



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/E/1546/1821 of 2018-19

Date of registration : 15/02/2019

Date of order : 20/03/2019

Total days : 33

IN THE MATTER OF GRIEVANCE NO. K/E/1546/1821 OF 2018-19 OF SHRI.BHAGWAN H.RAJAI, HOUSE NO. 302, S.NO.129/1, VILLAGE KAMBHA VARAP, TAL-KALYAN, DIST.THANE, PIN – 421 301. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE

Shri.Bhagwan H.Rajai,
House No. 302, S.No.129/1,
Village Kambha Varap,
Tal-Kalyan, Dist.Thane, Pin – 421 301
(Consumer No. 020060004332) . . . (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.D.Dhuwe, Dy.EE, Kalyan, CSD S/dn.

For Consumer - Sheetal Sharma (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 one Shri.Bhagwan H.Rajai having consumer no. 020060004332 commercial grievance is that meter was faulty and inspite oral and written complaints Distribution Licensee has not changed the same as per supply code Regulations 2005. Distribution Licensee has been issuing in faulty bills and hence all the amount which the consumer was forced to pay be refunded with interest. Also faulty meter be changed and stringent action be taken against the erring officers. Consumer states that meter is faulty since Dec-2017.
- 3) Distribution Licensee in reply contends that connection was given to the consumer for commercial purpose on 14/12/2011. Average of 1835 units for Oct-2018 and '1830' units for Nov-2018 was given to the consumer as reading was not received through MRI for those two months and display of meter was not in working condition.
- 4) Distribution Licensee further contends that MRI reading was received is Dec-2018 and total '4002' unit's bill was generated in Dec-2018 for three months.
- 5) Distribution Licensee further contends that bill was therefore revised and average units of 1835 and 1830 is waived from bill as total reading is received. Distribution Licensee. Promises to replace meter as and when available.
- 6) We have heard both sides. As it appears consumer was being billed on the basis of MRI record showing the consumption. Only the display was not functioning. But for Oct and Nov-2018 there was not even MRI data showing consumption recorded. As such Distribution Licensee has waived the average bills drawn for Oct and Nov. For Dec the consumption record is available as '4602' units. Now that the meter has been changed. It is clear thus that consumer has been billed as per his consumption up to Dec-2018 as shown in MRI data. In Jan-2019 meter has been replaced. The grievance stands redressed.

Hence the Order

ORDER

Grievance stands redressed hence disposed of.

Date: 20/03/2019

(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.