



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/302/332 OF 09-10 OF SHRI KAMALAKAR DATTU BHOIR, VIRAR (WEST) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL.

Shri Kamalakar Dattu Bhoir
B-303, Yashwant Vihar Complex,
Phase-3, Near MGM School,
Bolinj, Virar (West)

} (Here in after
referred to
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Dy. Executive
Engineer, Virar West Sub-Division

} (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 06/10/2009 regarding Excessive energy bill. The details are as follows: -

Name of the consumer : Shri Kamalakar Dattu Bhoir

Address: - As above

Consumer No : 001546402599

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/836, dt. 06/10/2009 to the Nodal Officer of the Licensee, and the Licensee through Dy. Ex. Engr. Virar West Sub/Dn. filed reply vide letter No. Nil, dt. 09/11/09.

- 4) The Chairperson & Member Secretary of the forum heard both the parties on 09/11/2009 @ 15.00 Hrs. in the meeting hall of the Forum's office. Shri Kamalakar Dattu Bhoir & Mrs. Darshana Bhoir, consumer & Shri Vishwasrao R. Deshmukh, Dy. Ex. Engr. representative 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). According to consumer he regularly paid the electricity charges as per the meter reading. Average meter consumption was about 100 to 150 units. However, for the first time by the bill dt. 06/09/07 units consumption raised to 3768 of the charges of Rs. 20,863.49. The

contention of consumer that in his absence meter installed in his house was taken away and later on by testing report it was shown O.K. According to him meter taken away in his absence might have tampered and under the circumstance the bill charged showing consumption 3768 units is incorrect and that licensee be directed to issue average bill of 150 units. He had taken the matter to the IGRF but in vain and therefore the instant grievance application.

- 6) Dy. Ex. Engr. Virar Sub/Dn. vide letter dt. 09/11/09 contended that the average unit consumption would be 150 units per month and the circumstance abnormal rise shown in the bill is unjustified and revised bill of the 150 units can be issued.
- 7) On perusal of the record and hearing both the parties following points arise for the consideration of Forum and findings thereon for the reasons recorded below :

Points	Findings
a)Whether the electricity bill dt. 06/09/07 is reasonable and just ?	NO
b)What Order ?	As per order below

Reasons

- 8) Consumer present before the Forum submitted that he is a consumer of the licensee since the year 2004 and that average consumption of electricity was 100 to 150 units, however, for the first time vide bill dt. 06/09/07 consumption units raised from average unit to 3768 of the amount of Rs.

20,863.49 is unjust and unreasonable. Dy. Ex.Engr. Virar Sub/Dn. vide his say dt. 09/11/09 submitted that the unit consumption shown in the bill is utterly abnormal and unjust. According to him 150 units per month would be proper.

- 9) Meter Testing Certificate dt. 07/02/08 prepared by the Testing In-charge shows on the day of testing on 06/02/08 meter installed in the house of consumer was found O.K. However, none from the side of licensee pointed out as to how unit consumption from average to 3768 could be raised. This jumping of the meter, in the absence of cogent and convincing evidence hardly can be said to be reasonable, apt and proper. On going through the record as a whole, submission made by the Dy. Ex. Engr. Virar Sub/Dn. that the disputed bill showing abnormal consumption of unit is unjustified and that the average unit could be 150 per month, appears to us reasonable. In view of this licensee will have to be directed to revise the bill dt. 06/09/07 considering the average consumption of unit 150 per month. Points are answered according and hence the order :

ORDER

- 1) Grievance application is hereby allowed.
- 2) Licensee to issue revised electricity consumption bill as per average consumption 150 units per month instead the units shown in the bill dt. 06/09/07.
- 3) The Compliance should be reported to the forum within 60 days from the date of this decision.

- 4) The Consumer can file representation against this decision with the Ombudsman at the following address.

“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Building, Bandra Kurla Complex, Mumbai 51”

Representation can be filed within 60 days from the date of this order.

- 5). Consumer, as per section 142 of the Electricity Act, 003, can approach Maharashtra Electricity Regulatory Commission at 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 : 26/11/2009

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan