



**Consumer Grievance Redressal Forum, Kalyan Zone**  
**Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301**  
**Ph- 2210707, Fax – 2210707, E-mail : cgrfkalyan@mahadiscom.in**

---

**IN THE MATTER OF GRIEVANCE NO. K/E/565/666 OF 2011-2012 OF**  
**SMT. GOURISHA GIRISH NADKARNI, DHAHIVALI NERAL - II**  
**REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM**  
**KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL.**

Smt. Gourisha Girish Nadkarni  
H. No. 955, Dhahivali  
Neral - II, Tal : Karjat  
Dist : Raigad – 410 201

(Here-in-after  
referred  
as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
Assistant Engineer  
Karjat 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 06/01/2012 for Excessive Energy Bill.

The details are as follows :

Name of the consumer :- Smt. Gourisha Girish Nadkarni

Address: - As given in the title

Consumer No : - 026590311838

Reason of dispute : Excessive Energy Bill

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/023 dated 06/01/2012 to Nodal Officer of licensee. The licensee has not filed their say.
- 4) A hearing was held on 24/01/2012 @ 15.30 hrs. The Member Secretary and Member of the Forum heard consumer in the meeting hall of the Forum's office. Smt. Gourisha Nadkarni consumer attended hearing. Nobody from the licensee attended hearing. Minutes of the hearing including the submissions made by consumer 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 H. No. 955, Dhahivali, Neral – II, Tal : Karjat, Dist – Raigad : 410 201 and was having meter No. 9002350036 installed at her premises.

- b) The complainant states that though her meter was in O. K. condition it showed the remark "Defective", licensee started charging on average billing of units per month till date.
- c) The dispute noticed by the complainant in the month of December 2008 when licensee issued a bill of Rs. 1130/- in which meter No. 9002350036 showed zero units with a "Locked" remark.
- d) It is the contention of the complainant that she approached to the licensee who admitted it's mistake and issued a revised bill.
- e) It is further contended by the complainant that though the bill was revised by the licensee on her complaint, immediately in the next month she received a improper bill and that she is receiving the wrong bills till the filing of the complaint.
- f) The complainant states that she is staying along with her son at the above premises which remains closed for the whole day as she and her son go for work, hence the electricity is used only at night.
- g) It is also submitted by the complainant that she had made several applications (letter dated 06/01/12, 18/01/11, 22/09/10. 05/04/11, 17/08/09 and 27/10/09 on record) to the licensee regarding wrong billing but her applications are still pending with the licensee though a long period has been passed.
- h) The complainant states that she had meet the licensee's concerned officials in respect of wrong billing and average units, however licensee replied that her application is under consideration. She did not understand as to why the licensee is not taking any action as per her application.

- 6) Grievance of the complainant is that she is not billed as per actual reading. The meter displayed “Defective” or “RNA” remark hence the meter reader could not take reading of the meter. Consequently the average bills of units per month were sent to her from 16/12/2008 to 28/12/2011.
- 7) The complainant stated that she is paying the bills as per the instructions of the licensee though her monthly consumption is very less against average consumption and did not tally with the meter readings which are on higher side. She is ready to pay the actual bill which is due.
- 8) The complainant therefore prayed to direct the licensee to revise the electricity bills which showed improper and erroneous readings recorded by licensee.
- 9) Notice was issued to the licensee who did not appear before the Forum though sufficient time was given. Matter therefore proceeded ex-parte against the licensee.
- 10) After going through the record placed before us and the submissions made by the complainant we observed that :
  - a) The bill produced on record dated 10/08/2009 having meter No. 07190627 displayed a “Faulty” remark.
  - b) The bill produced on record dated 06/12/2008 having meter No. 50036 displayed a “Locked” remark (though as per consumer’s contention meter is installed outside her premises).
  - c) The bill produced on record dated 28/12/2011 having meter No. 7696914768 displayed a “Faulty” remark.
  - d) The bill produced on record dated 05/03/2011 having meter No. 7674008126 displayed a “RNA” remark.

- 11) Several letters on record show that complainant has raised the grievance with the licensee but licensee did not respond which shows a negligence and deficiency in service by the licensee for which she should be compensated.
- 12) Licensee did not bother to file a single document on record and not appeared before the Forum.
- 13) Taking into consideration all the above points we find force in the contentions made by the complainant about the improper and wrong recording / reading of electricity consumption. We therefore pass the following order :

### **ORDER**

- 1) The Grievance application is allowed.
- 2) Licensee is directed to give the credit to the complainant in the ensuing bill as per actual reading, if charged excess.
- 3) Licensee is directed to give compensation of Rs. 1,000/- (Rs. One Thousand only) to the complainant within 90 days from the date of receipt of this order as explained in para No. 11 of this order.
- 4) Compliance be reported to the Forum within 100 days from the date of issue of this order.
- 5) 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”.

6) Consumer, as per section 142 of the Electricity Act, 003, 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 : 13/03/2012

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

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan