



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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**IN THE MATTER OF GRIEVANCE NO. K/E/499/589 OF 2011-2012 OF SHRI
BHASKAR H. SHETTY (HOTEL MONARCH) KON, REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT EXCESSIVE ENERGY BILL.**

Shri Bhaskar H. Shetty
Hotel Monarch,
H. No. 1725 / 9,
Kalyan – Bhiwandi Road,
Kalyan : 421 301

} (Here in after
referred to
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Assistant
Engineer, Constn. Sub/Division
Kalyan Rural Division

} (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 conferred 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 was a Three phase LT-II consumer of the Licensee. The Consumer was billed as per commercial tariff. The consumer registered grievance with the Forum on 21/02/2011 regarding the Excessive Energy Bill. The details are as follows :

Name of the consumer : Shri Bhaskar H. Shetty (Hotel Monarch)

Address: - As above

Consumer No : 013264003452

Reason for Dispute : - Regarding Excessive Energy Bill

- 3) The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/0149, dt. 21/02/2011 to the Nodal Officer of the Licensee, and the Licensee through Assistant Engineer MSEDCL Construction Sub-Division, Kalyan Rural Division filed reply vide letter No. AE/Constn.Sub.Dn./373, dt. 14/03/2011.

- 4) The Members of the forum heard both the parties at length on 15/03/2011 @ 15.00 hrs. in the meeting hall of the Forum's office. Shri Bhaskar Shetty Consumer, Shri Kale Asstt. Engr., Shri Bhojane, Asstt. Engr., Shri Khetre, Asstt. Acctt. 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) The consumer has taken electricity connection from the Distribution Licensee (DL) to the hotel premises in the year 2002. It is contended by the consumer that their average monthly consumption is about 2500 to 2700 units. however, in the month of September / October 2010 vide Meter No. 02364105 units were shoot up to 4457 with the same usages of appliances. On the complaint old meter was replaced by the officials of the licensee and the new meter No. 00013795 shows average monthly consumption around 2500 to 2700 units. Old meter was tested in meter testing lab and was found O.K. According to consumer difference of consumption of 2500 units is due to faulty meter and the abnormal reading is the outcome of faulty meter and the same needs to be adjusted. Vide application dt. 15/11/10 consumer brought this to the notice of licensee but did not respond. Consumer moved the I.G.R.C. but in vain, hence lodged this grievance with prayer to direct the licensee to adjust the faulty meter consumption of 2500 units revising the energy bill dated 05/10/2010.
- 6) Licensee filed reply dated 14/03/2011 contending that on the complaint of the consumer meter under dispute was replaced by new meter No. 00013795 and that the old meter during inspection was found O.K. i.e. it was fast at all loads i.e. + 04.52% therefore units shown in the bill under dispute dated 05/10/2010 were as per actual consumption, therefore question of adjusting units revising the bill does not arise, consequently prayed to dismiss the grievance being devoid of substance.

- 7) As stated above according to consumer old meter No. 02364105 was faulty in the month of Sept / Oct. 2010 indicating units 4457 though average consumption was 2500 to 2700 units therefore difference of hiked units around 2500 need to be adjusted revising the bill under dispute. The old meter was checked in the testing lab. however, consumer was not satisfied with this test report. This report dt. 14/03/11 mentions meter under dispute was found + 04.52% fast at all loads i.e. within permissible limits. During the pendency of grievance on the request of consumer this meter was rechecked in the Testing Division Kalyan on 17/03/2011 and the report states **“Errors within permissible limits”** thereby it was O.K. When the two reports point out meter under dispute is O.K. it can safely be said recording 4457 units vide bill dated 05/10/2010 is as per the actual consumption and the consumer is liable to pay charges. Consumer argued that in the particular month Sept / Oct. 2010 only it was shoot up 4457 units indicative of faulty meter. Consumer may have used more electricity during the material period increasing units. As meter was and is not faulty, consumption recorded is correct and the consumer is liable to pay charges vide bill under dispute therefore question of revising the bill is out of question. In this view of the matter we find no force in the grievance application and the same deserves to be dismissed since sans merits.
- 8) As large number of cases filed by the consumers from Vasai Circle this Forum was busy with those cases therefore delay is caused in deciding this case. Hence the order :

ORDER

- 1) Grievance application stands dismissed.
- 2) The Consumer can file representation against this decision with the Hon. Electricity Ombudsman within 60 days from the date of this order at the following address :

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

Date : 10/05/2011

Mrs. S.A. Jamdar)
Member
CGRF Kalyan

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan