



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/514/610 OF 2011-2012 OF
SHRI M. I. JOHN – ITTACHAN CM, AMBERNATH (WEST) REGISTERED
WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE,
KALYAN ABOUT EXCESSIVE ENERGY BILL AND COMPENSATION.

Shri M. I. John – Ittachan CM
Plot No. 02,
Woolen Mills, Patra Chawl,
Ambarnath (West)

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer
Ambarnath (West) Sub-Division

(Here-in-after
referred
as licensee)

- 1) Consumer Grievance Redressal Forum has been established under "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 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 is a L.T. consumer of the licensee. The Consumer is billed as per residential tariff. Consumer registered grievance with the Forum on 24/06/2011 for Excessive Energy Bill and compensation.

The details are as follows :

Name of the consumer :- Shri M. I. John – Ittachan CM

Address: - As given in the title

Consumer No : - 021520094013

Reason of dispute : Excessive Energy Bill and compensation

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/392, dated 24/06/2011 to Nodal Officer of licensee.
- 4) A hearing was held on 11/07/2011 & 19/07/2011 @ 17.00 hrs. The Members of the Forum heard both the parties in the meeting hall of the Forum's office. Shri M. I. John Ittachan CM, consumer & Shri Subhash Thipse consumer representative, & Shri R. V. Purohit, Nodal Officer, Shri V. H. Kasal, Asstt. 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 each party in respect of each grievance shall be referred while deciding each of the grievances to avoid repetition.
- 5) The consumer has taken electricity connection from the Distribution Licensee (DL) for residential purpose. It is contended that consumer's monthly average consumption is about 100 units, however their meter was suddenly changed without their consent and that showing 1168 units as

average energy bill for the month of March 2011 of the amount of Rs. 8,750/- raised and issued. It is averred officials of the licensee without following S.O.P., Rules and Regulations, misbehaving shifted the meter, and claimed incorrect and excessive energy bill amount. By the letter dated 21/04/2011 and thereafter subsequent reminders consumer apprised the licensee on the irregularity and the misbehavior done by the officials concerned namely S/Shri Sarode, Ingale & Bobade but none paid heed. It is contended that because of the misbehavior and irregularity as above consumer suffered mental agony and monetary loss and hence claimed compensation. Consumer for all these reasons moved the I.G.R. Cell. By letter dated 15/07/2011 I.G.R. Cell directed the officials of the licensee to revise the bill of March 2011 as per average of last 12 months consumption preceding March 2011. Feeling aggrieved for not taking action against the erring officials and for non payment of compensation consumer has stucked up to his grievance by giving application to that effect dated Nil.

- 6) Licensee though sufficient time given did not file reply.
- 7) According to the consumer electricity bill for the month of March 2011 of 1369 units is excessive and incorrect and the bill needs to be revised. In this context I.G.R. Cell vide their letter dated 15/07/2011 directed to revise the bill raised as per average of last 12 months consumption and as per the discussion during the hearing the consumer is satisfied with this.
- 8) Learned representative for the consumer inviting out attention to the voluminous records submitted that the officials of the licensee named in the applications placed on record referred to above, not only contravened the provisions under S.O.P., Rules and Regulations but misbehaved for which consumer suffered mental agony and monetary loss. Without furnishing any documentary proof or evidence to show that such loss if any, is actual loss

caused as a direct consequence of alleged act, omission or commission of the Distribution Licensee, consumer is not entitled to indirect, consequential, incidental, punitive or loss of profit or opportunity as stipulated in Regulation 17.14 (e) of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulation 2006. However, inviting our attention to the recitals in the application dated 19/07/2011 learned representative for the consumer urged that shifting meter all of a sudden without informing to the consumer, using words “destroying / scrapping meter” show utter disregard to the Regulations of Hon. MERC and asking consumer and his representative to wait outside for hours together is humiliation pointing arrogant behavior on the part of officials need to be viewed seriously. There is a direct commercial relationship between the consumer and Distribution licensee. Bearing in mind this relation, the officials of the licensee are expected to behave with the consumers with sense of responsibility for which there can be no second opinion. Since according to consumer he was humiliated as depicted in the application dated 19/07/2011 in order to have cordial relation between the licensee and the consumer and in the interest of public confidence we feel proper to direct the licensee to inquire on the alleged misbehavior in the light of the application dated 11/07/2011 and to take appropriate action against the erring officials and report. In view of the discussion supra grievance application will have to be partly allowed and hence the order :

O-R-D-E-R

- 1) Grievance application is partly allowed.

- 2) Energy bill for the month of March 2011 in connection with the consumer being incorrect and excessive is quashed and set aside and the licensee is directed to issue a fresh bill vide order of I.G.R. Cell dated 15/07/2011.
- 3) Licensee is directed to enquire on the alleged misbehavior in the light of the application dated 11/07/2011 and to take appropriate action against the erring officials and report compliance within 30 days from the date of receipt of this decision.
- 4) 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”.

- 5) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission 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” at the following address:-

“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”

Date : /08/2011

Mrs. S.A. Jamdar)
Member
CGRF Kalyan

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan