



**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/316/353 OF 2009-2010 OF SMT. UMABEN HASMUKH POPAT, KALYAN (WEST) , REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL.**

Smt. Umaben Has Mukh Popat  
Flat No. 203, Brindawan Apartment,  
Thankar Pada,  
Kalyan (West) : 421 301

(Here in after  
referred to  
as Consumer)

**Versus**

Maharashtra State Electricity Distribution  
Company Limited through its Dy. Executive  
Engineer, Kalyan West Sub/Dn No. III

(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 30/12/2009 regarding the Excessive energy Bill. The details are as follows: -

Name of the consumer : Smt. Umaben Has Mukh Popat

Address: - As above

Consumer No : 020020796147

Reason for Dispute : - Regarding the Excessive Energy Bill

- 3). The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/1005, dt. 30/12/2009 to the Nodal Officer of the Licensee, and the Licensee through Dy. Executive Engineer MSEDCL Kalyan West Sub/Dn No. III filed reply vide letter No. DYEE/KLN(W)/Sub.Dn.III/ 98, dt. 13/01/2010.

- 4) The Members of the forum heard both the parties at length on 19/01/2010 @ 16.00 Hrs. in the meeting hall of the Forum's office. Shri Has Mukh Popat Consumer, Shri V. P. Varma Jr. Engr., Shri T. A. Davis, Jr. Engr., Smt. A. V. Jogdev A. A. 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). The complainant/consumer is having electric meter No. 9002163829. Licensee issued bill dt. 30/10/09 for the consumption of electricity for the months June 09 - 78 units, July 09 – 448 units, Aug.09 – 484 units, and

Sept 09 - 825 units for the total consumption charges Rs. 4537/- . According to consumer total consumption of 719 units during the above said four months is excessive compare to the earlier consumption. It is contended when the consumption for the month of June 09 was 78 units, there cannot be consumption as shown for the months July, Aug. & Sept. 09, therefore, according to consumer meter needs to be checked and the bill issued as above needs to be corrected. On 05/11/09 consumer complained to that effect to the officials of licensee at Kalyan, but in vain, therefore, consumer lodged this grievance.

- 6) During pendency of the grievance officials of the licensee tested the meter under dispute in Lab on 24/11/09 and vide test report dt. 18/12/09 certified it to be within permissible limit and as such according to the licensee bill issued as above is as per the meter reading.
- 7) On perusal the record and hearing the parties a short point arises for our consideration whether there is substance in the grievance lodged by the consumer and our finding is in negative for the reasons mentioned below.

#### Reasons

- 8) Consumer filed on record electricity bill dt. 30/10/09 for total amount of Rs. 10,200/-. Consumption bill amount is Rs. 4537.26 and arrears amount is Rs. 5660.57. This consumption is for four months June, July, Aug. & Sept. 2009. According to the consumer charged electricity bill is incorrect in as much as meter is faulty and needs to be checked. As stated above during the pendency of the grievance meter No. 9002163829 under dispute installed in the house of the consumer was checked on 18/12/09 in Lab. and that Testing Engineer found the meter within permissible limit i.e. it was

not faulty. This testing report has not been challenged by the consumer. Since meter tested in Lab. with various loads, carries authenticity, therefore report can safely be relied upon. Once the meter found OK, it follows the bill is as per the consumption and the amount mentioned in the bill is correct. In view of this grievance application does not carry any substance and the same deserves to be dismissed and the point is answered accordingly.

- 9) On perusal of the record it is seen by order dt. 30/12/09 this Forum directed the Licensee not to disconnect electric supply of consumer till the decision of this grievance. Since the grievance sans merit apt to be dismissed, the stay order as above will have to be vacated and hence the order :

### **ORDER**

- 1) Grievance application stands dismissed.
- 2) Stay Order issued by this Forum vide No. EE/CGRF/Kalyan/1007, dt. 30/12/2009 is hereby vacated.
- 3) 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 Bldg, Bandra Kurla Complex, Mumbai 51”*

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

Date : 20/01/2010

(Mrs. S.A. Jamdar)  
Member  
CGRF Kalyan

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(S.N. Saundankar)  
Chairperson  
CGRF Kalyan