



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/1048/1260 of 2016-17**

Date of Grievance : 15/06/2016

Date of order : 11/11/2016

Total days : 151

IN THE MATTER CASE OF GRIEVANCE NO. K/E/1048/1260/2016-17 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. 021110097911) (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.021110097911 has filed the present grievance application before this Forum, stating that his meter No. 9801732503 was installed at the above address. According to the consumer in the test report dated 12/7/16, 4938 units are shown. The meter was found burnt in 2005. The Licensee has installed new meter and the consumer has deposited Rs.1000/- . The consumer is having electric meter since 2009-2010. According to the consumer, since March 2012 till 14/12/15, the meter had jumped and showing the reading as under:

Sr. No.	Period	Units
1	March 2012 to January 2013	793
2	February 2013 to December 2013	1410
3	January 2014 to August 2014	1190
4	September 2014 to September 2014	100
5	October 2014 to April 2015	640
6	May 2015 to June 2015	412

7	July 2015 to August 2015	205
8	September 2015 to 14/12/2015	515 Total 5265 units.

According to the consumer these are excessive units. He has paid the 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 consume regarding details of bill amount to avoid such incidences in future.

3] Being aggrieved and dissatisfied by the order of IGRC dated **2/5/16**, 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/186 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 2/5/16 and contended that as per B-80 the Licensee has revised the bill from period of November 2015 and December 2015

5] The consumer has filed the letter dated 16/7/16 and demanded the statement of consumer No. 02110006818 and consumer No.021110097911 to show that how much amount he has paid and how amount he should pay / remained for the units of 472 and 4165 respectively.

6] Licensee further stated that as per the IGRC order dated 9/5/16, consumer has also revise3d the bill for the month of March 2015 to March

2016, giving slab benefit and given credit 360.50 through B-80 to the consumer.

7] On 16/7/16 Licensee informed to the consumer the details of energy bill charged by Licensee and paid by consumer for the period of March 2012 to June 2016 as per the directions of CGRF during the hearing on 4/7/16. After going through the record, we have noticed that,

1	Credit has been given for the amount of	Rs.320/ is given in Oct-2012.
2	Credit for the amount of	Rs.509/-is given in Feb-2013
3	Credit for the amount of	Rs.1529/-is given in Feb-2013
4	Credit for the amount of	Rs. 284/- is given in March-2014
5	Credit for the amount of	Rs. 970/- is given in December-2015.
6	Credit for the amount of	Rs.315/- is given in January-2016.

Hence, the grievance of the consumer is resolved by Licensee.

8] We further made it clear that at the time of hearing we directed the consumer to keep on record the previous bills upto the period of March 2012, showing 2000 units within one week but the consumer failed to produce the said bills and he also did not inform the Forum whereabouts of the said bills. It seems that consumer has made false contention in the grievance.

9] We would also like to inform the Licensee that it should take case henceforth and take care while issuing bill to the consumer.

10] This matter could not be decided within time as the Hon'ble Chairperson took charge on 20/9/2016 of this Forum and the matter was reheard on 4/11/2016 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: 11/11/2016.

(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.