



**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/506/601 OF 2011-2012 OF SHRI D. V. GODBOLE, KALYAN (WEST) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL AND DISCONNECTION OF SUPPLY WITHOUT NOTICE.**

Shri D. V. Godbole,  
Ganesh Baug, Murbad Road,  
Kalyan (West) : 421 301

Versus

(Here-in-after  
referred  
as Consumer)

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Executive Engineer  
Kalyan (West) 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 18/05/2011 for Excessive Energy Bill and Disconnection of supply without notice.

The details are as follows :

Name of the consumer :- Shri D. V. Godbole

Address: - As given in the title

Consumer No : - 020020057531

Reason of dispute : Excessive Energy Bill and

Disconnection of supply without notice

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/318 dated 18/05/2011 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/Sub-Dn.I/Kalyan(West)/811, dated 23/05/2011.
- 4) An emergency hearing was held on 23/05/2011 @ 16.00 hrs. The Members of the Forum heard both the parties in the meeting hall of the Forum's office. Shri Pardeshi representative of the consumer, Mrs. Manasi Joshi (Godbole) consumer & Shri Nitnavare Nodal Officer, Shri D. H. Agrawal, Dy. Ex. Engr., Shri Verghese Jacob, Asstt. Engr., Shri S. P. Kalamkar, Jr. 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) The consumer has taken electricity connection to the premises from the Distribution Licensee (DL) in the year 1980. It is contended that the consumer's average consumption is about 134 to 211 units per month since minimum appliances like two tubes, one fan, one TV, one fridge are used, however, without filing any bill on record consumer contended that licensee raised and issued high energy bill of 400 to 500 units. Consumer's contention is that since many months there is a fluctuation in the electricity circuit and as consumption is not properly recorded based on incorrect consumption bills are issued of excessive and incorrect amount. On the complaint of consumer the meter installed in the premises was accuchecked in the Lab. however, it is reported to be O.K. It is contended that officials of the licensee at the time of examination of meter found neutral was not getting due to which incorrect bills are issued and the same need to be revised. By letter dated 04/04/2011, 22/04/2011, 05/05/2011 consumer requested the licensee to re-check the connections of meter and correct the bills issued but not responded and without issuing notice disconnected supply on 14/05/2011 for arrears. Consumer moved the I.G.R.Cell but in vain hence lodged this grievance with a prayer to direct the licensee to revise the energy bill and restore the supply.
- 6) Licensee filed detail say on 23/05/2011 contending that grievance is not maintainable since it is not filed by consumer Shri D. V. Godbole. It is contended as per complaint application dated 04/04/2011 meter of the consumer Shri Godbole was checked in the Lab. on 19/04/2011 and it was found O.K. i.e. – 000.04%. Checker found meter was not getting neutral and it was immediately re-connected to the meter however meter was running properly and the person then present on behalf of consumer Shri Chandrashekhar Kharkar was advised to get the internal wiring checked. It

is contended since meter was working properly and recording units as per the consumption, question of recording incorrect units does not arise. It is averred since consumer remained in arrears of electricity bill for more than Rs. 500/- as per the prevailing practice notice was issued for disconnection, however despite this consumer did not pay arrears, his supply was disconnected. According to licensee to avoid to make payment of arrears consumer filed false grievance application and the same be dismissed in limine.

- 7) Since the consumer's supply was disconnected for arrears on 14/05/2011 this Forum hearing both the parties on 23/05/2011 directed the licensee to restore supply on depositing Rs. 2600/- by the consumer and accordingly as seen from the report of Dy. Executive Engineer Kalyan West Sub-Division No. I dated 07/06/2011 consumer deposited the amount and consequently supply restored on 23/05/2011.
- 8) According to consumer his average monthly consumption is around 134 to 211 units as they are having minimum appliances like two tubes, one fan, one T.V., and one fridge, however all of a sudden licensee in their bill for the month of April 2011 shown consumed units 400 to 500 and the bill amount claimed is excessive. Consumer by letter dated 04/04/2011 requested the licensee to check the meter as electric supply often fluctuates. On perusal meter checking report dated 19/04/2011 meter installed in the premises No. 10495425 was checked in the meter testing lab. on 19/04/2011 in the presence of Shri Kharkar and it was found O.K. i.e. – 000.04%. However, neutral was not getting to the meter and it was re-connected immediately. Based on this report consumer complained to the licensee on 05/05/2011 as neutral was not getting to the meter, reading is abnormal. By application dated 22/04/2011 consumer reiterated the

same. Considering this by order dated 13/06/2011 this Forum directed the licensee to get the meter checked again in meter testing lab under Kalyan West Division in the presence of consumer and report. It appears as per the order dated 13/06/2011 Dy. Executive Engineer, Kalyan West Sub-Division No. I informed the consumer about the testing of the meter on 20/06/2011, however consumer refused as seen from the letter of Dy. Ex. Engr. Kalyan West Sub-Division No. I dated 20/06/2011. Subsequently consumer vide application dated 20/06/11, 27/06/11, 30/06/11, 18/07/11 made much capital on re-checking of meter, however he declined to change the meter. Needless to say without taking the meter to the lab. checking it on various loads is not possible.

- 9) Relying on the meter testing report dated 19/04/2011 learned representative for the consumer submitted that the neutral was not getting to the meter, therefore due to fluctuation abnormal consumption was recorded and in this context excessive bill issued. At this juncture learned representative for the licensee inviting our attention to the CPL placed on record submitted that problem of not getting neutral was solved immediately, thereby recording abnormal consumption has no relevance. On perusal the CPL right from the year 2008 it is seen consumer's consumption in some of the months was about 1000 to 1600 units per month. It is not that consumer's consumption in all the months was 134 to 211 units as averred and argued. This squarely point out consumption recorded was average and as per actual consumption. So far neutral not getting to the meter learned representative for the licensee submitted that this may happen due to earth leakage or internal wiring defect. As stated above solving the problem immediately of not getting neutral, concerned officials asked Shri Kharkar to get checked the internal wiring point out

recording consumption was not incorrect in as much as meter was O.K. At the most consumer can get his internal wiring checked through the authorised electrician. On the premise contention of the consumer that due to not getting neutral abnormal consumption recorded is devoid of substance. Thus going through the record as a whole couple with the CPL and the meter testing report it is apparent that meter was O.K. and the consumption of the consumer was also more than 400 to 500 units per month. On this background we find no force in the submission of consumer that meter recorded abnormal consumption during the material period and the bill raised in this context was excessive. Since bill was as per consumption of electricity, consumer was and is liable to pay the same as per Rules and Regulation and in this context question to revise the bill and payment of compensation does not stand to reason. Grievance application since sans merits apt to be dismissed and hence the order :

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

- 1) The grievance application stands dismissed.
- 2) 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”.*

Date : 26/07/2011

Mrs. S.A. Jamdar)  
Member  
CGRF Kalyan

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(S.N. Saundankar)  
Chairperson  
CGRF Kalyan