



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**NO. K/E/1547/1822 OF 2018-19**

Date of registration : 15/02/2019

Date of order : 12/04/2019

Total days : 56

**IN THE MATTER OF GRIEVANCE NO. K/E/1547/1822 OF 2018-19 OF SHRI.DEEPAK P.NIRGUDE, BARRACK NO.1679 ROOM NO.1, SECTION NO.25, BEHIND CANARA BANK, ULHASNAGAR, DIST. THANE, PIN CODE- 421 004 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE**

Shri.Deepak P.Nirgude,  
Barrack No.1679 Room No.1,  
Section No.25, Behind Canara Bank,  
Ulhasnagar, Dist. Thane, Pin Code- 421 004  
(Consumer No. 021516055780) . . . (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.D.B.Kumbhare, AEE, Ulhasnagar-IV S/dn.  
2) Shri.C.S.Sapkal, Dy.Manager, Ulhasnagar Dn.

For Consumer - Shri.Deepak Nirgude (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.Deepak P.Nirgude having residential connection at Ulhasnagar consumer no. 021516055780 consumer contends that :
- a) *Excessive meter bill arrears rebate charges may be calculated, modified, rectify and refund excess amount with permissible interest thereon.*
  - b) *Periodical monthly electricity supply connection bill in each month for last five years and more are shown as and for (1) unpaid opening arrears are calculated and added to principal amount of next monthly bills (b) prompt payment discount and (3) digital payment discount not accounted in consumer next bill account and not given. (4) whereas bills paid it online digitally and regularly on and before **"If Paid By This Date"** and before date to be noted on record, prompt payment discount and digital payment discount, though not accounted or credited subsequent bill in consumer bill account?*

**Hence consumer sought following relief :**

- a) *Excessive meter bill arrears and all rebate charges may be calculated, modified, rectify and refund excess amount **With Permissible Interest Theron.***
- b) *Periodical monthly electrically supply connection bill in each month for last five years and more are shown as and for (1) Unpaid opening arrears are calculated and added to principle amount of next monthly bills (b) Prompt payment discount and (3) Digital payment discount not accounted in consumer next bill account and not given. (4) Whereas paid it online digitally and regularly on and behalf **"If Paid by This Date"** and before date to be noted on record. Prompt payment discount and digital payment Discount not accounted or credited in subsequent bill in consumer bill account? May be cleared and adjusted accordingly or as case be in matter*
- c) *Grant undersigned with compensation amount which should be done considering regulation applicable as per standards of performance of distribution licensee, period for giving supply and determination of compensation regulation, 2005 dated 20<sup>th</sup> may 2014 and commercial circular no.305 dated 25<sup>th</sup> may 2018.*
- d) *Applicant is hereby pleading for further additional compensation which may be left it to forum to decide upon quantum of such compensation..... by taking in to consideration expenses/costs etc. occurred like on account of filling attend for responses/petitions/travels expenses and other expenses involved from side of applicant which and whom has unnecessarily suffered financially, physically and mentally due to irresponsible behavior of official of distribution licensee authority in question.*

- e) *Take strict action/steps against concern for failure as per their service and rules norms or as per rules and prevail for failure in action/steps required to taken in matter.*
- f) *Above all any other remedy available in matter case.*

3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/058 dt.16/02/2019 to which Licensee filed reply on 06/03/2019.

4) **In its reply Licensee contends that :**

- i) If consumer pays bill within due date then there is no arrears shown in next bill. The DPC is charged only when the consumer paid late or partly.
- ii) Whenever consumer paid bill amount within prompt payment date, that time prompt payment discount passed to the consumer.
- iii) All the bills issued to consumer are computerized hence all the discount calculated are correct only.

5) We heard the matter in depth and checked the calculation on monthly basis for period of Jun-2018 to Feb-2019. We observed that difference amount of net bill and prompt payment amount of bill shown under net arrears column. Prompt payment discount availed is shown in adjustment column. Total arrears column covers difference between the above two columns if the amount paid within prompt payment date. Ultimately the total arrears cover only the difference between net bill amount and rounded bill amount. We cross checked the amounts for above period and found in order.

As far as digital payment discount is concerned, it is passed to consumer in the month of Oct-2018. In month of Nov-2018 consumer paid Rs.2140/- against Rs.2180/- hence DPC charged to consumer and even digital payment discount not passed to the consumer.

6) As far as SOP is concerned there is no violation of SOP hence the same cannot be granted. Nothing remains to be resolved. Hence the order.

### **ORDER**

**Grievance application is dismissed.**

Date: 12/04/2019

(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.