



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/044/0050 OF**  
**05-06 OF SHRI DATTATRAYA V LAD WITH CONSUMER**  
**GRIEVANCE REDRESSAL FORUM KALYAN ZONE,**  
**KALYAN ABOUT THE EXCESSIVE ENERGY BILL.**

Shri. Dattatraya V. Lad Here in after  
Blue Cheap, Din Dayal Extension Road,  
referred to  
Thakurwadi, Shastri Nagar,  
as consumer  
Vishnu Nagar Post Office, Dombivli (W)

**Versus**

Maharashtra State Electricity Distribution (Here in after  
Company Limited through its referred to  
Sub-Division Dombivli (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 19/01/2006.

The details are as follows.

*Name of the consumer: Shri Dattatraya Vasudeo Lad*

*Address: Same as above*

*Consumer No. 020011682473.*

*Disputed amount: Rs. 5450/-*

*Disputed period: - 24/04/2003 to 21/6/2003*

- i) The electricity bill stands in the name of Shri Dattatraya V. Lad, occupier and owner of the premises and uses electricity for residential purpose.
- ii) The consumer received bill on dated 4/07/2003 for the period 24/04/2003 to 21/06/2003 units consumed 1230 amount Rs. of Rs. 5450/- which is incorrect. Consumer's average units by monthly was about 270/280.

- iii) The consumer against got the electricity bill with excess billing for the period 25/12/2003 to 31/03/2004 this complaint had been resolved by the Dombivli Sub Division Office.
  - iv) The consumer had first incidence grievance of excess billing he started to contact the licensee's official in person as well as by writing to licensee from time to time.
  - v) The consumer got the reply from licensee's official on three occasions during the above period however, his first grievance for the excess billing remains unsolved. While subsequent complaints were attended and relief was given to the consumer since consumer first grievance was not solved by local offices
- 3) The consumer approached the president Internal Grievance Redressal Forum on 15/10/2005 president heard the complaint on 28/11/2005 and assured him that the complaint will be resolved at the Sub Division Office itself. Then consumer met Assistant Engineer Dombivli Sub Division Office on 29/11/2005 to appraise him about his complaint. He has not received any reply from licensee till today.
- 4) The consumer registered his grievance at forum's office on 19/01/2006 and has prayed to regularize the disputed consumption as per the average meter reading.
- 5) The batch of papers sent to Nodal Officer vide letter NO. 0433 dated 19/01/2006, which remain unreplied so far.

- 6) Hearing was held on 7/02/2006 at 15.00 hrs. attended by following persons Shri D.K. Padalkar Member Secretary, CGRF Sau V.V. Kelkar Member of CGRF Shri D.R. Patil Assistant Engineer and Shri P.S. Ghewade Assistant Engineer and Shri. V. N. Mandale Account Auditor representative of MSEDCL Shri D.V. Lad consumer represent the case
- 7) Both the members (Member Secretary and Member) of forum heard both the parties on 7/02/2006 from 15.00 to 16.00 hours in the meeting hall of the forum's office Shri D. V. Lad repeated his grievances mentioned in consumer's application dated 19/1/2006.
- 8) The Grievance of the period is for the period 24/4/2003 to 21/6/2003. He has got bill of units consumed 1230 amounting Rs.5450-00 which is incorrect. As per Licensee's representatives given the test report of the meter dt. According to test report the meter found O.K. But for the period Dec.2004 at the time of taking reading meter shown units, which is 5585 for 4585. After testing it is detected 4585. Secondly, same thing happened while consumption for the period April to June which shown as 1230 units. From the CPL, which has shown by licensee's representative consumption for July, August, is=300 Sept. Oct.= 230 units Nov. Dec.= 250, The consumption before recording faulty consumption for the period 25/4/03 to 21/6/03 The consumption recorded for the period i.e. Feb.03 March 03 =260 units, Dec.02 Jan.03= 250 units, October 02 Nov .02

=260 units by monthly and new meter installed & after that consumption from 9/1/2005 to 31/1/2004 is found =1070 i.e. 5.2 units per day. As per the consumptions shown by the representative of licensee, which is to be considered as six units per day. Hence after conclusion, taking load of consumer into account is 1.2 KW i.e. 3 bulbs, 3 fans, 1 washing machine, 1 TV, 3 Tubes, 1 Fridge which may consume to 6 units per day

Hence licensee is going to submit details as below on 8/2/2006.

- a) Meter testing report.
  - b) Consumer personal ladger.
- 9) The licensee communicated to forum on 8/02/2006 vide letter No. Billing 105 revision of bill for the consumer recommending giving the credit of 870 units to the consumer. Revised bill is also issued to the consumer by the billing section on 8/028/2006 amounting to Rs. 4304.29/-
- 10) Based on the hearing and record produced by the consumer and licensee forum's observation are as follows.
- i) The consumer has to struggle for a long period to resolve his grievance
  - ii) There is lack of initiative on the part of licensee's official and decision are taken only after the intervention of the forum.

iii) As the grievance has been resolved and consumer has been issued a revised bill on the average consumption.

11) Since the grievance stand solved, the forum passes no order.

**2/03/2006 Consumer**

**(Sau. V. V. Kelkar)**

**(D.K. Padalkar)**

**Member**

**Member Secretary**

**CGRF Kalyan**

**CGRF Kalyan**