



Consumer Grievance Redressal Forum, Behind "Tejashree", Jahangir  
Meherwanji Road, Kalyan Zone Kalyan (West) - 421301  
Ph.- 2210707 & 2328283 Ext:- 122 Fax : 2329488

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**IN THE MATTER OF GRIEVANCE NO.K/E/027/0029 OF 05-06  
OF SMT. SHOBHA B. KAMBLE REGISTERED WITH  
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN  
ZONE, KALYAN ABOUT THE EXCESS ENERGY BILL.**

Smt. Shobha B. Kamble (Here in after  
Sonal Apt. Opp Kala Talao referred to  
Thankar Pada, Kalyan 421301 as consumer)

**Versus**

Maharashtra State Electricity Distribution Co. Here in after  
Ltd.through its Assistant Engineer, referred to  
Sub –Division IV, Kalyan. as licensee

- 1) Consumer Grievance Redressal Forum has been established under regulation of "Maharashtra Electricity

Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” 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 an L.T. consumer of the licensee connected to their 415 volt LT network. The consumer is billed on residential tariff. The consumer registered a grievance with this forum on 9/09/2005. The details are as follows.

*Name of consumer: - Smt. Shobha B. Kamble*

*Address: - Same as above*

*Consumer No.: - 020020538687.*

*Disputed amount: - Rs.230/-*

*Reason of dispute: The consumer is not staying at this place and has shifted temporary to another place. Consumer occasionally visits the premises and stays there for a couple of days. Licensee has shown the meter has faulty instead of showing the actual meter reading and the bill is sent to the consumer on assessed consumption.*

- 3) The batch of papers containing above grievances was sent by forum vide letter No. 0293 dated 19/09/2005 to Nodal Officer of licensee. The letter, however, remained unreplied.

- 4) All three members of the forum heard licensee on 10/10/2005. Consumer was absent during hearing.
- 5) The consumer failed to appear on the date of hearing fixed by the forum. The forum, as per clause 6.10 of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation, 2003 took up the matter for decision ex-parte, on merits.
- 6) The consumer vide her grievance application stated that the family had temporarily shifted to another place since 2003. Hence the use of electricity had been very low i.e. on occasional visit or stays in house. Whenever there was use of electricity meter showed the change in reading. However the electricity bill showed meter as faulty & bill were charged accordingly. Licensee's staff was shown the house & the actual situation. She further stated in her application that she had not received bill after receipt of bill of dated 24/3/05, which shows meter faulty. She further stated that proper billing should be done & excess amount paid should be adjusted in future bills.
- 7) Licensee took corrective step & sent a bill of dated 23/9/05 to consumer showing credit of Rupees two hundred seventy seven & paise sixty-seven (Rs 277.67) only. The initial/ final readings (on 14/7/05 & 14/9/05) & consumption shown in this bill is 13050/13054 & 4 units respectively.
- 8) The forum passes no order, as the grievance stands solved.

**Date: - 17/10/2005 CSonsumsr**

<b>(M.R.Mehetre)</b>	<b>(Sau.V.V.Kelkar)</b>	<b>(I.Q.Najam)</b>
<b><i>Member Secretary</i></b>	<b><i>Member</i></b>	<b><i>Chair person</i></b>
<b>CGRF Kalyan</b>	<b>CGRF Kalyan</b>	<b>CGRF Kalyan</b>