



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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No. **K/E/1105/1326 of 2016-17**

Date of Grievance : 15/02/2017

Date of order : 31/03/2017

Total days : 45

**IN THE MATTER CASE OF GRIEVANCE NO. K/E/1105/1326/2016-17 IN RESPECT OF SAEEDA BANO, FLAT NO. 103, NOOR APARTMENT, DHANIV BAUG, TAL. VASAI, DIST. PALGHAR-401 202, COMMN. ADDRESS MOHD. RAFIQUE RAJPUT, FLAT NO.002, BLDG. -03, RASHMI HILLS, EVERSHINE COMPLEX VASAI ( E ) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.**

Saeeda Bano,  
Flat No. 103, Noor Apartment,  
Dhaniv building, Tal. Vasai,  
Dist. Palghar-401 202,  
Commn.address Mohds. Rafiqu Rajput,  
Flat No.002, Bldg-03, Rashmi Hills,  
Evershine Complex Vasai ( E ). .... (Hereafter referred as Consumer)  
(Consumer No.002269091202)

Versus

Maharashtra State Electricity Distribution  
Company Limited though its  
Nodal Officer,  
Vasai Circle. .... (Hereinafter referred as Licensee)

Appearance : For Consumer-Shri Rafique – In person.

For Licensee-Shri R.S.Nabiar-Office JE, Vasai Rd.(E) S/dn. & LDC.

[Quorum- Shri A.M.Garde-Chirperson, Shri L.N.Bade-Member Secretary and  
Mrs.S.A.Jamdar- Member (CPO)].

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. 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] This is short case wherein it is alleged by the consumer that meter reading is illegally increased to cover deficiency of loss by theft and Distribution loss by staff of MSEDCL. It is alleged that the meter was stolen by staff and complaint was lodged regarding illegal increase of reading with inflated bill. The meter is illegally declared as faulty or RNT. Several complaints were made but they were illegally closed without taking any action. It is stated that the flat in which the consumer has taken connection is unauthorized.

3] The Licensee has filed the reply and stated that the electricity connection was given on 2/6/2014. The Licensee admits that in May 2016 incorrect reading was noted and bill was issued from October 2016 to January 2017. The status of the meter was shown as faulty. In fact on site

the meter is under lock and reading could not be taken. The Licensee admits that the bill from May 2016 to January 2017 has been incorrectly calculated. In February 2017 the required connection was made and the amount of Rs.8,195/- .54 Ps was deducted and considering the 0 (zero) unit consumption, the bills were issued.

4] We have heard both sides. It appears that the consumer was not in a position to properly raise his contentions, but then the crux appears to be that inspite of there being no consumption, bills were issued on average basis by showing the meter as a faulty or stating that the reading was not taken or reading was not available etc. It is revealed that in fact as stated by the consumer the flat is not occupied and ultimately the concerned Officials found no consumption of electricity at all and he has accordingly corrected the bill. In fact , nothing remains so-far-as question of bills is concerned.

5] There is, however, lapses on the part of the Officials of the Licensee in as much as no reading was taken regularly and sometimes the status was wrongly shown as faulty. The CR contended that there was harassment and inconvenience caused to the consumer.

6] There is provision for compensation under SOP which can be granted in this grievance. As we see from the CPL it was from July 2016 that the reading were not taken and the bills were issued on average basis. No reading taken from the month of July, August 2016 and as per SOP one month thereafter has to be left and the default comes for five months for the month of July and August 2016, then for September and October 2016. The default comes for three months i.e. January to March, which comes to Rs.600/- and then for November and December 2016, then one month i.e. January 2017 , total comes to Rs.1800/-.

Hence the order.

**ORDER**

- 1] The grievance application of the consumer is partly allowed.
- 2] There is nothing to be corrected so-far-as the bill is concerned.
- 3] Licensee is directed to pay SOP compensation to the consumer in the sum of Rs.1800/-.
- 4] Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 31/03/2017.

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

(L.N.Bade)  
Member Secretary  
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.

