



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. **K/E/1062/1278 of 2016-17**

Date of Grievance : 27/09/2016

Date of order : 18/10/2016

Total days : 22

IN THE MATTER CASE OF GRIEVANCE NO. K/E/1062/1278/2016-17 IN RESPECT OF NATHU C. LOKHANDE, RESIDING AT 303, SWAMI TEORAM CO-OP HSG. SOC. LTD. LAL CHAKKI, SHIVNAGAR, ULHASNAGAR-421 004, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.

Nathu C. Lokhande,
Residing at 303,
Swami Teoram Co-op Hsg. Soc. Ltd.
Lal Chakki, Shivnagar,
Ulhasnagar – 421 004.
(Consumer No.021514366885) (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited
through its Nodal Officer,
MSEDCL, Kalyan Circle-II, Kalyan (Hereinafter referred as Licensee)

Appearance : - For Licensee : Shri Wattamwar – AEE &
Shri Pawar - AEE- Ulhas-04.
For Consumer- In person.

(Per Shri A.M.Garde- Chairperson)

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 brief facts of the grievance application are as under:-

The consumer has filed this grievance on 27/9/16, contending that he is residing on the above address and being consumer of the Licensee bearing consumer No. 021514366885. Consumer further contended that he has received the excessive bills from January 2016 to June 2016. The consumer has communicated by submitting Representation in schedule B before the Hon’ble Ombudsman under Regulation 17.9 (b) of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006, as there is no decision by CGRF, Kalyan.

3] The consumer has filed so many correspondence, documents and list of the disputed bills from April 2016 to June 2016, which are as under:- Previous reading as on 9/3/16 37240 units, Inspection reported on 5/5/16 37606 in 57 days. The bill was kept unpaid and Licensee has rectified it from Rs.11210/-and issued Rs.3370/-, purported to be of 366

units for 57 days which was for exceeded calculation and the same should have been as per the average arrived at as above + for May 2016 Rs.1248.77 . Thus the bill should not be beyond Rs.1207.95 + 1248.77 = 2458.72 for 61 days. For the month of May 2016 between 6/5/16 to 8/5/16 Licensee replaced the old meter with new one and issued bill of Rs.15,320/- by using of 940 units. Previous reading shown as – 0 and current reading as 69 units as on 9/5/16. On the representation by consumer his bill was rectified and provisional bill was issued for Rs. 3870/- i.e. for 4 days Rs.500/- were increased in the bill. The consumer has contended that he received excess bill and therefore Mr.Mete and Joshi compelled him to pay Rs.3807/- and they caused loss to him on account of his personal 04 visits since January 16 to May 16. In the month of June 2016, the bill of May 2016 the current reading was shown as 69 units. The previous reading in the bill for June 2016 cannot be one and why 69 units have not been deducted from the current reading of 354 units and bill for 285 units have not shown.

| | |
|---|-------------|
| Total units 285: for 0-100 units electricity charge | Rs. 37.60 |
| For 101-30 i.e. 300 i.e. 185 units for | Rs.1333.85 |
| Permanent charges | Rs. 50/- |
| Fuel charges .0-100 | Rs. 52.20 |
| 101-300 i.e. 185 units | Rs. 172.86 |
| The total bill for the month of June | Rs. 1646.51 |

In case any charge is missed out it won't be beyond Rs. 300-350/- for three months. The consumer has already paid Rs.3807/- against

actual calculation i.e.Rs.2456.72 from April to June 2016 Rs. 1646.51, total Rs. 4103.23 payable less already paid Rs.3807/- =296.23. Ps is his actual liability .

4] The consumer has made letter dated 1/7/16 to the MSEDCL, Ulhasnagar-04, for sheer harassment by issuing unreasonable bills and deliberately not solving the issues by Shri Mete and Shri Joshi. Therefore, consumer approached to this Forum by filing grievance on 26/9/16. On receiving this grievance it's copy along with accompaniments sent to the Licensee vide this Office Letter No. EE/CGRF/Kalyan/248 dated 27/9/2016. The Licensee appeared and filed their reply on 10/10/16 and contending that consumer's complaint is resolved and stated that consumer No. 02151436685/3 was billed as per actual meter reading till March 2016 with last reading as 37,240/- and he has paid the bill till March 2016. In April 2016 bill issued for 941 units with reading 37240/- to 38181 units. But on receipt of complaint from consumer bill for April 2016 is revised and reading 37606 i.e.366 units instead of 941/- units. The Licensee on 8/5/16 the meter of consumer was replaced and final reading 37647 – 37606 = 41 units balance and revised his bill for May 2016 at 41 units. The bill of June 2016 is issued for reading 1 to 351 units but the meter display is black and no photo is available for this reading. The bill for June is revised as average of 225 units. The total bill is revised for Rs.21,867.92 Ps and now consumer has to pay finally Rs.6064.37 Ps as on 7/10/16 instead of Rs.27,932.35. The Licensee has filed revision report of the bill & CPL.

5] The Licensee has report on 14.10.16 and contending that on 4/10/16 they have replaced the meter of the consumer as previous meter's display was blank, is as under:-

Consumer No.021514366853/3
Date of replacement : 4/10/16
Meter No. 3297389
Make _ Palmohan
Initial reading on 4/10/16 – 00001
Reading on 14/10/16 - 000060.

6] We have heard both sides at length. We have also gone through the documents. The Licensee has issued the bill for the month of April 2016 for 941 units with reading 37240 to 38181 units, but on receipt of complaint from consumer, the Licensee has revised the bill as per actual reading 37606 i.e. 366 units instead of 941 units. Thereafter, the Licensee has replaced the meter of the consumer on 8/5/16 without any cause and final reading was $37647 - 37606 = 41$ units balance and revised the bill of May 2016 for 41 units. Thereafter, the bill for June 2016 was issued for reading 1 to 351 units, but the meter display is shown blank and no photo is available for taking the reading. The bill for June 2016 is revised as average of 225 units per month for six months.

7] We have gone through the report dated 14/10/16 filed by the Licensee. It seems that they have replaced the meter of the consumer on 4/10/16 because the display of previous meter was shown blank. The initial reading of meter dated 4/10/16 shown as 00001 and reading on 14/10/16 is found 00060.

8] At the time of hearing both the parties admitted that the reading shown on replaced meter dated 4/10/16 till 14/10/16, as 00001 to 00060 is correct. The consumer is also ready to pay the amount as per recorded consumption of newly replaced meter dated 4/10/16 which comes to be 06 units per day i.e. 180 units per month for six months.

Hence the order.

ORDER

- 1] Grievance application of the consumer is hereby allowed.
- 2] The Licensee is directed to revise the bill of the consumer as per recorded consumption as 180 units per month for six months.
- 3] The consumer has to pay the amount of revised bill as per 180 units per month for six months.
- 4] The Licensee to pay compensation amount of Rs.2000/- to the consumer towards harassment.
- 4] Compliance of this order be done within 45 days on receiving the Order and it's report be submitted to the Forum within 60 days from the date of receipt of this Order.

Date: 18/10/2016.

I agree

(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

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- 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.

