



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/63/1547 of 2017-18**

Date of registration : 12/03/2018

Date of order : 11/04/2018

Total days : 30

**IN THE MATTER OF GRIEVANCE NO. K/DOS/63/1547 of 2017-18 OF M/S K.K. BUILDERS, NEW AMBIKA NAGAR, SHOP NO.1, MOHANA ROAD, SHAHAD, TAL.KALYAN, DIST.-THANE, PIN CODE-421 301 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING DISCONNECTION OF SUPPLY.**

M/s K.K. Builders,  
New Ambika Nagar,  
Shop No.1, Mohana Road,  
Shahad, Tal.Kalyan, Dist.-Thane,  
Pin Code-421 301.

(Consumer no. 020100022801)

... (Hereinafter referred as Consumer)

V/s.

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

... (Hereinafter referred as Licensee)

**Appearance** : For Licensee - Shri.V.D.Yadav, AEE, Kalyan (W) S/dn-I

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 facts of the case are that, the Consumer had obtained single phase commercial connection from Licensee for his shop situated at Shahad, having meter No.'4877560' of Genus make.

3) It is the contention of Consumer that he was receiving regular bill till Jul-2017. In month of Aug-2017 he received average bill, in Sept-2017 he received '1234' units bill. In Oct-2017 received '1831' units bill. In Nov-2017 '4724' units bill. Which is very high compared to his load as well as previous consumption.

4) The submission of the Consumer is that his electricity bills never exceeded Rs.1200/- 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 previous consumption.

5) According to the Consumer his past record of consumption shows that the consumer has consumed less than '100' units. Consumer further stated that his electricity supply was disconnected without notice, Consumer therefore asked for compensation.

6) Main grievance of the Consumer is that, the bill issued by the Licensee for month of Sept-2017 to Nov-2017 is not correct & needs to be corrected.

7) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/100 dt.12/03/2018 for emergent hearing on 14/03/2018 at 11:30 hrs. who appeared and argued that the bills issued to the Consumer are correct as the bills are issued as per meter reading.

8) During the hearing on date 14/03/2017 both parties were heard & interim order was passed to reconnect the supply after part payment of Rs.5000/-. Accordingly Consumer paid the bill & supply was connected by Licensee. Next hearing was kept on 04/04/2018

9) On 04/04/2018 Licensee appeared & filed detailed reply as follows.

*“Meter of M/s K.K.Builders having Consumer No.020100022801 replaced in the month of Mar -2016 But bill issued to the Consumer since March-2016 to Aug-2017 were not as per actual meter reading so less billed. In the month of Sept-2017 actual meter reading and bill generated of ‘12341’ units and amount of Rs.157760/- As per Consumer complaint and after payment of meter testing fee meter tested in meter testing lab on dated 01/11/2017. As per meter testing report, meter found ok, copy of the same is enclosed herewith for your ready references, hence bill is ok. Only slab benefit can be given. As per available photo records, month wise reading shown on meter is as follow.*

<b>Sr.No.</b>	<b>Month</b>	<b>Reading</b>	<b>Sr.No.</b>	<b>Month</b>	<b>Reading</b>
1	Mar-2016	20 kwh	11	Jan-2017	1263 kwh
2	April-2016	79 kwh	12	Feb-2017	Not Clear
3	May-2016	103 kwh	13	Mar-2017	Not Clear
4	Jun-2016	No image	14	Apr-2017	Not Clear
5	July-2016	195 kwh	15	May-2017	6672 kwh
6	Aug-2016	No image	16	Jun-2017	Not Clear
7	Sept-2016	No image	17	July-2018	9781 kwh
8	Oct-2016	No image	18	Aug-2017	Not Clear
9	Nov-2016	Not Clear	19	Sept-2017	13397 kwh
10	Dec-2016	Not Clear			

*As bills issued to Consumer is as per meter reading and meter is ok, bill is ok. Only slab benefit can be given. Hence you are requested to reject grievance of Consumer.”*

10) We have gone through the record kept before us and heard both parties. Test report kept on record shows that meter is ok. Spot verification report given by Additional Executive Engineer mentions connected load as follows :

1)	CFL	-	2 NO X 10 w	=	20 w
2)	Fan	-	3 NO X 60 w	=	180 w
3)	PC	-	1 NO X 250 w	=	250 w
Total				=	450 w = 0.45 kw

From the reply, reading for the month of Jan-2017 was ‘1263’ as per photo reading whereas CPL is showing RNT billing with reading ‘460’. Meter was replaced in month of Mar-2016. If we consider the average consumption from Mar-2016 to Jan-2017 i.e. 11 months it comes to 115 units/months which is matching with connected load & previous period consumption before Mar-2016. Hence As far as bills for period Mar-2016 to Jan-2017 can be corrected as per available photo reading of Jan-2017.

From Feb-2017 to August-2017 Consumer billed as per RNT status & suddenly in month of Sept-2017 bill of '12341' units amounting to Rs.157759.00 was issued which seems to be abnormal. If we consider average consumption for period of Feb-2017 to May-2017 as per photo reading it comes to '1352' units/month. For Jun & July-2017 average consumption comes to '1554' units/month and for Aug-2017 and Sept-2017 average consumption comes to '1808' units/months. The average consumption for period of Feb-2017 to Sept-2017 is not at all matching with previous Consumption as well as connected load given in spot verification report of Licensee.

Licensee contended that the consumption is correct as per reading and meter testing report, also the higher reading may be due to faulty inverter installed in consumer premises previously. But in spot inspection report no such remark is given, as well as the connected load is not showing inverter. Hence there is no valid reason/proof for this abnormal readings. As far as disconnection without notice is concerned. Licensee contended that notice was served but receipt not taken. Copy of notice was kept on record.

11) Taking into consideration the above facts, CPL, Photo reading, Spot verification report, we are of the opinion that the meter of Consumer got defective after Jan-2017. Hence the bills to be revised for period of Mar-2016 to Jan-2017 considering the actual photo readings & for period after Feb-2017 to Nov-2017 it is to be revised considering average of 12 previous months consumption prior to Feb-2017. Also Licensee should take care to take receipt of notice in future.

Hence the order.

### **ORDER**

- 1) The Grievance application of consumer is partly allowed.
- 2) The bills to be revised for Mar-2016 to Jan-2017 as per available photo readings. For Feb-2017 to Nov-2017 bills to be revised as per average consumption of previous 12 months prior to Feb-2017.
- 3) Rs.5000/- paid against reconnection to be adjusted against payable amount.
- 4) No DPC or interest will be made applicable.
- 5) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Dated :. 11/04/2018

(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.*

