

Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
Ph- 2210707, Fax – 2210707, E-mail : cgrfkalyan@mahadiscom.in

**No. K/E/1268/1495/2017-18**

Date of registration : 13/11/2017

Date of order : 10/01/2018

Total days : 58

**IN THE MATTER OF GRIEVANCE NO. K/E/1268/1495 of 2017-18 OF SHRI. DUSHYANT RAMANLAL PATEL, HIRAP DAIRY FARM, GURU KRIPA COMPOUND, DOST MOHAMMAD TABELA, PELHARTALUKA VASAI, DIST. PALGHAR. PIN -401 202 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Shri. Dushyant Ramanlal Patel,  
Hirap Dairy Farm,  
Guru Kripa Compound,  
Dost Mohammad Tabela,  
PelharTaluka Vasai,  
Dist. Palghar. Pin -401 202 .

(Consumer No. 001940164997) ... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution  
Company Limited  
Through it's Nodal Officer/Addl.EE.  
Vasai Circle, Vasai

... (Hereinafter referred as Licensee)

**Appearance** : For Licensee - 1) Shri.Anil Pathav, A.A., Vasai (E).  
2) Shri.V.M.Gokhale, L.D.C. Vasai (E) S/Dn.

For Consumer - Shri. Ramchandra Pandey (C.R.)

[Coram- Shri A.M.Garde- Chairperson, Shri A.P. Deshmukh-Member Secretary  
and 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 Redressed Forum has been established as per the notification issued by MERC i.e. "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressed 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. 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 (Electricity Supply Code and other conditions of supply) Regulations 2014'.

2) Grievance of the Consumer is that his meter was replaced in the month of June-13 having meter no. 5518433. However contention of the Consumer is that this meter was recording a enormous reading and upto march-14 this meter recorded aconsumption of 118527 units.

The Consumer further submitted that for the rectification he approached Licensee for severaltimes and his meter was again replaced with new meter having meter no.5514785. However the Licensee did not take effort to test his meter nor his bill was corrected.

It is pleaded by the Consumer that Licensee did not sort out his problem but insteadthreaten him to disconnect his supply for non-payment of the arrears. Consumer was forced to pay Rs.1142930/- and approached IGRC.

During the discussion it was decided in IGRC to revise the bill of the Consumer as per the consumptionrecorded by the new meter for the period of six months only, as the disputed meter was misplaced by the Licensee.

3) The matter came before the forum for hearing on 13/11/2017. The representatives of the parties agreed before the forum that the Licensee will submit a proposal of revising the bills from June-2013 to Mar-2014 on average Consumption pattern of new meter recorded reading from Mar-2014 to Nov-2016. If Consumer has paid excess amount it will be refunded by the Licensee and if Consumer has paid less amount it will be recovered from the Consumer.

The proposal for settlement submitted by Addl.Executive Engineer, Vasai (E), S/Dn. along with it's calculation sheet on which Consumer representative endorsed their approval and consent. It is marked 'A'.

Hence the order.

**ORDER**

- 1) Grievance is disposed of in terms of the settlement produced at 'A'.
- 2) Settlement 'A' to form part of judgment.
- 3) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 10/01/2018

(Mrs.S.A.Jamdar)

Member  
CGRF, Kalyan

MemberSecretary

(A.P.Deshmukh)

CGRF, Kalyan.

(A.M.Garde)

Chairperson  
CGRF, Kalyan.

**NOTE**

- 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.*

MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.  
VASAI ROAD (E) SUB DIVISION

Tel : 95250-2393216



Office of the Addl. Ex. Engineer  
"Deepshree" Bldg. No. 19/3&4  
M.S.E.B. Colony, Navghar (E)  
Email :- [sdo4359@gmail.com](mailto:sdo4359@gmail.com)  
Tal-Vasai Dist-Palghar

Ref. No. Addl. EE/VSI/B/

No 07 : 60

Date : 19 DEC 2017

To,

The Chairman, CGRF

CGRF Kalyan Zone, Kalyan.

Sub : Submission of proposal for settlement of M/s.Duyant Ramanlal Patel  
(Consumer No.001940164997) Case No. 1268 of 2017.

Ref : Case No.K/E/1268/1495 of 2017-18

Sir,

In view of hearing dtd.14.12.2017 before Hon'ble consumer grievance redressal forum Kalyan Zone. As per argument of both parties Hon'ble forum orally instructed to submit proposal of bill revising since Jun'13 to March'14 on average consumption pattern of new meter recorded reading since Nov'16.

Further consumer billed units 130333 units for new meter in month of Oct'2016 and remain units 2067 should be billed and recovered from consumer.

Therefore both parties requested to this Hon'ble forum for finalize the case on basis of this proposal.

Thanking You,

Yours Faithfully,

*[Signature]*  
Addl. Executive Engineer,  
M.S.E.D.Co.Ltd., Vasai Rd.(E) S/Dn.

Encl : Revised bill Calculation Sheet.

Copy to - M/s.Duyant Ramanlal Patel, Hira Dairy Farm, Guru Krupa Compound, Pelhar, Vasai  
(E)-401 208, Tel- Vasai, Dist- Palghar.

*Applicant agree with this Proposal.*

*Ram*

*20-12-2017*

*steno.  
pl. file do  
Concern file  
20/12/17*





Name Of Consumer : DUYANT RAMANLIPATEL  
Consumer No. : 001940161997

## BILL ALREADY ISSUED

MONTH	ALREADY BILL ISSUED	UNIT	DMD.CHG.	ELCT.CHG.	ELCT.DUTY	A.E.C.	FCA	T.O.S.	TOTAL
Jun OCT'2013 TO Jan'2014		117500	1900.00	88550.00	8045.80	0.00	467.75	1400.00	100363.55

## BILL TO BE ISSUED

MONTH	BILL TO BE ISSUED	UNIT	DMD.CHG.	ELCT.CHG.	ELCT.DUTY	A.E.C.	FCA	T.O.S.	TOTAL
Jul OCT'2013 TO Mar JAN'2014		42000	1900.00	212520.00	21712.13	11303.88	2578.8	3360.00	253374.81
DIFFERENCE B-80 (+)		24500	0.00	123970.00	13666.33	11303.88	2111.05	1960.00	153011.26

## BILL ALREADY ISSUED

MONTH	ALREADY BILL ISSUED	UNIT	DMD.CHG.	ELCT.CHG.	ELCT.DUTY	FCA	T.O.S.	DPC	TOTAL
NOV'2016		132399	220.00	729518.49	69961.37	22534.31	11968.87	16684.06	850887.10

## BILL TO BE ISSUED

MONTH	BILL TO BE ISSUED	UNIT	DMD.CHG.	ELCT.CHG.	ELCT.DUTY	FCA	T.O.S.	DPC	TOTAL
NOV'2016		2067	220.00	11389.17	1112.35	351.40	186.90	0.00	13259.82
DIFFERENCE B-80 (-)		130332	0.00	718129.32	68849.02	22182.91	11781.97	16684.06	837627.28
DIFFERENCE B-80 (+)		24500	0.00	123970.00	13666.33	11303.88	2111.05	1960.00	153011.26
DIFFERENCE B-80 (+)		11806	0.00	74006.30	6738.64	1116.85	1097.96	10890.65	93850.40

## FINAL BILL REVISION

BILL REVISION B-80 (-)	94026	0.00	520153.02	48444.05	9762.18	8572.96	3833.41	590765.62
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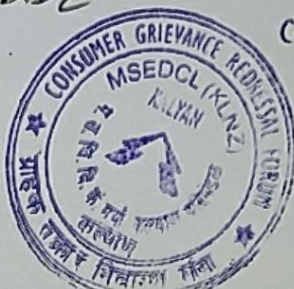
*[Signature]*  
L.O.C.

*[Signature]*  
U.D.P.

*[Signature]*  
ASST. ACCT.  
ASSISTANT ACCOUNTANT  
M.S.E.D. CO. LTD.  
VASAI ROAD (E) S/DN

*[Signature]*  
Add. Executive Engineer  
M.S.E.D. Co. LTD. Vasai (E) Sub/Sp  
Add. EXECUTIVE ENGINEER  
M.S.E.D. CO. LTD.  
VASAI ROAD (E) S/DN.

*[Signature]*  
CPC



*[Signature]*  
(A.P. Deshmukh)  
Member Secretary

*[Signature]*  
A. M. Gaudle  
Chairperson