



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/358/402 OF 2010-2011 OF SHRI VASANT DATTATRAY RAILKAR, CHOWL, ALIBAG REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL.

Shri Vasant Dattatray Railkar
Vasant Vihar, Katal pada,
Post – Choul, Tal – Alibag,
Dist : Raigad

} (Here in after
referred to
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Assistant
Engineer, Alibag-1, Sub/Dn

} (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 2006" to redress

the grievances of consumers. This regulation has been made by the Maharashtra Electricity Regulatory Commission (MERC) 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 single phase LT consumer of the Licensee. The Consumer is billed as per residential tariff. The consumer registered grievance with the Forum on 30/06/2010 regarding the Excessive Energy Bill. The details are as follows: -

Name of the consumer : Shri Vasant Dattatray Railkar

Address: - As above

Consumer No : 023200024354

Reason for Dispute : - Regarding Excessive Energy Bill

- 3) The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/300, dt. 30/06/2010 to the Nodal Officer of the Licensee, and the Licensee through Executive Engineer MSEDCL Alibag Division filed reply vide Confidential letter No. EE/ Alibag/ CGRF/ 24, dt. 15/07/2010.

- 4) The Members of the forum heard both the parties at length on 28/07/2010 @ 15.00 Hrs. in the meeting hall of the Forum's office. Shri Railkar Consumer Representative, Shri Bhagwati Ishwarn Jr. Engr. and Shri P. J. Raut, L.D. Clerk Representatives 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 the parties in respect of grievance since already recorded will be referred to avoid repetition.

- 5) According to consumer he regularly pays the electricity bills and inspite of this by the energy bill of December 09 and January 10 licensee have shown in the bills "Reading Not Available" (RNA) though average units consumption shown. It is contended in the bill of December 2009 reading was shown 4927 and January 2010 reading was shown 4938 and accordingly charges to be assessed reflecting the same in the regular bills. Consumer complained to that effect on 27/10/09 to the Assistant Engineer Alibag and there after by letter dt. 15/02/10 but not responded and hence he lodged this grievance to direct the licensee to issue the bills as per average consumption adjusting the charges already deposited.
- 6) Licensee vide reply dt. 15/07/10 contended that due to up down digits RNA status was shown, therefore old Electro Mechanical meter was replaced by Static meter on 23/03/10. Considering the average RNA status bills for the month of December 2009 and January 2010 crediting adjustment are raised vide bill of June 2010.
- 7) Bills for the month of December 2009 and January 2010 did not show reading (RNA). By the letter dated 15/07/2010 Executive Engineer Alibag clarified that earlier meter No. 9002098666 was of Electro Mechanical. It's digits were up down, therefore it was replaced by new digital Electronic meter No. 7484683465 for proper reading and billing on 23/03/2010 i.e. after receiving the complaints from the consumer. Spot Inspection Report and the CPL depicts the position of meters and RNA. Report of Executive Engineer referred above shows bill was prepared on average RNA status for the months December 2009 and January 2010

crediting adjustment in the bill of June 2010. Consumer satisfied with this and passed pursis to that effect on 28/07/2010. As such grievance lodged by the consumer has been settled amicably and hence the order :

ORDER

- 1) Grievance application is disposed of as amicably settled.

Date : 03/08/2010

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan