



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. K/E/1374/1621 of 2017-18

Date of registration : 29/05/2018

Date of order : 23/08/2018

Total days : 86

IN THE MATTER OF GRIEVANCE NO. K/E/1374/1621 OF 2017-18 OF SHRI.VISHNU S.TOLANI, NEAR BK NO.1896, SECTION-40, SHOP NO.G NO.11, ULHASNAGAR, DIST-THANE, PIN COD E- 421 005 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.

Shri.Vishnu S.Tolani,
Near BK No.1896, Section-40,
Shop No.G No.11, Ulhasnagar,
Dist-Thane, Pin Cod e- 421 005
(Consumer No. 021513088857) . . . (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited
Through it's Nodal Officer/Addl.EE.
Kalyan Circle-II, Kalyan . . . (Hereinafter referred as Licensee)

Appearance : For Licensee - 1) Shri.R.N.Nalgirkar, AEE, Ulhasnagar-II S/dn.
2) Shri.S.S.Kale, UDC, Ulhasnagar-II S/dn.

For Consumer - Shri.Vinod B.Chabriya (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) The facts of the grievance application in brief are :

The Consumer Shri.Vishnu S.Tolani is having LT Industrial connection vide Consumer No. 021513088857. He was paying regular bills till Jun-2017 but suddenly in month of Aug-2017 he got excess bill amounting Rs.119774.58. To avoid disconnection he has paid provisional bill of Rs.5000/- on 17/10/2017. Accordingly Consumer applied for bill revision to Distribution Licensee on 09/11/2017 but no reply received from Distribution Licensee.

Bill issued to Consumer in month of Aug-2017 was as per MRI reading, which was not matching with the meter reading. Prior to Aug-2017 meter reading were taken manually Consumer contends that even after paying the bills regularly his connection was disconnected without giving notice as per section 56 (I) of E.A. Act.2003.

Consumer also contended that the installed 3 phase meter is of Genus Company having problem of slot mismatch. A, B, C, D slot readings are not matching with total KWH reading, whereas MRI reading is showing excess reading and so he has received excess bill. The performance of this company is not good & there is no fault from consumer side.

Consumer further contends that the old meter was tested with serious meter and both the meters shown same reading hence the old meter is correct & he is not liable to pay extra bill as per MRI reading. Consumer paid 25% of dispute bill and then after his light was reconnected on 15/01/2018.

3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/229 dt.04/06/2018 to which Licensee appeared and filed reply on 10/07/2018.

4) In its reply Licensee contended that, the bill issued to Consumer in month of Aug-2017 is as per MRI, before Aug-2017 all the bills were issued as per manual reading. The said meter is of Genus Make & there is difference between display reading & MRI reading. Accordingly as per inspection report received from Assistant Engineer (Quality Control) it came to know that there is difference between slot wise KWH reading & total KWH reading. The fact was explained to the consumer & asked him to pay the bill, as the MRI reading is correct. After receipt of complaint from the consumer they tested the meter by series meter method in which readings of both meter were similar hence the meter reading as per MRI is correct. The said meter is tested in lab after first hearing dated 16/06/2018 & meter found O.K. Testing report & series meter testing report are kept on record. Hence Licensee requested to quash the grievance.

5) We heard both sides & gone through the record kept before us. From the record kept before us it is clear that, as per meter display total of four slot (i.e. A, B, C, D zone) KWH readings are not matching with the total KWH readings of the meter.

When the meter was tested with series meter the results were as follows :

Sr. No.	Existing Old Meter (2453807)			New Series meter (3374304)		
	I.R.	F.R.	Diff	I.R.	F.R.	Diff
Total KWH Reading	42834	43074	240	0	240	241
A Zone Reading	16017	16039	22	0	20	20
B Zone Reading	18292	18396	104	0	106	106
C Zone Reading	7852	7894	42	0	43	43
D Zone Reading	18096	18167	71	0	70	70
Total of slot Reading	60257	60496	239	0	239	239
Reading of MRI for Total KWH	-	43074	-	-	-	-

From the above analysis it is clear that the total of slot wise KWH reading is not matching with total KWH reading counter on meter display and it is not matching with the MRI report for total KWH reading. To get the details of this mismatch we instructed Distribution Licensee to get the meter analyzed from the genus company. Accordingly Distribution Licensee send the meter to Genus Company on 19/07/2018, the report from Genus Company received on 31/07/2018 which is as follows.

Meter Analysis Report

1	Customer Name	Additional Executive Engineer, Ulhasnagar Sub Division-5, MSEDCL, Ulhasnagar
2	Meter Sr. No.	2453807
3	Meter Description	3 Phase 4 wire AC static kWh meter
4	Nature of fault	TOD slot mismatch reading with Billing Data
5	Observation	After analysis of meter following are the observation . . . 1) Meter powered ON in mains mode and data downloaded. 2) Meter data verified and found TOD data mismatch with bill data 3) It looks like cumulative data register is corrupted due to memory corruption
6	Conclusion	Meter is found to be faulty

From the above analysis report, Company made an observation that *"It looks like cumulative data register is corrupted due to memory corruption"*. In our opinion it seems that the slot wise reading of the meter is recording correct data & it is matching with the MRI data for slot wise reading. The total KWH counter of meter may have got corrupted between date of installation to Jul-2017. The said memory corruption period could not be ascertained by the Genus Company. Considering the above facts the forum and meter testing report this forum has

opined that the slot wise consumption recorded in the meter cannot be denied and Distribution Licensee has right to recover the unbilled units as recorded in meter. When the same slot wise meter reading is recorded in the MRI also.

6) As far as disconnection without notice is concerned, Distribution Licensee not given any justification on the same. It seems that Distribution Licensee has disconnected the connection without notice and reconnected it after IGRC order. This act of Distribution Licensee is not as per law even though the bill was disputed. We hereby work officers of Distribution Licensee to refrain from such illegal act and take care that no such disconnection to be done without notice.

7) The delay is due to complicated issue involved in the case. Also the meter tested two times, firstly in Laboratory and secondly sent to manufacturer which consumed lot of period. Hence the delay.

Hence the order.

ORDER

Grievance application is hereby rejected.

Date : 23/08/2018

(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.*