

**MAHARASTRA STATE ELECTRICITY BOARD**  
**KALYAN ZONE, KALYAN**

Phone 1) 2210707  
2) 2328283

Office of the Consumer  
Redressal  
Behind Tejashri,  
Cherwanji Road,

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Ext-122.

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**IN THE MATTER OF GRIEVANCE NO. K/E/009/0010 OF 04-05**  
**OF SHRI LACHHAMANDAS CHHATRAM REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN**  
**ZONE, KALYAN ABOUT THE EXCESS ENERGY CHARGES**  
**LEVIED BY LICENSEE**

Shri Lachmandas Chhatram  
Garrage near D.G Club  
Ulhasnagar 421003

(Here in after  
referred to  
as Consumer)

**Versus**

Maharashtra State Electricity Board, through its  
  
Deputy Executive Engineer, Ulhasnagar  
Sub Division No 2 Ulhasnagar

(Here in after  
  
referred to  
as licensee)

1) Consumer Grievance Redressal Forum has been established  
under regulation of "Maharashtra Electricity Regulatory

Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” 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 L.T. consumer of the licensee connected to their 415-volt network using energy for commercial purpose. Consumer disputed charges levied by the licensee in their bills for the period from August 98 to February 2002, vide his above grievance registered with forum on 30/3/2005. The details are as follows.

Name of the consumer: - Shri Lachmandas Chhatram

Address same as above

Consumer Nos: - 021510074791

- 3) The batch of papers containing above grievance was sent by forum vide letter no. 121 dt.31<sup>st</sup> March 2005 to Nodal Officer of licensee. The letter was replied by Nodal Officer vide letter no. SE/UCK/KLN/930 dt.7<sup>th</sup> May 2005.
- 4) All the three members of forum heard both the parties on 12<sup>th</sup> May 05 from 15 hours to 16 hours in the meeting hall of the forum’s office. Shri Mohan Chhatram brother of consumer represented the case of consumer & Shri A. P. Mhaske Assistant Engineer, Shri P. M. Kakade LDC & Shri S. S. Khanchandani UDC of licensee represented the case for licensee.
- 5) Shri Lachhamandas Chhatram expressed that his some of bills in disputed period from Aug 98 to February 2002 were based

on average meter reading of 200 units per billing cycle (billing cycle is of two months) and 130 units per billing cycle. He said licensee changed the meter somewhere in Feb or March 2002, as it was faulty. The average consumption was noted to be nearly 70 units per billing cycle. He further said that I am entitled to refund from MSEB based on this consumption pattern. He also said that licensee has not prepared the bill based on this above consumption & may be asked to prepare the bill on this average consumption of 70 units per billing cycle and the additional amount collected may be refunded to me.

- 6) Shri Khanchandani of licensee explained that his bill is being prepared on 68 units per billing cycle He said the average pattern of consumption of the consumer seen from CPL indicates as 68 units per billing cycle.
- 7) The forum requested him to explain the entire financial forecast of the bill to the consumer. He accordingly explained the calculations to the consumer and consumer agreed to pay the bill based on 68 units per billing cycle. The forum then requested Shri Khanchandani of licensee to prepare the bill based on billed units of 200 units per billing cycle and the assessed 68 units per billing cycle for the entire disputed period from August 98 to February 2002. The difference so arrived shall be calculated and shall be intimated to the consumer under intimation the forum. He agreed to do so in three to four days time.
- 8) The abstract of bill prepared by Nodal Officer & sent to forum vide letter 126 dated 19<sup>th</sup> May 2005 is as follows.

	Units	Amount in Rs
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<b>Original bill</b>	1871	6744.43
<b>Revised bill based on 68 units per billing cycle</b>	1496	6448.93
<b>Total</b>	375	295.5

It is seen from above table that a credit of 375 units amounting to Rs Two hundred ninety five & paise fifty (RS 295.50) only can be passed on to the consumer.

- 9) After going through the entire record & observations made in preceding paras, we are inclined to pass the following order,

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

1. The credit of Rupees Two hundred ninety five & paise fifty (RS 295.50) only assessed by licensee based on 68 units per billing cycle for the period from August 98 to February 2002 should be passed on to consumer in his bill in the next billing cycle.
2. Consumer, as per section 142 of Indian Electricity Act 2003, can approach Maharashtra Electricity Regulatory Commission at Maharashtra Electricity Regulatory Commission,  
13<sup>th</sup> floor, World Trade Centre, Cuffe Parade, Colaba, 400005.

for non-compliance, part compliance or delay in compliance of this decision issued under "MAHARASHTRA ELECTRICITY REGULATORY COMMISSION (Consumer Grievance Redressed Forum & Ombudsman) Regulation 2003"

**Date: - 30/5/2005.      CONSUMER**

<b>(S.H.Chaphekarande)</b>	<b>(V.V.Kelkar)</b>	<b>(I.Q.Najam),</b>
<b>Member Secretary</b>	<b>Member</b>	<b>Chair person</b>
<b>CGRF Kalyan</b>	<b>CGRF Kalyan</b>	<b>CGRF Kalyan</b>