



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/534/630 OF 2011-2012 OF
SHRI RAMBHAVAN BRAHMADEV CHOUDHARY, VASAI (EAST)
REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM
KALYAN ZONE, KALYAN ABOUT EXCESSIVE BILLING.

Shri Rambhavan Brahmadev Choudhary,
Anubai Bhimar Nagar,
Kunvarpada, Sativali,
Vasai (East), Dist. : Thane – 401 208

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer
Vasai Road (East) Sub-Dn.
Vasai, Dist. Thane.

(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.- I consumer of the licensee with single phase load. The Consumer is billed as per Residential tariff. Consumer registered grievance with the Forum on 28/07/2011 for Excessive Energy Bills. The details are as follows: -

Name of the consumer :- Shri Rambhavan Brahmadev Choudhary

Address: - As given in the title

Consumer No : - 1)002178331828 – single phase

Reason of dispute : Excessive Energy Bills.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/526 dated 28/07/2011 to Nodal Officer of licensee. The licensee did not file reply though sufficient time period given.
- 4) The Members of the forum heard both the parties on 24/08/2011 @ 17.00 Hrs. in the meeting hall of the Forum's office. Shri Harshad Sheth representative of the consumer & Shri U. M. Naik, Dy. Executive Engineer, representative 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) to the premises situated at Anubai Bhimar Nagar,

Kunvarpada, Sativali, Vasai (East) in the year 2010. It is contended that licensee raised and issued wrong bill for the month March 2011 and that so far bills for the months June, Sept, Oct. Nov. 2010 and for the month January 2011 shown zero consumption without displaying meter reading photos by committing irregularity. Consumer by letter dt. 28/05/2011 requested the licensee to revise the bills removing irregularities but the licensee did not respond. Consumer moved the I.G.R. Cell and the Cell vide order dated 21/07/2011 directed if bill raised to the consumer is wrong then do necessary revision of bill. Feeling aggrieved against this, consumer lodged the grievance with a request to direct the licensee to refund the amounts as above vide charts enclosed with interest.

- 6) Licensee did not file reply though sufficient time given hence we have no option but to pass the order on the basis of material record available vide Clause 6.13 of Consumer Grievance Redressal Forum & Electricity Ombudsman Regulations 2006.
- 7) According to consumer vide letters referred to above licensee issuing wrong bills committing irregularities claimed excessive amount for the months June, Sept, Oct. & Nov. 2010 and Jan. 2011. I.G.R. Cell by order dated 21/07/2011 directed the officials of the licensee to revise the bill if necessary. Consumer on this count enclosed calculation chart with application. On going through the orders of Hon. MERC and observation made by Hon. Ombudsman as above in the light of charts enclosed and hearing the contentions made by both the parties we find proper to direct the officials of the licensee in the light of guidelines given by Hon. Commission in the context of the recitals in the application referred to

above to calculate and if collected excess, refund the amount with interest and to avoid irregularities in future.

- 8) While parting with the matter with regret we are constrained to mention that this Forum in many cases filed by the learned representative for the consumer Shri Harshad Sheth on same issues referring relevant orders passed by the Hon. MERC and Ombudsman had given clear directions to the licensee, however it is unfortunate consumer had to knock the doors of this Forum repeating the same grievance. We hope officials of the licensee would honour the orders passed by the Competent Authority so that the very purpose of enacting the act for consumers as well as the smooth functioning of the licensee would fulfill. Consumer is also cautioned that being a customer and the licensee as custodian of the records to keep rapport so as to smoothen the transactions. It appears instead approaching the licensee consumer sitting at one place seeking help, need to be avoided. Consequently grievance application will have to be partly allowed. Hence the order :

O-R-D-E-R

- 1) The grievance application is partly allowed.
- 2) Licensee is directed in the light of guidelines given by Hon. Commission in the context of the recitals in the application referred to above, to calculate and if collected excess, refund the amount with interest to the consumer within 45 days and compliance should be reported to the forum within 60 days from the date of receipt of this decision and to avoid irregularities in future.

- 3) 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”.

- 4) 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 : 13/09/2011

(Mrs. S.A. Jamdar)
Member
CGRF Kalyan

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan