



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

IN THE MATTER OF GRIEVANCE NO. K/N/005/0043 OF
05-06 OF SHRI SUDHAMO H. CHAWLA WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE,
KALYAN ABOUT THE DENIAL OF NEW CONNECTION FOR
NON PAYMENT OF EXCESS BILL.

Shri. Sudhamo H. Chawla
after Shop Near Bk 1144
referred to

Here in

On Plot No. 129-130, Ulhasnagar-3
consumer

as

Versus

Maharashtra State Electricity Board, through its
after
DYE Sub-Division -II,
Ulhasnagar II

(Here in

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 2003” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Commission vide powers confirmed 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 L.T. consumer of the licensee connected to their 415-volt network. The grievance was registered by forum on 29/11/2005. The details are as follows.

Name of Consumer :- Shri Sudhamo H. Chawla is in possession of shop near Bk 1144, on Plot No. 129-130, Ulhasnagar-421003 but the electricity bill stands in the name of Shri Uttamchand H. Panjwani.

Consumer No.:- 021510324452

Details of grievance: - The meter of consumer shop was removed and erected to adjoining shop as the title of electric bill of the adjoining shop is same. The old arrears of Rs. 57,782/- of someone else is being presented to consumer. New connection is denied to consumer.

- 3) The batch of papers containing above grievance was sent by forum vide letter No. 0371 dated 30/11/05 to Nodal Officer of licensee. The letter was replied by Nodal Officer vide No 8419 dated 14th December 2005.
- 4) Two members of forum heard both the parties on 15/12/2005 & 2/1/06 in the meeting hall of the forum's office. All three members were present during hearing on 22/12/05. Shri Chawla, represented consumer, on 15/12/05 & 2/1/06 but could not attend hearing on 22/12/05 due to sudden demise of his close relative. Shri H.K. Randive Nodal Officer on 15/12/2005, Shri K.G.Gorde Deputy Executive Engineer on 15/12/05, 22/12/2005 and 2/01/2006, Shri T.N.Chandram Sub-Engineer on 15/12/2005, Shri R.N. Kher UDC on 15/12/2005 and 22/12/2005 and Shri C.M. Damodaran Line man on 2/01/2006, represented licensee.
- 5) Shri Chawla said that meter of his shop has been removed and erected in adjoining shop and old arrears of somebody else is being claimed from him and new connection is denied to him on pretext of unpaid arrears.
- 6) Shri Gorde submitted that the consumer's connection has been permanently disconnected in February 2001 and there is an arrear of Rs. 57,782/- on this connection.
- 7) It was seen from CPL that the consumer is charged on consumption even after permanent disconnection of supply in February 2001. Shri Gorde was then asked by forum on

15/12/2005 to prepare detailed debit statement with chain of events of entire case on or before 21/12/2005 with a copy to consumer and forum.

- 8) As decided during hearing on 15/12/2005 Shri Gorde submitted debit statement with chain of events of entire case vide letter No. 793 dated 21/12/2005 addressed to forum. Shri Gorde submitted vide above said letter that fictitious billing from June 1995 upto December 2000 amounting to Rs. 44,726/- has been withdrawn from the consumer's arrear bill of Rs. 57,782/- and after withdrawal of fictitious billing an amount of Rs. 13,056 is outstanding against the consumer. He further requested to forum to insist the consumer to pay the same at earliest. He further clarified that an amount of Rs. 13,056/- is on account of fixed charges for the period from June 1995 to February 2001 as the supply of the consumer was permanently disconnected in February 2001.
9. The consumer during hearing on 15/12/2005 had raised point that one Shri Damodaran had removed meter from his shop and erected it in adjoining shop and licensee is raising the bill of this removed meter. Forum decided to take the witness of Shri Damodaran to clarify the matter. Accordingly Shri Gorde was informed to ask Damodaran to remain present during hearing scheduled to be held on 2/01/2006.
10. The witness of Shri Damodaran was examined. Shri Damodaran said that he disconnected the supply of the

consumer somewhere in 1996 and he does not know developments of removing meter from consumer's shop to the adjoining shop thereafter.

11. It is seen from record that the meter was removed by licensee on 15/02/2000 for testing in the laboratory. This means that the supply was permanently disconnected in February 2000. Shri Gorde was then asked by forum to consider revising bill from June 1995 to February 2000 instead of June 1995 to February 2001. Shri Gorde agreed. Consumer also agreed to pay the above said bill.
12. After taking the stock of entire situation, the forum unanimously decided to pass the following order.

O-R-D-E-R

1. Licensee should prepare the bill for fixed charges only from June 1995 to February 2000 treating permanent disconnection in February 2000 i.e. the date on which meter was removed by licensee from consumer's premises.
2. The above bill should be sent to the consumer within 30 days from the date of this order.
3. The consumer after paying the above bill is free to approach licensee for taking new connection at his premises.
4. Consumer can file appeal against this decision with the Ombudsman at the following address.

Maharashtra Electricity Regulatory Commission,
606/608, Keshav Building, Bandra Kurla Complex,
Mumbai 400005.

Appeal can be filed within 90 days from the date of this order.

Date: -5/01/2006 Csonsumer

(V.V.Kelkar)

Member

person

CGRF Kalyan

(I.Q.Najam)

Chair

CGRF Kalyan

(J.P.Soni)

Member Secretary

CGRF Kalyan