



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**NO. K/DOS/103/1859 OF 2018-19**

Date of registration : 27/03/2019

Date of order : 14/05/2019

Total days : 48

**IN THE MATTER OF GRIEVANCE NO. K/DOS/103/1859 OF 2018-19 OF MR.UTKARSHA S.PANCHAL, GALA NO.7, BLDG. NO.7, BLUE MOUNT WORK STATION, SATIVALI, VASAI (E), PIN CODE – 401 202. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.**

Mr.Utkarsha S.Panchal,  
Gala No.7, Bldg. No.7,  
Blue Mount Work Station, Sativali,  
Vasai (E), Pin Code – 401 202  
(Consumer No. 2170789574) . . . (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution  
Company Limited  
Through it's Nodal Officer/Addl.EE.  
Vasai Circle, Vasai . . . (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.V.M.Gokhale, UDC, Vasai (E) S/dn.

For Consumer - Shri.Vasant Vaze (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 Redressal 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 Mr.Utkarsha S.Panchal having Industrial connection at Vasai vide consumer no. 2170789574. Contention of Consumer Representative is that from Feb-2018 to Aug-2018 reading was not taken and zero unit's bills were charged. The supply was permanent disconnection. In Sept-2018 again received zero unit bill. After providing correct reading, bill for Sept-2018 was prepared for '1247' units of Rs.1,95,190/- which is paid on 17/10/2018. Accordingly supply was reconnected and bills were also continued but entry of payment made on 17/10/2018 not reflected in consumer ledger. Complaints made but the cognizance not taken by Distribution Licensee, which resulted accumulation of arrears Rs.1,66,820/- till Mar-2019. On 25/03/2019 intimation given to Distribution Licensee in writing to correct the bill but instead of correcting the bill supply disconnected without notice.

Consumer Representative demands reconnection of connection, correction in bill and DPC charged from Oct-2018 to Mar-2019 to be reversed to his account.

3) Emergent hearing scheduled on 03/04/2019 in which Distribution Licensee agreed that the payment entry is missing. Accordingly interim order was passed to reconnect the supply. Distribution Licensee filed detailed reply on 02/05/2019.

4) Distribution Licensee in its reply contends that consumer arrears in month of Mar-2018 was 150439.85 consumer demanded reconnection of connection and accordingly bill of '1247' units Rs. 12210.90, minimum charges amount Rs. 16,835/- and interest Rs. 15786.75 added in the arrears bill and total bill of Rs.1,95,190/- issued to consumer. Consumer paid it on 17/10/2018. The said amount is not credited to consumer ledger, hence correspondence made with I.T. department on 08/09/2019.

Distribution Licensee further contends that as per consumer complaint, amount of Rs. 28,370/- paid by him extra but min charges Rs.16,835/- and interest amount Rs.15786.75 were not debited consumer account hence the account is showing extra payment of Rs. 28,370/-. Now the B-80 is fed and both amounts are debited to consumer account.

5) We heard both parties. It is clear and agreed that entry of Rs. 1,95,190/- is missing from consumer ledger to which Distribution Licensee agreed to correct the same. As minimum charges of Rs.16,835/- and interest of Rs.15,786.75 were concerned, we instructed Consumer Representative to verify the same and inform to forum, Consumer Representative vide letter dated 04/05/2019 accepted both charges subject to correction of missing credit entry of Rs.1,95,190/-. As far as interest and DPC for period Oct-2018 to Mar-2019 is concerned Distribution Licensee has no right to recover the same, because wrong bills were issued to consumer.

Hence the order

**ORDER**

- 1) The Grievance application is hereby allowed.
- 2) Distribution Licensee to correct the missing entry if Rs.1,95,190/- within next billing cycle.
- 3) No interest and DPC to be charged from date of payment i.e.17/10/2018 till correction of bill.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 14/05/2019

(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.

