



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/ 196/ 220 OF 2009-2010 OF SHRI SHUBHKARAN B. VARMA REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL.

**Shri Shubhkaran B.Varma
Bldg. No.3, Flat No. 1,
Saibaba Nagar
Ulhasnagar 421 003**

**(Here in after
referred
as Consumer)**

Versus

**Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer.
Ulhasnagar Sub Dn.III, Ulhasnagar**

**(Here-in-after
referred
as licensee)**

- 1). Consumer Grievance Redressal Forum has been established under regulation of "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 connected to their 415-volt network. The Consumer is billed as per residential tariff. Consumer registered grievance with the Forum on dated 03/03/2009 for Excessive Energy Bill. The details are as follows: -

Name of the consumer :- Shri Shubhkaran B.Varma

Address: - As above

Consumer No : - 021510574211

Reason of dispute: Excessive Energy Bill

- 3).The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/200 dated 03/03/2009 to Nodal Officer of licensee. The licensee replied vide letter No.Dy.EE/UIh.III/Tech/487 dt. 30.03.09.

- 4). The Member Secretary and Member heard both the parties on 30/03/2009 @ 16.00 Hrs. in the meeting hall of the Forum's office. Consumer Shri Shubhakaran B.Varma, Shri Papan, consumer's representative, and Shri V. Y. Kamble, Nodal Officer In-charge, Shri S.K.Sawale, Dy.E.E. Ulhasnagar Sub Dn.III, Representative of the licensee attended hearing.

- 5).The consumer submits that he had taken an electric connection having Con.no. 021510574211 and meter No.9001693915 at Shanti Nagar, Ulhasnagar. He further submits that he got a huge amount of electric bill on. 21.8.08 of Rs.8600/- for 1171 units though his

consumption is not more than 150 units per month. He requested the licensee vide his letter dated 16.09.08 to verify and rectify the wrong billing. No reply is received from MSEDCL. So he paid the said bill. The consumer submits that he received another exorbitant bill dt.25.11.08 of Rs.5600/- in the month of Nov.08 for 427 units. He again made reference to licensee vide his letter dt.28.11.08 but no reply is received nor taken any action by licensee. So he paid this bill also (i.e.Rs.5,500/-) on 20.10.08. He submitted his complaint to IGRC on 15.12.08 to hear his grievance and give justice. Since there is no response from IGRC, he approached the CGRF on 03/03/09 and got his grievance registered. He also requested the Licensee as per his letter dtd.25.2.09 to withdraw the wrong reading bill and arrange to issue revised bill. He submits that the meter reader of the said area is taking the wrong reading and misguiding the MSEDCL with the help of one of the MSEDCL staff Mr.Vyapari Seth, The consumer demanded to bring the old meter for verification of last reading and test the same in front of him. He submits that the meter is replaced without his knowledge. The consumer demands to sanction a B-80 as per consumption of the new meter.

- 6). On this query, the Licensee Representative (LR) submits that the meter of consumer No.02510574211 was replaced in the theft drive conducted as per instructions by SE KC-II in the area on 14.5.08. The old meter No.5033715 of the consumer was of Elymer Make with the counter type reading counter. Therefore the meter was replaced by LCD meter No.1693915 as per the policy of the

company. The complete building's meters were replaced by LCD meters. At the time of the replacement of meters, the message was given to all the residents of the building to be present at the metering board through the Watchmen accordingly most of the peoples were present. But this consumer did not come to witness replacement. However the consumer appeared in the arrears list due to non payment of energy bill, therefore a notice was served to the consumer for the payment of the arrears on 4.3.09. On expiry of the notice period when the consumer was asked about the payment of arrears, he said that he has paid the amount. The licensee submits that the last 3-4 months the bills were issued for 35, 40, 45 units, so difference has been drawn. The consumer has paid Rs.4,300/- on 14.5.08 and then Rs.5220/- on 29.09.09, then he has not paid the electric bills onwards.

- 7).The forum asked the licensee to make the meter available to the consumer and test it in front of him. The licensee said the meter is dumped in the scrap. Being this is old case, if it could traced out, the same will be made available to the consumer. Forum further asked the licensee to submit the test report and meter replacement report to forum and to the consumer.
- 8).The forum asked the licensee that as per CPL it is seen that in Feb.09 the reading is 3760 units and in March 09 it is 3701 units, showing reverse reading, – The licensee Dy.EE submitted that this will be verified and detail report will be submitted.
- 9).Forum asked the licensee to make available the old meter to the consumer to note him the last reading, and submit old meter test

report and replacement report to the forum and to the consumer within 4 days.

10).Following points are noted by Forum.

- a). In the month of Feb.08 current reading was 3765 and previous reading was 3760 units In the month of Mar 08, the current reading was 3701 units and previous reading was 3165 units From this it is concluded that meter reader has not taken proper reading.
- b). The licensee submitted a copy of credit B-80 for Rs.1677.47 on 20.4.09 for taking of wrong reading.
- c). The administrative action should be taken against the concerned employee who has taken wrong reading.

11) After hearing both the parties, studying all available documents submitted by licensee as well as consumer, forum passes the following order unanimously.

O- R- D- E- R

- 1). The licensee should give credit of Rs.1677.47 (Rupees One thousand six hundred seventy seven and paise forty seven only) in next ensuing bill. (as per para 10 b).
- 2). The administrative action should be taken against the concerned employee who has taken wrong reading.(as per para 10-a)
- 3) The compliance should be reported to the forum within 60 days from the date of this decision.

- 4) The Consumer can file appeal against this decision with the Ombudsman at the following address.

***“Maharashtra Electricity Regulatory Commission,
606/608,KeshavBuilding,BandraKurlaComplex,Mumbai 51”***

Appeal can be filed within 60 days from the date of this order.

- 5) Consumer, as per section 142 of the Electricity Act, 2003, can approach Maharashtra Electricity Regulatory Commission the following address:-

***“Maharashtra Electricity Regulatory Commission,
13th floor,World Trade Center, Cuffe Parade, Colaba, Mumbai 05”***

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”

Date : 27/04/2009

**(Sau V. V. Kelkar)
Member
CGRF Kalyan**

**(R.V.Shivdas)
Member Secretary
CGRF Kalyan**