



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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IN THE MATTER OF GRIEVANCE NO. K/E/527/623 OF 2011-2012 OF
SHRI RAMESH C. JANANI, VASAI (EAST) REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT EXCESSIVE BILLING.

Shri Ramesh C. Janani,
Gala No. 09 to 12, Chinchpada,
Opp. Varun Industries,
Gokhiware, Vasai (East),
Dist. : Thane – 401 208

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer
Vasai Road (East) Sub-Dn.
Vasai, Dist. Thane.

(Here-in-after
referred
as licensee)

- 1) Consumer Grievance Redressal Forum has been established under "Maharashtra Electricity Regulatory Commission (Consumer Grievance

Redressal Forum & Ombudsman) Regulation 2006” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Regulatory Commission vide powers conferred 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 a H.T.- 1.N consumer of the licensee with 110 KVA load. The Consumer is billed as per Industrial tariff. Consumer registered grievance with the Forum on 08/07/2011 for Excessive Energy Bills. The details are as follows: -

Name of the consumer :- Shri Ramesh C. Janani

Address: - As given in the title

Consumer No : - 1)001849021016 – 110 KVA

Reason of dispute : Excessive Energy Bills.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/476 dated 08/07/2011 to Nodal Officer of licensee. The licensee did not file reply though sufficient time period given.
- 4) The Members of the forum heard both the parties on 24/08/2011 @ 14.00 Hrs. in the meeting hall of the Forum’s office. Shri Harshad Sheth representative of the consumer & Shri U. M. Naik, Dy. Executive Engineer, representative of the licensee attended hearing. Minutes of the hearing including the submissions made by the parties are recorded and the same are kept in the record. Submissions made by each party in respect of each grievance shall be referred while deciding each of the grievances to avoid repetition.
- 5) The consumer has taken electricity connection from the Distribution Licensee (DL) to the industry situated at Chinchpada, Opp. Varun

Industries, Gokhiware, Vasai (East). It is contended that licensee issued incorrect bills showing wrong consumption in the bills for the months Nov. 2010 to February 2011 need to be revised as per the guide lines given by the Hon. Commission. According to consumer in the month of Nov. 2010 & December 2010 consumption was shown zero but adjustment wrongly made of 11490. In January 2011 bill shows normal reading and in Feb. 2011 zero consumption shown, however 11107 units wrongly shown as consumption and as such licensee with utter carelessness raised and issued incorrect bills. Consumer by letter dt. 18/04/2011 requested the licensee to revise the bills but not responded hence consumer moved the I.G.R. Cell however by order dated 26/04/2011 I.G.R. Cell directed that excess aggregated 145 KVA MD charges Rs. 21,750/- (145 KVA X Rs. 150/KVA) for 8 months i.e. from December 2010 to July 2011 to be refunded to the consumer in the month of August 2011. Dissatisfied with this consumer has lodged the grievance before this Forum with a request to direct the licensee to revise the bills as per their detail letter dated 24/08/2011.

- 6) Licensee did not file reply though sufficient time given hence we have no option but to pass the order on the basis of material record available vide Clause 6.13 of Consumer Grievance Redressal Forum & Electricity Ombudsman Regulations 2006.
- 7) According to consumer vide their detail letter referred to above dated 18/04/2011 they have specifically pointed out the irregularities committed by the licensee in issuing bills under reference and the same need to be revised. By letter dated 24/08/2011 consumer pointed out that licensee charged excess amount of Rs. 1,18,291.50 and the same need to be

credited in the ensuing bill. Licensee did not put their say therefore hardly consumer's contention as above can be said to be refuted. Since licensee is a large public sector company run with the funds of the public we find proper to direct the licensee going through the recitals in the applications dated 18/04/2011, 24/08/2011 in the light of the guidelines given by Hon. Commission in this context, to work out the amount and if recovered excess, revising the bills show the excess amount as credit in the ensuing bill.

- 8) While parting with the matter with regret we are constrained to mention that this Forum in many cases filed by the learned representative for the consumer Shri Harshad Sheth on same issues referring relevant orders passed by the Hon. MERC and Ombudsman had given clear directions to the licensee, however it is unfortunate consumer had to knock the doors of this Forum repeating the same grievance. We hope officials of the licensee would honour the orders passed by the Competent Authority so that the very purpose of enacting the act for consumers as well as the smooth functioning of the licensee would fulfill. Consumer is also cautioned that being a customer and the licensee as custodian of the records to keep rapport so as to smoothen the transactions. It appears instead approaching the licensee consumer sitting at one place seeking help, need to be avoided. Consequently grievance application will have to be partly allowed. Hence the order :

O-R-D-E-R

- 1) The grievance application is partly allowed.

2) Licensee is directed going through the recitals in the applications dated 18/04/2011, 24/08/2011 in the light of the guidelines given by Hon. Commission in this context to work out the amount and if recovered excess, revising the bills to show the same as credit in the ensuing bill within 45 days and compliance should be reported to the forum within 60 days from the date of receipt of this decision.

3) The Consumer can file representation against this decision with the Hon. Electricity 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”.

4) Consumer, as per section 142 of the Electricity Act, 003, 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 (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”

Date : 13/09/2011

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan