



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. K/E/1427/1678 of 2017-18

Date of registration : 17/07/2018

Date of order : 12/09/2018

Total days : 56

IN THE MATTER OF GRIEVANCE NO. K/E/1427/1678 of 2017-18 OF SHRI.SANDEEP ANANT RAUT, HOUSE NO.1353/2, SHIVAJI NAGAR, SALWAD, JUNI VASTI, BOISER, PIN CODE - 401 506 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.

Shri.Sandeep Anant Raut,
House no.1353/2, Shivaji Nagar,
Salwad, Juni Vasti, Boiser,
Pin Code - 401 506

(Consumer No. 073010005300) . . . (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited

Through it's Nodal Officer/Addl.EE.

Palghar Circle, Palghar

. . . (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.Tushar Bhagit, AE, Palghar Circle

For Consumer - 1) Shri.Vilas M. Shahapure (C.R.)

2) Shri.Sandeep Raut (C.R.)

[Quorum- 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 one Shri.Sandeep Anant Raut having Consumer No. 073010005300. Grievance is with respect to energy bill for Rs.1,11,679/- for the month of Nov-2017. It is alleged that the issue was pre decided, say of consumer was not taken. The Order and testing of MRI was not issued to consumer.

3) Distribution Licensee in reply contends that on 05/06/2017 Asst.Engineer Pasthal branch inspected electrical installation of the present consumer in which it was detected that the voltage at 'Y' phase was zero. It was further seen that as per site inspection report and tamper Data report of MRI of meter no. 06261343 the voltage of the said meter was zero from 17/09/2014 6:21 hrs.

4) Distribution Licensee further states that consumer was not consuming energy till Feb-2016 bills were calculated from March 2016 and billed the consumer for Rs.1,16,980.32.

5) We have heard both sides. As we find MRI is the only technology which retrieves data already saved in the energy meter of the consumer on the basis of which actual consumption can be ascertained. It is portable equipment for transferring data to or from AC static electrical energy meter from or to the base computer station. It does not retrieve data from some other meter i.e. check meter or additional meter. It is only the meter reading Instrument with necessary accessories which is capable of interrogating with various makes of AC static electrical energy meter when loaded with corresponding meter specific software. Hence MRI data is nothing but information of measurement of cumulative meter energy utilized by the consumer.

6) As we find there is MRI data available in the case and it is seen that there was less recording of one phase. The error shown is 28.56% Hon'ble Ombudsman in similar case in representation no.28 of 2014 has clearly upheld the MRI data and allowed recovery to MSEDCL by raising fresh bill for slowness.

7) In view of above circumstances we find that grievance deserved to be dismissed.

Hence the order.

ORDER**Grievance is dismissed.**

Date : 12/09/2018

(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.*