



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/0115/0132 OF 07-08 OF
SHRI PANDURANG G. KISMATRAV REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE
KALYAN ABOUT EXCESSIVE BILLING.

Shri P.G. Kismatrav
At post Titwala,
Taluka Kalyan.
Dist. Thane.

(Here in after
referred to
as Consumer)

Verses

Maharashtra State Electricity Distribution
Company Limited through its
Assistant Engineer Const.
Sub Division, 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. The Maharashtra

Electricity has made this regulation 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. Consumer registered grievance with the Forum on dated 21/04/2008

The details are as follows: -

Name of the consumer: - Shri Pandurang G. Kismatrav

Address: - As above

Consumer No: - 020070001005

Reason of dispute: Excessive Billing.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No.090 dated 21/04/2008 to Nodal Officer of licensee. The letter was replied by Nodal Officer vide letter No. 01667 dated 07/05/2008.
- 4) The Member Secretary & Member of the Forum heard both the parties on 08/05/2008 @ 15 Hrs. in the meeting hall of the Forum's office. Shri

B. P. Kismatrav & Shri H. B. Yadhv consumer and Shri M. S. N. Murthy Nodal Officer, Shri V. Y. Kamble Assistant Engineer & Shri M. C. Maithania Ju. Engineer representatives of the licensee attended hearing.

- 5) The consumer repeated his grievances about the excessive billing.
- 6) The consumer's meter box accuchecked by Licensee on 25.07.07 and it was found to be 89.92% slow. The consumer's representative has signed the accucheck report. Signature has been identified by the consumer's representative.
- 7) The consumer was called for meter inspection in Testing Laboratory at Kalyan on 30.07.2007 vide letter dated 27.07.07 which was hand delivered by Junior Engineer, Manda Section.
- 8) The Lab Test was conducted in presence of consumer's Representative and findings are as follows:
 - a). Meter seals both (plastic seal & lid seal) were broken.
 - b). After opening the meter, it was observed that the current coil of meter reduced for less recording of energy consumption.
- 9). The consumer's representative signed the Lab Test Report and he identified it.
- 10). After Lab Test of meter the Licensee made Panchanama. Based the

Lab Test Report, they issued Provisional bill towards the recovery as per Section 135 of Electricity Act 2003. In response to the above bill, consumer approached to the Sub Division of Kalyan on 28.12.2007. In absence of any reply from Licensee, the consumer approached to the Internal Grievance Redressal Cell on 12.02.2008 with his grievance. As the grievance was not solved by Licensee, he registered his grievance to the Forum on 21.04.2008.

11). As per the above findings according to Section 135 of Electricity Act 2003, Licensee charged Provisional bill of Rs.19,680/- on 06.08.2007. The consumer refused to pay above bill saying that even after replacing the meter, his consumption was found to be same as earlier, hence the old meter was faulty.

12). At the time of accucheck, the meter was found to be 89.92 % slow and at the time of Lab Test, the meter was found to be 81% slow and

some alteration were found to have been done in the meter and both the seals (plastic & lid seals) were found broken.

13) Consumer's representative was present at the time of accucheck and

Lab Test and confirmed to have signed both the reports during the time of hearing.

14) The consumer has pleaded that his consumption as per the old and new reading is same and old meter was faulty. However, the evidence

of Panchanama and Accucheck report and Lab Test Report, put up by the Licensee can not be ignored. Hence the action taken by the licensee is justified.

15) As per the Electricity Act 2003, this grievance does not fall under the purview of this Forum. Hence the case is dismissed unanimously.

16) Consumer can file appeal against this decision with the 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.

Date: - 21/05/2008

(Sau V. V. Kelkar)

Member

CGRF Kalyan

Kalyan

(R.V.Shivdas)

Member Secretary

CGRF