



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/083/0093 OF 06-07 OF**  
**SHRI SAMHAJI PRABHAKAR TEKWADE REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE,**  
**KALYAN ABOUT THE REFUND OF EXCESS AMOUNT PAID DUE TO**  
**ERRONIOUS BILLING.**

Shri Sambhaji Prabhakar Tekwade

(Here in after

1/2, Kasturi Gram Society

referred to

Bhoir Wadi, M Fule Road

as consumer)

Dombivli (W), 421202

**Versus**

Maharashtra State Electricity Distribution  
Company Limited through its Deputy  
Executive Engineer Sub-Division III  
Dombivli

(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. The consumer’s registered grievance with the forum on dated 27/02/2007.

The details are as follows: -

*Name of the consumer:- Shri Tekwade Samthaji P*

*Address: - As above*

*Consumer No: - 020012385405*

*Reason of dispute:- Refund of excess amount billed & paid by consumer*

3) The batch of papers containing above grievance was sent by forum vide letter No.0857 dated 27/02/2007 to Nodal Officer of licensee. The letter, however, remained unreplied.

4) All three members of the forum heard both the parties on 12/04/2007 & 19/04/07. Shri Sambhaji P. Tekwade and Shri P. K. Taiwade Assistant Engineer, Shri B. B. Jethe Deputy Executive Engineer, representatives of the licensee attended hearing on 12/04/07. Shri Sambhaji P. Tekwade consumer and Shri P. K. Taiwade, Assistant Engineer, Shri M. A. Atre Assistant Engineer, Shri B. B. Jethe Deputy Executive Engineer,

Shri S. T. Sisodiya LDC representatives of the licensee attended hearing on 19/04/07.

- 5) Shri S. P. Tekwade in his grievance application made submission that he was getting energy bills not based on meter reading but on the basis of randomly assessed units from 1997 till January 2005 showing faulty status of meter.
- 6) He said that he followed up with licensee & made first application on 22/05/01. Copy of acknowledgement was submitted to Forum. He said that licensee corrected his bills from July 2003 to January 2005 & he had given his consent to licensee vide letter dated 28/10/05 about this correction but the correction of bills from 97 to July 2003 is still pending.
- 7) The study of Consumer's Personal Ledger (CPL) shows that status of meter number 153335 installed at consumer's premises was shown as faulty from 97 onwards. This meter was replaced in July 2004 by meter number 5621. The status of this meter was also shown as faulty. The meter number shown in CPL in the month of March 2005 was 3563693 & meter number shown in CPL from May 2005 till date is 105415.
- 8) CPL also shows correction done in the bills of consumer from July 2003 to January 2005. Licensee during hearing on 12/04/07 was asked to submit their reply on the point of correction of bills from 1997 to July 2003. Licensee on 19/04/07 submitted a statement showing revision of bills from September 1999 to July 2003 on the basis of 290 units for two months. This revision to be reflected in his bills, on or before billing month of June 2007, was acceptable to consumer & he accordingly signed the minutes of hearing prepared by licensee on 18/4/07.

- 9) Consumer also submitted his written consent on 19/04/07 to Forum about acceptance of this revision proposed by licensee & requesting forum to record his grievance application.
- 10) Since the grievance stands solved, no order is passed by Forum.

**Date: - 23/04/07**

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

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

**(D. B. Nitnaware)**  
**Member Secretary**  
**CGRF Kalyan**