



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/0136/0157 OF
08-09 OF SAU. CHITRA SADASHIV HONRAO REGISTERED
WITH CONSUMER GRIEVANCE REDRESSAL FORUM
KALYAN ZONE, KALYAN ABOUT EXCESSIVE BILLING.

Sau. Chitra Sadashiv Honrao (Here in after
Arunoday Society, Phule Road, referred to
Dombivali (West) : 421 202 as consumer)

Versus

Maharashtra State Electricity Distribution (Here in after
Company Limited through its Deputy referred to
Executive Engineer, Sub Dn. III, as licensee)
Dombivali (West)

- 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 (Water Pump). Consumer registered grievance with the Forum on dated 13/10/2008 for excessive billing.

The details are as follows: -

Name of the consumer :- Sau. Chitra Sadashiv Honrao

Address: - As above

Consumer No: - 020011082522

Reason of dispute : - Excessive energy bill

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/280 dated 13/10/2008 to Nodal Officer of licensee. They replied vide letter No. Dy.EE/Billing/Domb West-3/815 dated 29/11/2008.

- 4) The Member Secretary & Member of the Forum heard both the parties on 10/11/2008 @ 15 Hrs. in the meeting hall of the Forum's office. Shri S. A. Honrao Consumer representative & Shri S. M. Jadhav (N.O. in-charge), Shri B.

B. Jethe, Dy. E.E., Shri Sisodiya, LDC, representatives of the licensee attended hearing.

- 5) The consumer is having Three Phase connection for Water Pump since 1974 & since then he was getting the average energy bills under "Faulty Meter" remarks. Consumer was paying the bills regularly. On 03/11/2003 consumer submitted his application to the Licensee about the faulty meter & requested for replacement of the same. But it was informed to him that Three Phase meters are not available with the Licensee so his faulty meter cannot be replaced. & the average bills were issued to the consumer & the same are paid by the consumer regularly.

- 6) Licensee stated that they replaced the three phase meter on 06/09/2007 & issued bill for 2599 units (Rs. 19,300/-) in the month of April 2008. This consumption is from the date of meter replacement to April 2008. Further licensee issued bill for Rs. 11,084/- on dated 03/07/2008 after adjusting B-80 of Rs. 8266/-. The amount of B-80 includes refund of average billing from 06/09/07 to April 2008. Hence action of licensee is correct.

- 7) Eventhough the Consumer vide receipt No. 1974710, dt. 14/07/2008 made the payment of Rs. 11,084/- (Full payment), Licensee disconnected the supply permanently on

22/07/2008 without giving 15 days notice to the consumer. Supply was reconnected on dated 15/08/2008. Here it is

observed that the consumer was without supply from 22/07/08 to 14/08/08 i. e. 23 days. inspite of payment on dated 14/07/2008 which is illegal. The above dates of disconnection & reconnection & payment details are informed by licensee vide letter No. DYEE/Billing/Domb/815, dt. 29/11/2008.

- 8) As per licensee in the month of April 2008 the first arrears bill was issued to the consumer of Rs. 18,454=39 & his meter was replaced on 06/09/2007 & the effect was done after eight months i.e. April 2008 as per C.P.L. (Consumer's Personal Ledger). This is because the P.C. of the consumer was changed & so the meter replacement report was not activated. On 14.07.08 the bill was paid by the consumer and on 16.07.08 his meter was taken away by the Licensee staff for repairing. The paper of the concerned file were not available with the Licensee. The meter of the consumer was taken away but as per statement of the consumer, for the period of two months the consumer was not billed so there was the loss of revenue to the Licensee. Without meter the connection of water pump was running. So the matter is very serious & care should be taken in future because there is a loss to the licensee.

9) **Forum Findings:**

- i) Due to non availability of three phase meter, the licensee could not replace the meter since from March 1997 to September 2007. It is seen from the above period that after lapse of ten years period, the licensee has not replaced the meter, which is very strange & due to which there is a revenue loss to the licensee.

- ii) After replacement of meter, after lapse of eight months the licensee given effect of meter replacement to the consumer. Here lack of services is observed. Due to receipt of lumpsum bill amount, the consumer is suffered.

- iii) Here it is observed that the consumer was without supply from 22/07/08 to 14/08/08 i. e. 23 days. inspite of payment on dated 14/07/2008. The above dates of disconnection & reconnection & payment details are informed by licensee vide letter No. DYEE/Billing/Domb/815, dt. 29/11/2008. The consumer was paying average bills regularly. He approached to licensee to solve his problems so many times i.e. on 13/11/03 requested for meter replacement, on 20/6/06 Complained reg. abnormal bill, on 20/7/08

requested for non disconnection. But no cognizance was taken by the licensee. So the forum is come to the conclusion that the consumer is liable for compensation of

Rs. 4,000/- (Rs. Four Thousand only) for disconnection without giving written notice to the consumer.

- iv) As per Billing concerned, following points are noted by forum
 - a) Meter replaced on 06/09/2007.
 - b) Meter replacement effect given in the month of April 2008.
 - c) The total bill issued for eight months is Rs. 19,300/- & considered B – 80 for Rs. 8266/- (the average bill issued from September 2007 to April 2008) & issued correct bill of Rs. 11084/- & the same bill is paid by the consumer. Hence licensee's action is correct & the consumer is not liable for any refund. Also licensee informed to consumer vide letter No. 764, dated 07/11/2008 regarding correct billing.

- 10) After hearing both the parties, studying all available documents submitted by both the parties, forum come to the conclusion unanimously and passed the following order.

O-R-D-E-R

- 1) The consumer is not entitled for any refund
(see para No. 9-iv-c)

- 2) The licensee should pay to the consumer an amount of Rs. 4000/- (Rs. Four Thousand only) as a compensation for without notice disconnection within 90 days from the date of

this decision **(even though the bill was paid by the consumer).**

- 3) Compliance should be informed within stipulated time.
- 4) 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.

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

*“Maharashtra Electricity Regulatory Commission,
13th 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 :- 12/12/2008

(Sau V. V. Kelkar)

(R.V.Shivdas)

Member

Member Secretary

CGRF Kalyan

CGRF

Kalyan