



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/1528/1794 OF 2018-19**

Date of registration : 29/12/2018

Date of order : 16/01/2019

Total days : 18

**IN THE MATTER OF GRIEVANCE NO. K/E/1528/1794 OF 2018-19 OF SHRI.RAMESH R.WADHWANI, BARKHA APARTMENT, FLAT NO.173, ROOM NO.203, 2ND FLOOR, ULHASNAGAR-4, DIST.THANE, PIN CODE- 421 004 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Shri.Ramesh R.Wadhwani,  
Barkha Apartment, Flat no.173,  
Room no.203, 2nd floor,  
Ulhasnagar-4, Dist.Thane,  
Pin Code- 421 004

(Consumer No. 021514217791) . . . (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.Kumbhare, AEE, Ulhasnagar-IV S/dn.

For Consumer - Shri.J.S.Rajput (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.Ramesh R.Wadhvani in his Grievance application claims that he is having residential electrical connection bearing consumer no. 021514217791 at Ulhasnagar and paying electricall bills regularly. Consumer contends that his meter is of Rolex Company and material management cell of Licensee has declared the meters as faulty, even them the meter was not replaced. Consumer prays to revise the bill for period Apr-2018 to Jul-2018 as per regulation 15.4.1 of supply code. Consumer also demands SOP. Consumer Representative also submitted letter of Licensee (Letter no. SP/Rolex & Flash/X/778) regarding replacement of Rolex and flash meters.

3) Notice was given to Licensee vide Letter no. EE/CGRF/Kalyan /004 dt.02/01/2019 to which Licensee replied on dt.09/01/2019.

4) Licensee in its reply contends that it has received application for meter replacement on dt.01/09/2018 to which Assistant Engineer, Nagrani submitted spot verification report on 05/09/2018. Accordingly series meter was installed at site for checking the correctness of meter. The report of series meter testing is kept on record which is showing that both meters are recording same units. Meter of consumer replaced on 20/10/2018. The replaced Rolex meter again tested in meter testing lab of Ulhasnagar Division-II. The testing report shows that meter is O.K. The report is also kept on record. Licensee contends that the bill issued to consumer is as per reading only and there is no scope for bill revision.

5) We heard both sides and gone through the record kept before us. We have gone through the CPL which shows that consumer is billed as per reading only. Consumer is billed higher units during April-2018 to July-2018 to which Licensee contends that it is regular trend that the units consumed during summer season is always higher than other season. Licensee has already tested the meter hence the meter cannot be treated as faulty/defective. Series meter report even though not valid indicates the same.

6) Consumer Representative Mr.Rajput argued that all Rolex meters are defective and that MSEDCL themselves have issued circular for replacement of all Rolex meters. He relied on a letter of MSEDCL dated 09/06/2016 copy of which is also provided for perusal. Upon going through the said letter we find no such direction for replacement of all existing Rolex meters. It appears there from that upon receiving various complaints about Rolex meters a decision was taken at corporate level that Rolex meter should not be used in future for New Services Connection and replacement of faulty meters. That being so the submission made by Consumer Representative Mr. Rajput is false. There is nothing in the letter which renders each and every Rolex meter defective. Each case has to be therefore, considered on it's own merit. LR submitted that even

otherwise it is not known for which series of meters that letter was issued. In any event the letter does not render each and every Rolex meter defective.

7) As far as SOP is concerned consumer given application on date 01/09/2018 and meter is replaced on 20/10/2018, that too even meter was not defective. Hence claim of SOP cannot be granted.

Hence the Order

**ORDER**

**The Grievance application of Consumer hereby rejected.**

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.

