



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

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**IN THE MATTER OF GRIEVANCE NO. K/E/173/196 OF 2008-2010 OF SHRI PANKAJ PRECHAND TIWARI REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL**

Shri Pankaj Prechand Tiwari  
938, Matru Chaya Niwas  
Panchshil Nagar  
Mohane, Tal.Kalyan, Dist.Thane

} (Here-in-after referred as Consumer)

**Versus**

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy.Executive Engineer, Sub/Dn.1  
Kalyan.

} (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 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 a L.T. consumer of the licensee connected to their 415-volt network. The Consumer is billed as per industrial tariff. The consumer registered the grievances with the forum on dated 09/02/2009 regarding excessive billing. The details are as follows: -

Name of the consumer : Shri Pankaj Prechand Tiwari

Address: - As above

Consumer No. :-020020812924

Reason of dispute:- Excessive energy bill

- 3) The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/109 dt. 09/02/2009 to Nodal Officer of licensee. The licensee replied vide its letter No.Dy.EE/Sub Dn.1/billing/407 dt. 09.03.09.

- 4). The forum heard both the parties on 13/03/09 @ 15 Hrs. In the meeting hall of the Forum’s office Shri Bhojane, Asstt.Engr., Shri Pachpohe, Dy.EE, Shri C.S.Sapkal, LDC Licensee’s representatives and Shri Pankaj Tiwari, consumer representative attended the hearing.

- 5). The consumer representative Shri Pankaj Tiwari, stated that the problem started in June 01 i.e. from the issue of bill for 441 units every month. He approached licensee office, met every one, but nobody was ready to hear his complaint. Whenever the consumer visited the licensee for any doubt, they give evasive reply, and directed him from one table to another and finally problem remained unsolved. CR submits that he met Mr.Pachpohé Dy.EE no.of times, who said to give the complaint in writing then they will see what is to be done. Dy.EE said meter is required to be checked first and then it will be changed, if required. For one month there was no action from licensee. One day suddenly 3-4 illiterate class IVth technical employees forcibly entered his house (when there were only women members in the house) and disconnected the supply without any notice or giving any reason orally or in writing. Such type of third class action from MSEDCL is not expected. CR said he is an educated, well being and have some value in the society. Such type of unmannered behaviour, they damaged his image in the society. When approached the Dy.EE, he asked him to pay Rs.5110/- immediately otherwise supply will be disconnected. It was a Friday and subsequently there were holidays for two days. The CR submits that the said officials purposely disconnected the supply on Friday because the consumer can not get reconnection for two days as no authorities will be

available for two days being holidays. The CR said that his Bill amount was Rs.620 in June 08 and Rs.590 in July 08 and all of a sudden how it has come to Rs.5110/- in Aug.08. Why meter was not checked before replacement, as demanded by him. After the meter was replaced, he approached the Mohone office and met Shri Deepak Gawane, no. of times and enquired about old meter, he gave evasive reply. He met the Dy.EE, Shri Pachpohe who said it is dumped into the scrap and it will not be possible to trace it and again test it. He further submitted that he wants to know as to where his previous meter is and what was fault in that meter and how the bills were issued on the basis of readings in the faulty meter which he was required to pay. This was charged illegally so the licensee be directed to repay the said amounts. He said since there was no any response from Licensee officers who only threatened about disconnection so he came to CGRF for justice regarding refund of illegal recovered amount of Rs.5110/- and registered his case on 18.2.09. After replacement of meter, the first bill was O.K. The supply was disconnected forcefully on 28.2.09 and he was asked to arrange to pay Rs.5110/-. After disconnection he wrote a letter to CE. And also written letter to Dy.EE, regarding missing his old meter. This was also not replied by Dy.EE but again insisted to pay Rs.5110/- otherwise meter will not be replaced and supply will not be restored. The consumer submits that he

somehow arranged to pay the amount and got supply reconnected.

- 6). The licensee Dy.EE denied the disconnection. The Sectional officer asked him to pay the outstanding bill i.e. bill of actual consumption except dispute amount. The licensee stated that on consumer's complaint, they verified the average consumption of old and new meters, and it is found that due to faulty reading in Aug. and Sept.08 excess bills were issued to the consumer. Then they passed a B-80 on 9.3.09 taking the average consumption of Aug. and Sept.08 as 202 units per month, waiving the DPC and interest, for sanction and the same is approved by the competent authority. Thus the consumer has been given a credit of Rs.5596.41. The credit will be adjusted in the future bills of the consumer.
- 7). The licensee further explained that this is based on following criteria (i) they took the average of three months consumption from May 08 which comes to 640 units ( $640/3=202$ ), (ii) average consumption of past six months and (iii) average consumption on the new meter. Through all these process, the average consumption comes about 202 units per months. On the basis of these, consumer has been given the credit on the basis of 202 units per month.
- 8). The licensee submits that they changed the meter as per the consumer's demand. After few days he demanded to

make the meter available and check it in front of him. The LR submits that the meter is dumped in the scrap dumping.

- 9). Forum asked the licensee to submit accucheck report and meter replacement report to the forum within 4 days.
- 10). The licensee handed over a letter No.407 dt. 09.03.2009 to the consumer with a copy to forum during hearing in which it is mentioned that the credit of Rs.5596.41 is sanctioned and will be adjusted in the future bills of the consumer. Since the letter written in Marathi, the forum translated it to the consumer and asked the consumer whether he agrees and is satisfied with the credit of Rs.5596.41 given by the licensee. The consumer said he accepts the above proposal / decision of the licensee. The forum asked CR to give this in writing. Accordingly the consumer has given a letter dated 13.03.06 stating that “ after long debate licensee has decided to give credit of Rs.5,596/- on the basis of 202 units per month average. On which I don't have any problem and thanks to forum for prompt action”.
- 11). Following points noted by the forum.
  - a). The consumer received bill for Rs.5110/- on Aug.08
  - b). The consumer has been receiving bills for 441 units/month from 2001. He approached the office of licensee for no.of times but his complaint was not resolved and on one day, the licensee's employees

came to his house and removed the meter and disconnected the supply.

- c). The consumer approached the Dy.EE and he told the consumer to first pay the bill amount and he paid the same on 25.9.08 vide MR No.6943368.
- d). The licensee replaced the meter without testing. The consumer insisted for testing his old meter but licensee replied that the meter has been scraped.
- e). After replacement of meter, first bill was a normal bill and on 28.2.09 the supply was disconnected forcefully and consumer was asked to pay again Rs.5110/-.The consumer could not give any proof of disconnection. The licensee did not accept the statement of consumer and they refused his claim of disconnection of supply.
- f) The consumer stated that he got the supply reconnected after making the payment of Rs.5110/- for which he has not submitted any receipt.
- g). The licensee submitted B-80 vide letter No.407 dt.9.3.09 that an amount of Rs.5596.41 is being refunded to consumer after study of his (comparison of old meter consumption and new meter consumption) consumption pattern.
- h). As consumer has given letter as he is getting a refund of Rs.5696.41 which will be credited in his account against

his future bill, he gave letter withdrawing his complaint on 13.3.09 i.e. on the date of hearing.

- i). The licensee did not submit the accucheck report and meter replacement report till to day.
  - j). Thus the consumer's grievance is amicably settled on the table on 13/03/09.
- 12). There has been many public holidays during this month and consequently less working days in this month. Registration of grievances with this forum have also considerably increased since last about two months. Therefore there has been delay of about 7 days in the delivery of decision in this case.
- 13). Considering the facts and circumstances and also the record of this case, as discussed above, the forum unanimously passes the following order.

**O-R-D-E-R**

- 1). The licensee should adjust the amount of Rs.5596.41 to the consumer in the ensuing bills.
- 2). Compliance should be reported to the forum in stipulated time limit from the date of this decision.



- 3). Consumer, as per section 142 of the Electricity Act, 2003, can approach Maharashtra Electricity Regulatory Commission on 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 : 15/04/2009**

(V.V.Kelkar)  
Member  
CGRF Kalyan

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(M. N. Patale)  
Chairperson  
CGRF Kalyan