



**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/099/0113 OF 07-08**  
**OF RAMESH EKNATH MANJULE REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN**  
**ZONE, KALYAN ABOUT SUPPLEMENTRY BILL.**

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Shri Ramesh Eknath Manjule

(Here in after

10, Salas Society, Rambaug Lane No 4  
Kalyan 421301

referred to  
as consumer)

**Versus**

Maharashtra State Electricity Distribution  
Company Limited through its Deputy  
Executive Engineer Urban Sub 1 Kalyan

(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 2006” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Regulatory Commission vide powers conformed 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 6/07/2007. Electricity bills stands in the name of Suyash Builders Salas Building, Flat 10, Rambaug 4, Kalyan 421301 having consumer No 020020360420 but Ramesh Eknath Manjule residing in the premises is using electricity.  
Consumer disputed Supplementary bill of Rs 19700/- included by licensee in the billing month of November 2003.
- 3) The batch of papers containing above grievance was sent by Forum vide letter No 1043 dated 06/07/2007 to Nodal Officer of licensee. The letter, however, remained unreplied. A copy of letter dated 21/07/07 submitted by Deputy Executive Engineer Urban Sub Division Kalyan to Executive Engineer was sent to Forum.

- 4) All three members of the Forum heard both the parties on 23/07/07. Shri J. A. Pardeshi & Shri Ramesh Manjule representing consumer and Shri R. V. Shivdas Nodal Officer, Shri D. S. Khanande Deputy Executive Engineer & Shri C. S. Sakpal LDC representing licensee attended hearings.
- 5) Shri Pardeshi submitted that consumer's meter No 9010247858 was tested by licensee in absence of consumer on 23/09/2003. Licensee never intimated test result to consumer & raised supplementary bill of Rs 19700/- in the billing month of November 2003 on pretext of 74.94 % slow running of meter. Consumer made several applications from 9/03/2004 to 11/06/2004 but consumer did not get any convincing reply. He requested Forum to set aside the supplementary bill of Rs 19700/-.
- 6) Shri Khanande submitted that consumer's meter was tested on 23/09/03 in routine cycle of meter testing programme. The meter was found 74.90 percent slow & was replaced on 3/11/03 in presence of consumer. The supplementary bill of Rs 19700/- was added in the bill of November 2003.
- 7) Shri Khanande could not produce any evidence to counter the claim of consumer of testing of meter in consumer's absence. He also could not produce any evidence of intimating test result to consumer. The meter test report on record also shows that meter No 9010247858 was tested on 23/09/03. The meter test report does not bear the signature of consumer & only indicates meter found slow by 74.94 % by accu check without any details of test results.

- 8) Licensee's supplementary bill of Rs 19700/-, based on above test result, therefore, needs to be withdrawn as per orders contained in Para 46 (c) of Case No 19 of 2004 dated 23/02/2005 of Maharashtra Electricity Regulatory Commission. The abstract of said order reads as:- *Commission directs that the supplementary/ amendment bills issued from 10th June, 2003 (the date of coming into force of EA, 2003) and up to notification of the Supply Code; should be withdrawn, if due meter testing has not been done with the results intimated to the consumer & any amounts collected should be refunded to the concerned consumers (without interest) considering the earlier lack of clarity on this matter on the part of the licensees.*
- 9) On pointing out above provision Shri Khanande agreed to take action as per the said order of MERC & accordingly submitted in writing to Forum. He agreed to take action after a period of two billing cycles from the date of this order.
- 10) Grievance application stands disposed off in view of above commitment of licensee.
- 11) Consumer, as per section 142 of Indian Electricity Act 2003, can approach Maharashtra Electricity Regulatory Commission at the address
- 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 2006”.

**Date: - 26/07/2007**

**(Sau V. V. Kelkar)**

**Member**

**CGRF Kalyan**

**(I. Q. Najam)**

**Chair person**

**CGRF Kalyan**

**(D. B. Nitnaware)**

**Member Secretary**

**CGRF Kalyan**