



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

Date of Grievance : 16/11/2012
Date of Order : 20/12/2012
Period Taken : 35 days

IN THE MATTER OF GRIEVANCE NO. K/E/655/774 OF 2012-2013 OF
SHRI VIJAY DEVSHI DAGHA, KALYAN (WEST) REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT EXCESSIVE ENERGY BILL

Shri Vijay Devshi Dagha
House No. 193,
Survey No. 34, Part - 2,
Gauripada. Chikanghar,
Kalyan (West) : 421 304

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer,
Kalyan West Sub-Division No. I

(Here-in-after
referred
as licensee)

(Per Shri. Sadashiv S. Deshmukh, Chairperson)

- 1) This 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. The 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 L.T. consumer of the licensee. The Consumer is billed as per Residential Tariff. Consumer registered grievance with the Forum on 16/11/2012 for Excessive Energy Bill.

The details are as follows :

Name of the consumer :- Shri Vijay Devshi Dagha

Address: - As given in the title

Consumer No : - 020260004299

Reason of dispute : Excessive Energy Bill

- 3) The set of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/0774 dated 16/11/2012 to Nodal Officer of licensee. Licensee filed reply vide Letter No. EE/N.O./KCK-I/No. Nil, dated 10/12/2012 and on 21/12/2012.

- 4) This matter is taken up today. On behalf of Licensee Nodal Officer Shri Patil, Assistant Engineer Shri Bharambe, Dy. Ex. Engr. Shri Edake are present and consumer in person Shri Vijay Dagha is present. They are heard.

On behalf of Licensee it was submitted stating that supply was reconnected on 10/12/20102 itself. Secondly it was clarified that faulty bill

was issued showing average 100 units for the month of June 2012 to Sept. 2012 but that aspect is set right by issuing revised bill in Nov. 2012 and said average of 100 units is totally now removed. However, demand in the said bill is kept limited to Rs. 280/- which is on the basis of minimum charge, copy of that Nov. 2012 bill is placed on our record.

CPL copy was provided to the consumer and consumer had made a grievance that even on 26/12/2011 he has approached department about his bill dt. 21/12/2011 for the period 10th Nov. 2011 to 10th Dec. 2011 wherein, showing consumption of 130 units amount was demanded. Said aspect is clarified by the department i.e. Licensee stating that, in the month of Jan. 2012, that aspect is even explained to the consumer before this Forum itself and consumer is satisfied to that explanation.

Accordingly it is clear that consumer is only charged minimum charges throughout. However, he is justified in giving vent to his feelings that because meter readers remark as 'faulty' is the only the basis of inference drawn without noticing previous reading and present reading is same and thereby average consumption is put as 100 units and bills are issued which makes sensitive consumer uneasy.

In reply officer of Licensee Mr. Edake explained that job of meter reading is given to the private agency and whenever there is no change in meter reading of the meter, such mode is followed. Even he explained that this is a aspect pertaining to so many consumers in his Section wherein occupants of flats kept their flats locked, not actually residing there, they are in some Metropolitan cities and in their absence when said reading is taken, then it creates a trouble and on that count he has

maintained an independent register showing which are the occupants who have simply kept the flats locked and there is no consumption of units every month and though meter reading reports as faulty, still bills are not issued as faulty but bills are on minimum basis. Mr. Edake clarified that even in respect of this consumer, appropriately communication will be taken from the consumer as he has kept his flat locked, not using it and that he will be intimating when he will put in the use and will act on it.

We find that the grievances of consumer are clear, now those are redressed hence this application is to be allowed.

Consumer tired to find difficulty in noting, only one unit is shown as consumed at times. On behalf of Licensee it is contended that this is a system developed and in fact consumer has not consumed any more units even consumer tried to have a clarification whether in fact meter is faulty. Officers of Licensee clarified meter is not faulty and it is checked on 21/12/2012 and report of checking provided to the consumer and to this Forum, it is explained and accepted that in fact meter is not faulty.

Consumer at this stage brought to our notice that meter fixed in his premises which is no properly fixed with the box. On behalf of Licensee it is ensured that such box will be provided. We find in this light grievance is to be disposed of.

We find Licensee is required to take care of this aspect that too without leaving any scope to complain. Said aspect is totally damaging to the reputation of Licensee and agonizing to the consumer, this is to be remedied.

Hence we pass the following order :

ORDER

- 1) Grievance application No. K/E/655/774 of consumer is hereby allowed.
- 2) Licensee has redressed the grievance of consumer
- 3) The Consumer if not satisfied, 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, 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 (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 : 20/12/2012

I Agree

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

(Sadashiv S. Deshmukh)
Chairperson
CGRF Kalyan