



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/062/0072 OF 06-07**  
**OF SMT. JAYANTI AVINASH SARANG REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN**  
**ZONE, KALYAN ABOUT THE INCORRECT BILLING.**

Mrs. Jayanti Avinash Sarang

(Here in after

C/o. Nirmal Prasad , Flat No. Y-20

referred to

Suchdev Nagar II, C Block Road,  
consumer)  
Ulhasnagar- 421003

as

**Versus**

Maharashtra State Electricity Distribution  
Company Limited through its  
Deputy Executive Engineer,

(Here in after  
referred to  
as licensee)

Ulhasnagar Sub Division III. Ulhasnagar

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 vide powers conformed 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 connected to their 415-volt network. Consumer is billed as per residential tariff. The consumer registered his grievance with the forum on dated 05/09/2006.

The details are as follows: -

*Name of the consumer: Mrs. Jayanti Avinash Sarang.*

*Address:- As above*

*Consumer No:-. 021513007601*

Reason of dispute: - In correct meter reading shown on bills and hence incorrect billing.

3) The batch of papers containing above grievance was sent by forum vide letter No.0671 dated 05/09/2006 to Nodal Officer of licensee. The letter, however, remained unreplied.

- 4) All three members of the forum heard both the parties on 21/09/2006. Shri. S.B. Parsad & Shri Ajeet Mahto consumer's representative and Shri S. K. Sawle Deputy Executive Engineer & Shri J. R. Patil UDC of licensee attended hearing.
- 5) The electricity bill of the premises stands in the name of Mrs. Jayanti Avinash Sarang who was the previous owner of the premises. She had sold the premises to Shri Nirmal Parsad in February 2003. Shri S.B. Parsad elder brother of Shri Nirmal Parsad was his authorized representative. Shri Ajeet Mahto who is relative of Shri Nirmal Parsad is residing in the said premises.
- 6) Shri S. B. Parsad said that reading of meter number 9001069819 belonging to consumer was taken wrongly on 18/3/06 as 4384 while it was actually 4164 as seen on 10/4/06.
- 7) He further added that licensee's staff never took meter reading properly from 08/02/2006 to 18/09/2006. The meter reading on 08/02/2006 was 4008. In support of this he submitted bills showing wrong readings.
- 8) Shri Ajit Mahato also submitted a copy of test report of meter testing report showing that the meter was tested by licensee's staff on 01/08/2006 and was found to be within permissible limit of error.
- 9) Shri Ajit Mahto mentioned that licensee's staff on 14/08/2006 replaced meter No. 9001069819 and the final reading at that time was 04555. The new meter number is 02321458 and the initial reading on 14/08/2006 was 0000.
- 10) Shri Sawle of licensee did not show any interest in the case. His talk was irrelevant to the case. At last forum warned him to

restrict talk to the case i.e. about grievance of consumer of incorrect meter reading taken by meter reader.

- 11) He then agreed that indeed meter reader had taken wrong meter readings from February 06 to September 06. He also promised forum in writing that revised bill would be issued to consumer as per last meter reading of 04555 taken on 14/8/06 at the time of replacement of meter.
- 12) A table below would give us a picture as to how meter readings were taken by meter readers.

Billing Month	Previous		Current	
	Date	Reading	Date	Reading
March 06	08/2/06	4008	18/3/06	4384
April 06	18/3/06	4384	18/4/06	Faulty
May 06	18/4/06	4168	19/5/06	Faulty
June 06	19/5/06	4168	18/6/06	Faulty
July 06	18/6/06	4168	19/7/06	4486
August 06	19/7/06	4486	19/8/06	4746

- 13) The study of above table indicates that current meter reading in the billing months of April 06, May 06 & June 06 is not shown same as previous meter reading in the succeeding month of May06, June 06 & July 06. The current meter reading in the billing month of March is shown as 4384 while the previous meter

reading in the billing months of April 06, May 06 & June 06 is shown as 4168 indicating meter running reverse which is absurd.

- 14) Forum further observed that meter number 9001069819 was replaced on 14/8/06 by meter number 02321458 & the bill of September 06 should have been as per consumption recorded on replaced meter but surprisingly it is noticed that the bill of September was showing meter number 9001069819 with consumption of 109 units & previous/current meter readings as 4746/4855.
- 15) It is evident from position narrated in above two paras that meter reader indeed was not visiting site & just giving manipulated figures for feeding data in computer. This ultimately resulted wrong billing in the months of March 06 to September 06.
- 16) This is clearly dereliction of duties of concerned meter readers & needs to be viewed seriously. In a similar case in past Forum had passed this order. *“The licensee should initiate disciplinary action against concerned meter reader for lapse of duties i.e. noting meter reading without reading meters at regular intervals. The licensee should also improve system to avoid recurrence of such mistakes in future. The action taken by licensee should be intimated to forum within 60 days from the date of this order.”*  
It, however, appears that this order has been kept in cold storage by licensee.
- 17) After taking stock of entire episode, Forum unanimously passes following order.

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

1. The energy bills of March 06 to September 06 prepared on incorrect meter readings are, hereby, quashed & set aside.
2. The licensee should prepare correct bills from March 06 to 14/8/06 based on consumption of meter reading of March 06 i.e. 4008 & last meter reading noted on 14/8/06 i.e. 4555. Deputy Executive Engineer has already agreed this in writing. This bill should be sent to consumer before next billing cycle.
3. The licensee should give credit of payments already made by consumer against bills quashed mentioned in para 1 above.
4. The licensee should not charge interest/delayed payment charges while preparing above bill.
5. Consumer, as per section 142 of Indian Electricity Act 2003, can approach Maharashtra Electricity Regulatory Commission at the following address

Maharashtra Electricity Regulatory Commission,  
13<sup>th</sup> floor, World Trade Centre, Cuffe Parade, Colaba, 400005.

for non-compliance, part compliance or delay in compliance of this decision issued under “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006”

**Date: - 10/10/06**

**(V.V. Kelkar)**

**(I. Q. Najam)**

**Member**

**Chairperson**

**CGRF, Kalayn**

**CGRF,**

**Kalyan**

**(D.B.Nitnaware)**

**Member Secretary**

**CGRF, Kalyan**