



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/102/0116 OF 07-08 OF
SHRI SHANTARAM LAXMAN CHOUDHARI REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE
KALYAN ABOUT EXCESS BILLING.

Smt Vasudha Shantaram Choudhari (Here in after

C/O Shantaram Laxman Choudhari referred to

Opposite Sai Mandir, M. F. Road as consumer)

Bhoir Wadi, Near Bhoir Gymkhana
Dombivli (W). Pin 421202

Versus

Maharashtra State Electricity Distribution (Here in after
Company Limited through its referred to
Deputy Executive Engineer Dombivli as licensee)

(W) Sub Division III, Dombivli (W)

- 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. Electricity bill stands in the name of Shri Shantaram Laxman Choudhari. Smt Vasudha Laxman Choudhari wife of deceased Shri Shantaram Laxman Choudhari registered grievance with the Forum on dated 03/08/2007.
The details are as follows: -
Name of the consumer:-Shri Shantaram Laxman Choudhari
Address: - As above
Consumer No: - 020011671056
Reason of dispute:-Excessive arrears bill based on wrong initial meter reading.
- 3) The batch of papers containing above grievance was sent by Forum vide letter No.1081 dated 03/08/2007 to Nodal Officer of licensee. The letter, however, remained unreplied.
- 4) All three members of the Forum heard both the parties on 23/08/2007 & 10/09/07. Shri G. P. Parbhu, Shri E. L. Patil, Shri A. G. Sawant

representatives of consumer and Shri B. B. Jethe Deputy Executive Engineer, Shri V. N. Mandle Assistant Accountant representatives of the licensee attended hearings.

- 5) Consumer in his grievance application disputed bill of 66634 units received in October 2006 for consumption recorded on meter No.136327. Shri Parbhu during hearing on 23/08/07 said that at last after registering application of grievance with Forum on 03/08/07, the licensee called him in their office on 03/08/2007 & held discussion with him. The licensee staff explained him that the bill of 66634 units (80430-13796) has been prepared considering initial & final readings as 13796 & 80430 respectively but on verification of record it was found that the initial reading was 37587. The staff further said that corrected bill based on this initial reading of 37587 would be prepared & he would have to pay Rs 25000/- approximately. He then agreed & accordingly gave consent of withdrawal of grievance application filed with Forum.
- 6) Shri Jethe submitted that arrears bill of consumer was prepared considering initial meter reading as 13796. The consumer complained about excessive billing & therefore his meter was tested & found to be working within permissible limit of error but the initial meter reading, on verification of record, was found to be 37587. His arrears bill was then revised considering initial reading as 37587 & credit of an amount of Rs 96638.20 is being passed on in his current bill. Accordingly consumer agreed & gave in writing on 3/08/07. His consent of settlement of bill & withdrawal of grievance application sent to Forum is submitted herewith.
- 7) Shri Parbhu insisted preparation of final claim by licensee. Forum then asked Shri Jethe to prepare final claim duly audited & approved by

competent authority on or before 10/09/07 & send it to consumer & copy to Forum. He agreed.

- 8) Consumer paid Rs 8320/- on 30/08/07 for consumption of 2300 units (82730-80430) recorded on meter No 136327 for the period from October 2006 to 24/08/07.
- 9) The final claim of licensee up to billing month of August 2007 works out to be Rs 1613/-. Consumer paid Rs 1620/- on 10/09/2007.
- 10) Shri Parbhu agreed & said that he intends to withdraw grievance application registered with the Forum. He accordingly submitted in writing to the Forum on 10/09/2007.

- 11) The Forum passes no order as the grievance stands solved.

Date: - 10/09/07

(Sau V. V. Kelkar)
Member
CGRF Kalyan

(I. Q. Najam)
Chair person
CGRF Kalyan

(D. B. Nitnaware)
Member Secretary
CGRF Kalyan