



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/078/0088 OF 06-07 OF
SHRI CHANDRAKANT DAMODAR LAD REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE,
KALYAN ABOUT INCORRECT BILL.

Shri Chandrakant Damodar Lad

(Here in after

Flat No. 1, Plot No 394, Radha Apartment

referred to

Sai Section, Ambarnath 421501

as consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Deputy
Executive Engineer Ambarnath (E)
Sub Division Ambarnath

(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. Consumer registered grievance with the forum on dated 13/02/2007.

The details are as follows: -

Name of the consumer: Shri Chandrakant D. Lad

Address: - As above

Consumer No: - 021520237132

Reason of dispute: - Incorrect current reading shown on bills & hence incorrect billing.

3) The batch of papers containing above grievance was sent by forum vide letter No.0826 dated 13/02/2007 to Nodal Officer of licensee. The letter, however, remained unreplied.

4) All three members of the forum heard both the parties on 08/03/2007 Shri Chandrakant D. Lad, consumer and his representative Shri Shankar Pawar and Shri M.S. N. Murthy Nodal Officer, Shri P.S. Date, Assistant Engineer, Shri D.S. Singh Junior Engineer and Shri K.S. Kulkarni UDC representatives of the licensee attended hearing.

- 5) Shri Shankar Pawar said that licensee's staff is not taking the reading on last date of billing cycle. The reading taken after last date of billing cycle is naturally higher than reading on last date of billing cycle. The bills are printed accordingly i.e. as per reading taken after last day of billing cycle. This result in excess billing & consumer has to pay excess amount. He quoted an instance of reading taken by consumer on 03/05/2006. The actual reading on 3/5/06 was 13070 but the reading shown in the bill of May 2006 was 13143. This resulted in excess billing of 73 units in the month of May 2006.
- 6) Licensee submitted copy of reply dated 01/03/2007 addressed to consumer. The licensee in the said letter had expressed that actual reading taking gets delayed by 3 to 7 days in each month due to unavoidable circumstances and hence the reading taken by consumer miss matches with the reading shown in the bills. Due to this the excess consumption gets automatically set off in the next month & the consumer as a resultant had not to pay any extra amount.
- 7) Forum expressed that excess consumption as a result of delay in taking reading in a month might result change of slab of tariff due to higher consumption than actual & the consumer had to pay unnecessarily extra in the next slab tariff. Shri Date expressed that in the case of this consumer bills prepared as per reading taken after last day of billing cycle does not change the slab. The consumption pattern is in the tariff slab of 100 to 300 units.
- 8) Consumer then expressed that he may be explained details of each item of bill to which Shri Kulkarni agreed.
- 9) Shri Kulkarni explained each item of the bill and the consumer was satisfied with his explanation.

10) The consumer gave in writing to the forum that his grievance stands solved. As the grievance stands solved, Forum passes no order.

Date: - 15/03/07

(Sau V.V.Kelkar)

Member

CGRF Kalyan

(I.Q.Najam)

Chair person

CGRF Kalyan

(D B Nitnawre)

Member Secretary

CGRF Kalyan