



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/042/0048 OF
05-06 OF SHRI SURENDRA NATHAN M WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE,
KALYAN ABOUT THE EXCESSIVE ENERGY BILL.

Shri. Surendra Nathan M Here in after
C-709, Kalyan Nagri (DSK Project)
referred to
Sangle Wadi, Near Rly. Station,
as consumer
Kalyan (W), Thane 421 301.

Versus

Maharashtra State Electricity Distribution (Here in after
Company Limited through its referred to
Kalyan Sub-Division V, Kalyan- 2 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. Consumer is billed as per residential tariff. The consumer registered his grievance with the forum on 3/01/2006.

The details are as follows.

Name of the consumer: Shri Surendra Nathan M.

Address: Same as above

Consumer No. 020020545268.

Disputed amount: Rs. 2950/-

Disputed period :- 18/08/2005 to 15/10/2005.

- i) The electricity bill stands in the name of Shri Surendra Nathan, occupier and owner of the premises and uses electricity for residential purpose.
- ii) The consumer received bill for the period 18/08/2005 to 15/10/2005 of Rs. 2950/- which also included the billing amount for 18/06/2005 and 18/08/2005 which

according to the consumer is unrealistic as he has already paid all previous bills.

- iii) In the bill for the period 18/06/2005 to 18/08/2005, it was mentioned "No meter since August 2005" where as the newly installed meter was in his place in perfect working condition for which licensee had charged Rs. 200/- as the second installment towards the cost of the meter.
- iv) The bill for the period 16/10/2005 to 16/11/2005 of 430 units is very high compared to the average consumption of 36 about, units / month as per the past record of the consumer's bills.
- v) When the consumer tried to approach the licensee on telephone for solving his grievance, he was asked to pay the bill first and only then approach the licensee's office for the Redressal of his complaint.
- vi) Subsequently the consumer made the necessary payment of Rs.3740/- on 13/12/2005 as told to him. During the above period, the consumer found the behavior of licensee's employees to be arrogant and irresponsible.
- vii) The consumer has asked for payment of interest on the excess amount paid by him to the licensee.
- viii) The consumer has also demanded a compensation for a sum of Rs. 2 lakhs towards the hardship undergone by him during the process of solving his grievance.

- 3) The papers containing details of the above grievance was sent by the forum vide letter No. 0414 dated 3/01/2006 to the Nodal Officer of licensee the letter remains unreplied by Nodal Officer.
- 4) Both the members (Member Secretary and Member) of forum heard both he parties on between 16.30 to 17.15 in the meeting hall of the forum's office Shri Surendra Nathan presented his case and Shri P S Ghewde AE presented the case on behalf of the licensee.
- 5) Shri Surendra Nathan M repeated the grievances mentioned in consumer's application dated 3/01/2006.
- 6) The licensee stated that the meter was tested on 14/012006 at the consumer's premises in his presence. The meter was found to be working satisfactorily (the licensee submitted copy of test report to the forum).
- 7) The licensee has also submitted the C.P.L (consumer's personal ledger) of the consumer along with licensee's corrected bills signed by Assistant Engineer and lower Divisional Clerk. Based on the C.P.L and meter test report, the licensee had agreed to issue a revise bill to which consumer has given his consent.
- 8) The licensee has also agreed to adjust the excess amount paid by consumer, against his future bills, to which the consumer has given consent.
- 9) It is seen from records that consumer approached internal system of licensee for his grievances on 28/10/2005

received by licensee through forum on 3/01/2006 but licensee took no action within a period of 60 days as required as per Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) Regulation, 2003 and hence consumer was left no alternative to approach this forum on 3/01/2006

- 10) Vide licensee's letter dated 27/01/2006 No. of units 340 are to be charged from the date of replacement of meter i.e. 19/05/2005 to 25/01/2006 at the rate of 48 units per month, reading as on 19/12/2005 is 00340 units. Further vide licensee's energy bill dated 31/12/2005 Rs. 2348/- as shown against the credit to the consumer for the 340 No. of units. However, consumer has paid Rs. 800/- on dated 21/01/2006 hence the total amount of credit to the consumer is Rs. 3148/-.
- 11) Based on the study of the facts and records produced by the consumer and licensee, we unanimously pass the following order.

O-R-D-E-R

- 1) The excess amount received by the licensee Rs. 3148/- (Three thousand one hundred forty eight) only, should be adjusted in the consumer's future bills.
- 2) The consumer's request to order the licensee to pay the compensation of Rs 2 lakhs and interest on the amount paid by him under protest is hereby rejected.

- 3) 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 51

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

- 4) Consumer, as per section 142 of the Electricity Act, 2003, can approach Maharashtra Electricity Regulatory Commission at 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: - 30/01/2006 licensee

(V.V.Kelkar)

Member

CGRF Kalyan

(J.P.Soni)

Member Secretary

CGRF Kalyan