



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**EE/CGRF/Kalyan/**

Date of registration: 21/08/2017

Date of order : 08/11/2017

Total days : 79

**IN THE MATTER OF GRIEVANCE NO. K/E/1246/1470 OF 2017-2018 OF SHRI PANDURANG MAHADEO HUNDEKARI, PLOT NO.81, "SHIVPRASAD" FOREST HSG. SOC. OPP. PREM AUTO PETROL PUMP, BIRLA COLLEGE ROAD, KALYAN (WEST), PIN CODE 421 301, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Shri Pandurang Mahadeo Hundekari,  
Plot No.81, 'Shivprasad' Forest Hsg. Soc.  
Opp. Prem Auto Petrol Pump,  
Birla College Road, Kalyan (west),  
Pin Code 421 301,.

(Consumer No.0202612095436)

... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution  
Company Limited

Through it's Nodal Officer

Kalyan Circle-I,

... (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri V.D. Yadav -AEE-Kalyan-(W) S/dn-I.

For Consumer – Shri Arvind Bhondave CR.

[Coram- Shri A.M.Garde-Chairperson, Shri A.P. Deshmukh-Member Secretary  
Mrs.S.A.Jamdar- Member (CPO)].

1) Maharashtra Electricity Regulatory Commission, is, constituted u/s. 82 of Electricity Act 2003 (36/2003). Hereinafter for the sake of brevity referred as 'MERC'. This Consumer Grievance Redressal Forum has been established as per the notification issued by MERC i.e. "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006" to redress the grievances of consumers vide powers conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, (36/2003). Hereinafter it is referred as 'Regulation'. Further the regulation has been made by MERC i.e. Maharashtra Electricity Regulatory Commission.

[Electricity Supply Code and other conditions of supply Regulations 2005]

Hereinafter referred as 'Supply Code' for the sake of brevity. Even, regulation has been made by MERC i.e. 'Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply & Determination of Compensation) Regulations, 2014.' Hereinafter referred 'SOP' for the sake of convenience.

2] The Facts Of The Grievance Application Are:-

Mr. P.M. Hundekari is a consumer of MSEDCL having meter no. 20246849' since 2008. His meter was replaced in the month of April -2013. Consumer further states that though his meter no was 20246849, Licensee issued him the bills showing meter no.20246949 as a result of which the consumer received excessive bills.

It is the contention of the consumer that from Nov-2016 he received the electricity bills showing average and faculty status and not as per meter reading/ as per consumption.

The consumer further submitted that from September-2016 to March - 2017 he was paying the bills. But suddenly in the month of April-2017 raised a bill of 1443 units for Rs.18610.00 According to the consumer it could be because Licensee did not considered the amount paid by him from September-2016 to March – 2017. Consumer immediately tried to contact the Licensee to rectify the mistake but in spite of his continues follow up Licensee did not heed to his requested which caused him a great hardship.

In addition the consumer also alleged that he did not receive the copy of meter replacement report though asked for. Moreover the bills which he received from the month of Sept -2016 to Nov-2016 did not reflect the photo of the meter.

Consumer therefore approached IGRC on 22.5.2017 aggrieved by the decision of the IGRC. Consumer approached CGRF with a prayer to revise the bills for the month of April -2017

3) On receiving the said grievance, its copy along with accompaniments sent to Nodal Officer vide this forum's letter no EE/CGRF/Kalyan/391 dt.21.08.2017.

Licensee submitted that meter of the consumer meter no 20246849 was replaced in April 2013 [why] and fed to IT in the same month, however while feeding to IT department the meter no. was changed from no.20246849 to meter no.20246949 by mistake. Licensee further submitted that it is going to be corrected in June -2017 billing cycle.

Licensee also pleaded that since it has adopted new technology for meter reading through mobile app the problem occurred and bills showing faulty status were issued to the consumer from December-2016 to February-2017. The said problem was rectified in the month of Feb-2017. Licensee submitted that the bill issued to the consumer in the month of March-2017 was having normal status. However reading taken was not correct.

It is the contention of the Licensee that the bill issued to the consumer for the period of Nov-2016 to April-2017 for 1729 units has been revised and the amount has been credited. Even as per the request of the consumer series meter installed in which meter found o.k. and accordingly bill has been revised.

Licensee further submitted that the amount of Rs.8082/- which has been paid by the consumer against faulty status bill has been credited vide B-80 ID 6031906.

Licensee contention is that they have sorted out the grievance of the consumer hence grievance application be rejected

We have gone through the documents placed on record and heard the arguments by both the parties .

- 4) We have observed that
- a) Meter no. which was fed to IT dept. in April 2013 was corrected nearly after four years i.e.in the month of July-2017.
  - b) Copy of meter replacement report is not given to the consumer.
  - c) Bills revised by Licensee for Dec-2017 to Apr-2017 for amount of Rs.8082/-
  - d) Record shows that the bills issued to the consumer in disputed period is either of faulty, locked or RNA status and as per the prevailing rules & regulations of MERC vide supply code regulation 2005, regulation no.15.3.2. no action has taken by Licensee.
  - e) At the time of hearing Licensee was directed to produce meter photos for the Sept-2016, Oct-2016 and Nov-2016 to check that the reading is correct or not? But Licensee by it's letter dated 07.10.2017 submitted that the meter photos for the above said period are not clear [blank photos]. Licensee have enclosed the copies & we have noted the same .

The facts on record establish clearly that there is merit in the contentions of the consumer. Blank meter photos on record shows that there is scope for revision of the bills.

Taking into consideration all the above facts it will be proper to direct Licensee to revise the bills of the consumer from Sept-2016 to April-2017.

**Hence the order.**

**ORDER**

- 1] Grievance application of consumer stands allowed.
- 2] Licensee is directed to revise the bills of the consumer from Sept-2016 to April-2017
- 3] Licensee is directed to refund the excess amount recovered from the consumer with interest at RBI rate.
- 4] Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 09.11.2017

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

(A.P.Deshmukh)  
Member Secretary  
CGRF, Kalyan.

(A.M.Garde)  
Chairperson  
CGRF, Kalyan.

- a) The consumer if not satisfied, may file representation against this order before the Hon. 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”.

- b) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission for non-compliance, part compliance or

- c) 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”

- d) It is hereby informed that if you have filed any original documents or important papers you have to take it back after 90 days. Those will not be available after three years as per MERC Regulations and those will be destroyed.