



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/043/0049 OF
05-06 OF SECRETARY MOHANPURAM WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE,
KALYAN ABOUT THE EXCESSIVE ENERGY BILL.

Secretary Mohanpuram,

Here in after

Phase II, CHs. Ltd.,Near.

referred to

Gautam Jatale

Hospital,

as consumer

Sai Section, Ambernath (E)

Versus

Maharashtra State Electricity Distribution

(Here in after

Company Limited through its

referred to

Ambernath Sub-Division (W)

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 6/01/2006.

The details are as follows.

Name of the consumer: The Secretary Mohan Puram

Address: Same as above.

Consumer No.: - 021520488534.

Disputed period: - June 2005 onwards.

- 3) The consumer is LT consumer of the licensee. The licensee issues the bill in the name of The Secretary of Mohan Puram, Shri P.S. Purbhe is the representative of the consumer.

- i) The consumer representative Shri Purbhe registered his grievance with the forum on 6/01/2006 the consumer representative is receiving electricity bill with incorrect address and incorrect amount for past six month.
 - ii) According to him although he has been regularly paying the bill in advance, the bill amount is wrongly deposited in the name of Shri Padmaraj Nair staying in Flat No. 305, Kohojgaon, Ambernath (W), and therefore dues of Forty, Fifty thousand rupees have accumulated against his name.
 - iii) The consumer representative is being misled and evasive answers are given to his queries. Manually prepare bills are given to him after the submission of previous paid bill on the basis of reading given by the representative this has been going on for last six months repeatedly and there is no effort taken by the licensee to resolve the grievance.
- 4) The papers containing of the above grievance was sent by the forum vide letter No. 0423 dated on 6/01/2006 to the Nodal Officer of licensee the letter remains unreplied by Nodal Officer.
- 5) Both the members (Member Secretary and Member) of forum heard both the parties on 23/01/2006 from 15.00 to 16.00 hours in the meeting hall of the forum's office Shri P.S. Purbhe representative of the consumer repeated his

- grievances mentioned in consumer's application dated 6/01/2006.
- 6) The licensee's representative Nodal Officer Shri H.K. Randive, Assistant Engineer Shri K.S. Pathak and Upper Divisional Clerk Shri K.S. Kulkarni represent the case Shri K.S. Kulkarni accepted the error and cited the bifercation of Ambernath Sub –Division since 8th September 2005 as a cause for the error.
 - 7) He also stated that the error was due to improper route mapping of the consumer billing cycle, which is not yet resolved. Shri Kulkarni has agreed to do the necessary correction in the records with immediate effect.
 - 8) It is seen from records that consumer approached internal cell system of licensee for his grievances on 3/08/2005 received by licensee though forum on 6/01/2006 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 6/01/2006
 - 9) From the records presented to the forum it is observed that the grievance is existing since June 2005. Consumer representative has given a written complaint to licensee for the same on 3/08/2005 bifercation of Ambernath Sub-Division was done effect from 8/09/2005.

- 10) Licensee's representative has accepted the error and agreed to correct the record.
- 11) The Assistant Engineer Ambernath submitted the letter dated 25/01/2006 mentioning the rectification of energy bill before completion of next billing cycle and copy of CPL (consumer personal ledger) to the forum.
- 12) Based on the study of the facts and records produce by the consumer and licensee we unanimously passed the following order.

O-R-D-E-R

1. Licensee should carry out the correction of the records within two billing cycles and the consumer should get the correct bill on his correct address within 60 days from the date of forums decision.
2. Consumer can file appeal against this decision with the Ombudsman at the following address.
Maharastra 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.
3. 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 Consumer

(V.V.Kelkar)
Member
CGRF Kalyan

(J.P.Soni)
Member Secretary
CGRF Kalyan