



**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/054/0063 OF 06-07 OF SHRI  
JAISINGH H. KHALSA WITH CONSUMER GRIEVANCE REDRESSAL  
FORUM KALYAN ZONE, KALYAN ABOUT THE EXCESSIVE ENERGY BILL.**

Shri Jaisingh H. Khalsa,

(Here in after

Plot No. 161, Sheet No.30,

referred to

Near Sindhi National High School,  
Ulhasnagar 421003.

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 industrial tariff The consumer registered his grievance with the forum on dated 09/05/2006

The details are as follows: -

*Name of the consumer: Shri Jaisingh H. Khalsa.*

*Address: Same as above*

*Consumer No.: - 021510696171*

*Period of dispute: -26/07/2005 to 20/08/2005*

*Disputed amount: - Rs. 33,460/-*

*Reason of dispute: - The consumer received a bill for an amount of Rs. 33,460 for the period 26/07/2005 to 18/08/2005 The above bill was based on the assessed average consumption for the past months.*

- 3) The electricity bill stands in the name of Shri Jaisingh H. Khalsa, consumer using energy for industrial purpose.
- 4) Consumer stated that due to the flood on 26/07/2005 the meter and all his machinery damaged and the factory was not working during the above period.
- 5) The consumer approached to the licensee's Dy. EE Sub Division (R) III dated 15/09/05 for immediate replacement of the defective meter. The licensees replace the meter on 17/10/2005.
- 6) The consumer had been receiving the following bills, which were not acceptable however, for the fear of getting disconnection he paid the part payment against the bills under protest.

Sr. No.	Bill Date	Bill period	Nos. of units	Amount billed with arrears	Amount paid
1	08/09/2005	16/07/2005 to 18/08/2005	8514	Rs. 33460/-	Rs. 17000/-
2.	05/10/2005	18/08/2005 to 15/09/2005	8514	Rs. 55150/-	Rs. 33000/-
3.	08/11/2005	15/09/2005 to 17/10/2005	-	Rs. 26760/-	Rs. 10000/-
4.	03/12/2005	17/10/2005 to 17/11/2005	13879	Rs. 68080/-	Rs. 35000/-
5.	31/01/2006	17/11/2005 to 17/12/2005	15062	Rs. 84650/-	Rs. 57980/-
6.	04/02/2006	17/12/2005 to 18/01/2005	13787/-	Rs. 71360/-	Rs. 43720/-
7.	08/03/2006	18/01/2005 to 16/02/2005	16721	Rs. 72250/-	Rs. 40000/-

- 7) The consumer approached to DY Executive Engineer on 13/12/2005 for checking of newly replacement meter on 17/10/2005, as a suspected the meter running fast.
- 8) The consumer sent a reminder on 14/02/2006 to the Ex. Engineer for solving his grievance.
- 9) The consumer registered his grievance to ICGRC on 22/03/2006 the licensee scheduled hearing on 31/03/2006 at 15.00 hrs. and 18/04/2006 at 15.00 hrs.
- 10)The consumer registered his grievance to the forum on 09/05/2006 the forum sent the copies of the relevant papers to the Nodal Officer for his parawise comments within 15 days which is remain unreplied.
- 11)The hearing was scheduled on 15/06/2005 at 15.00 hrs, at forums office and same was communicated to both the parties vide letter No. 0581 dated 03/06/2006.
- 12)The hearing was held on 15/06/2006 at 15.00 to 16.00 hrs. at forum's office attended by forums member, Member Secretary Shri D.B. Nitnaware and Member Sau V.V. Kelkar, licensee's representative Shri P.S. Date Assistant Engineer, Shri S. K. sawle DY. Ex. Engineer and Shri P.M. Kakde LDC and consumer representative Shri R.C. Tekchandani.
- 13)The consumer repeated his grievance i.e.
  - i) He has not received the revised bill for the disputed period
  - ii) The new meter replaced on 17/10/2005 is running fast.
- 14)The licensee's representative submitted the following documents
  - 1.Consumer personal ladger (CPL)
  2. Inspection report dated 22/11/2005
  3. Meter replacement report dated 20/10/2005.
  4. Revised bill for the period 13 days (i.e 26/07/2005 to 11/08/2005) duly approved by Ex. Engineer on 25/02/200 is issued to consumer.
- 15)The consumer accepted his mistake giving wrong information regarding meter accuchecking
- 16)The licensee representative said that hearing was not held in the ICGRC in spite of getting the hearing scheduled on 31/03/2006 and 18/04/2006.

- 17)The licensee's representative stated that the revised final bill has been sent for approval of higher authority. The above bill is prepared on the basis of average consumption for the past six months. The licensee's representative also stated that the supply was restored within 10 days after 26/07/2005.
- 18)The consumer stated that even though the supply was restored within 10 days but the normal working in the factory was started only after 20/08/2005 hence the consumer wanted the benefit for the above period.
- 19)The licensee's representative submitted the test report for the new meter replaces on 20/10/2005. Test report indicates an error of +1.06%, which is within permissible limits as per the rules.
- 20)Forums observation
1. Licensees given the benefit of 13 days i.e. amount Rs. 17,642/- in the bill of February 2006.
  2. As per the test report submitted by the licensee for the meter No. 5280894 make L & T the forum is accepting the findings of the test report.

**O-R-D-E-R**

1. The licensee should waived Rs. 14,509/- (Fourteen thousand five hundred nine) for 17 days including DPC interest within 30 days.
2. The licensee should have to charged only fixed charges for the period 16/07/2005 to 18/08/2005 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

Grievance No.K/E/054/0063 of 06-07

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: -29/06/2006 Consumer

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

**(D.B. Nitnaware)**  
**Member Secretary**  
**CGRF Kalyan**