatives of the licensee, attended hearing. Minutes of the hearing including the submissions made by the parties are recorded and the same are kept in the record. Submissions made by the parties in respect of grievance since already recorded will be referred to avoid repetition.

- 5). According to consumer meter was installed in his house at village Nilaje in the year 2007, however, for about two years he was not given electricity bills though demanded from the licensee. Consumer thereafter

moved to IGRC but in vain, therefore the instant grievance. Consumer therefore prayed to direct the licensee to issue him bill regularly.

- 6) Licensee vide their letter dt. 30/10/09 averred that the consumer was given electricity connection on 10/11/07, however, through oversight bill was not given and now by the letter dt. 03/11/09 licensee contended that lumpsum bill for Rs. 14,669.95 is issued as per slab wise calculation which comes to Rs. 5060/- and henceforth bill will be issued regularly.
- 7) On perusal of the record and hearing both the parties following points arise for the consideration of Forum and findings thereon for the reasons recorded below :

Points	Findings
a)Whether consumer is entitle to compensation for failure to take meter reading by licensee as per Regulation ?	Yes
b)Whether it is proper to allow consumer to pay arrears of electricity bill by installments ?	Yes
c)What Order ?	As per order below

Reasons

- 8) On going through the electricity bill dt. 16/10/09 clearly mentions the total units 3119 Dy. Executive Engineer vide letter dt. 03/11/09 contended that minimum bill of Rs. 40/- was raised towards the consumer in the month of July 09 and another bill of Rs. 20117/- in the month of August 09. Consumer paid the bill of Rs. 7000/- on 30/09/09. It appears bill dt. 16/10/09 referred to above was prepared adjusting the slab wise reading. This clearly indicates for the first time after approximately two years bill dt.

16/10/09 was given. As per MERC (Standards of Performance of Distribution Licensees, period for giving supply and determination of compensation) Regulations 2005, in order to failure to meet standards of performance, compensation is payable to the consumer. In the case in hand consumer is in Residential category. Reading of such consumers' meter has to be taken once in every two months. Failing which as per the said Regulation licensee is liable to pay Rs. 200/- per month or part thereof beyond the first month of delay as compensation. In the case in hand as per the CPL meter reading was not taken by licensee from October 07 to August 09 and that Regulation demands meter reading has to be taken once in every two months, thereby 19 months meter reading was not taken. Consequently licensee is liable to pay compensation to the consumer for the period of 19 months totaling to Rs. 3800/-.

- 9) Consumer in person appeared before this Forum submitted that he is a poor labour with responsibility to maintain his family members, had the licensee issued him bill as per the meter reading as mentioned in Regulations, he could have paid the bill monthly, however, the bill assessed now is abruptly prepared, therefore is put to great harassment to pay in lumpsum therefore, he may be given installments to pay the arrears of electricity charges. Considering the extenuating circumstances mentioned by the consumer we find proper to allow him to pay arrears of electricity bill within four installments. For the reasons discussed supra the grievance application will have to be allowed and hence the order :

**ORDER**

- 1) Grievance application is hereby allowed.
- 2) Licensee to pay compensation of Rs. 3800/- to the consumer within 90 days from the date of this decision.
- 3) Consumer to pay arrears of electricity bill within four monthly installments.
- 4) The Compliance should be reported to the forum within 60 days from the date of this decision.
- 5) The Consumer can file representation against this decision with the Ombudsman at the following address.

*“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Building, Bandra Kurla Complex, Mumbai 51”*

Representation can be filed within 60 days from the date of this order.

- 6). Consumer, as per section 142 of the Electricity Act, 2003, can approach Maharashtra Electricity Regulatory Commission at the following address:-  
*“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”*

for non-compliance, part compliance or delay in compliance of this decision issued under “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003”

Date : 26/11/2009

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(S.N. Saundankar)  
Chairperson  
CGRF Kalyan