



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. **K/E/1047/1259 of 2016-17**

Date of Grievance : 15/06/2016

Date of order : 04/11/2016

Total days : 143

IN THE MATTER CASE OF GRIEVANCE NO. K/E/1047/1259/2016-17 IN RESPECT OF MORE ANNA KISANRAO, POST AT KHADAVLI (W) , OPP. GOVERNMENT HOSPITAL,TAL. KALYAN, DIST. THANE, PIN 421 301, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING L.T.BILLING DISPUTE.

More Anna Kisanrao,
Post at Khadavli (W),
Op. Government Hospital,
Tal. Kalyan,
Dist. Thane. Pin – 421 301,
(Consumer No. 021110006818) (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 Vasant Gavkare –Dy. EE .
For Consumer- In person.

[Coram- Shri A.M.Garde-Chirperson, Shri L.N.Bade-Member Secretary and
Mrs.S.A.Jamdar- Member (CPO)]

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] Mr. More Anna Kisanrao, having consumer No. 021110006818 has filed the present grievance application before this Forum, alleging that his meter No. 5802297379 was installed at the above address. According to the consumer test report dated 14/12/15, 742 units are shown but he has paid the amount for 2079 units from September 2013 to 14/12/15. Since September 2013 to December 2015, the meter had jumped and showing the reading as under:

Sr. No.	Period	Units
1	September 2013 to December 2013	632
2	January 2014 to October 2014	542
3	November 2014 to April 2014	303
4	May 2015 to June 2015	160
5	July 2015 to August 2015	132
6	September 2015 to 14/12/2015	310
		Total 2079 units.

According to the consumer these are excessive units and has paid excess amount to the Licensee. Hence consumer made first application to IGRC on 16/1/16. IGRC allowed the application of the consumer. IGRC has given the observation that the revised bill issued to the consumer is as per units recorded by meter and bill and notice issued to the consumer is correct. IGRC further directed the Licensee to test the meter at site and if required in the laboratory in presence of consumer and issue the test certificate of meter to consumer. IGRC has also directed the Licensee to explain the consumer regarding details of bill amount and avoid such incidences in future.

3] Being aggrieved and dissatisfied by the order of IGRC dated **9/5/16**, the consumer approached to this Forum on 15/6/16. On receiving this grievance it's copy along with accompaniments sent to the Licensee vide this Office Letter No. EE/CGRF/Kalyan/185 dated 16/6/2016. The Licensee appeared and filed their reply on 21/6/16 and submitted copy of CPL.

4] The Licensee has submitted the compliance report as per IGRC order dated **9/5/16** and contended that the Licensee has refund the amount by adjusting the same for the period of April-2015, October-2015 and March-2016. Even also the Licensee has corrected the bill and credited the amount under B-80 for the month of January and February 2016 for Rs.474.17 Ps and ensuing bill from March 2016 are issued are per meter reading. The Licensee has also credited the amount of Rs.161.88 Ps from March 2015 to March-2016 manually under B-80 slab benefit.

5] The consumer has filed the letter dated 16/7/16 and demanded the statement of consumer No. 02110006818 to show that how much

amount he has paid and how amount he should pay / remained for the units of **4165**.

6] The Licensee has submitted “not taken reading” for consumer No. 02110006818 for the month of November-2015, is shown “incorrect reading is taken”. The Licensee has also submitted meter testing report dated 12/7/16 along with CPL and statement for consumer No. 02110006818.

7] Heard both the sides at length on 20/7/16. The Licensee has contended that as per the IGRC direction, as per B-80 it has paid /adjusted the amount in the bill of consumer.

8] The CPL on record shows that RNA status bill of March 2015 is adjusted in April 2015 and a credit of Rs.180.87 Ps is given to the consumer. The wrong reading taken in November 2015, December 2015, January 2016 and February 2016 is revised in the month of March 2016 and a credit of Rs.660.82 Ps is given to the consumer in the bill of March 2016. Similarly, credit of Rs.474.17 is given in the month of January 2016 and credit of Rs.380.62 Ps is given in the month of February,2016. Hence, it will be hard to believe the statements made by the consumer.

9] We further made it clear that at the time of hearing this Forum has told the consumer to bring the previous bill for September 2013 for Rs.2212/- within one week but the consumer failed to produce the said bill and he also did not inform the Forum whereabouts of the said bill. It seems that consumer has made false contention in the grievance.

10] This matter could not be decided within time as the Hon’ble Chairperson took charge on 19/9/2016 of this Forum and the matter was reheard today itself.

11] Taking into consideration, all the above points, the grievance of the consumer cannot be upheld.

Hence the order.

ORDER

The grievance application of the consumer is hereby dismissed.

Date: 04/11/2016.

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

(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

- 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.

