



Consumer Grievance Redressal Forum, Kalyan Zone

Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301

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No. K/E/1295/1527 of 2017-18

Date of registration : 14/02/2018

Date of order : 21/03/2018

Total days : 37

IN THE MATTER OF GRIEVANCE NO. K/E/1295/1527 OF 2017-18 OF SHRI.MINHOMAL J. LALCHAND, BK NO.1258, ROOM NO.4, ULHASNAGAR-4, DIST.-THANE PIN CODE- 421 004 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.

Shri.Minhomal J. Lalchand,
BK No.1258, Room No.4,
Ulhasnagar-4, Dist.-Thane,
Pin Code- 421 004.

(Consumer no : 021514015926)

... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited,
Through it's Nodal Officer,
Kalyan Circle-II, Kalyan

... (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.D.B.Ghumare, AEE, Ulhasnagar –IV S/dn.

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) The Consumer residing at the above address, having Consumer no. 021514015926 has applied for revision of his bills. The facts in brief are that :

i) The Consumer was having Rolex meter installed by Licensee in the month of March-2016. However, as per the E-mail of Chief Engineer dtd.09/03/2016 regarding poor performance of Rolex meter, his meter was replaced by Pal Mohan meter on 07/10/2017 (Meter No.003457555).

ii) Contention of the Consumer is that both the above meter are defective as these meters were/are running on no load, and he has received exorbitant bills.

iii) It is further submitted by the Consumer that to get these bills revised he followed up with the Licensee several times but Licensee did not heed to his request.

iv) The Consumer contended that his previous meter (i.e. Rolex make) was replaced without testing and his present meter was accuchecked on 07/10/2017, but it was found within permissible limit. However Consumer again made an application on 23/12/2017 stating that the meter is working on no load. This meter was again replaced and was send to the testing lab where it was found in erratic working condition.

v) Consumer therefore approached IGRC. Not satisfied with the decision of IGRC Consumer filed this grievance application before the forum.

3) Notice was issued to Licensee vide letter number EE/CGRF/Kalyan/061 dt.14/02/2018 who appeared and filed reply. The Licensee stated that as per the request of the Consumer his meter No.03457555 was accuchecked on 07/10/2017 and was found O.K. The bills issued to the Consumer are correct, as the bills are issued as per his load and his consumption.

Licensee further submitted that this meter was again tested in the testing lab as per the request of the Consumer but the report stated that the meter was erratically working hence the meter was replaced immediately. The previous bills issued to the Consumer are correct. Licensee requested the forum to direct Consumer to pay the bills.

4) We have gone through the arguments and the document placed before us and we have observed that :-

i) Rolex meter was replaced as per the E-mail dt.09/03/2016 however this meter was not tested.

- ii) As per the test report on record the subsequent meter [Pal Mohan make] was defective. Video recording shown by the Consumer confirms the fact that meter was working on no load condition. But the exact date of meter failure could not be ascertain.
- iii) CPL on record (Rolex and Pal Mohan) shows that from July-2016 to Oct-2017 the consumption rate is on and average 500 to 700..
- iv) Record shows that Consumer has made a payment of Rs.70,000/- on 07/10/2017 and had paid Rs.20,000/- on 28/11/2017.
- v) Inspection report dtd.23/12/2017 on record shows continuous pulses to meter on no load condition. Where as accuchek report dtd.07/10/2017 shows that the meter is working within permissible limit.

We have also noted the connected load of the Consumer on record which is AC-2, Tube-3, Fan-3, TV-1, Fridge-1, Bulb-3, Washing Machine-1 and Gyser-1. We have also noted the period meter failure which is of two months and this period is from the date of accuchek of the meter till the lab testing. More over the Rolex meter which was previously installed is also not available for testing.

However we have minutely studied the consumption pattern of Rolex meter, Pal Mohan meter and the subsequent which is installed in the premises of the Consumer. The table of consumption pattern is as under.

CONSUMPTION PATTERN

Year/Month	2018	2017	2016
January	410	485	MT-CHG
February	284	485	259
March	-	689	0
April	-	1220	0
May	-	1128	0
June	-	1139	0
July	-	644	526
August	-	780	486
September	-	790	574
October	-	544	574
November	-	15	545
December	-	150	545

Taking into consideration all the above facts, the connected load and accuchek report we are of the opinion that the bills issued to Consumer from July-2016 to Oct-2017 are correct. Hence no need to revise the bills.

Hence the order.

ORDER

The Grievance application of consumer is hereby rejected.

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.*

