



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/0116/0133 OF
08-09 OF M/S KANJIBHAI N. NAKRANI BROTHERS C/O SMT.
RATANBEN K. RAMBIA, REGISTERED WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT EXCESSIVE BILLING.

M/s Kanjibhai N Nakrani Brothers
C/o Smt. Ratanben K. Rambia
Dr. R. P. Road, Bldg B Block,
G -19,Gokhle Wadi,
Dombivli(E) – 421201.

(Here in after
referred to
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Deputy
Executive Engineer, Sub Division 1,
Dombivli (E).

(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. Consumer registered grievance with the Forum on dated 02/05/2008 for excessive billing. The details are as follows: -

Name of the consumer: - M/s Kanjibhai N Nakrani Brothers C/o

Smt. Ratanben K. Rambia. The bill is stands in the name of M/s.Nanjibhai Nakrani Brother and electricity used by Mrs. Rantanben K.Rambia.

Address: - As above

Consumer No: - 020011978241

Reason of dispute: Excessive Billing.

3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/097 dated 02.05.2008 to Nodal Officer of licensee. They replied vide letter no.Dy.EE/Domb/S-Dn.1/T/720 dt. 23.05.08 by Du.Ex.Engr. Dombivali, Sub Dn.1, Dombivali (E).

- 4) The Member Secretary & Member of the Forum heard both the parties on 26/05/2008 @ 15 Hrs. In the meeting hall of the Forum's office Smt. Daksha C. Gala, Daughter of the consumer &

Shri D. B. Nitnaware, Nodal Officer, Shri P. S. Kulkarni, (LDC), Shri M. K. Tupe, (LDC), representatives of the licensee attended hearing.

- 5) The consumer has submitted a letter dated 17/02/2007 from the society stating that the said Block G- 19 is only for emergency use and has been bought in January 1999.
- 6) The consumer is staying in the Block No. 405 in the 4th floor for the same building and block no. G- 19 is used very rarely. The consumer has also submitted some letters on 19/09/2005, 06/05/2007 & 06/02/2008. In spite of submitting said letters, the licensee charged the same bills for the period February 2002 to October 2003 against faulty meter. The consumer paid all bills under protest.
- 7) The consumer also submitted similar letters to the licensee on 15/05/2005 & 19/09/2005 stating that the meter was not faulty & also the flat is closed and therefore consumer charged minimum charges.
- 8) The licensee as per their letter no. DYEE/Domb/S/Dn.4/720 dated 23/05/2008 submitted that they prepared a B-80 for a period from February 2002 to August 2003. as per B-80 the consumer was granted an amount of Rs. 1198.18 for 489 units

as against 524 units which were charged to the consumer. Based on the earlier letters submitted by the consumer, she was charged only 35 units.

- 9) The consumer accepted the credit given by licensee as her grievance is solved.
- 10) The consumer also submitted to licensee a letter dated 23/05/2008 stating that the licensee has credited an amount of Rs. 1198.18 for the period for February 2002 to August 2003 & hence her grievance is solved and therefore she would like to withdraw her grievance.
- 11) As the licensee and consumer amicably resolved the grievance, before hearing, the consumer did not come for hearing and sent her daughter instead. As her daughter did not have any authority letter, hearing was not held.
- 12) Consumer faxed a letter on 23/05/2008 to forum stating that she wants to withdraw her grievance.
- 13) As the case has been resolved by amicably understanding between both parties, no order is passed by CGRF.

Date :- 12/06/2008

(Sau V. V. Kelkar)

(R.V.Shivdas)

Member

CGRF Kalyan

Kalyan

Member Secretary

CGRF