



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/E/1469/1724 OF 2017-18**

Date of registration : 11/10/2018

Date of order : 31/10/2018

Total days : 20

**IN THE MATTER OF GRIEVANCE NO. K/E/1469/1724 OF 2017-18 OF DEEPAK TRADE LINK, PLOT NO.3, GOPAL INDUSTRIAL ESTATE, OPP.AGRAWAL PLYWOOD, VILLAGE-PUNDHE, TAL-SHAHPUR, DIST-THANE, PIN CODE-421 605 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

M/s Deepak Trade link,  
Plot No.3, Gopal Industrial Estate,  
Opp.Agrawal Plywood,  
Village-Pundhe, Tal-Shahpur,  
Dist-Thane, Pin Code-421 605  
(Consumer No. 220430544811) . . . (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 - Shri. A.G.Katakwar, Dy.EE, Shahapur, S/dn.

For Consumer - Shri. Shyamji Nanda (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 M/s Deepak Trade link having consumer No. 220430544811. Grievance is that their average monthly electricity consumption is about '430' units and they are paying the bills regularly. In June-2018 they received bill for the month of May-2018 with debit bill adjustment of Rs.2,04,962.36. Immediately they contacted MSEDCL Shahapur, Sub Division office vide letter dt.21/06/2018 calling for details and the office in turn provided bill revision report dt. 17/07/2018 showing extra charges for a total of '24640' units on account of error in billing due to wrong M.F. 1 instead of 2 in the past bills.

3) Consumer submits that MF is worked out by MSEDCL and consumer was not at fault hence they are not liable to pay the past bill difference.

4) Distribution Licensee in reply contends that on some complaint of the consumer Asst. Engineer quality control , Shahapur Sub Division and his team visited consumer site for regular inspection on 08/05/2018 and found that connection meter have 50/5 and CT's are 100/5 i.e. consumer M.F. for billing should be 2. However in fact consumer was billed with M.F.1 from the date of release. Hence assessment was proposed accordingly to avoid revenue loss to the company.

5) We have heard both sides. The only issue raised was that consumer was not at fault and that they have been costing their product accordingly. Consumer has also cited some Ombudsman's orders of which copies are not provided for perusal. In any event this is not a retrospective recovery. It is just a mistake in calculations and the same cannot be denied to Distribution Licensee subject of course to the issue of limitation.

Grievance partly allowed.

Hence the Order

### **ORDER**

- 1) The Grievance application of consumer is partly allowed.
- 2) The arrears in the impugned bill beyond 24 months are set aside. For the balance arrears amount 12 monthly equal installment to be granted to consumer. Also interest and DPC to be waived.

- 3) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 31/10/2018

(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.