



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/084/0094 OF 06-07**  
**OF THE PRESIDENT / CHAIRMAN / SECRETARY HINDU**  
**SEVA SANGH REGISTERED WITH CONSUMER GRIEVANCE**  
**REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT**  
**INCORRECT BILLING.**

The President/Chairman/Secretary (Here in after

Hindu Seva Sang, Manmoli Comm 1- phase referred to

Manmoli Dist: - Thane. as consumer)

**Versus**

Maharashtra State Electricity Distribution Here in after  
Company Limited through its Assistant referred to  
Engineer Construction Sub Division, Kalyan 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 registered grievance with the forum on dated 09/03/2007.

The details are as follows: -

*Name of the consumer: - The Chairman Hindu Seva Sangh*

*Address on electricity bill: - As above*

*Consumer Nos:*

1)021500000365	6) 021500001353
2)021500001531	7) 021500001361
3)021500000454	8) 021500001370
4)021500000501	9) 021500000373
5)021500000535	10) 021500001400

*Reason of dispute:- About incorrect billing of the period 5/9/06 to 6/11/06.*

- 3) The batch of papers containing above grievance was sent by forum vide letter No. 873 dated 09/03/2007 to Nodal Officer of licensee. The letter, however, remained unreplied.
- 4) All three members of the forum heard both the parties on 19/04/2007. Shri Dinesh S. Deshmukh consumer's representative and Shri M. S. N. Murthy Nodal Officer, Shri Sukhdev Raut Assistant Engineer representing licensee attended hearings.
- 5) The consumer in application stated that incorrect bill of the period 5/9/06 to 6/11/06 was received from licensee. In response to consumer's application of 16/11/06 licensee replaced meters as shown below. The licensee included adjustment units in the bill of the period 7/11/06 to 6/01/07 as shown in table below.

<b>S.No</b>	<b>Consumer No</b>	<b>Old Meter No</b>	<b>Date of replacement</b>	<b>unit adjusted in bill of 7/11/06 to 6/1/07</b>
1	021500000365	900018540 6	26/11/06	402
2	021500001531	800053300 6	26/11/06	0
3	021500000454	900677754 0	26/11/06	1643
4	021500000501	900040484 5	26/11/06	0

5	021500000535	900072480 6	26/11/06	424
6	021500001353	900104717 0	26/11/06	101
7	021500001361	900104636 1	26/11/06	41
8	021500001370	900104648 7	26/11/06	159
9	021500000373	900123694 6	13/12/06	20
10	021500001400	900224579 8	No change	158

- 6) Shri Deshmukh submitted that the licensee did not give any details of adjustment of units included in the bills even after repeated follow up.
- 7) He said that at last after registering application of grievance with forum on 09/03/2007, the licensee called him in their office on 10/04/2007 & held discussion with him and the meters were tested in his presence. He said that he was satisfied with testing of meters. The licensee also explained him the adjustment units included in the bill of 07/11/2006 to 06/01/2007.
- 8) He said that he intends to withdraw his grievance application registered with the forum. Consumer accordingly submitted in writing to the forum on 17/04/2007 (letter received in forum on 18/04/2007).

- 9) The Forum directed licensee to send the copies of meter testing reports to the consumer and Forum. Licensee was also asked to send the copy of letter dated 10/04/2007 addressed to consumer along with CPL. All the above paper were submitted by licensee on 21/04/2007.
- 10) The forum passes no order as the grievance stands solved.

**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**