



**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/562/663 OF 2011-2012 OF**  
**SHRI BHIMRAO KHANDERAO DHANVEKAR, DOMBIVALI (WEST)**  
**REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM**  
**KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL.**

Shri Bhimrao Khanderao Dhanvekar  
A-12, OM Tirupati Darshan  
Pt. Din Dayal Cross Road,  
Thakurwadi, Dombivali (West)  
Dist : Thane – 421 202

} (Here-in-after  
referred  
as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Executive Engineer  
Dombivali West Sub-Division No. IV

} (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 04/01/2012 for Excessive Energy Bill.

The details are as follows :

Name of the consumer :- Shri Bhimrao Khanderao Dhanvekar

Address: - As given in the title

Consumer No : - 020011881247

Reason of dispute : Excessive Energy Bill

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/014 dated 04/01/2012 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/DOMB(West)Sub.Dn. IV/Billing/148, dated 27/01/2012.
- 4) A hearing was held on 25/01/2012 @ 16.30 hrs. The Member Secretary and Member of the Forum heard both the parties in the meeting hall of the Forum's office. Shri Bhimrao Dhanvekar consumer, & Shri Taiwade Nodal Officer, 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.
- 5) The brief facts of the case are as follows :
- a) The complainant is a residential consumer residing at A/12, OM Tirupati Darshan, Pt. Din Dayal Cross Road, Thakurwadi, Dombivali (West), Dist – Thane : 421 202. The complainant states that Meter No. 20100003954 was installed at his premises by licensee.

- b) This meter was tested by the licensee on 22/06/2011 and it was observed by the licensee that the said meter was slow without any malpractices. The test report was provided to him by the licensee.
- c) The complainant further states that this report does not give any details regarding :
  - i) The month in which the old meter became defective
  - ii) The day on which the meter became slow etc.Hence according to the complainant it is a arbitrary report.
- d) The complainant further states that the recovery made by the licensee for the period of three months is also arbitrary.
- e) It is contended by the complainant that the old meter was replaced on the same day i.e. on 22/06/2011. However, there is no tangible difference between the electricity consumption units by the old meter and the new meter and therefore the old meter (Meter No. 20100003954) cannot be called defective.
- 6) The complainant therefore approached I.G.R. Cell but in vain. The complainant therefore submitted his grievance with the Forum.
- 7) Notice was issued to the licensee who appeared and submit their say as under :
  - a) Meter No. 20100003954 was installed at the premises of the complainant which was accuchecked in the presence of consumer representative on 22/06/2011 and found slow by (-) 77.30%.
  - b) The licensee further states that the meter was sealed by taking signatures of the consumer representative and licensee representative.
  - c) The licensee also states that the said meter was tested in testing lab. at Dombivali on 06/07/2011 in the presence of consumer representative and found that no tampering was done intentionally and found slow by

(-) 77.30%.

- d) The licensee further states that as the meter found defective the bill was amended accordingly as per the circular No. 39 of Chief Engineer (Commercial) dated 21/07/2006 in respect of Clause No. 15.4.1 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other Conditions Of Supply) Regulations, 2005
- e) It is contended by the licensee that taking into consideration the slowness of the meter by (-) 77.33% a recovery bill of 687 units was issued to the complainant amounting to Rs. 20,270/-.

Current Meter Reading of April 2011 – 3135

Current Meter Reading of June 2011 – 3822

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Difference of 687 units

- f) The licensee therefore prayed that the bill issued to the complainant is correct and hence complainant's grievance application be dismissed accordingly.
- 8) After going through the record placed before us and the submissions made by both the parties we have observed that :
- a) The complainant has admitted that the meter test report of meter No. 20100003954 is correct (as per his grievance application form schedule 'A')
- b) The consumption pattern on the CPL and the bills submitted on record show a drop during the disputed period.
- c) Record shows that the defective meter was accuchecked and also tested at the testing lab. at Dombivali in the presence of consumer representative and both the test reports are signed by consumer representative. This was informed by the licensee to the consumer by letter dated 12/09/2011.

- d) The defective meter was replaced by the licensee on the same day (i.e. on 22/06/2011)
- e) The documents on record (CPL and the bills for disputed period) show that complainant was using the electricity supply through the defective meter for which complainant is liable to pay the amount of recovery made as per Clause No. 15.4.1 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other Conditions Of Supply) Regulations, 2005.
- f) Record also shows that the bills were amended from April 2011 to June 2011 and a recovery bill of Rs. 20,267.92 was issued to the complainant intimating the details towards recovery vide letter dated 19/09/2011.
- 9) While going through the consumption pattern it is observed that after the replacement of faulty meter No. 20100003954 the consumption pattern is proportionate with the consumption pattern of healthy period i.e. before disputed period, hence the bill issued is correct. The consumption pattern was steady during the disputed period (i.e. from April 2011 to June 2011).
- 10) The CPL submitted before the Forum shows that the total unit consumption by the complainant dropped in the disputed period which obviously shows that meter No. 20100003954 was slow during the disputed period.
- 11) From the record placed before us we find that licensee has rightly proceeded to find the meter No. 20100003954 being defective and checking the same on 22/06/2011 at site and on 06/07/2011 in the meter testing lab.
- 12) Accordingly licensee has taken proper steps to the statutory provisions provided under Regulation 15.4.1 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other Conditions Of Supply) Regulations, 2005.

- 13) As provided under the statutory provision licensee is under obligation to adjust the complainant's bills for the maximum period of three months prior to the month in which the dispute has arisen in accordance with the result of test. We have also observed that accordingly complainant's bill has been adjusted by the licensee for a period of three months i.e. April 2011 to June 2011.
- 14) Taking into consideration the above observation we feel that the grievance application filed by the complainant is liable to be dismissed. Hence we pass the following order :

**ORDER**

- 1) Grievance application stands dismissed.
- 2) Licensee is directed to provide the details of the meter test report to the complainant as requested by him.
- 3) Compliance be reported to the Forum within 45 days from the date of issue of this order.
- 4) The consumer may file representation against this order before the Hon. 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 : 12/03/2012

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

(R.V. Shivdas)  
Member Secretary  
CGRF Kalyan