



**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/107/0122 OF 07-08 OF**  
**SHRI JAYNATH ANAND PARDESHI REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE**  
**KALYAN ABOUT EXCESSIVE ENERGY BILL.**

Shri J. A. Pardeshi

(Here in after

The Secretary Lavanya Society,

referred to

Flat No.1, Behind State Bank Of India,

as consumer)

Murbad Road, Kalyan – 421301.

**Versus**

Maharashtra State Electricity Distribution  
Company Limited through its  
Deputy Executive Engineer,  
Badlapur (W) Sub Division

(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. Electricity bill stands in the name of Shri Jaynath Anand Pardeshi. The Consumer registered grievance with the Forum on dated 29/12/2007.

The details are as follows: -

*Name of the consumer:- Jaynath Anand Pardeshi*

*Address: - As above*

*Consumer No: - 020020335255*

*Reason of dispute:- Excess billing against slow meter recovery.*

- 3) The batch of 30 papers containing above grievance was sent by Forum vide letter No. 1177 dated 29/12/2007 to Nodal Officer of licensee. The letter remain unreplied.
- 4) The Member Secretary & Member of the Forum heard both the parties on 31/01/2008. Shri J. A. Pardeshi Consumer and Shri D. B. Nitnaware Nodal Officer, Shri G. T. Pachpohe Deputy Executive Engineer, Shri C. S. Sakpal (LDC) representatives of the licensee attended hearing.

- 5) The consumer repeated his grievance. Further he stated that at the time of testing the meter in Lab he was present.
- 6) Consumer said that the both test reports values are differ & Licensee had not provided test reports within two months from the date of testing. So Licensee cannot charged the slow meter recovery.
- 7) At the time of hearing Licensee submitted two test reports to forum as well as consumer but he refuses to accept it.
- 8) The flying squad has been inspected above consumer on dated 05.04.2007. The inspection flying squad found that meter is 38% slow. It is observed for inspection report that consumer was refused to sign on inspection report. Licensee is carried out meter testing at their Lab. And the following tests are observed.

Load	1/10	Half	Full
Before adjustment	- 31.15	- 19.02	-
17.39			
% error	Slow	Slow	
Slow			

- 9) Licensee agreed on the basis of Lab test report they will prepared the slow percentage recovery on “ **Mean** ” basis.
- 10) Licensee submitted the revised worksheet for slow meter recovery i.e.  
-23% slow (i.e. mean basis) vide letter No. 168 dated 05.02.2008.

11) Forum suggested to consumer to carry out the meter testing again but

He denied.

12) Meter was tested in the Lab on 25.04.2007 as per the test procedure & the consumer was present while the test was conducted.

13) The Licensee raised the bill on dated 29.05.2007 on the basis of flying squad report & the consumer was communicated about charges in the bill. The consumer paid the bill in the month of June 2007.

14) Based on the study of the test reports the forum has come to the conclusion that the Lab test meter is accurate & technically correct.

15) After taking all points into consideration forum unanimously passed following order.

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

1) The Licensee should be recovered proposed slow percentage recovery

on mean basis i.e. –23% slow. ( as per worksheet submitted by licensee dated 05.02.2008).

2) Credit amount should be given to consumer within two billing cycles from the date of decision.

3) The compliance report for the same should be sent to the Forum.

4) Consumer can file appeal against this decision with the Ombudsman at the following address.

Maharastra 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.

- 5) Consumer, as per section 142 of the Electricity Act, 2003, can approach Maharashtra Electricity Regulatory Commission at the following address.

Maharashtra Electricity Regulatory Commission, 13<sup>th</sup> floor,

World Trade Center, Cuffe Parade, Colaba, Mumbai 05

for non-compliance, part compliance or delay in compliance of this decision issued under “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003”.

**Date: - 14/02/2008**

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

**Member**

**CGRF Kalyan**

**Kalyan**

**(R.V.Shivdas)**

**Member Secretary**

**CGRF**