



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/1559/1846 of 2018-19

Date of registration : 16/03/2019

Date of order : 27/03/2019

Total days : 12

IN THE MATTER OF GRIEVANCE NO. K/E/1559/1846 OF 2018-19 OF SHRI.NIRMAL P.BHATIA, DEVI MAA APARTMENT, FLAT NO.201, 2ND FLOOR, BK NO.A-758, ROOM NO.1515, ULHASNAGAR-5, PIN CODE – 421 005 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri.Nirmal P.Bhatia,
Devi Maa Apartment, Flat No.201,
2nd Floor, BK No.A-758, Room No.1515,
Ulhasnagar-5, Pin Code – 421 005
(Consumer No. 021518851664) . . . (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. R.N.Nalgirkar, AEE, Ulhasnagar S/dn.-I
2) Shri.S.S.Kale, UDC, Ulhasnagar S/dn.-I

For Consumer - Shri.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 one Shri.Nirmal P.Bhatia having consumer no. 021518851664, Residential. Grievance is that consumer has been receiving excess bills from Nov-2017. In spite of oral complaints meter was not changed. He was asked to pay meter testing fees. He deposited the same in Jan-2017. Meter was found OK. But consumer states that in spite of circular to change flash company meters the same was not changed. Hence consumer submits that his bills for the period from Nov-2017 to the date of change of meter be revised. Distribution Licensee has not done so but has issued notice of disconnection which is undated and unnumbered.

3) Distribution Licensee in reply states that as per the complaint of the consumer the meter was got tested and has been found to be ok. Bills issued are correct Bills for Jan to March which were issued on faulty status have been revised with the help of actual reading.

4) We have heard both sides meter is found OK. Meter is also changed. One circular of the year 2016 is shown. But it is not directed therein that all flash company meters be replaced. It is only mentioned that in view of same complaint received from various consumers it was decided at company level to not install flash meter then onwards. It is no where stated that all such meters are faulty or defective and should be removed Each case thus has to be separately considered on its merits. In this case the meter was found Ok.

5) In above facts it is difficult to revise the bills merely on the saying of consumer and without any basis therefor.

Hence the Order

ORDER

Grievance is dismissed.

Date: 27/03/2019

(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.