



**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/104/0118 OF 07-08**  
**OF SHRI BALKRISHNA RAMCHANDRA ATRE REGISTERED**  
**WITH CONSUMER GRIEVANCE REDRESSAL FORUM**  
**KALYAN ZONE, KALYAN ABOUT SUPPLEMENTRY BILL.**

-

\_\_\_\_\_

Shri Balkrishna Ramchandra Atre

(Here in after

K.D.M.C. Gala No. 86, Datta Mandir,  
Murbad Road, 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 commercial tariff. The consumer registered grievance with the Forum on dated 28/09/2007. Electricity bills stands in the name of Balkrishna R. Atre. K.D.M.C. Gala No.86, Murbad Road, Kalyan (w) having consumer No 020020880873.
- 3) The batch of papers containing above grievance was sent by Forum vide letter No 1118 dated 28/09/2007 to Nodal Officer of licensee. The letter, however, remained unreplied.
- 4) All three members of the Forum heard both the parties on 18/10/07 & 25/10/07. Shri J. A. Pardeshi representing consumer and Shri R. V. Shivdas Nodal Officer, Shri G. T. Pachpoh Deputy Executive Engineer, Shri C. S. Sakpal LDC & Shri S .N. Deshmukh Account Assistant representing licensee attended hearings on 18/10/07. All above persons except Shri Shivdas attended hearing on 25/10/07.

- 5) Shri Pardeshi, during hearing on 18/10/07, relied on submission made by consumer vide his grievance application. Summary of points mentioned in grievance application are reproduced below.
- a) Meter No 4356 was fixed at consumer's premises in June 1999. This meter was not working & licensee did not take meter readings. Consumer continuously followed up with licensee & in December 2000 licensee allotted consumer number. Consumer vide his applications dated 28/01/01 & 9/05/02 requested licensee about issuance of bills of 18 months from June 1999 onwards. He also brought to the notice of licensee about non working of meter & his pattern of monthly consumption of about 30 units. He also requested licensee to disconnect supply as his business was slack.
  - b) Consumer received bill in March 2003 of 5830 units @ 110 units per month for a period of 53 months amounting to Rs 24720/-. He paid Rs 12000/- & Rs 2000/- on 31/03/03 & 23/05/03 against this bill.
  - c) The supply of this meter was disconnected in January 2001 & was reconnected in March 2003. Consumer vide letter dated 29/05/03 disputed the bill of 5830 units on the ground of calculating consumption @ 110 units per month & taking period of 53 months. He said that the period during which supply remained connected from June 1999 to January 2001 was 19 months only.
  - d) Consumer reminded licensee vide letters dated 04/12/04, 12/07/05, 30/08/05, 02/02/06, 03/04/06, 17/07/06 & 19/07/06

to take action on his dispute as mentioned above but there was no response from licensee.

- 6) Shri Pardeshi could not produce any evidence of having applied for connection in June 1999 & erection of meter in the said month.
- 7) The following observations were made from Consumer's Personal Ledger (CPL).
  - a) First bill was generated in June 1999 of 7 months showing date of connection as December 1998.
  - b) Billing was done from June 1999 till replacement of meter before March 2006 i.e. upto February 2006, on random basis with remarks "Reading Not Available", "Lock", "No Meter", "Inaccessible", "Faulty".
  - c) Credit of Rs 5807.58 was shown in the billing month of May 2001 but the effect of said credit was not seen in billing of succeeding months.
  - d) Debit bill of 5830 units amounting to Rs 24720/- was sent to consumer in March 2003. The data of this debit bill was not fed to computer & thus it was not reflected in CPL. The supply was disconnected in March 2001 & was reconnected in June 2003. Licensee in the billing month of March 2005 revised bill of consumer @ 50 units per month charging 3850 units for 77 months from December 1998 to March 2005 including disconnected billing period from March 2001 to May 2003. Billing beyond March 2005 i.e. from billing month of May 2005 to February 2006 was done @ 50 units per month except in

May 2005 & September 2005 where billing was done @ 103 units per month i.e. 206 units for two months & zero units (only fixed charged levied) respectively.

- e) Meter No 4356 was replaced before March 2006 by meter No 5237411. The meter reading of meter No 5237411 was available in March 2007 as 382 while meter reading in March 2006 was 2. This gives consumption of 30 units per month approximately based on 13 months consumption. Based on this consumption pattern of 30 units per month, Pachpohe agreed to revise the bill from December 1998 to February 2006. He also agreed to give necessary credit of the period from March 2001 to May 2003 during which supply remained disconnected.
- 8) He was asked to submit proposed bill to Forum on or before 31/10/07.
- 9) Provisions of Electricity Act, 2003 (EA, 2003) are not applicable to the dispute period upto June 2003. Beyond June 2003 to February 2006, provisions of (EA, 2003) are applicable.
- 10) Licensee submitted proposed bill @ 30 units from December 1998 to February 2006 for 1770 units (without charging interest & delayed payment charges) as against actual charged bills of 5974 units. This proposed bill translated into credit amount of Rs 10348/= upto billing month of February 2006. The credit of this Rs 10348/= results in credit bill of Rs 4821/= in the current billing month of October 2007. The credit amounts of Rs 10348/- & Rs

4821/= are approximate & subject to correction while auditing proposal. The action of licensee warrants no further order.

- 11) The above bill after auditing should be sent to consumer on or before next two billing cycles.
- 12) Consumer can file appeal against this decision with the Electricity Ombudsman at the following address.

Maharashtra Electricity Regulatory Commission, 606/608,  
Keshav Building, Bandra Kurla Complex, Mumbai 51

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

- 13) Consumer, as per section 142 of Indian Electricity Act 2003, can approach Maharashtra Electricity Regulatory Commission at the following 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: - 01/11/2007**

**(Sau V. V. Kelkar)**  
**Member**  
**CGRF Kalyan**

**(I. Q. Najam)**  
**Chair person**  
**CGRF Kalyan**

**(D. B. Nitnaware)**  
**Member Secretary**

**CGRF Kalyan**