



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. K/DOS/71/1681 OF 2017-18

Date of registration : 21/07/2018

Date of order : 13/08/2018

Total days : 24

IN THE MATTER OF GRIEVANCE NO. K/DOS/71/1681 OF 2017-18 OF MR.M.SHIVRAMAN, 525, B-15, SAI SHRADDHAMADHAV SHRISHTI BARAVE, KALYAN (W), DIST-THANE, PIN CODE-421 301 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Mr.M.Shivraman,

525, B-15, Sai Shraddhamadhav Shrishti Barave,

Kalyan (W), Dist-Thane,

Pin Code-421 301

(Consumer No. 020261086531) . . . (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.V.D.Yadav, AEE, KC-I S/dn (W)

For Consumer - 1) Shri.M.Shivraman (C.R.)

2) 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 Regulations 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 Mr.M.Shivraman having Consumer No. 020261086531 (LT Residential). Grievance brief is of exorbitant bills. In particular it is alleged that Consumer received higher bills for the month of Jun & July -2018.

3) In reply MSEDCL contends that, as suggested the meter was got tested in presence of consumer and is found ok. Copy of meter testing report is kept on record which shows that meter is working within permissible limit.

4) We compared the consumption the consumption trend of consumer with previous years. Which as follows :

Month/Year	2018	2017	2016
May	640	561	0
Jun	701	561	0
July	486	566	683

From this comparison it is clear that consumption of the consumer in disputed period is on higher side in previous year also (in month of May and June 2016 there was no use of consumer hence 0 unit consumption)

5) We have heard both sides. It is not disputed that on testing the meter was found ok. It is pointed out that the months are of June & July, in which there is likely hood of more consumption by cooling appliances as well as fridge. Also as was pointed out, there can be other reason of improper wiring resulting in wastage etc. As such no fault can be found with Distribution Licensee officials.

6) Consumer contended that there was disconnection, but Distribution Licensee states that there was no disconnection at all. Presently the supply is on. It appears that there is some misunderstanding. May be in the meantime lights went off.

7) Grievance Fails.

Hence the Order

ORDER

Grievance is dismissed.

Date: 13/08/2018

(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.