



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/045/0051 OF  
05-06 OF SHRI N. R.SAPKAL WITH CONSUMER  
GRIEVANCE REDRESSAL FORUM KALYAN ZONE,  
KALYAN ABOUT THE EXCESSIVE ENERGY BILL.**

Shri Nandkishore R. Sapkal Here in after  
D/308, Bhadreshawr  
Dham, referred to  
Ramchandra Nagar, Dombivli (E) as  
consumer

**Versus**

Maharashtra State Electricity Distribution (Here in after  
Company Limited through its referred to  
O&M Division, Dombivli (E) 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 21/01/2006.

The details are as follows.

*Name of the consumer: Shri N.R. Sapkal*

*Address: Same as above*

*Consumer No. 020012276592*

*Disputed amount: Rs. 1297.33/-(PD arrears)*

- i) The electricity bill stands in the name of Shri N. R. Sapkal, occupier and owner of the premises and uses electricity for residential purpose.
- ii) The consumer received bill for the period 25/10/2002 to 30/07/2004 of Rs. 1276/-.

- iii) Licensee's employee visited the consumer's premises for checking the electrical installation and expressed their opinion that the bill seems to be more against the consumption as explained by the consumer.
- iv) The consumer stated that he has paid he electricity bill from 1991 till 25/10/2002 even though as per his calculation the bill were in excess of consumption.
- v) The consumer made complaint, licensee advice him to pay the bill first, consumer accordingly paid the bills till 25/10/2002.
- vi) Consumer stop payment of electricity bills after 25/10/2002 as there was no action taken by licensee to solve his grievance.
- vii) Licensee made the temporary disconnection of said consumer on 30/07/2004 for non payment of electricity bills as per consumer at the time of TD licensee's employee found sum additional connection in the meter. However, there is not mentioned of any additional connection in the meter at the temporary disconnection as per the TD report dated on 3/09/2004 reference No. 41592-30/7.
- viii) The consumer communicated to licensee for the cancellation of bill in view of TD of the meter on 12/08/2004 and 15/11/2004 the licensees replied to teh consumer on 25/02/2005 and advise to pay the arrears and get the electrical connection again.

- ix) The licensee sent the reminder to the consumer dated on 22/02/2005 for the payment of arrears Rs. 1297.33 failing which a case can be registered against him in civil court.
- 3) The consumer registered his grievance to the forum on 21/01/2006 the batch of papers related to grievance was sent by forum vide letter No. 0437 dated 21/01/2006 to the Nodal Officer of licensee the letter however, remain unreplied the first hearing was fixed on 13/02/2006 at 15.00 hrs. in the forum's office hearing could not be conducted as the consumer was absent.
- 4) The next date for hearing was fixed on 23/02/2006 at 15.00 hrs. and same was communicated to the consumer by register A.D letter.
- 5) Both members of forum, Member Secretary and Member and Shri. P.S. Ghewde Assistant Engineer, MSEDCL and Shri R.R. Sapkal consumer's representative attended at 15.00 to 16.00 hrs.
- 6) The consumer representative repeated his grievance that he has received energy bill for Rs. 1297.33/- towards the PD arrears.
- 7) The licensee's representative stated that the connection was made PD (permanent disconnection) due to the non-payment of the bills. The bill was prepared as per the meter reading and it is a correct bill.
- 8) Licensee's representative also offered to alternatives.

- i) Amnesty scheme under the scheme the consumer was given 50% concession on the interest amount
  - ii) Amnesty scheme part payment arrears with 10% concession on interest if the bill payment is to be done by installments.
- 9) The consumer has agreed to pay the arrears and has opted for Amnesty Scheme number (i)
  - 10) The licensee's representative has given the basis for Rs. 1275.61 under Amnesty Scheme number (i) to the consumer and he has agreed to make the payment within week's time.
  - 11) In view of the above situation were in the consumer grievance is getting resolved by the mutual understanding of both the parties hence no order is being passed.

***Date: - 2/03/2006 Consumer***

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

**(D.K. Padalkar)**  
**Member Secretary**  
**CGRF Kalyan**