



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/067/0077 OF 06-07
OF SHRI B.R. MANTRI REGISTERED WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT WRONG BILLING

Shri B.R. Mantri,

(Here in after

Chairman, Vallabh Villa,

referred to

Murbad Road, Kalyan

as consumer)

Versus

Maharashtra State Electricity Distribution

(Here in after

Company Limited through its

referred to

Deputy Executive Engineer Kalyan (U)

as licensee)

Sub-Division I

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 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 connected to their 415-volt network. Consumer is billed as per residential tariff. The consumer registered his grievance with the forum on dated 13/11/2006.

The details are as follows: -

Name of the consumer: Shri B.R. Mantri

Address: - As above

Consumer No: -. 020021069940

Reason of dispute: - No use of electricity from April 2005 and hence the bill to be charged as minimum bill.

3) The batch of papers containing above grievance was sent by forum vide letter No.0706 dated 13/11/2006 to Nodal Officer of licensee. The letter, however, remained unreplied.

- 4) All three members of the forum heard both the parties on 2/11/2006 and 06/11/2006 Shri. B.R. Mantri consumer's representative and Shri N.L.H. Rao Nodal Officer & Shri M.R. Atre Assistant Engineer Shri S.N. Deshmukh UDC, Shri R.A. Kalambe LDC attended hearing on 02/11/2006. Shri. B.R. Mantri consumer's representative and Shri N.L.H. Rao Nodal Officer & Shri M.R. Atre Assistant Engineer, Shri R.A. Kalambe LDC representative of licensee attended hearing on 06/11/2006.
- 5) Shri Mantri pointed out in his application that meter number 158230 of bore well pump is not showing any consumption of electricity from April 2005 because there is no use of bore well pump since April 2005. This fact was pointed out to licensee vide his letters dated 14/04/05, 4/02/06 & 13/06/06. He further said that licensee was also requested to disconnect electric supply temporarily & send minimum bills for no use of electricity but no action was taken. During hearing on 2/11/06 he repeated said grievance.
- 6) Nodal officer agreed that no action was taken on consumer's above letters addressed to licensee. He produced B-80 prepared on 20/10/06 showing credit given of units charged from December 2005 to July 2006. This bill was of Rs 290/- payable by consumer. Shri Mantri objected this bill also & said that credit of units charged need to be given from April 2005 as meter was not showing any consumption from April 2005 due to no use of electricity. Forum after examining CPL agreed with this as CPL was showing constant meter reading of 615 from April 2005 onwards.

- 7) Nodal Officer requested time limit to examine this issue, which was granted by forum. During hearing on 6/11/06 Nodal Officer produced bill of consumer giving credit of 1100 units charged from April 2005 to July 2006 & debiting 29 units (consumption of April 2005 when the initial reading was 586 & final reading was 615). This bill works out to be a credit bill of Rs 751=81. Interest & delayed payment charges were not charged in this credit bill as seen from B-80.
- 8) Nodal Officer also said that the supply of consumer has been permanently disconnected in August 2006 & no further bill would be sent to consumer after this.
- 9) Forum observed that 1400 units as below were charged from April 2005 to July 2006.

Month	Units charged
April 05	200
June 05	0
August 05	200
October 05	0
November 05	100
December 05	200
January 06	100
February 06	100
March 06	100
April 06	100
May 06	100
June 06	100

July 06	100
Total	1400

Forum also observed that consumption in the month of April was 29 units (615 final reading – 486 initial reading).

- 10) In view of above observation forum is of the opinion that licensee should give credit of 1400 units, and not 1100 units as mentioned in para 7 above, charged from April 2005 to July 2006 & debit 29 units (consumption of April 2005 when the initial reading was 586 & final reading was 615) to consumer. The consumer should only be charged minimum bill (fixed charges) during the period from May 2005 to July 2006. The amount paid by consumer against this charged units of 1400 should also be credited to his account. Interest & delayed payment charges should not be charged while preparing this said account bill.
- 11) Forum passes the following order unanimously.

O-R-D-E-R

1. Licensee should prepare bill as mentioned in Para 10 above & send it to consumer within 30days.
2. The credit amount of above bill should be paid to consumer on or before 31st December 2006.
3. Licensee should not send any bills to consumer thereafter as supply of consumer has been permanently disconnected in August 2006.

4. 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.

5. Consumer, as per section 142 of Indian Electricity Act 2003, can approach Maharashtra Electricity Regulatory Commission at the 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: - 9/11/06

(V.V. Kelkar)

(I. Q. Najam)

Member

Chairperson

CGRF, Kalayn

CGRF, Kalyan

(D.B.Nitnaware)

Member Secretary

CGRF, Kalyan