



**Consumer Grievance Redressal Forum, Kalyan Zone**  
**Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301**  
**Ph: – 2210707 & 2328283 Ext: - 122**

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Date of Grievance : 17/07/2012  
Date of Order : 03/09/2012  
Period taken : 48 days

**FURTHER ORDER IN THE MATTER OF GRIEVANCE**  
**NO.K/E/631/749 OF 2012-13 OF SHRI SHASHIKANT**  
**SHRIKANT KADAM, BADLAPUR (W) REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE,**  
**KALYAN ABOUT EXCESSIVE ENERGY BILL**

**Shri Shashikant Shrikant Kadam,**  
**Flat No. 207, Saikutir Apartment,**  
**Jadhav Colony, Belavali, Badlapur (W),**  
**Dist. Thane – 421 503.**

**Here-in-after  
referred  
as Consumer**

**Versus**

**Maharashtra State Electricity Distribution**  
**Company Limited through its**  
**Asst. Engineer**  
**Badlapur (W) Sub-Division.**

**Here-in-after  
referred  
as Licensee**

**(Per Shri. Sadashiv S. Deshmukh, Chairperson)**

1. This Consumer Grievance Redressal Forum has been established under "Maharashtra Electricity Regulatory Commissioner (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006" to redress the grievance of consumers. The regulation has been made by the Maharashtra Electricity Regulatory Commission vide powers conferred 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 having residential supply from the licensee. The Consumer is billed as per residential tariff. Consumer registered grievance with the forum on 17/07/2012 for Excessive Energy Bill.  
The details are as follows –  
Name of the consumer :- Shri Shashikant Shrikant Kadam  
Address : As given in the title  
Consumer No : 021700158257  
Reason of dispute : Excessive Energy Bill.
3. The set of papers containing above grievance was sent by forum vide letter No.EE/CGRF/Kalyan/0584 dated 20/07/2012 to Nodal Officer of licensee. The Asst. Engineer of Badlapur (W) of licensee filed reply vide letter No.AE/BDL-W/CGRF/2025 dated 09/08/2012 through Nodal Officer Kalyan Circle – II.

4. We the Members of the forum heard both sides in the meeting hall of the Forum's office on 13/08/2012 & 24/08/2012. Licensee is represented by Nodal Officer Shri.Giradkar, Shri. V. H. Kasal, Asstt. Engineer, Shri. Divekar, Asstt. Accountant and Consumer Shri. Shashikant Kadam.
  
5. Consumer took supply from Licensee on 30/12/2011 and first bill issued to him dated 10/02/2012 for Rs.940.00. However, said bill was issued approximately noting 191 units consumed and made an entry of RNA i.e. reading not available. Further bill dated 11/04/2012 for the period from 05/03/2012 to 04/04/2012 issued wherein consumption is shown to the extent of 161 units and billed for Rs.724.83. However, therein arrears are shown to the extent of Rs.17,461.60. This quantum of arrears is for the consumption of units i.e. 1969. In this matter CPL of consumer is produced which speaks about the month, unit consumption shown and quantum of bill amount.

Month	Unit consumed	Bill amount
February 2012	191 RNA	Rs. 940.00
March 2012	1969	Rs.17,146.82
April 2012	161	Rs. 724.83 + Rs.17,146.82
Total		Rs.18,240.00

6. Accordingly, dispute is raised for the bill of March 2012 by the consumer vide his letter dated 15/05/2012 communicating to

the officers that his meter was taken out in April 2012 for testing at Kalyan and now new meter is provided. As the new meter is reflecting reading accordingly his previous bill be corrected. Further he approached IGRC on 21/05/2012 towards redressal of his grievance. It is further seen that the meter which was taken out was tested and no any fault was found. This aspect was brought to the notice of consumer vide letter dated 08/06/2012 to which consumer again expressed his dispute about the meter checked by writing letter on 26/06/2012. Considering his objection meter was again checked up on 08/08/2012 in the presence of consumer and no any defect was found. Accordingly his original grievance put up before the Licensee on 15/05/2012 remained to be redressed within 60 days hence he filed this grievance on 17/07/2012. In fact, though consumer has approached IGRC, IGRC has not passed any order till this matter is concluded before this Forum. In the meantime i.e. in June 2012 Licensee disconnected the supply of consumer as outstanding bills not paid.

7. Consumer herein contended that first bill was issued though there was no any actual reading available. However, approx. 191 units are shown. However, in the second month abruptly 1969 units are shown and this is not at all correct. Licensee maintained that there was no fault in the meter which is confirmed by testing twice. Further it is submitted on behalf of the Licensee that reading of units i.e. 1969 was actually seen from the meter. However on previous occasion reading

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was not available and though approximately units are written,  
in the subsequent bill that aspect is taken care of and  
quantum is reduced. On this basis, on behalf of the Licensee  
it is decided that units reflected in the meter are correct and  
there is no scope to say that the meter is defective or there is  
any jumping. Consumer however tried to defend himself  
contending that reading shown in the meter is not correct and  
no energy to that extent is used ultimately his connection is  
cut off forcibly.

8. During the course of hearing we tried to bring it to the notice  
of consumer that if he is not satisfied by the testing done  
twice wherein no defect was noticed in the meter, then there  
is an option available for third check through independent  
agency to which consumer not responded contending that it  
will take more time, he has already lost rent of the premises  
for more than 4 months and further delay will add to his  
misery. Accordingly we noted that when the meter is tested  
twice no fault is noticed hence consumption cannot be  
disputed. Consumer lastly approached with an application  
making a submission that if his grievance application is not  
allowed then his plight be considered, already he has lost rent  
for more than 4 months required to pay heavy arrears he be  
accommodated by allowing installments for paying the due  
amount and his connection be restored. On his application  
Nodal Officer endorsed that said aspect be decided by this  
Forum.

9. In the light of aforesaid facts, we find the bill issued by the Licensee is as per the reading and hence no scope to uphold the grievance of consumer. However, it is seen that consumer is facing difficulty, he could not pay heavy amount for which his bill to the extent of Rs.17,146.82. On this count already connection is cut off but his fair submission for making payment by installments needs to be considered favourably we find recovery of revenue cannot be allowed to be kept in abeyance for an indefinite period. However, considering the status of consumer it will be just and proper to ensure that payment of arrears is complied within 3 months that too Rs.10,000/- in this month, Rs.5,000/- in October 2012 and balance amount in November 2012. Payment will be condition precedent for continuation of connection. Hence now reconnection is to be directed on consumer depositing of Rs.10,000/- in this month and paying necessary reconnection charges along with it, Accordingly as soon as payment is done to the extent of Rs.10,000/-, which is to be allowed by the Licensee, connection to be restored and in case balance amount as stated above if not paid during the period, then Licensee is entitled to cut off the supply. Accordingly grievance is to be disposed off.

**ORDER**

Grievance application is partly allowed. Claim of consumer about the defect in meter is not upheld. However, Licensee is directed for reconnection of supply only on consumer depositing Rs.10,000/- along with reconnection charges in

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this month and paying Rs.5,000/- in October 2012 and  
balance arrears in November, 2012. Above payments are  
condition precedent for continuation of supply. Licensee to  
act on these directions allowing consumer to pay arrears as  
stated above along with connection charges and restore the  
supply immediately within five days. Licensee submit  
compliance on or before 30/09/2012.

The Consumer can file representation against this decision with the  
Hon. Electricity Ombudsman within 60 days from the date of this  
order at the following address.

*"Office of the Electricity Ombudsman, Maharashtra Electricity  
Regulatory Commission, 606/608, Keshav Bldg, Bandra Kurla  
Complex, Mumbai 51".*

Consumer, as per section 142 of the Electricity Act, 2003, can  
approach Hon. Maharashtra Electricity Regulatory Commission 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" at the following address:-

*"Maharashtra Electricity Regulatory Commission, 13th floor, World  
Trade Center, Cuffe Parade, Colaba, Mumbai 05"*

**(Mrs.S. A. Jamdar)**  
**Member,**  
**C.G.R.F. Kalyan**

**(R. V. Shivdas)**  
**Member Secretary,**  
**C.G.R.F. Kalyan**

**(Sadashiv S. Deshmukh)**  
**Chairperson,**  
**C.G.R.F. Kalyan**