

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/288/317 OF 09-10 OF SHRI SATISHKUMAR S. NANDVANI ULHASNAGAR REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL.

Shri Satishkumar S. Nandvani
C/o. Shri Dilip M. Kankariya,
304, Jai Santoshi Maa Apartment
Near Station, Ulhasnagar

(Here in after
referred to
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Dy. Executive
Engineer, Ulhasnagar Sub/Dn. No.- 4

(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 (MERC) 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 Single phase LT consumer of the Licensee. The Consumer is billed as per Residential tariff. The consumer registered

grievance with the Forum on 03/08/2009 regarding Excessive energy bill.

The details are as follows: -

Name of the consumer : Shri Satishkumar S. Nandvani

Address: - As above

Consumer No : 021514314851

Reason for Dispute : - Regarding Excessive Energy Bill

- 3) The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/703, dt. 03/08/2009 to the Nodal Officer of the Licensee, and the Licensee through Dy. Ex. Engr. Ulhasnagar Sub/Dn. No. 4 filed reply vide letter No. DYEE/Sub.Dn. IV/Tech/1172, dt. 18/08/09.
- 4) The Chairperson & Member Secretary of the forum heard both the parties on 26/11/2009 @ 15.00 Hrs. in the meeting hall of the Forum. Shri Dilip M. Kankariya, consumer & Shri R. V. Purohit Nodal Officer, Shri Dilip G. Konanne Dy. Ex. Engr., representatives of the licensee, attended hearing. Minutes of the hearing including the submissions made by the parties are recorded and the same are kept in the record. Submissions made by the parties in respect of grievance since already recorded will be referred to avoid repetition.
- 5) By the bill dt. 13.08.07/20.08.07 according to the consumer licensee claimed excess electricity consumption bill of the amount of Rs. 9020/-. By various letters consumer complained about incorrect assessment of bill. According to consumer employees of the licensee deliberately to harass him issued the excessive bills. As the request of consumer not considered, he lodged the instant grievance to direct licensee to issue correct electricity bills.

- 6) In the beginning licensee refuted to correct the bills as according to them as per the correct meter reading bills were issued. Ultimately licensee conceded to correct the bill as per the CPL.
- 7) On the day of hearing consumer Shri Dilip M. Kankariya appeared before the Forum and vide application dt. 26/11/09 contended that the licensee issued correct electricity bill dt. 30/10/09, and now he has no complaint against the licensee. From the bill on record dt. 30/10/09 it appears the total electricity consumption bill after adjusting the earlier bill vide receipt dt. 07/10/09 has been assessed to Rs. 320/- with which the consumer is satisfied. Since the consumer has no grievance against the licensee application will have to be disposed off and hence the order :
- 8) As per MERC Regulation 2006, Section 5.1 Forum has to decide the grievance within a period of two months from the date of receipt of grievance. This grievance was received to this Forum on 03/08/09. However, Hon. Member of the Forum Mrs. V. V. Kelkar retired on 08/10/09 and the Hon. Chairperson resigned on 03/09/09. Present Chairperson took charge on 20/10/09. The Member Secretary was deputed for Training at Chennai for a week. Due to insufficient strength of the Forum and the reasons given above, the instant reference could not be decided within the stipulated period.

ORDER

- (1) Grievance application is disposed off as consumer has now no grievance against the licensee.

Date : 02/12/2009

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan