



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/1549/1825 of 2018-19

Date of registration : 25/02/2019

Date of order : 27/03/2019

Total days : 30

IN THE MATTER OF GRIEVANCE NO. K/E/1549/1825 OF 2018-19 OF SHRI.SURESH G.GOPALANI, KAUSHAL APARTMENT, UNO.421, 416, FLAT NO.102 ULHASNAGAR-1, PIN CODE-421 001 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri.Suresh G.Gopalani,
Kaushal Apartment, UNO.421, 416,
Flat No.102 Ulhasnagar-1,
Pin Code-421 001

(Consumer No. 021510704727) . . . (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.J.L.Borkar, AEE, Ulhasnagar S/dn.-I
2) Smt.Shubhangi Ghadge, Jr,AE, 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.Suresh G.Gopalani having consumer no. 021510704727. Grievance is the meter has been faulty since March-2018 but it was not changed and the average bills were being issued. Bills are not revised. Consumer therefor prays that Regulation 15.4.1 be applied and the excess be refunded.

3) Distribution Licensee in reply contended that consumer paid the meter testing fees on 04/01/2018 where up on the meter was tested and found to be ok. The load attached to the connection are 1) Tube light 7, 2) bulb-1, 3) Fan – 5, 4) Fridge – 1 5) Exhaust – Fan – 1 no. 6) Washing Machine – 1, 7) AC – 1. No., 8) TV – 1 No., 9) Geyser – 2 no., 10) CAFL – 3 no. further that in the new mater '214 units are recorded as consumption in 26 days from the date of replacement. Further in CPL '604' units are shown on 18th Aug. previous reading taken was on 14/07/2018. So '604' units are for 35 days. The billings are therefore correct. In winter season lesser units are generally consumer.

4) We have heard both side. The meter is found ok on testing. On examination of CPL there appears similar units both before and after replacement of meter. Load attached also can be seen. We do not find any merit in the grievance. No SOP demand within 60 days was made to Distribution Licensee.

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.