



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. K/E/1309/1553 of 2017-18

Date of registration : 28/03/2018

Date of order : 11/04/2018

Total days : 15

IN THE MATTER OF GRIEVANCE NO. K/E/1309/1553 of 2017-18 OF SHRI. KRISHNA P. JADHAV, BARAK NO.136, ROOM NO.7, ULHASNAGAR-1, DIST-THANE, PIN CODE-421 001 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.

Shri. Krishna P. Jadhav,
Barak No.136, Room No.7,
Ulhasnagar-1, Dist-Thane,
Pin Code-421 001.

(Consumer no. 021510021433)

... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited,
Through it's Nodal Officer,
Kalyan Circle-II, Kalyan

... (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.J.L.Borkar, AEE, Ulhasnagar-I S/dn

For Consumer - Shri.J.S.Rajput (C.R.)

[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 Redressed 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 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 case are that, the Consumer had obtained single phase electricity connection from Licensee for his house situated at Ulhasnagar, having meter no.11140032 .

3) It is the contention of the Consumer that. He is Consumer since 11/12/1961. He has paid regular bills till Jan-2018. However in the month of Feb-2018 he was served with a bill amounting to Rs.15460.00 by the Licensee. In spite of the fact that his consumption for last 5 years never exceeded 290 units/month.

4) The submission of the Consumer is that, his electricity bills never exceeded '290' units and this sudden heavy amount of bill could be on account of faulty display for which he should not be penalized Consumer has asked for revision of bill for the month of Feb-2018 considering previous consumption.

5) Consumer contended that he had given disconnection notice on dt.21/03/2018 and the connection might be disconnected, hence requested emergent hearing.

6) Main grievance of the Consumer is that the bill issued by the Licensee for an amount of Rs.15460.00 is due to faulty display of meter and it be revised as per previous average .

7) Notice was given to Licensee for emergent hearing vide letter no.EE/CGRF/Kalyan/125 dt.02/04/2018 for emergent hearing on 04/04/2018 at 15:00 hrs. who appeared and argued that the bills issued to the Consumer are correct as the bills are issued as per meter reading.

8) We have gone through the record kept before us and have heard both the parties. We have observed that though the test report dt.02/04/2018 shows that the meter of the Consumer is within permissible limit.

Remark column of testing report is as follows: ***At the time of testing meter tested in presence of Consumer Representative at rated voltage and current meter found within permissible error. Seven segment display is not working hence faulty display.***

Spot inspection report given by Assistant Engineer mentions that “ ***As per meter testing report meter display is faulty. Bill of month (Dec-2017, Jan-2018 & Feb-2018 may be corrected as per average consumption of previous 12 months i.e. '245' units***”. Even the reading and consumption of the meter showing erratic behavior. Bills kept on record shows there is RNT bill issued to Consumer for Dec-2017 & in month of Jan-2018 bill of '295' units issued to Consumer as per reading. In the month of Feb-2018 meter consumption shoot to '1211' units.

9) Licensee appeared and contended that Consumer meter not read property for month of Dec-2017 and Jan-2018. In month of Feb-2018 accumulated reading of '1211' units billed to Consumer. As per meter testing report meter display is faulty & bill will be revised as per regulation 15.4.1 for the month of Dec-2017 to Feb-2018 as per average of '245' units.

10) Consumer objected to revise the bill for 3 months, he contended that the bill for month of Feb-2018 is only in dispute and there is no need to revise the bill for month of Dec-2017 and Jan-2018 as the bill for month of Jan-2018 is as per reading only. As per Consumer Representative reading for the month of Feb-2018 was '20531' instead of ' 21531' in which second digit was '0' which was read as '1' due to faulty display.

11) Taking into consideration the above facts, testing report, spot inspection report & CPL it is clear that meter display is faulty. Consumer is demanding to revise the bill for the month of Feb-2018. In case of faulty meter there is clear provision in regulation to revise the bill as per average of healthy period previous 12 months to the maximum period of 3 months. In this case Consumer is demanding to revise the bill for one month only. Hence we are inclined to give relief to Consumer as per regulation 15.4.1 of supply code. As the supply is not disconnected by Licensee hence there is no question of harassment to Consumer.

Hence the order.

ORDER

- 1) The Grievance application of consumer is allowed.
- 2) The bill issued to the Consumer in Feb-2018 for an amount of Rs.15460.00 is quashed. Distribution Licensee to send a fresh bill on the basis of regulation 15.4.1 of supply code for the month Feb-2018 only.

- 3) No DPC or interest will be made applicable.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Dated :. 11/04/2018

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

(A.P.Deshmukh)
MemberSecretary
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.*

