



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/63/1541 of 2017-18

Date of registration : 07/03/2018

Date of order : 04/04/2018

Total days : 28

IN THE MATTER OF GRIEVANCE NO. K/DOS/63/1541 of 2017-18 OF SHRI. PARMANAND MILKIMAL MOTWANI, PATEL NAGAR, PAWNADEVI CHOWK, ULHASNAGAR-5, PIN CODE - 421 005 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING DISCONNECTION OF SUPPLY.

Shri. Parmanand Milkimal Motwani,
Patel Nagar, Pawnadevi Chowk,
Ulhasnagar-5, Pin Code - 421 005.

(Consumer no. 021514879823)

... (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 - 1) Shri.Ravindra Nalgirkar, AEE, Ulhasnagar-II S/dn
2) Shri.S.S.Kale, AA, Ulhasnagar-V Division

For Consumer - Shri.Mukesh Tekchandani (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 facts of the case are that, the Consumer had obtained single phase electricity connection from Licensee for his house situated at Ulhasnagar, having meter no.3890770 of Rolex make.

3) It is the contention of the Consumer that, his said house was closed from Dec-2016 and that there was no electricity use since then. He has paid regular bills till Dec-2017. However in the month of Jan-2018 he was served with a bill amounting to Rs.5350.00 by the Licensee for the month of Jan-2018 in spite of the fact that his house was closed for nearly 12 months.

4) The submission of the Consumer is that his electricity bills never exceeded Rs.60/- and this sudden heavy amount of bill could be on account of defective meter for which he should not be penalized Consumer has asked for revision of bill as per min charge due no use.

5) Consumer contended that he had given application to the Executive Engineer, Ulhasnagar on date 12/09/2017 regarding no use of electricity since 10 months. Also he has paid meter testing charges but meter is not tested yet.

6) According to the Consumer his past record of consumption shows that the consumer has consumed zero units. Consumer further stated that on 23/02/2018 his electricity supply was disconnected without notice, Consumer therefore asked for compensation.

7) Main grievance of the Consumer is that the bill issued by the Licensee for an amount of Rs.5350.00 is not correct and it be revised as per minimum charges.

8) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/091 dt.07/03/2018 for emergent hearing on 14/03/2018 at 12.15 hrs. who appeared and argued that the bills issued to the Consumer are correct as the bills are issued as per meter reading.

9) During the hearing it was instructed to Licensee that, meter should be tested in presence of Consumer & report to be submitted to forum in next hearing which was scheduled on 21/03/2018.

10) Licensee appeared on date 21/03/2018 & kept the meter testing report on record. As per meter testing report meter is found 5.30% fast. Also the meter history report is as follows :

Kwh	Date	Time	M.D.
1645	04/02/2018	22:30	0.38
1643	17/01/2018	22:30	0.42
1638	05/12/2017	00:00	2.67
1090	10/11/2017	00:00	0.00
1090	18/10/2017	17:30	0.00
1090	28/09/2017	20:30	0.00

Licensee argued that, as per lab testing report Consumer meter is only 5.3% fast, hence there is no more scope of bill revision.

11) We have gone through the record kept before us and have heard both the parties. We have observed that though the test report dt.20/03/2018 shows that the meter of the Consumer is 5.3 % fast only. Permanent disconnection report dtd.03/03/2018 given by Assistant Engineer mentions that " Properly is locked, not in use, meter must have jumped, so please repair bill for RLC". Even the reading and consumption of the meter showing erratic behavior. Bills kept on record shows there is zero unit bills issued to Consumer since Jan-2017 & in month of Jan-2018 bill of '548' units issued to Consumer. We checked previous month's readings from meter testing report. From 28/09/2017 to 10/11/2017 there is no progressive reading, the reading is same i.e.'1090'. During the period 10/11/2017 to 05/12/2017 meter reading shoot to '1638'.

M.D. recorded during the period is also showing 2.67 kw, time of M.D.is 00:00 hrs. This is very strange how can the meter M.D. is 2.67 when there is no use of electricity. Also the time of M.D. is 00:00 means 12:00 o'clock in the night. As per Licensee the connected load is 1 Fan & 1 Tube. If we consider that this load is connected & Consumer is using electricity, even the consumption of '548' units & M.D. of 2.67 kw is not at all matching to load.

12) Taking into consideration the above facts & erratic behavior complaints of Rolex company meters, we are of the opinion that the meter of the Consumer is defective and hence the bill needs to be revised for the month of Jan-2018 considering no use. Supply of consumer to be reconnected after payment of revised bill. Also install the new meter while reconnecting the supply.

Hence the order.

ORDER

- 1) The Grievance application of consumer is partly allowed.
- 2) The bill issued to the Consumer in Jan-2018 for an amount of Rs5350/- is quashed. Distribution Licensee to send a fresh bill on the basis of minimum charges. Supply to be reconnected after payment of revised bill.
- 3) No DPC or interest will be made applicable.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Dated :. 04/04/2018

(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.*

