



Consumer Grievance Redressal Forum, Kalyan Zone  
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**No. K/E/1296/1532 of 2017-18**

Date of registration : 21/02/2017

Date of order : 14/03/2018

Total days : 22

**IN THE MATTER OF GRIEVANCE NO. K/E/1296/1532 OF 2017-18 OF MRS. SAROJDEVI M. KUSHWAH, AT-SONIYASMRUTI CHAWL, RM.NO.38, BABULPADA, NALASOPARA (E) TAL-VASAI, DIST-PALGHAR, PIN CODE-401 209 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Mrs. Sarojdevi M. Kushwah,  
At-Soniyasmruti Chawl, Rm.No.38,  
Babulpada, Nalasopara (E) Tal-Vasai,  
Dist-Palghar, Pin Code-401 209.  
(Consumer No. 001900471901)

... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution  
Company Limited  
Through it's Nodal Officer/Addl.EE.  
Vasai Circle, Vasai

... (Hereinafter referred as Licensee)

**Appearance** : For Licensee - 1) Shri. S.V.Mahajan, E.E., Virar  
2) Shri. K.S.Giri, AEE, Achole S/dn.

For Consumer - Shri. Munnaji Kushwah (C.R.).

[Coram- Shri A.M.Garde-Chairperson, Shri A.P. Deshmukh-Member Secretary  
Mrs.S.A.Jamdar- Member (CPO)].

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 Redressed 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 2005] 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.

- 2) The brief details of the case are as follows :
  - a) The contention of Consumer is that wrong billing is done for month of Jun-2017 for Rs.34371.00.
  - b) Harassment done by Licensee by not solving complaint timely.
- 3) After receipt of this Grievance, entire case papers were forwarded to the Nodal Officer vide Ltr.No.EE/CGRF/Kalyan/075 dt.21/02/2018 to this letter Licensee replied through it's Additional Executive Engineer, Achole Sub-Division on date 07/03/2018.
- 4) In its reply Licensee submitted that, Consumer Mrs. Sarojdevi M. Kushwah billed wrongly in month of Jun-2017. Reading agency wrongly shown current reading '8283' instead of '6223'. Similarly in month of July-2017 and Aug-2017 the reading agency punched wrong reading. Bill for month of April-2017 and May-2017 was billed as per R.N.A. status. Consumer complained on date 10/08/2017 regarding wrong bill. Accordingly the bill revised for period April -2017 to Aug-2017 and corrected bill of Rs.7070.00 was issued to consumer on date 16/09/2017. Total reading for the period was '5493' to '6480' i.e.987 units, which is already divided in 5 months. Excess bill amount of Rs.29750.00 already credited to Consumer bill and corrected bill is issued to Consumer in month of Sept-2017. The same is conveyed to consumer vide letter number AEE/Achole/BI/1465 dt.13/10/2017.
- 5) After going through the documents on record and reply submitted by Additional Executive Engineer, Achole Sub Division and after hearing argument from both sides, it is seen that Licensee has billed Consumer wrongly for period of April-2017 to Aug-2017. In month of June-2017 Licensee billed Consumer with wrong reading, which amounted to bill of Rs.34371.00 Licensee has accepted their mistake and corrected the bill for period of April-2017 to Aug-2017. From CPL it is clear that in month of Sept-2017 amount of Rs.25037.16 is credited to Consumer bill account and net bill of Rs.8497.55 is issued to Consumer including current month bill of Rs.1371.39. Hence as per forum's opinion there is no more scope of bill revision except withdrawal of DPC/Interest charged if any.
- 6) As far as harassment on part of non-solving complaint within time, we find that consumer filed his first complaint to Achole Sub Division on date 10/08/2017 and afterward complaints done to section office, electricity ombudsman, and Hon.Prime Minister. Licensee solved her complaint on date 16/09/2017, as per B-80 statement. Licensee also informed to consumer on date 13/10/2017 which received to Consumer 01/11/2017. In such circumstances we find that Licensee has solved complaint in the sub sequent billing cycle. Consumer was not satisfied with the bill revision hence she made application to

higher authorities. Consumer should have approached IGRC/CGRF instead of approaching electricity ombudsman directly.

Hence the order.

**ORDER**

- 1) Grievance application of consumer is here by partly allowed..
- 2) Licensee to verify DPC/Interest charged in the bill and withdraw the same if charged.
- 3) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 14/03/2018

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

(A.P.Deshmukh)  
MemberSecretary  
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.*

