



**Consumer Grievance Redressal Forum, Kalyan Zone**  
**Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301**  
**Ph- 2210707, Fax - 2210707, E-mail : cgrfkalyan@mahadiscom.in**

No. K/E/792/951 of 2014-15

Date of Grievance: 22/04/2014

Date of Order : 13/05/2014

Total days : 22

**IN THE MATTER OF THE CASE OF GRIEVANCE NO. K/E/792/951 OF 2014-15 IN RESPECT OF SOU. CHITRA BHOIR DIST. THANE, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING EXCESSIVE ENERGY BILL.**

Chitra Deepak Bhoir ,  
10, Duttkrupa, A-Wing, Co-op.Hsg.Soc.Ltd.,  
Shirgaon,MIDC, Kulgaon,  
Badlapur (E), Tal. Ambernath,  
District-Thane 421 503

Consumer No.027450000537)

.... (Hereafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited though its  
Dy. Executive Engineer, MSEDCL,  
Kalyan Circle-II, Sub-Divn.-I,

.... (Hereinafter referred as Licensee)

Appearance : For Consumer – Mr. Bhoir – Consumer’s Representative.

For Licensee - Mr. Gulane-Asst.Engineer and  
Mr.Thakur-LDC.

**(Per Shri Sadashiv S.Deshmukh, Chairperson)**

1. Maharashtra Electricity Regulatory Commission, is, constituted u/s. 82 of Electricity Act 2003.(36/2003). Hereinafter for the sake of brevity referred as ‘MERC’. This Consumer Grievance Redressal Forum has been established as per the notification issued by MERC i.e. “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006” to redress the grievances of consumers vide powers conferred on it by

Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, (36/2003). Hereinafter it is referred as 'Regulation'. Further the regulation has been made by MERC i.e. 'Maharashtra Electricity Regulatory Commission. Hereinafter referred as 'Supply Code' for the sake of brevity. Even, regulation has been made by MERC i.e. 'Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005.' Hereinafter referred 'SOP' for the sake of convenience (Electricity Supply Code and other conditions of supply) Regulations 2005'.

2] Consumer is having supply to the residence and as reflected from bill, it is of 1/5/2000. However, representative of consumer submitted that said supply is there from the year 1997. It is contended that consumer had approached IGRC on 31/10/2011 complaining about defective meter which needs to be replaced, and for revision of bill as it is not showing the actual units consumed. IGRC considered it, decided the matter on 25/4/2012 and on 21/4/2012 meter was changed. Bill of consumer was also reset and at that time IGRC noted, credit balance of Rs.3,700/- of consumer. Consumer thereafter again approached IGRC on 26/3/2013 with a grievance, about it IGRC on 4/5/2013, directed the Subordinates to comply and submit report about Redressal but there was no any action. Hence, consumer approached this Forum on 22/4/2014. Copy of said grievance along with it's accompaniments was sent to Officers of Licencee vide this Forum's letter No. EE/CGRF/Kalyan/0164 dated 22/4/2014.

3] In response to the letter of this Forum, Officers of Licencee Mr. Gulane-Asst.-Engineer and Mr. Thakur-LDC attended and they submitted their

written reply, enclosing with it copy of bill dated 30/4/2014 wherein an amount of Rs.2,910/- excess available of consumer is shown. Copy of bill is already provided to the consumer. Consumer has gone through the reply given and accordingly, he is satisfied with the position that an amount of Rs.2,910/- is a credit balance.

4] During the hearing, consumer's representative submitted that in spite of position settled before IGRC previously and now, even before this Forum, every now and then he is required to face awkward situation in the village and he is required to reply about Licencee taking action and why he is not depositing the amount. He submitted at least from now Licencee to ensure that there is no recurrence of such instances. It is submitted that consumer was never defaulter. Her husband is in service. Hence they are not staying in the house wherein supply is available, but they are residing at Badlapur. It is also submitted that already Licencee is intimated on 6/7/2009, 12/2/2011 and 6/4/2011 about their absence in the house and sought bill of **no use of supply**. It is contended that this should be noted and followed. On behalf of Licencee, it is submitted previously peculiar situation was there, meter was inside the house and as there was a lock to the house, there was no access to the meter and hence that situation cropped up. However, it is submitted, that now meter is taken out of the house, reading can be easily available and there will not be any recurrence of such incident. We find the explanation given by Licencee to some extent is correct, but that **explanation** is self serving statement as there is a provision in the rules and regulation to deal the situation when there is no access to the meter. Even there is a provision of taking the readings actually breaking opening the lock after following prescribed procedure as per the regulation. Hence-forth, Officers of Licencee to ensure that there will not be repetition of such instance. As per standing intimation of consumer, there is no use of supply, it should be noted and followed, in words and spirit by Officers of Licencee. In result this grievance is to be allowed.

Hence the order.

**ORDER**

Grievance of consumer is hereby allowed.

However, on receiving copy of grievance, Officers of Licencee have redressed the grievance and pointed that there is credit balance of consumer to the extent of Rs.2,910/-, which will be appropriately adjusted in future bills.

Officers of Licencee to ensure that intimation of consumer about **no use of supply in the premises** be taken into account and appropriately bills be issued. There cannot be any excuse hence-forth as meter is outside the house, which is accessible . Even we find in any other contingency, ample provision is there in the Rules and Regulations, how to deal with the situation, when access to the meter is not available, Officers of Licencee are to follow it. Accordingly, this grievance stands disposed off.

Kalyan

Dated: 13/5/2014

I agree

I agree

(Mrs.S.A.Jamdar)  
Member  
CGRF,Kalyan

(Chandrashekhar U.Patil)  
Member Secretary  
CGRF,Kalyan

(Sadashiv S.Deshmukh)  
Chairperson  
CGRF, Kalyan

**Note:-**

- a) The consumer if not satisfied, may file representation against this order before the Hon. Ombudsman within 60 days from the date of this order at the following address.

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

- b) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission for non-compliance, part compliance or delay in compliance of this decision issued under “Maharashtra Electricity Regulatory Commission

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(Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” at the following address:-

*“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”*

- c) It is hereby informed that if you have filed any original documents or important papers you have to take it back after 90 days. Those will not be available after three years as per MERC Regulations and those will be destroyed.