



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/065/0075 OF 06-07 OF
SHRI JANU UNDRU SAWANT REGISTERED WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT THE EXCESSIVE ENERGY BILL.

Shri Janu Undru Sawant

(Here in after

Ramabainagar, Adharwadi

referred to

Kalyan

as consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Assistant
Engineer Sub Division 4 (U) Kalyan

(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 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 15/9/2006.
The details are as follows: -
Name of the consumer: Shri Janu Undru Sawant
Address: - As above
Consumer No: - 020020346699
Reason of dispute: - Excess billing from the billing month of December 2004.
- 3) The batch of papers containing above grievance was sent by forum vide letter No.0683 dated 15/09/2005 to Nodal Officer of licensee. The letter, however, remained unreplied.
- 4) Two members of the forum heard both the parties on 05/10/2006. Shri Janu Undru Sawant consumer & his representative Shri Eknath Pawar and Shri N.L.H. Rao Nodal Officer, Shri Mandar A Atre & Shri P. J. Kulkarni Assistant Engineers of licensee attended hearing.
- 5) Shri Sawant repeated his grievance mentioned in his application submitted to forum on 15/9/06 that he use to receive exorbitant bills

from billing month of December 2004. He said he was using 5 tubes, 4 fans one refrigerator & one TV. The consumption of this load cannot result in such exorbitant bills. He produced copies of bills in support.

- 6) Shri Kulkarni Assistant Engineer Sub Division 4 (U) of MSEDCL Kalyan said that consumer's meter number 285494 was replaced on 1/9/02 by meter number 37950 but the data of this replacement of meter was not fed to computer till June 2004. The bills upto December 2004 were sent to consumer based on wrong/assumed reading. The bill of 11063 units were sent to consumer during the period from 1/9/02 to December 2004 while the actual recorded consumption on above said meter was 7712 units. A credit of 3351 units totaling to Rs 17792 was given to consumer in the billing month of July 2006. He further said that consumer is still dissatisfied with this & hence grievance.
- 7) Shri Sawant raised doubt about accuracy of this meter number 37950 installed at his premises on 1/9/02 & removed in July 2005.
- 8) On being asked by forum about accuracy of meter number 37950 Shri Kulkarni replied that during testing of meter on 25/1/2005 at site this meter of Elymer make having number 37950 was showing faulty position.
- 9) Forum, therefore, raised doubt about consumption recorded on this faulty meter during the period from 1/9/02 to July 2005 when the defective meter was in service at the consumer's installation.
- 10) Nodal Officer, in reply to above doubt of forum, submitted that the consumer's bill for the period from 1/9/02 to July 2005 when the defective meter was in service at the consumer's installation would be revised. The revision would be on the basis of average consumption

recorded on meter number 1714157 installed at consumer's installation in February 2006.

- 11) The average monthly consumption recorded on meter number 1714157 during the period of six months from February 2006 to July 2006 is $(530-7)/6 = 87$ units. This monthly consumption fairly tallies with the load consumer is using mentioned in para 5 above.
- 12) It would be, therefore, in the interest of justice to revise the bill of consumer for the period from 1/9/02 to July 2005 when the defective meter was in service at the consumer's installation at the rate of 87 units calculated above.
- 13) Forum is, therefore, inclined to pass the following order unanimously.

O-R-D-E-R

1. The meter number 1714157 of Elymer make installed at consumer's premises on 1/9/02 & removed in July 2005 is, hereby, declared faulty for the period it was in service at consumers installation.
2. The energy bills sent to consumer, during above period based on consumption recorded on faulty meter, are hereby set aside & quashed.
3. The licensee should now prepare energy bills during the period from 1/9/02 to July 2005 at 87 units per month & send it to consumer within 60 days. The credit of amount paid against quashed bills should be given while preparing bills

4. A credit of interest & delayed payment charges, if levied any, in the quashed bills should be given to consumer.
5. Action taken against concerned person for lapse of duties for not feeding data in computer of meter replaced on 1/9/02 till June 2005, which resulted in arrears & hardship to consumer, should be intimated to the forum within 60 days.
6. 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 order.

7. Consumer, as per section 142 of Indian Electricity Act 2003, can approach Maharashtra Electricity Regulatory Commission at the following address.

Maharashtra Electricity Regulatory Commission,
13th 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 Redressed Forum & Ombudsman) Regulation 2006"

Date:- 10/10/06

(D.B. Nitnaware)
Member Secretary
CGRF Kalyan

(I.Q.Najam)
Chair person
CGRF Kalyan

