



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/049/0058 OF 06-07 OF
SMT MADHU. R. WASWANI WITH CONSUMER GRIEVANCE
REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT THE
EXCESSIVE ENERGY BILL.**

Smt. Madhu R. Waswani
Vithalwadi Railway Station Bridge
Ulhasnagar-3

Here in after
referred to
as consumer

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Ulhasnagar Sub Division III

(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 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 commercial tariff. The consumer registered his grievance with the forum on dated 04/04/2006

The details are as follows: -

Name of the consumer: Smt Madhu R. Waswani

Address: Same as above

Consumer No. 021510676863

The electricity bill stands in the name of Smt. Madhu R. Waswani, Vithalwadi Railway Station Bridge. Smt. Madhu R. Waswani, is the consumer using energy for commercial purpose.

Reason of dispute: The consumer received bill of Rs. 1,80,000/- as his meter was found slow by 51% during testing on 29/12/2004 and the all meter seals were found broken.

- 3) The consumer approached to Superintending Engineer, Kalyan to issue an order for non-disconnection of electricity on dated 2/03/2005.

1. In the letter dated 04/10//2005 the consumer said that she had received the bill dated 14/09/2005 with arrears and of units of 1833, but, the meter was spoiled in the flood on dated 26/07/2005 has been replaced on dated 22/08/2005. Hence he has requested the Dy. Ex. Engineer to look in to the matter and revise the bill.

2. In an authority letter dated 16/11/2005 the consumer has authorized to Mr. Papan to sign all related documents.

3. The licensee issued a bill Rs.1,80,000/- in December 2004 and the consumer stated that he has paid the full bill under protest.

The consumer received a bill on dated 1/02/2006 of Rs.89,870 again about which he has paid Rs. 25,000/- under protest on 01/04/2006.

4) The consume has written a letter to the Chief Engineer on dated 18/10/2005 requesting to issue a final bill which he has not received getting after repeated request to Ex. Engineer Ulhasnagar division I.

5) The licensee had written a letter on dated 29/12/2004 advising to her to make a payment of Rs1,80,120/- as per electricity Act. 2003 under section 133 & 135.

6) The Ex. Engineer Ulhasnagar I issued a letter to Dy. E.E on dated 20/10/2005 vide letter No. 3843 instructing him to issue a final bill to the consumer. He has been also asked to confirm the actual user of electricity and to get the installation changed on his name if not done so far.

Ex. Engineer Ulhasnagar (I) also stated in the said letter that due to delay in action on the part of Dy. Ex. Engineer the consumer has been approaching to higher authority directly is not desirable and hence asked him to comply within 3 days on receipt of the letter

7) The licensee had arranged a first hearing on dated 20/12/2005 and the second hearing had arranged on dated 10/04/2006.

- 8) The consumer had approached to the Consumer Grievance Redressal Forum, Kalyan and his grievance was registered on dated 04/04/2006. The batch of papers containing above grievances was sent by forum vide letter No. 0504 dated 04/04/2006 to Nodal Officer of licensee and copy to Dy.Ex.Engineer Sub-Dn.no.3. However, the reply is received from DYEE Ulhasnagar Sub Division No.3. vide his letter No.DYEE/Ulh-sub-Division No.-3/500 dt.12/04/2006.
- 9) The hearing was scheduled on dated 10/05/2006 at 15.00 hrs. in forum's office and the same was communicated to both the parties vide letter No. 0528 dated 2/05/2006.
- 10) The hearing was held on dated 10/05/2006 15.00 to 16.00 hrs attended by forums member Member Secretary Shri R.G. Maheshwari, and Member Shri V.V. Kelkar and licensee representatives Shri S.M Murthy Nodal Officer, S.K. Sawle Assistant Engineer Shri. P.M. Kakde (LDC), Shri H.A. Pise Executive Engineer and consumer Smt. Madhu Waswani and her representative Shri Ramesh Tekchandani.
- 11) The consumer stated that he has paid the entire bill under protest and licensee has not issued a final bill till to day, in spite of a directive from senior authority to issue a final bill with immediate effect.
- 12) The licensee's submitted the following documents i.e. inspection report dated 28/12/2004, meter test, report, assessment report, panchanama and copy to affidavit by consumer.

- 8) The licensee's representative said that hearing was not held in the Internal Grievance Redressal forum in spite of getting the hearing scheduled on two occasions.
- 9) Forum asks to the consumer about the authenticity of the consumer representative signature on meter inspection report, Meter test report, panchanama report to which the consume replied in affirmative and agreed on the findings of the above (meter test report, inspection report, panchanama
- 10) Forums findings.
1. The meter was tested by licensee on dated 28/12/2004 however, the subsequent formalities / action has not been completed by licensee.
 2. This is resulted in to consumer grievance and consumer approached to CGRF on dated 04/04/2006.
 3. The licensee has not issued the finial bill to the consumer for the disputed period.
- 16) On the basis of **inspection report, Panchanama and affidavit the** forum agrees with the view of licensee and as such the case is under section 135. The case is disposed of unanimously, as it does not come under the purview of Consumer Grievance Redressal Forum.
- 17) No order is passed by CGRF.

Date: - 22/05/2006 perview

(V.V.Kelkar)
Member
CGRF Kalyan

(R.G.Maheshwari)
Member Secretary
CGRF Kalyan

