



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/1526/1792 OF 2018-19

Date of registration : 28/12/2018

Date of order : 16/01/2019

Total days : 19

IN THE MATTER OF GRIEVANCE NO. K/E/1526/1792 OF 2018-19 OF SHRI.ANNA KISANRAO MORE, H.NO.54/1, AT-POST, KHADAVALI, (EAST), NEAR GOVERNMENT HOSPITAL, TAL-KALYAN, DIST.THANE, PIN CODE-421 605 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUT.

Shri.Anna Kisanrao More,
H.No.54/1, At-Post, Khadavali,
(East), Near Government Hospital,
Tal-Kalyan, Dist.Thane,
Pin Code-421 605

(Consumer No. 021110006818) . . . (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.D.D.Dhuwe, Dy.EE, Construction S/dn. Kalyan

For Consumer - Shri.Anna K.More (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 Consumer Shri.Anna Kisanrao More is having residential connection at Khadavali, Tal – Kalyan bearing consumer no. 021110006818. Consumer grievance is very short, in which he contends that from Jun-2017 to Mar-2018 he has paid bill for '518' units, whereas reading on meter on date 18/11/2018 was '253'. Consumer claims that he has paid excess bill, for which he complained many times to sub-division office but Licensee did not respond to him properly neither revised his bill.

3) Notice was given to Licensee vide Letter no. EE/CGRF/Kalyan /002 dt.02/01/2019 to which Licensee appeared for hearing on dt.09/01/2019 but could not file reply. We heard the matter and directed Licensee to file reply within 3 days. Accordingly Licensee filed its reply on date 15/01/2019.

4) In its reply Licensee contends that :

- i) Shri.Anna Kisanrao More having consumer no.021110006818 having meter no. 03301243.
- ii) Consumer complaint wrong bill issued.
- iii) The bill is as per reading till May-2017. Bill issued in June-2017 and July-2017 was for RNA status for '120' units which was refunded in Aug-2017.
- iv) The B-80 is done for June-2016 to Aug-2017 and amount of Rs.4399 is refunded to consumer.
- v) As per MSEDCL the energy bill of the consumer is correct.

5) From the CPL it is clear that Licensee has credited Rs.1950.42 in month of Aug-2017 and Rs.4806.87 in month of Oct-2017. As such Licensee has already corrected the bill hence there is no more scope for bill revision. But Licensee has to take precaution that consumer reading has to be taken in every month, which is not taken in this case.

Hence the Order

ORDER

The Grievance is disposed off as resolved.

Date: 16/01/2019

(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.