



**Consumer Grievance Redressal Forum, Kalyan Zone**  
**Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301**  
**Ph- 2210707, Fax – 2210707, E-mail : cgrfkalyan@mahadiscom.in**

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Date of Grievance : 02/04/2012  
Date of Order : 14/09/2012  
Period taken : 165 days

**IN THE MATTER OF GRIEVANCE NO. K/E/591/699 OF 2012-2013 OF**  
**MRS. SUMAN DATTARAM PHADKE, MOHANE, KALYAN REGISTERED**  
**WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE,**  
**KALYAN ABOUT EXCESSIVE ENERGY BILL.**

Mrs. Suman Dattaram Phadke  
Room No. 01, Waikar Chawl,  
Mahatma Phule Nagar,  
Near K.D.M.C. Garden,  
Mohane, Kalyan : 421 102

(Here-in-after  
referred  
as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Executive Engineer  
Kalyan West Sub-Division No. I

(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 Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006” to redress the grievances 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 a L.T. consumer of the licensee. The Consumer is billed as per residential tariff. Consumer registered grievance with the Forum on 02/04/2012 for Excessive Energy Bill.

The details are as follows :

Name of the consumer :- Mrs. Suman Dattaram Phadke

Address: - As given in the title

Consumer No : - 020160007398

Reason of dispute : Excessive Energy Bill

3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/0247 dated 02/04/2012 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/Kalyan/Sub.Dn. I/Billing/1157, dated 30/08/2012.

4) We the members of the Forum heard both sides in the meeting hall of the Forum's office on 23/04/2012, 21/05/2012, 21/06/2012, 26/06/2012, 06/08/2012, 21/08/2012 and 30/08/2012. Licensee represented by Shri Patil Nodal Officer, Shri R. S. Yedake, Dy. Executive Engineer, Shri Bharambe, Asstt. Accountant and Consumer Representative Shri Dattaram Phadke.

- 5) Consumer is having residential connection from 17/06/1979. On 08/02/2012 consumer approached IGRC making a complaint that bills issued for the month of October, November and December 2008 are for excessive units and faulty and those bills be corrected. IGRC dealt the said matter and rejected her complaint on 20/02/2012 with a reason that it is barred by limitation as consumer has not approached within two years from the cause of action.
- 6) Aggrieved by the order of IGRC dt. 20/02/2012 present grievance is filed before this Forum on 02/04/2012. This matter was taken up from time to time in presence of representative of consumer and officers of Licensee. Though it was heard on a previous occasion by the then Chairman, it was not completed, hence again it was taken before us. During hearing before us officers of Licensee assured to amicably redress the grievance of consumer. However, the aspect of redressing the grievance was not communicated and clarified to Forum by both sides within a reasonable time. Hence again this matter is taken up, considered and at that time representative of consumer filed application dt. 09/08/2012 conveying that his grievance is not redressed. In this light again we called both sides on 21/08/2012 and 30/08/2012. On 30/08/2012 Licensee placed on record written reply about the initial grievance redressed. It is clarified therein that due credit is given towards readings noted in the bills for the month October, November and December 2008 and February 2009. Towards it an amount of Rs. 558=11 is given credit in the consumer's bill dt. 25/06/2012. Further, it is pointed out that meter of consumer was checked on 08/02/2012 and no any defect was found. Further it is submitted before

us that once again that meter will be checked in presence of consumer. As none attended for consumer on 30/08/2012, Member Secretary of this Forum contacted the consumer representative, clarified the position about offer of meter being checked once again in presence of consumer and he got response of no objection from the said representative. Accordingly now we find that initial grievance is already redressed as adjustment is shown in the bill and the meter is being checked in presence of consumer. Accordingly this grievance is now to be disposed off.

- 7) This matter discussed at times, Licensee was to redress grievance and both were to convey it's progress. Such progress not conveyed in time, hence it could not be decided in 60 days. Hence the order :

### **ORDER**

- 1) Grievance application of consumer is hereby disposed off as already on behalf of Licensee reading is dealt and credit is given for an amount of Rs. 558=11 and that meter of consumer is being tested in presence of consumer. Accordingly both are to act.
- 2) The consumer if not satisfied, may file representation against this order before the Hon. 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".

3) Consumer, as per section 142 of the Electricity Act, 003, 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”*

Date : 14/09/2012

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

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(Sadashiv S. Deshmukh)  
Chairperson  
CGRF Kalyan