



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

IN THE MATTER OF GRIEVANCE NO.K/E/089/0100 OF 07-08
OF THE SHRI S. P. SHRIYAN REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN
ZONE, KALYAN ABOUT EXCESS BILLING

Shri S. P. Shriyan,
Jaynandan Co-Op-Housing Soc Ltd.,

(Here in after
referred to

Flat No. 14, 2nd floor, Ayodhya Nagar,

as consumer)

Dombivli (E) 421201.

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Assistant Engineer, Dombivli East

(Here in after
referred to
as licensee)

Sub-Division No 2 Dombivli (E)

- 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 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 connected to their 415-volt network. Consumer is billed as per residential tariff. The consumer registered grievance with the forum on dated 26/04/2007.

The details are as follows: -

Name of the consumer: - Shri S. P. Shriyan

Address on electricity bill: - The electricity bill stands in the name of M/S Nandan Builders & the address on electricity bill is Manpada Road, Opposite Vikas Apartments Dombivli 421201 but the occupier of premises using electricity is Shri S.P. Shriyan.

Consumer No: - 020011646299

Reason of dispute:- Refund of meter cost & excess billing from 12/10/04 to 10/03/07.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No 0950 dated 26/04/2007 to Nodal Officer of licensee. The letter, however, remained unreplied.
- 4) All three members of the forum heard both the parties on 21/05/2007 and 31/05/2007. Shri P.S. Shriyan representing consumer and Shri P. K. Taiwade Nodal Officer, Shri M. A. Atre Assistant Engineer, Shri Sanjeet Baviskar Assistant Engineer and Shri C. S. Rane UDC representing licensee attended hearing on 21/05/2007. Shri P.S. Shriyan representing consumer and Shri P. K. Taiwade Nodal Officer, Shri M. A. Atre Assistant Engineer and Shri R R Jamdar UDC representing licensee attended hearing on 31/05/2007.
- 5) Shri Shriyan made following submission in his grievance application.
 - a) Refund of cost of meter collected.
 - b) Withdrawal of excess bills charged from 12/10/2004 to 10/03/2007 & charging as per actual use of energy.
- 6) Shri Baviskar during hearing on 21/05/07 submitted that an amount of Rs. 2000/- collected from consumer as meter cost has been refunded to him in the billing month of April and December 2006 at Rs. 1000/- each. He further said that one time charge of Rs. 1000/- as meter cost is being collected from consumer in 10 installments of Rs. 100/- each. An amount of Rs. 700/- has been collected and remaining amount of Rs. 300/- would be collected from his future bills.
- 7) Shri Shriyan agreed to this explanation given by Shri Baviskar.

- 8) As regard excess billing during the period from October 2004 to March 2007, Shri Baviskar said that the necessary credit by preparing B-80 has already been given to the consumer. He said that meter No. 106597 shown installed at consumer premises from June 2005 to November 2005 was not actually installed at his premises and meter No. 1028399 shown in CPL from December 05 was installed at consumer's premises in June 05. It is under consideration of licensee to prepare B-80 for charging actual consumption used through meter No. 1028399 from December 2005 to August 2006 (Meter No. 2127987 was installed in September 2006 at consumer premises).
- 9) Forum instructed Shri Baviskar to prepare detailed statement of arrears of consumer and submit it to Forum & consumer on or before the next hearing.
- 10) Shri Jamdar submitted detailed statement of arrears of consumer (B-80) from January 2006 to August 2006 giving credit of 1016 units (1512-496) and submitted to Forum the consumer's acceptance letter dated 30/05/07. In the said letter consumer requested Forum to treat his grievance as withdrawn as he is satisfied with the action taken by licensee. The net bill of consumer as on 31/05/07 works out to be Rs 3992/-
- 11) No order is passed by Forum as grievance stands solved.

Date: - 04/06/2007

(Sau V. V. Kelkar)

Member

CGRF Kalyan

(I. Q. Najam)

Chair person

CGRF Kalyan

(D. B. Nitnaware)

Member Secretary

CGRF Kalyan