



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/779/937 of 2013-14

Date of Grievance : 06/3/2014

Date of Order : 24/3/2014

Total days : 19

IN THE MATTER OF GRIEVANCE NO. K/E/779/937 OF 2013-14 IN RESPECT OF SHRI A.S.GAIKWAD, SUBHASH KIRANA STORE, ASHOK NAGAR, WALDHUNI, KALYAN, DIST-THANE, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING EXCESSIVE BILL.

Shri A.S.Gaikwad,
Subhash Kirana Store
Ashok Nagar, Waldhuni,
Kalyan ,
Dist. Thane. (Hereafter referred as Consumer)
Consumer No.020023024102/P.C.3)

Versus
Maharashtra State Electricity Distribution
Company Limited though its
Dy.Exe.Engineer,Sub-Divn.-II, Kalyan (E), (Hereinafter referred as Licensee)

Appearance : For Consumer – Shri Shankar Ramrati Varma
For Licensee - Shri Thool –Dy.Exe.Engineer
Shri Bharambe-Asst. Enginee
Shri Khetre-Asst. Accountant.

(Per Shri Sadashiv S.Deshmukh, Chairperson)

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'.

2] Consumer filed this grievance before this Forum on 6/3/2014, alleging that in the month of June 2012, 8 units and in July 2012, 44 additional units are shown and thereby excess amount is recovered. Said excess amount is now sought back. Consumer has already approached IGRC on 27/2/2013 and IGRC rejected his claim on 31/1/2014.

Grievance application along with accompaniments were sent to the Licencee vide letter of this Forum bearing No.EE/CGRF/Kalyan/110 dated 12/3/2014 In response, Licencee appeared and placed on record reply dated 21/3/2014 along with CPL and further placed on record as directed by this Forum, the bill revision Form i.e. B-80.

3] We heard both sides, we have gone through the record and proceedings. Considering the material available, following factual aspects disclosed:

a] Consumer is having supply from 6/7/1975, tariff applicable is, LT-II commercial. There is no dispute about the said billing up to May 2012. Dispute is raised for the period June 2012 and July 2012 .

b] Precisely, it is contended that in June 2012, the reading shown in the bill is of 4677 which is the same for current and previous months. However consumed units are shown as 52. Consumer pointed out from the bill that in fact for the said month, photo image speaks that reading was available and it was 4721. Accordingly, actual consumption was of 44 units (4721-4677=44 units). This aspect was brought to the notice of Officers of Licencee by consumer and asked them to follow and act on the basis of photo readings. Though actual consumption was 44, Licencee has shown it as 52 units. Even prima facie defect was seen, it's cognizance not taken, but consumer was made to run from pillar to post. Further, it is contended that in the month of July 2012, 44 units are shown extra.

4] In response to it, Officers of Licencee pointed out that for the month of June 2012 in the bill and CPL status of meter is shown as '**faulty**' and 52 units are shown approximately and even they are not disputing photo readings, seen from the bill for

the said month. However, they explained that this particular mistake of 52 units is rectified by resorting to, filing of bill revision Form i.e. B-80 and consumption of 52 units is deleted and it's credit is given to the consumer, of the said bill paid to the tune of Rs.348.97 in the bill of November 2012. Said figure is reflecting in the CPL, showing adjustment of Rs. 348.97 i.e. credit given. Accordingly this particular flaw occurred is cured. This fact is now made known to the consumer providing calculation sheet i.e. B-80. Accordingly, one thing is clear that in the said month CPL and bill were showing the status of meter as '**faulty**'. In fact reading was available, we find this should have been considered sympathetically by the concerned authority without making the consumer to run from pillar to post and to approach upto this Forum.

5] Secondly, in respect of July 2012, one aspect is clarified that in the said month, meter was changed. At the time of replacement of old meter was reflecting consumed units 4814 whereas new meter was reflecting 01 unit. For the consumption in the said month, new meter showing reading 36 units and adjustment of units shown as 137, it pertains to old meter. Said figure of 137 units is arrived at considering the opening balance shown for June 2012, which is of 4677 and last reading of old meter i.e. 4814. This itself comes to 137 units ($4814-4677=137$ units). Accordingly, it is contended that said 137 units, is factual aspect seen from the meter and considering last reading in June 2012. Accordingly, 137 units shown, found correct. In respect of 35 units in the new meter, reading is clear as at the time of installation of new meter reading was 01 unit and for the month of July 2012, reading in it was noted as 36 units, hence consumed units are 35. Accordingly, bill for those said month is of 137 units ($137+35=172$). Accordingly, it is contended that in this bill consumer is appropriately billed and charges are recovered. These are the factual aspect, now explained, referring to the, B-80 form. We have seen that for 172 units, Licencee divided it for two months i.e. June 2012 and July 2012. Those calculations found appropriate. Accordingly, we find that as per the calculation of consumer, his claim of 44 units shown extra is not borne out from the record. But as noted above, due to replacement of meter this calculation is resorted to. However, copy of B-80 form was

not provided to consumer, he was not aware of the same. Now he is made aware and copy provided. Accordingly, he filed grievance before us on assumption. Admittedly, now details are made known to the consumer. Accordingly this grievance found not correct. Now this grievance is to be rejected.

Hence the order.

ORDER

1] Grievance application of consumer is hereby rejected, as grievance found not on assumption which is not correct. As discussed above, credit is given to the consumption of units in June 2012 i.e. of 52 units in November 2012 and consumption shown in the month of July 2013 as 137units is appropriately divided in two months and liability is worked out, which is correct.

Dated:24/03/2014

I agree

I agree

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

(Chandrashekhar U.Patil)
Member Secretary
CGRF,Kalyan

(Sadaashive S.Deshmukh)
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 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”
- c) 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.

