



**Consumer Grievance Redressal Forum, Kalyan Zone**

Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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No.EE/CGRF/Kalyan Zone/

Date of Grievance : 16/10/2015

Date of Order : 21/07/2016

Total days : 279.

**IN THE MATTER CASE OF GRIEVANCE NO. K/E/921/1126/2015-16 IN RESPECT OF MR. RAMESH P. JAIN, GALA NO. 108, 1<sup>ST</sup> FLOOR, RAJPRABHA IND. ESTATE NO.2, WALIV, VASAI ( E )- 401 208, DIST. PALGHAR REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE WRONG METER READING.**

Mr. Ramesh P. Jain,

Gala No.108,

Rajprabha Ind. Estate No.2,

Waliv,

Vasai (E)-401 208,

Dist. Palghar,

(Consumer No. **001840889455**)

..... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution

Company Limited

through its MSEDCL, Addl. Ex. Engineer,

Vasai Circle, Vasai ( E), S/Dvn.

..... (Hereinafter referred as Licensee)

Appearance : - For Consumer : Shri Harshad Sheth-Consumer's representative.

For Licensee :- Shri Umberje-AEE, Vasai (E) S/Dn.

Shri Giri - AEE, Vasai ( E ) S/dn.

( Per L.N.Bade-Executive Engineer – cum- Member Secretary )

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] The consumer contended that he is having his industry and holding connection for 20 HP with consumer No. 001840889455. In July 2014 the bill of old meter with adjustment of 2500 units was given in August 2014 bill of new meter with initial reading of 6395 units. The replacement report and monthly consumption pattern shown that mistake in data entry is done. Instead of 16395 only 6395 data fed to system which gave huge bill with consumption of 11403 units. In September 2014 the actual consumption bill of 398 units is given but instead of revising the bill Licensee made PD. The consumer requested for MRI report for new meter, photo reading of new meter, meter replacement register and explanation was called from MSEDCL that as to why used meter was installed inspite consumer is paying the meter cost. Consumer further submitted that there is no question of new supply however consumer insisted to revise the bills and requested

for reconnection. Therefore, consumer addressed letters to the Superintending Engineer but there was no response, hence he approached to IGRC but there was no response. Therefore, the consumer approached to this Forum and filed grievance application No. K/E/921/1126 dated 16/10/2015. The consumer claimed refund of fictitious arrears for PD supply in October 2014.

3] Today i.e. on 08/07/2016 CR Shri Harshad Sheth and Officers of Licensee are present. In this case, there was a grievance of consumer regarding refund of fictitious arrears for their PD supply in October 2014. However, the Licensee has rectified and settled consumer's claim in full and final satisfaction and pleaded that Licensee has given copy of B 80 and has revised the bill with an amount to be paid for reconnection. Consumer further stated that now grievance is resolved by Licensee and that there is no dispute. Consumer also submitted that he does not demand compensation under SOP 2014 and withdrawn the grievance application.

4] In view of the above, we find when grievance itself is being withdrawn as consumer is satisfied with the action taken by Licensee, this matter is disposed off.

Hence the order.

### **ORDER**

Grievance application of the consumer is hereby disposed off as withdrawn.

**Dated: 21/07/2016.**

**I agree**

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

**( L.N.Bade )  
Chairperson-cum- Member Secretary  
CGRF, Kalyan.**

**\*\* ( In the sitting of Forum, the Chairperson is not available. As per MERC Regulations (2006), Clause 4, the technical member shall be the Chairperson of such sitting in which Chairperson is not available and hence in the present case, the technical member performed the role of Chairperson of the Forum ).**

**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.