



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/046/0052 OF
05-06 OF SHRI ANANT SHANKAR MEDHEKAR WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN
ZONE, KALYAN ABOUT THE EXCESSIVE ENERGY BILL.**

Shri. Anant Shankar Medhekar Here in after
M/s. Virat Engineer,
referred to
Virat Darshan Apartment, Medhekar
Wadi as consumer
Valdhuni, Kalyan.

Versus

Maharashtra State Electricity Distribution (Here in after
Company Limited through its referred to
Kalyan Urban-Division 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 30/01/2006.

The details are as follows.

Name of the consumer: Shri Anant Shankar Medhekar

Address: Same as above

Consumer No. 020028905336 (wal 1261)

Disputed amount: Rs. 18140/-

Disputed period :- 15/09/2003 to 13/11/2003

- a) The electricity bill stands in the name of Shri Virat Engineering and Anant Shankar Medhekar is occupier of the premises and uses electricity for residential purpose.
- b) For the period 15/09/2003 to 13/11/2003 the consumer received a bill for 3519 units amounting to Rs. 18140/-

which was abnormal considering the average bi monthly consumption was about 300 to 450 units.

- c) The consumer had given the application for meter testing on 28/02/2002 as he failed that the bills are in excess however, no action was taken by the licensee to carry out the bill meter testing. Consumer was advice by the licensee's employee to pay the bills failing which is connection will be disconnected.
- d) Consumer again gave a written complaint on 19/12/2003 for meter testing. However, there was no response the licensee.
- e) The consumer also stated that after the payment of bill his meter was removed by the licensee
- f) The consumer applied to the internal Grievance Redressal Forum on 11/08/2005 for Redressal of his complaint.
- g) The Internal Grievance Redressal Forum replied to the consumer vide letter number **vv@dzekad@01655** stating that the complaint was investigated by the licensee and no irregularities were found and the bills issued to the consumer were as per the meter reading.
- h) It is also seen then the paper submitted licensee that the meter was tested on 2/07/2005 and 20/07/2005 and the meter was found 27% slow however, the test report does hear the consumer's signature
- i) The Assistant Engineer Kalyan Urban Sub Division No. 3 had sent a letter dated 1/09/2005 to the Internal

Grievance Redressal committee with following remarks/comments.

- i) Based on the consumer's complaint investigation was carried out and considering consumer grievance the electricity bill was corrected as follows.
 - ii) Meter reading from February 2002 to November 2003 for 7274 units was divided into 24 months.
 - iii) Corrected proposal bill for Rs. 5729.11 sent for sanctioned to divisional office vide proposal number 83 and outward No. 1329 dated 20/08/2005.
 - iv) Credit will be given to the consumer after the receipt of the sanctioned of the above proposal.
- 3) The consumer registered his grievance with CGRF Kalyan on dated 30/01/2006 and has prayed for refund of the bill paid in excess to the normal bill.
 - 4) The papers containing details of the above grievance was sent by the forum vide letter No. 0441 dated 30/01/2006 to the Nodal Officer of licensee.
 - 5) In response licensee has replied vide letter dated 16/02/2006 where in it has been stated that the meter was accu checked on 2/07/2005 and found ok. However, when the same meter was accu check on 20/07/2005 it was found 27% slow.
 - 6) The first hearing attended by Member Mrs. V.V. Kelkar and the quorum of forum is not completed hence grievances of consumer is heard by only member.

Consumer repeated his grievance mentioned in his application dated 30/01/2006 and the hearing was adjourned until 23/02/2006 the consumer as well as licensee's agreed for this

- 7) The second hearing held on 23/02/2006 at 16.00 to 17.00 hrs. and was attended by Shri D.K Padalkar Member Srectetary and Sau V.V. Kelkar Member of CGRF and Shri S.C. Singh Assistant Engineer and Shri P.S. Ghewde

Assistant Engineer representative of MSEDCL whereas Shri A.S. Medhekar represent form the committee side.

- 8) The licensee's representative could not confirm the exact reason for the abnormally high consumption recorded during the period of 15/09/2003 to 13/11/2003.
- 9) The following possibilities were put-forth for the abnormal consumption.
 - a) Other neighboring consumer's load shifted on this meter.
 - b) Defect in the meter counter.
- 10) However, neither of the two parties could prove nor produce any evidence to substantiate any of the above possibilities.
- 11) The licensee submitted the accucheck test report for the meter tested on 22/02/2006 with duly signed by the consumer. The test report shows that the meter is slow by 6.3%.

- 12) The forum offered to consumer to get the meter tested in the laboratory but he declined the offer.
- 13) Based on the above facts and records available, forum's observations are as follows.
 - a) There was undue delay on the part of licensee to solve the consumer's grievance in testing the meter and taking corrective action.
 - b) It is seen from the consumer's personal ladger for the period from April 2000 to January 2006 that the billed consumption for all other month expect 2003 was more test steady and no abnormal variation was noticed
 - d) No action has been taken by licensee on the Assistant Engineer's letter No. **lv@mifo &3@dY;k.k@uk@1379** dated 01/09/2005.
 - iv) From the consumer personal ladger record it is noted that the meter has not been changed during the period mentioned above.
- 14) In the above circumstances the forum is inclined to pass the following order unanimously.

O-R-D-E-R

- 1) Since the consumer has paid the electricity bills as per the meter readings the licensee cannot recover the assessed consumption for the slow running of meter as the test were not witnessed by the consumer.

2) Licensee should take an action on the Assistant Engineer's proposal dated 01/09/2005 + and communicated the same to the consumer and to the Forum within 30 days.

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: - 23/03/2006 consumer

(V.V.Kelkar)
Member
CGRF Kalyan

(D.K. Padalkar)
Member Secretary
CGRF Kalyan