



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/DOS/61/1530 of 2017-18**

Date of registration : 21/02/2018

Date of order : 21/03/2018

Total days : 28

**IN THE MATTER OF GRIEVANCE NO. K/DOS/61/1530 OF 2017-18 OF SHRI. BHARAT NAMDEO SANAS, AT-YASHODA PALACE, FLAT NO.401, CHINCHPADA ROAD, KATEMANIVALI, KALYAN (E), PIN CODE- 421 306 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.**

Shri. Bharat Namdeo Sanas,  
At-Yashoda Palace, Flat No.401,  
Chinchpada Road, Katemanivali,  
Kalyan (E), Pin Code- 421 306.

(Consumer No. 021793301330) ... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution  
Company Limited

Through it's Nodal Officer/Addl.EE.

Kalyan Circle-I, Kalyan

... (Hereinafter referred as Licensee)

**Appearance** : For Licensee - Shri.Vijay Adake, AEE, Kalyan (E) S/dn.-II

For Consumer - Shri. J.S.Rajput (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) Consumer herein is Shri. Bharat Namdeo Sanas having Consumer number 021793301330. Grievance is that in July-2017 Consumer got exorbitant bill for 4680 units amounting to Rs.40659/-. Consumer disputed the same but under the threat of disconnection Distribution Licensee got part payment of the same from the Consumer. As the meter is faulty as per 14.4.3 & three months recovery be made and rest of the amount be refunded. Distribution Licensee has to inspect the meter every two months and provide report to Consumer. Consumer also prays for SOP compensation.

3) Distribution Licensee replied through it’s Additional Executive Engineer, Kalyan (E) S/dn-II vide Letter No. Addl.EE/S/Dn.II/KLNE/T- /352 dt.05/03/2018 In its reply Distribution Licensee submits that.

The connection in r/o Consumer No. 021793301330 is released on 03/01/2015.

From Sept 2016 to June 2017, the meter reading of above Consumer was not available. The Consumer is billed with following meter status & average.

Month Year	Status	Average
Sept 2016	RNT	37
Oct 2016	RNT	37
Nov 2016	RNT	37
Dec 2016	Inaccess	37
Jan 2017	Lock	37
Feb 2017	Lock	37
March 2017	Lock	37
April 2017	RNT	37
May 2017	RNT	37
June 2017	Live	37

The actual reading recovered in July and acculated consumption of 4680 units received. The units are bifurcated in 11 Months and net bill of 37455 is issued to consumer. The meter is tested in lab on 31.10.2017 in front of consumer and meter testing report is handovered to consumer.

Afterwards consumer approached IGRC, Kalyan Circle I on 29.01.2018 subsequently hearing was held on 09.02.2018 and order issued as per SE/KCK-I/IGRC/0498 dtd. 16.02.2018.

As per order, it was instructed to give installments for payment of accumulated energy bills. The installments are as much as no. of months of accumulation of units. The same is informed to consumer with letter Add.EE/KLNE-2/Billing/226 dtd. 26.02.2017.

As per meter testing report consumer meter is not faulty, So MERC (supply code & other conditions of supply) Regulations 2005, 15.4.1 and 14.4.3 is not applicable.

As consumer had not paid energy bill after 28th July 2017, notice under Electricity Sec act 2003, 56(1) was issued and part payment was issued as per consumer consent on 05.02.2018.

The meter testing report given to consumer. Meter purchase report, ISI report, Test report from company will be handovered to consumer by collecting from Head Office of MSEDCL.

Meter is tested in Lab before installation to consumer. The Report will be handovered from collecting Division Office.

4) We have heard both sides. It is pointed out at the outset that the meter has been tested and found O.K. The error - 0.10 is within permissible limit. This being so, Distribution Licensee officer submit that, as the Consumer had given an electric bill of a neighborer while taking the connection, who fell in other P.C. as such the readings were not taken and average bills were issued. Later on reading was taken and bill was raised. Installments are also given to the Consumer as per IGRC directions.

5) In the above facts when the meter is found O.K. on testing the relief claimed under regulation 15.4.1 cannot be granted. Hence grievance fails.

Hence the Order

**ORDER**

**Grievance is dismissed**

Date: 21/03/2018

(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.

