



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/1532/1798 of 2018-2019

Date of registration : 02/01/2019

Date of order : 16/01/2019

Total days : 14

IN THE MATTER OF GRIEVANCE NO. K/E/1532/1798 OF 2018-2019 OF SHRI.SANTUMAL P.KUKREJA, KONARK RESIDENCY BLDG. NO.5, FLAT NO. 404, ULHASNAGAR-1, DIST. THANE, PIN CODE-421 001 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri.Santumal P.Kukreja,
Konark Residency Bldg. No.5,
Flat No. 404, Ulhasnagar-1, Dist.
Thane, Pin Code-421 001

(Consumer No. 021513687190) . . . (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.J.L.Borkar, AEE, Ulhasnagar – I S/dn.
2) Smt.Shubhangi Ghadge, Jr. A.A, Ulhasnagar – I 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.Santumal P.Kukreja in his grievance application claims that he is having residential electrical connection bearing consumer no. 021513687190 at Ulhasnagar and he is paying the electricity bills regularly.

3) The grievance of consumer is that from May-2018 onwards till Nov-2018 Licensee has issued very high bills. From May-2018 to July-2018 meter shown RNT and average bill of '215' units issued. In Aug-2018 meter shown as faulty and bill of '860' units issued. In month of Sept-2018 old reading shown as '1414' and current reading shown as '4337' and bill of '2923' units issued. Consumer meter replaced on 15/10/2018 even though same reading shown and average bill of '1141' units issued. In month of Nov-2018 bill of '950' units bill issued showings '369' units as adjustment units. Consumer further contends that the meter is of pal-Mohan make, which is very poor quality meter. Hence the meter should be treated as faulty meter and bill to be revised as per regulation 15.4.1 of Supply Code, considering previous 12 months average. Consumer also demands compensation for harassment.

4) Notice was given to Licensee vide Letter no. EE/CGRF/Kalyan /009 dt.02/01/2019 to which Licensee replied on dt.07/01/2019.

5) Licensee in its reply contends that consumer has made oral complaint regarding change of meter and accordingly meter has been changed on 15/10/2018. Consumer is having load of 15 CPL, 4 fan, 1 fridge, 1 microwave, 2 A.C., 1 geyser. Consumer meter no. 3482128 was sent to division office testing lab report shows that meter is O.K. The report is kept on record. Licensee further contends that from Apr-2017 to Sept-2018 meter photos are clear and consumer consumption is recorded on meter. The meter photos are kept on record. From May-2018 to Aug-2018 consumer billed on average and in month of Sept-2018 accumulated units bill for '2923' issued to consumer. Accordingly slab benefit for period of May-2018 to Sept-2018 will be given to consumer. The meter of consumer replaced on 15/10/2018 with meter no.41308653. Reading recorded on meter on date 21/11/2018 was '581' units. It means consumer consumed '580' units in 36 days which proves that consumer is having heavy use. Licensee further submits that spot inspection report submitted on 01/10/2018 by section officer has wrongly mentioned average of '220' units, hence Sept-2018 bill was wrongly revised for '220' units which will be corrected again as per reading in month of Jan-2019.

6) We have gone through the record kept before us and heard both sides, CPL shows that consumer billed on average from May-2018 to Aug-2018. Accumulated bill issued in month of Sept-2018, again average issued in month of Oct-2018 under meter replacement status. Meter photos by Licensee shows following readings :

Month	Reading
Apr-2018	1414
May-2018	2244
Jun-2018	3040
July-2018	-
Aug-2018	3876
Sept-2018	4337
Oct-2018	135
Nov-2018	581

From the photo reading, consumer average use for period of Apr-2018 to Sept-2018 is '584' units/month. As per new meter average consumption is also '483' units/months. Meter testing report is also showing that meter is O.K. Considering connected load, consumption trend of new and old meter and meter testing report the meter cannot be treated as faulty. For applying regulation 15.4.1 of supply code meter should be defective, which is not in this case. Licensee to rectify the bill as per reading available with them, which they have agreed during the hearing. Spot verification report given by section officer cannot be relied as it is contradictory to the facts.

7) 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. At the outset in this case there was pal-Mohan meter. Upon going through the said letter further we find no such direction for replacement 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 replacements 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 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.

8) As far as SOP is concerned, there is no violation of any SOP norm 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.