



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/303/335 OF 09-10 OF M/S. VIRA THEATRES PVT. LTD. DOMBIVALI (EAST) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL.

M/s. Vira Theatres Pvt. Ltd.
Tilak Complex, Opp. Rly. Station
Dombivali (East), Dist : Thane

} (Here in after referred to as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Dy. Executive
Engineer, Dombivali East Sub/Dn-I

} (Here in after 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 2006" to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Regulatory Commission (MERC) vide powers conformed 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 Three phase LT consumer having connected load of KVA of the Licensee. The Consumer is billed as per Commercial tariff. The consumer registered grievance with the Forum on 07/10/2009 regarding Excessive energy bill. The details are as follows: -
Name of the consumer : M/s. Vira Theatres Pvt. Ltd.
Address: - As above
Consumer No : 020012663154
Reason for Dispute : - Regarding Excessive Energy Bill
- 3). The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/842, dt. 07/10/2009 to the Nodal Officer of the Licensee, and the Licensee through Dy. Ex. Engr. Dombivali East Sub-Division No. 1 filed reply vide letter No. 2570, dt. 04/11/09.
- 4) The Chairperson & Member Secretary of the forum heard both the parties on 10/11/2009 @ 16.00 Hrs. in the meeting hall of the Forum's office. Shri Naresh Patel, consumer & Shri Nitnavare Nodal Officer, Shri A. K. Dhavale Dy. Ex.Engr., Shri Davis Jr. Engr., Shri S. E. Salunke A.A. representatives of the licensee, attended hearing. Minutes of the hearing including the submissions made by the parties are recorded and the same are kept in the record. Submissions made by the parties in respect of grievance since already recorded will be referred to avoid repetition.
- 5). By the letter dt. 13/07/09 consumer contended that they have not received the bill for the month of June 09, therefore, they approached the office of licensee at Dombivali and surprisingly from the duplicate copy of the bill obtained from the office indicating consumption of unit 3626 though the average bill was 237 units per month, consumer requested the licensee to check the meter as it may be faulty. The meter was checked and found normal. According to the consumer though the meter

was found OK they are not satisfied with the excess bill shown for 3626 units, therefore, the bill units to be minimized.

- 6) As against this licensee claimed that on receipt of the complaint from the consumer the meter was checked and as per the test report it was found OK. As per the report dt. 07/08/09. Consequently charged bill dt. 06/08/09 of the amount of Rs. 23,500/- for the month of June 09 was correct and the consumer is liable to pay the said amount.
- 7) On perusal of the record and hearing both the parties following points arise for the consideration of Forum and findings thereon for the reasons recorded below :

| Points | Findings |
|---|--------------------|
| a) Whether the disputed electricity consumption bill dt. 06/08/09 needs to be revised ? | NO |
| b) What Order ? | As per order below |

Reasons

- 8) Consumer in support of his contention that the meter reading shown 3626 units was abnormal as the average consumption of electricity is below 230 units, placed on record electricity bills for the months April/May 09. These two bills show the consumption of electricity 211/305 units. From the record it is seen on the request of the consumer meter was checked by the competent person and report dt. 07/08/09 indicates it was working in permissible limit. Consumer is in commercial category. No ill will or bias is shown against any of the employees of the licensee, we also find no reason for the staff to issue bill of increased meter reading, therefore, reading shown by the meter in the normal course of event will to be accepted as it is.

- 9) Consumer urged that when bills for the earlier months show consumption of units 211/305, how there could be jumping consumption of units 3626 for the month of June 09. As stated above consumer is availing power for commercial purpose where there is a possibility of misuse and when there is no mechanical fault with the meter hardly can be said that jumping consumption was abnormal. When the meter was OK question of revising the bill as prayed by the consumer does not stand to reason. In view of this the grievance of the consumer being devoid of substance deserves to be dismissed. Point is answered accordingly.
- 10) On perusal of the record it is seen by order dt. 07/10/09 pending the disposal of grievance licensee was directed not to disconnect the supply, the same stands vacated. Hence the order :

ORDER

- 1) Grievance application stands dismissed.
- 2) Stay Order issued by this Forum vide No. EE/CGRF/Kalyan/843, dt. 07/10/09 is hereby vacated.
- 3) The Consumer can file representation against this decision with the Ombudsman at the following address.

“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Bldg, Bandra Kurla Complex, Mumbai 51”

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

Date : 03/12/2009

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan