

**MAHARASTRA STATE ELECTRICITY BOARD**  
**KALYAN**

**ZONE, KALYAN**

**Phone 1) 2210707**

**2) 2328283**

Office of the Consumer  
Grievance Redressal



hind Tejashri,  
eherwanji Road,

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**Ext-122.**

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**IN THE MATTER OF GRIEVANCE NO. K/E/006/0007 OF 04-05**  
**OF M/S ATUL CHEMICAL INDUSTRIES REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN**  
**ZONE, KALYAN ABOUT THE ADDITIONAL CHARGES OF RS**  
**70,370/- IN THEIR REGULAR ELECTRICITY BILL.**

M/s Atul Chemical Industries

A-19,M.I.D.C.Badlapur,Kulgaon,Badlapur 421503

Dist.Thane, Maharashtra

(Here in after

referred to

as consumer

**versus**

Maharashtra State Electricity Board, through its

Deputy Executive Engineer,Badlapur Sub-Dn.

Badlapur.

(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 2003” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity 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 disputed charges of Rs.70,370/- levied by the licensee in their regular bills vide his above grievance registered with forum on 14<sup>th</sup> March 2005. The details are as follows.  
Consumer No: - 021540013711.  
Disputed amount: - Rs 70,370/-.
- 3) The batch of papers containing above grievance was sent by forum vide letter no. 99 dt.14<sup>th</sup> March 2005 to Nodal Officer of licensee. The letter was replied by Nodal Officer vide letter no. SE/UCK/Tech/499 dt.2<sup>nd</sup> April 2005.
- 4) All the three members of forum heard both the parties on 4<sup>th</sup> April 05 & from 15 hours to 16 hours in the meeting hall of the forum’s office. Shri A.O.Bhargav consumer’s representative represented the case of consumer & Shri H.K.Randive, Nodal

Officer & Shri V.B.Wani, Dy.Ex.Engineer, Badlapur represented the licensee.

- 5) Shri Bhargav, pointed out that their bill dt.10<sup>th</sup> July 2003 showed current meter reading as 20471 instead of 10802. The licensee charged the excess amount in our subsequent bills for this wrong reading of 20471 & charged interest and delayed payment charges also in the subsequent bills. He further added that recently i.e. in the month of Feb., he received a bill from licensee wherein a credit of Rs.70, 370/- was shown in the said bill.
- 6) Shri Bhargav also stated that the consumer had to run from pillar to post every month to rectify this misstate but to know avail. In every month, excess amount was rounded and the consumer was asked to pay the regular bill to which the consumer was complying and paying regular bills of the licensee. The consumer had to approach the forum on being not satisfied with no action taken by the licensee and their Internal Redressal System.
- 7) Shri Randive, Nodal Officer, expressed that the licensee has now corrected bill of March 2005, which is under preparation and credit of Rs.70, 370/- on account of wrong billing, and levy of interest and direct payment charges has been passed on in the said bill. He also said that necessary data has been fed to the computer and correct bill will be issued to the consumer in the month of March.
- 8) The forum wanted him to issue a letter to the consumer stating the above action proposed to which he promised to issue a

letter on 5<sup>th</sup> April 2005. Accordingly, a letter dt. 5<sup>th</sup> April 05 was issued by Dy.Executive Engineer,Badlapur of the licensee.

- 9) The consumer vide letter dt.7<sup>th</sup> April 05 intimated to the forum that the consumer does not have any more grievance against the licensee.
- 10)It is noticed by the forum that this was a simple mistake of correcting wrong reading taken by the licensee staff which took two years for the licensee to correct the misstate till the consumer aggrieved by the licensee's action approached the forum. It is an inescapable conclusion that this mistake of wrong reading which could have been corrected by the licensee within shortest possible time when the consumer brought the mistake of wrong reading to the notice of the licensee. This is nothing but dereliction of duties on the part of the staff of the licensee and needs disciplinary action as per the service condition of the employment.
- 11)This situation also warrants following action to be taken by the licensee to avoid recurrence of such instances in future.
  - (i) To lay down a procedure/method to avoid wrong reading.
  - (ii) To adopt a procedure/method to rectify and correct wrong reading immediately if at all wrong reading is observed.
- 12)The action taken in respect of para 10 & 11above shall be intimated to the forum within a period of 60 days.
- 13)No order is passed in respect of relief to the consumer as the consumer is satisfied with the action taken by the licensee and

has given a letter to the forum as mentioned in the para 9 above.

**Date:- 11/4/2005 CONSUMER**

**(V.M.Bhatkar)**  
**Member Secretary**  
**CGRF Kalyan**

**(V.V.Kelkar)**  
**Member**  
**CGRF Kalyan**

**(I.Q.Najam),**  
**Chair person**  
**CGRF Kalyan**