



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/464/521 OF 2010-2011 OF
M/S. KALA KRISHNA PILLAI, VASAI (EAST) REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT EXCESSIVE BILLING.

M/s. Kala Krishna Pillai,
Unit No. 06, Bldg. No. 03,
Shivshankar Ind. Estate No. 01,
Behind Burmah Shell Petrol Pump,
Vasai (East), Dist. : Thane – 401 208

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer
Vasai Road (East) Sub-Dn.
Vasai, Dist. Thane.

(Here-in-after
referred
as licensee)

- 1) Consumer Grievance Redressal Forum has been established under "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-V. consumer of the licensee with C. D. 54 KVA.. The Consumer is billed as per Industrial tariff. Consumer registered grievance with the Forum on 01/12/2010 for Excessive Energy Bills. The details are as follows: -

Name of the consumer :- M/s. Kala Krishna Pillai.

Address: - As given in the title

Consumer No : - 1)001840872765 – 65 HP

Reason of dispute: Excessive Energy Bills.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/802 dated 02/12/2010 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/VSI/(E)/10942, dated 29/12/2010.
- 4) The forum heard both the parties on 29/12/2010 @ 17.45 Hrs. in the meeting hall of the Forum’s office. Shri Harshad Sheth, Shri Vinit Sheth representatives of the consumer & Shri M. S. Patil, Asstt. Acctt.. and Shri J. P. Keni Sub-Engineer, 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 each

party in respect of each grievance shall be referred while deciding each of the grievances to avoid repetition.

- 5) The consumer has taken electricity connection from the Distribution Licensee (DL) to the industry situated at Shivshankar Ind. Estate No. 01, Sativali, Vasai (East). It is the contention of consumer that officials of the licensee do not take meter reading regularly since Oct. 2009 to March 2010 erratic meter reading is recorded, in July 2010 reading is not taken. It is contended as per the SOP reading is to be recorded at least once in every two months and as such consumer apprehends that licensee may disconnect their supply illegally, therefore they be directed not to disconnect without following rules and for not recording meter reading regularly compensation be awarded. By letter dt. 06/09/2010 consumer appraised the same to the licensee but not responded therefore moved the IGR Cell but in vain.
- 6) Licensee vide reply dt. 29/12/2010 contended that on verifying the record necessary action will be taken.
- 7) The main grievance of consumer is of not recording meter reading regularly as per the SOP reading is to be taken once in every two months, however nothing of the sort on record that any apparent illegality committed by the licensee. Therefore grievance application will have to be disposed of. Hence the order :

O-R-D-E-R

- 1) The grievance application is disposed of.
- 2) The Consumer can file representation against this decision with the Hon. Electricity Ombudsman within 60 days from the date of this order at the following address.

“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Bldg, Bandra Kurla Complex, Mumbai 51”.

- 3) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission for non-compliance, part compliance or delay in compliance of this decision issued under “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” at the following address:-

“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”

Date : 06/01/2011

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

(R.V. Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan