



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/E/1470/1725 OF 2017-18

Date of registration : 12/10/2018

Date of order : 31/10/2018

Total days : 20

IN THE MATTER OF GRIEVANCE NO. K/E/1470/1725 OF 2017-18 OF SHRI.JAGANNATH THOKALE, AT-ROOM NO.3, BEST CHAWL, SHANTARAM PATIL NAGAR, MOHANE, AMBIVALI (E), PIN CODE - 421 102 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri.Jagannath Thokale,
At-Room No.3, Best Chawl,
Shantaram Patil Nagar, Mohane,
Ambivali (E), Pin Code - 421 102
(Consumer No. 020161301095) . . . (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, Kalyan (W) S/dn.-I

For Consumer - Shri. Jagannath Thokale (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 brief details of case are :-
- a) The contention of consumer Shri.Jagannath Thokale is that wrong billing since 26/04/2018. The bill of Rs.14960.00 issued, after visiting Licensee office bill corrected to Rs.1140, which is paid.
 - b) Next month on 29/05/2018 wrong bill of Rs.30650.00 issued and after complaint corrected to Rs.1110.00 which is paid.
 - c) In month of Jun-2018 wrong bill of Rs.63956.00 issued which was not corrected.
 - d) In month of Jul-2018 wrong bill of Rs.36840.00 and in month of Aug-2018 wrong bill of Rs. 37892.00 issued and corrected to Rs.4410.00 which is not paid yet.
 - e) Finally in month of Sept-2018 Bill of Rs.5350 issued including previous bill of Rs.4410.00 for which consumer demands correction in bill and installments.
 - f) Consumer demands compensation under SOP for physical and mental harassment.
- 3) After receipt of this grievance entire case paper was forwarded to the Nodal Officer vide letter no. EE/CGRF/Kalyan/302 dt.12/10/2018 to his letter Licensee replied through it's AEE, kalyan (W) S/dn-1 on date 23/10/2018.
- 4) In its reply Licensee submitted that bill issued to consumer in month of Apr-2018 of wrong reading and consumption of '1159' units. So bill revised of month Apr-2018 vide B-80 ID 8490769 and amount credited of Rs. 13515.28 Again wrong reading taken by meter reader in month of May and June -2018, so again bill revised for month of May-2018 to Jun-2018 vide Vide B-80 ID 8832621 and amount credited of Rs.63956.00 and revised for Jul-2018 vide B-80 ID-8637053 and amount credited of Rs.33466/- Bill issued to consumer in month of Aug-2018 is correct as per photo reading. Also all B-80 are approved. As per record consumer have to pay Rs.4410/- which is 3 months bill. Hence Licensee demanded to reject grievance application of the consumer.
- 5) After going through the documents on record, the reply submitted by Addl. Executive Engineer, Kalyan (W) S/dn-I and arguments heard from both sides it is clear that Licensee has issued wrong bills from Apr-2018 to Jul-2018, as per wrong reading taken by meter reading agency and subsequently corrected the bills after consumer complaint. Licensee also claims that no interest and DPC charged in the revised bill. After checking the CPL of consumer the forum opined that Licensee has corrected all the wrongfully charged bills but from B-80 document submitted by Licensee it is not clear that DPC and interest amount are revised. Hence forum gave instructions to Licensee to verify that if DPC and interest amount charged then it is to be refunded to consumer and grant three equal installment to consumer for corrected bill.
- 6) As per forum's instruction Licenses submitted its revised bill statement on same day according to which Licensee withdraw DPC amount of Rs.790.00 and issued three installment to consumer for arrears of Rs. 3618.68 the above statement is as per forum's instructions hence there is no need to give separate order for bill revision.

7) So far as SOP for mental and physical harassment is concerned from the record it is clear Licensee has corrected bill in every month whenever consumer approached to Licensee. Consumer has not produced any proof for his mental harassment hence compensation cannot be granted but the forum warns Licensee to take care in future to issued regular bill to consumer.

Hence the Order

ORDER

- 1) The Grievance application of consumer is partly allowed.
- 2) Licensee to grant three installment to consumer as explained in paragraph no.6. and withdraw DPC and interest after payment 3 installments if charged.
- 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.

