



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/555/654 OF 2011-2012 OF
SHRI SURESH H. CHOTWANI REGISTERED WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT
EXCESSIVE ENERGY BILL .

Shri Suresh H. Chotwani
Block No. 1080
Opp. Room No. 08
O. T. Section
Ulhasnagar – 421 003

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer Ulhasnagar
Sub-Division No. III

(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. consumer of the licensee. The Consumer is billed as per residential tariff. Consumer registered grievance with the Forum on 17/12/2011 for Excessive Energy Bill.

The details are as follows :

Name of the consumer :- Shri Suresh H. Chotwani

Address: - As given in the title

Consumer No : - 021513079700

Reason of dispute : Excessive Energy Bill

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/717 dated 17/12/2011 to Nodal Officer of licensee. The licensee filed reply vide letter No. SE/KCK-II/Tech/0134, dated 11/01/2012.
- 4) Hearing was held on 11/01/2012 @ 15.30 hrs. The Member Secretary and Member of the Forum heard both the parties in the meeting hall of the Forum's office. Shri Suresh Chotwani and Shri Anil Keswani Consumer Representatives & Shri Kale Nodal Officer, Shri V. H. Kasal, Asstt. Engr., Shri C. S. Damse, Dy. Ex. Engr. 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.

- 5) The brief facts of the case are as follows :
Consumer Shri Suresh Chotwani has approached the Forum for redressal of his grievance regarding giving credit for the faulty meter causing high bills.
- 6) The licensee vide letter dated 11/01/2012 informed the Forum as under :
 - a) As per single phase Accucheck meter testing report dated 30/09/2010, meter of consumer found 27% fast.
 - b) The same meter has been scrapped by Dy. Executive Engineer, hence said meter is not tested in the Lab. for accuracy.
 - c) Due to non receipt of Lab. report, Dy. Executive Engineer, Ulhasnagar – III Sub-Division has not revised the bill.
- 7) In response to the consumer's grievance the licensee also vide letter dated 31/12/2011 has requested the consumer to pay current bills till the finalization of CGRF order. Meter No. 12762925 was installed on 01/04/2010 at the premises of the consumer. As per the consumer's complaint for high billing vide letter dated 29/09/2010 said meter was accuchecked on 30/09/2010 at site and found 27% fast. Meter No. 12762925 was replaced by new meter No. 01152087.
- 8) According to the licensee meter No. 12762925 was accuchecked on 30/09/2010 at the site of the consumer, however the said meter was scrapped by Dy. Executive Engineer, hence the said meter was not tested in Lab. for accuracy. Meanwhile licensee issued bills to the consumer without amending but showing DPC & interest on arrears.
- 9) Consumer requested to revise the disputed bills. Licensee has informed to the Forum that the meter has been scrapped by Dy. Executive Engineer. We feel that consumer should not be suffered for the fault of the licensee.

- 10) After going through the documents placed before us it is crystal clear from the accucheck report of the licensee that the meter No. 12762925 of the consumer was defective (found 27% fast).
- 11) We also feel, though the licensee has submitted that the said meter has been scrapped by Dy. Executive Engineer and hence the said meter is not tested in Lab. for accuracy, licensee is under obligation to adjust an amount of consumer's bill for the maximum period of three months prior to the month in which the dispute has arisen, as per Regulation No. 15.4.1 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other Conditions Of Supply) Regulations, 2005.
- 12) In the present matter the consumer has raised a grievance about sudden rise in consumption of electricity in the meter No. 12762925, by addressing the letter dated 29/09/2010. We therefore are of the opinion that licensee is under obligation to adjust and correct the bills of consumer for a period of maximum three months prior to raising his grievance with the licensee on 29/09/2010 i.e. from June 2010 to Sept. 2010 without charging DPC and interest.
- 13) Taking into consideration all the above facts we pass the following order :

O-R-D-E-R

- 1) The grievance application is partly allowed.
- 2) Licensee is directed to amend and adjust the electricity consumption bills of the consumer in regard to the defective Meter No. 12762925 from June 2010 to September 2010 without D.P.C. and interest as per Regulation No.

15.4.1 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other Conditions Of Supply) Regulations, 2005 and to refund / adjust the excess amount paid by the consumer if any in the next ensuing bill within 45 days from the date of receipt of this order.

- 3) Compliance be reported to the Forum within 60 days from the date of receipt of this order.
- 4) 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”.

- 5) Consumer, as per section 142 of the Electricity Act, 003, 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 : 30/01/2012

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan