



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**NO. K/E/1525/1791 of 2018-19**

Date of registration : 27/12/2019

Date of order : 30/01/2019

Total days : 34

**IN THE MATTER OF GRIEVANCE NO. K/E/1525/1791 OF 2018-19 OF SHRI.PANDIT BHAGWAN TAJNE, ULHAS APARTMENT, FLAT NO. 201, 2ND FLOOR, BLOCK NO.A-118/236, KURLA CAMP, ULHASNAGAR, PIN CODE – 421 004 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Shri.Pandit Bhagwan Tajne,  
Ulhas Apartment, Flat no. 201,  
2nd Floor, Block No.A-118/236,  
Kurla Camp, Ulhasnagar,  
Pin Code – 421 004

(Consumer No. 021513112197) . . . (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.B.Kumbhare, AEE, Ulhasnagar-IV S/dn.

For Consumer - 1) Shri.Manoj Suryawanshi (C.R.)  
2) Shri.Pandit Tajne (Self)

[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 one Mr.Pandit Bhagwan Tajne having Consumer No. 021513112197. Grievance is of alleged excessive billing, meter testing and replacement and also refund of excessive bills paid.

3) Distribution Licensee in its reply contends that the alleged disputed meter was replaced and sent to testing unit Ulhasnagar, Division-2. Accordingly the meter was tested and has been found to be OK. Further on examining CPL actual average monthly consumption is above '300' units.

4) We have heard both sides. The meter has been tested and found to be OK. Attached load is Fridge, AC, TV, Fan, CFL-2. Average '300' units of consumption appears probable. No dispute remains to be resolved.

5) Some new allegation are sought to be leveled by Consumer Representative during the hearing that they have no faith in the new meter also. In fact the progressive bill of actual consumption is yet to be received. It was tried to be alleged that the new meter was installed was already showing a reading of '109'. It was however revealed that consumer saw the new meter for the first time on 15/01/2019 where as new meter was installed on 24/12/2018. Then the Consumer Representative further tried to allege that the meter was changed in the absence of Consumer. This allegation was also proved to be false by the disclosure by consumer himself that he was in fact notified on phone that the meter was to be replaced but consumer did not remain present. It appears therefore, that Consumer Representative is trying raise some or the other excuse during hearing but has been falsified by the consumer himself.

6) In the above circumstances grievance fail.

Hence the Order

**ORDER**

**Grievance is dismissed.**

Date: 30/01/2019

(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.