



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/164/186 OF 08-09
OF SHRI Y. A. KELKAR REGISTERED WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT EXCESSIVE ENERGY BILL

Shri Y. A. Kelkar
604/B, Pinakin Apartment
Mithagar Road, Mulund (East)
Mumbai : 400 081

} (Here in after
referred to
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Assistant Engineer, Karjat Sub/Dn.

} (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. The Consumer is billed as per residential tariff. The consumer registered the grievances with the forum on dated 23/01/2009 regarding excessive billing. The details are as follows: -
Name of the consumer : Shri Y. A. Kelkar
Address: - As above
Consumer No. :- 026595100428
Reason of dispute:- excessive energy bill
- 3) The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/056, dt. 23/01/2009 to Nodal Officer of licensee. The letter was replied by Licensee vide letter No. AE/KJT/Billing/268, 17/02/2009.
- 4). The Members of the Forum heard both the parties on 02/03/2009 @ 15 Hrs. in the meeting hall of the Forum's office. Shri Y. A. Kelkar Consumer & Shri D. R. Bansode, Nodal Officer, Shri K. C. Pathak, Asstt. Engr. Shri D. V.

Deshmukh, UDC representatives of the licensee attended hearing.

- 5) The consumer stated that he is not staying in his farm house at Karjat, there is no use of electricity, so he should get the minimum bill. He is not getting the bills regularly, so due to arrears his power supply is disconnected on 20/11/2008 which should be reconnected immediately.
- 6) The licensee stated that the Meter Reader of the licensee is not able to take down the reading of the said consumer since the premises is locked. The permanent address & Mobile Number of the consumer is noted down by the licensee for easy communication. But now the licensee has issued a revised bill to the consumer. The bill is handed over to the consumer at the time of hearing. The date of the bill will be considered as 02/02/09 because the bill is handwritten & the date is not mentioned on the bill, therefore consumer will have to pay the bill within 21 days.
- 7) The forum stated that the consumer should give intimation in writing to the licensee that he is not staying there & there is no use of electricity, so minimum bill should be issued to him.

- 8) The consumer has given in writing that he has accepted the revised bill issued by the licensee & he will pay the same within stipulated time limit. He has further stated that at his farm house there is a watchman & key also, so there should not be any problem to the meter reader of the licensee.
- 9) The licensee has also given in writing that the power supply of the said consumer is reconnected.on 02/03/2009. So the grievance of the consumer is solved by mutual understanding.
- 10) Since the consumer has accepted in writing on dated 02/03/09 the revised bill & he has also agreed to pay the same bill within 21 days, & licensee confirmed in writing on 02/03/09 (signed by Nodal Officer & Assistant EGINEER) about power supply of the consumer is reconnected, therefore, consumer's grievance solved by mutual understanding both the parties so no order has been passed.

Date : 04/03/2009

(V.V.Kelkar)
Member
CGRF Kalyan

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(M. N. Patale)
Chairperson
CGRF Kalyan