



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/E/039/0045 OF
05-06 OF SHRI RAMAKANT DHONDI MESTRY WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN
ZONE, KALYAN ABOUT THE EXCESS BILLING.**

Shri. Ramakant Dhondi Mestry
Telewane Tower Flat No. 206

Market, Kulgaon
Badalapur.

Here in after
referred to
Narfish
as consumer

versus

Maharashtra State Electricity Board, through its
after
Deputy Executive Engineer,
MSEDCL Badlapur

(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 the wife of deceased consumer. She could not present the case to the forum in proper manner due to lack of her knowledge. The grievance was registered by forum on 14/12/2005. The consumer No. is 021540017864.
- 3) The batch of papers containing above grievance was sent by forum vide letter No. 0387 dated 14/12/2005 to Nodal Officer of licensee. The letter, however, remained unreplied.
- 4) All the three members of forum heard both the parties on 30/12/2005 in the meeting hall of the forum’s office. Ms. Suhasini R. Mestry, Ms. Darshana Panchal, and Mrs. Nayna

Gokhale represented consumer Shri H. K. Randive Nodal Officer and Shri B.R. Patil UDC represented licensee.

- 5) Smt. Suhasini said that she received a bill of more than Rs. 4,00,000/- in the year 2000. She had to run from pillar to post to get this bill corrected. She said that she is residing in a small house comprising one room kitchen. She said that licensee has now corrected the bill and sent us the bill of around Rs.39,000/-. She said that this bill too is also very exorbitant and beyond her capacity to pay. She said that she has arranged for money and paying bill in installment as granted by licensee.
- 6) The study of consumer personal ledger (CPL) indicates that the meter of the consumer was changed somewhere between November 2000 and January 2001. The details of this meter (meter No. 10182611) were not correctly fed to the computer and the computer started generating wrong bills in six figures. This meter was again replaced by meter No. 951728 somewhere between March 2002 to May 2002. However, the arrears were continuously shown in the bills of consumer. It is seen from the CPL that licensee corrected this error in the bill of July 2005.
- 7) Shri Patil said that the bills are now based on consumption recorded on current meter. He said that consumer has not paid the bill from November 2004 onwards and hence accumulated to the tune of Rs. 39,000/- approximately.

- 8) Forum requested Patil to prepare detailed debit statement and give a copy to consumer and forum. He agreed to do so before 3/01/2006.
- 9) Licensee submitted a letter to forum on 2/01/2006 stating that the bill for the period May 2001 to November 2005 has been prepared on actual consumption recorded by the meter and works out to be Rs, 47,213/-. The consumer has since paid Rs. 40,078/- upto 2/01/2006. The copy of this bill has been given to the consumer and the consumer has given a letter on 2/01/2006 to the licensee (addressed to Deputy Executive Engineer, Badalapur) that she has now no complaint.
- 10) Since the grievance stand solved, the forum passes no order.

Date: -5/01/2006 Licensee

(V.V.Kelkar)

Member

person

CGRF Kalyan

(I.Q.Najam)

Chair

CGRF Kalyan

(J.P.Soni)

Member Secretary

CGRF Kalyan