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Consumer Grievance Redressal Forum
"Vidyut Bhavan", Gr. Floor,
L.B.S.Marg, Bhandup (W),
Mumbai – 400078.

REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/ 79/ 995 Date:13.02.2019

Hearing Date: 05.06.2018

CASE NO.79/2018

In the Matter of billing

Mrs. Shila Naresh Nikam,
SS II/549, Sector-15,
Koperkhairne, Navi Mumbai-400709.
(Consumer No.000220229719) (Hereinafter referred as applicant)

Versus

Maharashtra State Electricity Distribution Company Limited
through its Nodal
Officer,
Vashi Circle, Vashi
. . . . (Hereinafter referred as Respondent)

Appearance :

For Respondent :- Mrs. Swati Deshmukh, Assist. Accountant KK SDn
For Consumer :- Shri. Naresh Nikam – consumer

[Coram- Dr. Santoshkumar Jaiswal - Chairperson, Shri. R.S.Avhad -Member
Secretary and Mrs. Sharmila Ranade - Member (CPO)].

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 Redressal 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 subsection 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] Here in after 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.

The application is filed by Mrs. Shila Naresh Nikam regarding faulty bill of koperkhairne Consumer No.000220226719. The applicant alleged that on 09.05.2016 her electricity meter was change and she was paying the bill till 09.06.2017 regularly. she further submitted that the bill received in July 2017 was very high. The applicant alleged that when she made inquiry to concern office about exorbitant electricity bill the concern officer replied that this bill is of arrears of 12 to 14 months amounting Rs 23000/- . The applicant further submits that she had filed grievance application to IGRC on 15.09.2017 but no action taken on it. The applicant prayed that instruction should be given concern to issue the correct bill.

The notice was issued to the Respondent to file the reply. The Respondent has filed reply on dtd.20.03.2018 stating that consumer meter was changed on 09.05.2016 but details of meter change updated in the system in the month of September 2017. Due to this accumulated bill amounting Rs.59, 780/- generated in Sept. 2017. The bill of applicant rectified and revised from June 2016 and revise bill for amount Rs.23, 990/- with slap benefit is given to consumer and same was informed to consumer vide letter dtd. 12.09.2017.

Heard both parties at length and gone through the documents on record, It is admittedly fact that the applicant meter was changed on date 09.05.2016 and meter replacement report fed in the system in the month Sept 2017. The accumulated 4130 units bill issued to the applicant in the month Sept 2017. For the purpose of verification I verified the consumer personal ledger(CPL) it is found that prior to Sept 2017 less unit bill issued to the consumer as compared to the months in which bill issued as per correct reading . Therefore I found that the current bill is correct and proper one. The Respondent also revised the bill by distributing units in 14 months equally and deducting amount Rs 35304/- from Sept 2017 bill Hence consumer has to pay the bill as per demand. However , it is a fault of the Respondent that the new meter details update in after lapses of 14 months period which clearly shows the negligence part of utility is a not of the consumer . Therefore no interest no any extra charges are saddle on the applicant. Hence I proceed to pass following order.

ORDER

1. This application 79 of 2018 hereby allowed.
2. The applicant has to pay the bill issued in the month of July 2017 along with arrears by deducting the charges of interest and penalty. The applicant shall be liberty to pay the outstanding amount by way of the monthly instalment along with the regular bill.
3. The respondent shall pay the cost of Rs. 1000 to the applicant and will be adjusted in the electricity bill.

I Agree/Disagree

I Agree/Disagree

**MRS. SHARMILA RANADE,
MEMBER
CGRF, BHANDUP**

**Dr. SANTOSHKUMAR JAISWAL
CHAIRPERSON
CGRF, BHANDUP**

**RAVINDRA S. AVHAD
MEMBER SECRETARY
CGRF, BHANDUP**

The order is issued under the seal of Consumer Grievance Redresses Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup.

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, Keshav Building,Bandra - Kurla Complex, Bandra (E),Mumbai - 400 051"
- b) b) consumer, as per section 142 of the Electricity Act, 2003, can approach Hon'ble Maharashtra electricity Regulatory Commission for non- compliance, part compliance or
- c) Delay in compliance of this decision issued under" Maharashtra Electricity Regulatory Commission (consumer Redressed Forum and 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.