



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/DOS/77/1730 OF 2017-18

Date of registration : 30/10/2018

Date of order : 13/12/2018

Total days : 44

IN THE MATTER OF GRIEVANCE NO. K/DOS/77/1730 OF 2017-18 OF SHRI.SUNIL KHUSHALRAO SUKALKAR, SHOP NO.-6, A-WING, RAJARAM APT., NEAR DELLY BELLY HOTEL, HAJIMALANG, ROAD, KALYAN (E), PIN CODE - 421 306 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri.Sunil Khushalrao Sukalkar,
Shop No.-6, A-wing, Rajaram Apt.,
Near Delly Belly Hotel, Hajimalang,
Road, Kalyan (E), Pin Code - 421 306
(Consumer No. 020200351879) . . . (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.Sunil Gavali, AEE, Kalyan (E) S/dn-I.

For Consumer - Shri. Anil Sukalkar (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) Briefly the facts are that there is one commercial meter bearing No. 40142351 installed at the premises of the Consumer. According to the consumer his shop was closed and his consumption is less to '70' to '80' units. He got inflated bills in month of April-2018 and May-2018. Which are not connect hence solve the issue.
- 3) Consumer also submitted that he has been reporting the mistake in his bill from time to time which could not be rectified by the Licensee. Consumer contends that his meter was replaced on Aug-2017 and updated in system in May-2018. No intimation given to him. As per accucheck report his consumption is very less and hence rectified the bill.
- 4) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/420 dt.30/10/2018 to which Licensee appeared and filed reply on date 30/10/2018, 22/11/2018 and 28/11/2018.
- 5) In it's reply Licensee contends that :-
 - i) Rolex company meter was replaced in Aug-2017 but as the replacement report not fed to portal M.S.E.D.C.L issued bill of RNA/RNT/INACC status up to Apr-2018.
 - ii) Rolex Company meter is sent back to company hence not available now.
 - iii) Bill issued to consumer in May-2018 for '4574' units. The said bill is revised and slab benefit given from July-2017 and amount of Rs.10240/- is credited to bill.
 - iv) Meter reading on date 24/05/2018 was '4474' and on date 24/08/2018 was '6048' hence meter consumption for 90 days is '1574' and per day average is 17.48 units. Hence bill issued to consumer is correct
 - v) As per instruction given during hearing on date 31/10/2018 the said meter is tested in MSEDCL LAB and as per LAB, report meter is working O.K. consumer refuse to remain present during the meter testing.
- 6) Licensee requested to dismiss the grievance application as consumer's problem has been sorted out and that now he is getting bills as per reading on normal status.
- 7) We have heard the arguments of both the sides and have peruse the record kept before us. We observed that, the consumer has alleged that he has been reporting the mistake in his electricity bill from time to time and therefore he has contended that excessive bills were due to defective meter. At the same time Licensee also contended that Licensee has revised the bill as per reading from July-2017 to May-2018 and a credit of Rs.10,240/- has been given to the consumer. From the photos of the meter it revealed that reading recorded on the meter was as below :-

| Month/Year | As Per Photo | As Per CPL |
|------------|--------------|------------|
| May-2018 | 5475 | 4474 |
| Jun-2018 | 5626 | 5626 |
| July-2018 | 5840 | 5840 |

Whereas the CPL is showing different readings for the month of May-2018 i.e. '4474'. Reading for June-2018 and July-2018 are matching on photo and CPL. There is one more document produced by Licensee i.e. meter movement register which is showing that the said meter was issued on 04/05/2016. As per our opinion it is not possible that the said meter was at MSEDCL's office till Aug-2017 and then installed to the consumer's premises. The meter might have installed in month of May-2016 only. Also the reading in the month of May-2018 is wrongly entered as '4474' instead of '5475' due to this, bill in month of Jun-2018 is also issued wrong for '1152' units.

8) We are opined that Licensee went on issuing electricity bills to the consumer with a wrong meter no. from May-2016 to June-2018 and revised the bill for period of July-2017 to May-2018. Hence Licensee to revise the bill for period May-2016 to Jun-2018 by giving slab benefit without DPC and interest.

Hence the Order

ORDER

- 1) The Grievance application of consumer is partly allowed.
- 2) Licensee to revise the bill for period May-2016 to June-2018 by giving slab benefit without DPC and interest.
- 3) Licensee to recover the bill in installments if consumer demand for installments.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 13/12/2018

(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.