



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**NO. K/E/1553/1830 of 2018-19**

Date of registration : 02/03/2019

Date of order : 27/03/2019

Total days : 25

**IN THE MATTER OF GRIEVANCE NO. K/E/1553/1830 of 2018-19 OF SMT.INDIRABAI VITHAL MORE, BRAHMAN PADA, NEAR SHIVSENA OFFICE, BLOCK NO. C-57, MORE CHAWL, ULHASNAGAR-3, DIST.THANE, PIN CODE - 421 003. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Smt.Indirabai Vithal More,  
Brahman Pada, Near Shivsena Office,  
Block no. C-57, More Chawl,  
Ulhasnagar-3, Dist.Thane,  
Pin Code - 421 003

(Consumer No. 021513748024) . . . (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.U.R.Thakare, AEE, Ulhasnagar S/dn.-III.

For Consumer - Smt.Sujata More (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 Smt.Indirabai Vithal More having residential connection (Consumer No. 021513748024) at Brahman Pada, Ulhasnagar since 29/03/2018. Consumer Representative Smt. Sujata Devkar contends that this is her mother's connection. She did not receive monthly bill as per reading since release of new connection. In month of Oct-2018 she received inflated bill for '1714' units with amounted to Rs.19000/- she is ready to pay the bill, but in installments. She also demands SOP compensation for mental and physical harassment.

3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/154 dt.02/03/2019 to which Licensee appeared on 06/03/2019 but could not file reply due to emergent hearing.

4) We heard the matter in depth. It is simple case of accumulated readings. During hearing instructions given to Licensee to file detailed reply and meter test report within 2 days. Also instructions given to Licensee not to disconnect supply till final hearing.

5) We have gone through the CPL of consumer. It is clear that Licensee has not generated bill since date of connection i.e. Mar-2018 to Apr-2018. From May-2018 onwards issued average bill for '100' unit till Sept-2018. In month of Oct-2018 high bill for accumulated reading of '1714' units issued. Again from Oct-2018 to Feb-2019 average bill of '285' units per month issued to consumer. Without solving the billing complaint Licensee issued disconnection notice to the consumer. The bill for month of Oct-2018 shows that previous average billed amount is credited to consumer i.e.Rs.2681.91.

6) Licensee filed its reply on date 15/03/2019, the meter found O.K. in testing. For period of Nov-2018 to Feb-2019 Consumer billed on average. Bill for the Mar-2019 is billed as per reading and average billing for Nov-2018 to Feb-2019 is deducted from it. Consumer has not paid bill amount since 04/09/2018. And total bill amount is Rs.23870/-.

7) As per our opinion, Licensee has credited average bill amount bill for period of Mar-2018 to Oct-2018 by giving slab benefit. Distribution Licensee has now rectified the bill for period of Nov-2018 to Feb-2019 as per reading in month of Mar-2019. Hence consumer is liable to pay the bill amount.

8) As far as instalments for payments are concerned. Consumer has not paid the bills since Sept-2018. Hence consumer is already benefitted by not paying bills. Even though we recommend two instalments to be given to consumer for payment of arrears bill.

Hence the Order

**ORDER**

The Grievance application is disposed off as fully resolved.

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.

