



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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IN THE MATTER OF GRIEVANCE NO. K/E/503/594 OF 2011-2012 OF
SHRI TRIMBAK KALU KHADE, THAKURLI (EAST) REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT EXCESSIVE ENERGY BILL.

Shri Trimbak Kalu Khade,
Own House, Khambalpada,
Thakurli (East),
Dombivali : 421 302

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer
Kalyan (East) Sub-Division - I

(Here-in-after
referred
as licensee)

- 1) 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. 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. The Consumer is billed as per residential tariff. Consumer registered grievance with the Forum on 25/03/2011 for Excessive Energy Bill.

The details are as follows :

Name of the consumer :- Shri Trimbak Kalu Khade

Address: - As given in the title

Consumer No : - 020290002428

Reason of dispute : Excessive Energy Bill

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/223 dated 25/03/2011 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/Sub-Dn.I/Kalyan(East)/1329, dated 29/03/2011.
- 4) An emergency hearing was held on 29/03/2011 @ 15.00 hrs. and second hearing was held on 20/04/2011 @ 16.00 hrs. The Member Secretary and Member of the Forum heard both the parties in the meeting hall of the Forum's office. Mrs. Janabai T. Khade and Shri Mangesh Lokhande representatives of the consumer & Shri Nitnavare Nodal Officer, Shri D. R. Patil, Dy. Ex. Engr., Shri Taiwade Asstt. Engr., 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 each party in respect of each grievance shall be referred while deciding each of the grievances to avoid repetition.

- 5) According to the consumer the facts of the grievance application in brief are as follows :
- a) The consumer has taken electricity connection from the Distribution Licensee (DL) at his residence at Khambalpada having consumer No. 020290002428.
 - b) According to the consumer prior to December 2010 the bills issued by the licensee were of Rs. 200/- approximately. However, in January 2011 the licensee suddenly issued a bill amounting to Rs. 8753=13.
 - c) It is further contended that he was paying bills regularly and there were no arrears till December 2010. In spite of that licensee issued a inflated bill of Rs. 8753=13 for the month of January 2011. The consumer requested licensee the reason for charging the said amount, however licensee did not furnish any intimation and disconnected the electric supply of consumer.
 - d) The consumer stated that when she made a complaint to the licensee, licensee directed her to deposit meter testing charges. Licensee assured her that there will not be any problem in future and asked her to pay Rs. 2570/- in the month of January 2011. It is the contention of consumer that though she paid meter testing charges and the amount of Rs. 2570/- as per direction of the licensee, to her surprise the licensee again issued a bill for the amount of Rs. 9437=46 in the month of February 2011.
 - e) It is pleaded by the consumer that she is a housemaid and has taken loan for paying the electricity bills. She has also followed-up the matter by making applications to the licensee dated 31/01/2011 and 07/03/2011 but in vain. The consumer therefore approached the Forum and prayed that :
 - i) Licensee be directed not to disconnect electric supply till the disposal of the matter.

- ii) Licensee be directed to pay compensation to consumer for mental agony.
- iii) Licensee be directed to revise the inflated bills.
- iv) Directions be given to licensee to remove the overhead wires passing by her house.
- 6) In response to the notice issued by the Forum licensee appeared and have filed it's say as under :
 - a) According to the licensee the consumer was receiving the bills of 31 units approximately till November 2010 with a remark "Faulty Meter".
 - b) The said meter was replaced by Meter No. 14485657 on 10/11/2010.
 - c) The consumer is having two tube lights, two fans, one fridge, two T.V. sets, three bulbs and that consumer has rendered his two rooms on rental basis.
 - d) Now the bills issued to the consumer from December 210 to February 2011 are as per the actual consumption.
 - e) However, the consumer requested to test the meter No. 14485657 installed in her premises on 10/11/2010 and deposited Rs. 100/- vide Money Receipt No. 9397356, dated 18/01/2011 as meter testing charges.
- 7) It is pleaded by the licensee that as per the request of the consumer the said meter was tested in the meter testing lab. on 26/02/2011 which was found O.K. and accordingly they have intimated the same to the consumer by letter No. 3623.
- 8) It is the contention of the licensee that due to the faulty meter, the bills issued to the consumer initially were of less units than consumption and by misunderstanding consumer has made this grievance application. However, the old meter has been changed and the new meter has been installed on 10/11/2010. This meter was also tested as per the request of

the consumer at meter testing lab which was found O.K. hence the bills issued to the consumer are correct.

- 9) On 25/05/2011 Meter No. 14485657 was re-tested in the Lab. in presence of the consumer and the Members of the Forum as per the request of the consumer. The test certificate was issued by Junior Engineer (Testing) stating **“Meter found 16.08 % fast at 2.5 Amp. load”**.
- 10) The licensee has further stated that so far the over head wires passing by the house of the consumer, licensee has intimated the consumer to give her consent for taking necessary action and that her supply has been temporarily disconnected for want of arrears.
- 11) After going through the record placed before us and the test report issued on 25/05/2011 we feel it proper to direct the licensee to revise the bills for the months December 2010 and January / February 2011.
- 12) It will also be proper to direct the licensee to refund the amount of Rs. 100/- to the consumer deposited against the Meter Testing Charges as meter is declared “Defective” during meter testing as per Clause 14.4.4 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other Conditions Of Supply) Regulations, 2005.
- 13) We therefore unanimously pass the following order :

O-R-D-E-R

- 1) The grievance application is partly allowed.
- 2) Licensee is directed to revise the bills for the months of December 2010 and January / February 2011 within 30 days from the date of receipt of this order and compliance should be reported within 45 days.

3) Licensee is further directed to refund the amount of Rs. 100/- to the consumer within 30 days from the date of receipt of this decision as stated in para No. (12) above.

4) 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”.

5) 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”

Date : 30/05/2011

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

(R.V. Shivdas)
Member Secretary
CGRF Kalyan