

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

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**IN THE MATTER OF GRIEVANCE NO. K/E/254/280 OF 2009-2010 OF**  
**MRS.T.D.CHARLESS, KALYAN(WEST), REGISTERED WITH CONSUMER**  
**GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT**  
**EXCESSIVE BILLING.**

**Mrs. T.D.Charless**

Beegees Co.Op.Hsg.Soc.Ltd.

Blue Galaxy 1-A,Flat No.304

Rambaug Lane No.5,

Kalyan (West), Dist.Thane.

(Here-in-after  
referred  
as user Consumer)

Versus

Maharashtra State Electricity Distribution

Company Limited through its

Dy. Executive Engineer

Kalyan Sub Dvn.1 Kalyan (West)

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.1 consumer of the licensee. The user consumer is billed as per residential tariff. The user consumer registered grievance with the Forum on 22.05.09 for Excessive Energy Bill. The details are as follows: -

Name of the consumer :- Mrs. Sheetal Construction Company, through Mrs. T.D.Charless, Flat No.304, Blue Glaxy-1, Beegees Co.Op.Hsg. Society Ltd. , Rambaug=5,Kalyana( West.) Dist.Thabne.

User consumer : Mrs. T.D.Charless

Address: - As given in the title

Consumer No : - 020020421470

Reason of dispute: Excessive Energy Bill.

- 3). The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/490 dated 22/05/2009 to Nodal Officer of licensee. The licensee through Dy. Executive Engineer MSEDCL Sub/Dn.1 Kalyan (West) filed reply vide letter No. DYEE/Sub Dn.1/KLN/Billing/979 dt. 22.06.09.
- 4) The user consumer has raised this grievances before the Divisional Officer, MSEDCL, Kalyan on 07/05/2009 vide letter dated 21.4.09. The said Officer of the licensee did not take any action and did not resolve the grievance of the user consumer & therefore the user consumer has registered the present grievance application before this on 22/05/09.

- 5). The Forum heard both the parties on 11/06/2009 @ 15.00 Hrs. in the meeting hall of the Forum's office. Mrs. T.D.Charless, the user consumer & Shri D.V.Bhojne, Asstt.Engineer, Shri S.N.Deshmukh, Asstt.Acctt. Shri Sapkal, LDC and Mrs. Sunita Gaikward, LDC all 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 grievance shall be referred while deciding of the grievances to avoid repetition.
- 6). The grievance of the user consumer is that the average consumption shown by the concerned meter No.00201930 at her residence upto Mar 09 was 470 units per month whereas as per the reading in the said meter, the consumption for the period from 4.3.09 to 9.4.09 was 871 units. She claims that therefore according to her the said meter has become faulty. Therefore she made an application dated 21.4.09 to the Officer of the licensee i.e. the Divisional Officer, MSEDCL Kalyan on 7.5.09. She mentioned the above referred facts and requested for getting the said meter accuchecked, in her such application. However, the said officer did not do the same and did not resolve her such grievance and therefore she has registered the present grievance before this forum on 22/05/09.
- 7). The licensee claims that the user consumer M/s.T.D.Charless took the said electric connection in the name of M/s.Sheetal Construction. She made grievance regarding excessive billing for the first time on 16.10.06. The meter at the residence of user consumer was accordingly checked on 11.1.07 and in the said checking was found 100% defective. Therefore the said earlier meter was changed and as per the inspection report, proposal No.95 was submitted and as per the said proposal, an amount of

Rs.10790.51 was deducted from the bill for the month of Feb.08. During the subsequent period, when the said newly installed meter was checked in the special drive for checking the meters, the said meter was found to be slow by 75%. When the said meter was opened for internal examination, it was found that the said meter was interfered with alteration. One bill for arrears of Rs. 64170/- and one bill for Rs.12000/- towards compounding charges were accordingly issued to the consumer. The user consumer paid the amounts of both the said bills on 9.2.08. The said meter was again replaced by another meter after the theft of electricity was found as discussed above. However, due to some mechanical defects, the earlier proposal made in Jan.08 was cancelled and bills for average consumption as per the old meter came to be issued to the consumer from Jan.08 to June 08. The Bill for July 08 was issued for very small amount as per the reading in the old meter and the new meter. Therefore the Dy.Ex.Engr. had submitted a B-80 No.96 for amount of Rs.13653.34 to the higher officer for consideration. Bills for actual consumption as per the meter reading are being issued to the consumer since Aug.08. However, since the consumer was getting the bills for less amount earlier, she now feels that the meter has become defective because she has received a bill for some higher amount.

- 8). On the date of hearing on 11.6.09, after the completion of hearing, the forum got the concerned meter at the residence of the user consumer accuchecked by Shri D.V.Bhojne, Asstt.Engr. in presence of above mentioned other representatives of the licensee, the user consumer Mrs. T.D.Charless, her son Shri Samuel Charless, the Chairperson, Member and Member Secretary of this Forum. The said checking revealed that

there is only -000.05% to -000.27% error in the said meter. The said error is negligible and thus the meter at the residence of user consumer is perfectly accurate. Therefore there is no substance in the grievance of the user consumer to the effect that the bill for the month of April 09 is excessive. Hence the forum unanimously passes the following order.

**O-R-D-E-R**

- 1) The grievance application is rejected.
- 2) The Consumer can file representation against this decision with the Ombudsman at the following address.

*“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Building, Bandra Kurla Complex, Mumbai 51”*

Representation can be filed within 60 days from the date of this order.

Date : 21/07/2009

(Sau V. V. Kelkar)  
Member  
CGRF Kalyan

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(M.N.Patale)  
Chairman  
CGRF Kalyan