



Consumer Grievance Redressal Forum, Kalyan Zone

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No. **K/E/909/1108 of 2015-16**

Date of Grievance : 07/07/2015

Date of order : 16/10/2015

Total days : 101

**IN THE MATTER CASE OF GRIEVANCE NO. K/E/909/1108/2015-16 IN RESPECT VIJAY N. HASSANI , 402, TULIP BUILDING, SHIV ARADHANA CO-OP SOCIETY, SHIV GANGA NAGAR, AMBERNATH ( E ), PIN CODE – 421 501, DIST. THANE REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.**

Vijay N. Hassani,  
402, Tulip Building,  
Shiv Aradhana Co-op. Society,  
Shiv Ganga Nagar,  
Ambernath (E),  
Pin Code – 421 501  
(Consumer No. 021524003519)

..... (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 Agrawal ,AEE, Ambernath (E) S/Dn.  
For Consumer-Consumer's Representative, Shri Rajput.

(Per C.U.Patil-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’.

The consumer Shri Vijay N. Hassani is having his residential single phase supply located at flat No.402, Shiv Aradhana Tulip at Ambarnath with consumer No. 021524003519. Consumer has received the bill for an amount of Rs.15,414/- for the electricity consumption with the billing month of March 2015 for the electricity consumption recorded during the period 21/2/15 to 21/3/15.

Consumer was previously receiving the bills in the range of 200-400 units per month. But after receipt of the bill for the month of March 15, for 1392 units, he approached to MSEDCL Authorities and paid necessary testing fees Rs.150/- vide receipt No. 1049879 dated 6/4/15 towards meter testing. The meter testing unit of Ulhasnagar Divn- II tested consumer’s meter under dispute bearing Sr.No.2940398 of Montel make having capacity of single phase 5-30 Amps. The Testing laboratory issued

test report No.1139 dated 14/4/15 with a remark that meter is found within permissible limit.

Consumer approached to IGRC by submitting application dated 13/6/15. After conducting hearing, IGRC passed the order vide No. 2558 dated 29/6/15 by rejecting consumer's application. IGRC decided that the bill issued to the consumer is as per the units recorded by meter which found OK in Lab testing. Hence concluded that the bill issued to the consumer is correct. IGRC further directed the consumer to pay the bill.

Being aggrieved (dissatisfied ) by the order of IGRC, the consumer approached to CGRF and filed an application by submitting Schedule-A which was registered by allotting No. K/E/909/1108 of 2015-16 dated 7/7/2015. The letter for hearing bearing No. 232 dated 7/7/15 was served to the Nodal Officer of KC-II with copy to the consumer.

On 28/7/15, AEE of Ambernath (E) Sub Divn attended the hearing and submitted his reply No.1088 dated 28/7/15, which contained that meter under dispute was within permissible limit and hence bills raised is correct and no revision can be done.

The copy of the above said reply was also handed over to the consumer.

During the hearing, the decision was taken for testing meter under dispute for NABL. For the same, Licensee and consumer both were granted the time and hearing was adjourned to 13/8/15 accordingly.

On 13/8/15, consumer said that he is neither willing to send the meter under dispute for testing at Government Lab nor willing for retesting of the meter at MSEDCL Lab. The consumer contended that his previous consumption was within the range of 200-400 units always and there was no change in the connected load also. He was utilizing only A/-01, Frige-

01. TV-02, washing machine-01, 04 fans, 07 tubes, 01 geezer and CFL about 15 umbers. He also contended that bill for March 2015 was issued showing past reading as 1634 and current reading as 2756 units. Thus the difference of 1392 units was considered in March 2015 bill. Both readings are taken on 21/2/15 and 21/3/2015 respectively. The disputed meter was replaced on 12/4/15. The meter testing report is showing reading before test of meter under dispute as 6214 units. It means that from 21/3/15 to 21/4/15, the meter has further recorded 3258 units till it's replacement on 12/4/15. Thus 3258 units are recorded by meter only in 23 days, which is also not justified and indicating towards erratic behavior of the meter. This recorded consumption was showing the average 141 units per day for single phase.

The facts was enquired to 7/9/15 and further on 30/9/15. In the last hearing it was reported by the consumer that his grievance has been sorted out by MSEDCL's Authorities and revised the bill of Rs.1950/-is received by him against the original one of Rs.15,414/-.

AEE of Ambernath € sub-Dn also produced their correspondence vide letter No. 1307 dated 10/9/15 in which they stated that the case was put up before Committee as consumption recorded by the consumer's meter was not tallying with his connected load and accordingly consumer's bill is revised and provisional bill of Rs. 1950/- for the period up to August 2015 is issued to the consumer and consumer also agreed to pay the corrected bill and requested to finalize the case.

Consumer vide letter dated 1/10/15 submitted in writing to dissolve his case as his grievance is well sorted out by Licensee. He further requested for refund of Rs.150/- paid by him towards meter testing.

From the above, it is observed that the Licensee had taken proper steps and also consumer is satisfied with the bill rectification.

This matter could not be decided within time as Licensee was to provide the details sought from time to time, those were provided on 07/10/15 and their submissions are heard on that day and clarification taken on 07/10/15. Moreover, the Forum is functioning in absence of regular Chairperson and the Member Secretary is discharging the additional work of Chairperson along with the regular work of Member Secretary.

Under these circumstances, the grievance of the consumer deserves to be disposed off.

Hence the order.

### **ORDER**

The grievance application of the consumer is hereby disposed off as it is amicably settled by MSEDCL Authorities during the pendency of the grievance before this Forum.

The Licensee is directed to adjust the testing fee of Rs.150/- in the consumer's ensuing bill.

Date:16/10/2015.

**I agree**

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

**(Chandrashekhar U.Patil)  
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 ).**

Grievance No. K/E/909/1108 of 2015-16

**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.