



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/1531/1797 of 2018-2019

Date of registration : 31/12/2018

Date of order : 23/01/2019

Total days : 23

IN THE MATTER OF GRIEVANCE NO. K/E/1531/1797 OF 2018-2019 OF SHRI.BRIJESH NANDWANI, SHARDA APARTMENT, PLOT NO.647, FLAT NO.403 NR.SHALIMAR SOCIETY, ULHASNAGAR-3, DIST. THANE, PIN CODE-421 003 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUT.

Shri.Brijesh Nandwani,
Sharda Apartment, Plot No.647,
Flat No.403 Nr.Shalimar Society,
Ulhasnagar-3, Dist. Thane,
Pin Code-421 003

(Consumer No. 021510760783) . . . (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.V.R.Thakare, AEE, Ulhasnagar S/dn.-III
2) Shri.R.B.Joshi, AA, Ulhasnagar S/dn.-III

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) Consumer herein is Shri.Brijesh Nandwani is having residential connection vide consumer no. 021510760783. Consumer contends that his meter replaced in month of Feb-2018 but from Mar-2018 bills not sent as per reading and average billing done as per average units of '173' units/month till Jun-2018. In month of Jul-2018 reading of old meter shown progressive and bill of '1920' units issued. From Aug-2018 to Nov-2018 again average '384' unit bill issued instead of reading of new meter. In month of Dec-2018 bill of '2233' units issued. Consumer also demands revision of bill for his previous meter and revision of current bill with actual meter reading of new meter. SOP compensation for mental and physical harassment.

3) Notice was given to Licensee vide Letter no. EE/CGRF/Kalyan /007 dt.02/01/2019 to which Licensee appeared and filed its reply on date 16/01/2019.

4) Licensee in its reply submitted that, consumer meter replaced on 03/03/2018, but replacement report not affected in system. After sending mail to I.T. Department on 04/10/2018 the new meter got updated in system in month of Dec-2018. Consumer billed on average for period Aug-2018 Nov-2018 for average of '384' units, but in month of Dec-2018 consumer billed as per reading and lock credit amounting to Rs.14302.14 passed to consumer.

5) In month of Dec-2018 previous reading was '1669' but actual reading of new meter was '01', for this it is to inform that in month of Jul-2018 consumer billed for '1669' plus old meter '251' units i.e. total '1920' units and lock credit for period Mar-2018 to Jun-2018 for Rs.4728.42 passed to consumer.

Now the reading is updated in system and bill is issued as per reading hence consumer complaint to rejected.

6) We have gone through the documents placed before us and also heard the arguments of both the parties. Our observations are :

Licensee has already passed benefit of lock credit to consumer in month of Jul-2018 and Dec-2018. Now the consumer is also billed as per reading from month Dec-2018 onwards. Regarding consumer complaint of previous faulty meter bill revision Licensee contended that excess bill issued in month of Feb-2018 has already rectified in month of Mar-2018 for Rs. 8057.82. We checked CPL of consumer and found that Licensee has given credits as claimed. Hence there is no more scope for bill revision.

7) As far as SOP compensation for physical and mental harassment it can't be granted as Licensee has acted timely for bill revision.

Hence the Order

ORDER

The Grievance application is rejected.

Date: 23/01/2019

(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.