



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/DOS/108/1866 OF 2018-19

Date of registration : 03/04/2019

Date of order : 15/05/2019

Total days : 42

IN THE MATTER OF GRIEVANCE NO. K/DOS/108/1866 OF 2018-19 OF JAMA MASJID, PELHAR GAON, POST PELHAR, VASAI EAST, TAL-VASAI, DIST.PALGHAR, PIN CODE-401 202. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Jama Masjid,
Pelhar Gaon, Post Pelhar,
Vasai East, Tal-Vasai, Dist.Palghar,
Pin Code-401 202
(Consumer No. 001940336704) . . . (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 M/S Jama Masjid having consumer no. 001940336704.

Details of the Grievance : that the last bill we have received was for the month of Feb-2019. The amount of bill was Rs.6730 and due date was 22/03/2019. The bill was not paid by 22/03/2019. MSEDCL people came on 22/03/2019 for disconnection of supply. They pointed out some different reading on the meter. Laterally to say that the current reading on my bill was 71907 which was progressive but they pointed out the reading as 88282 on 22/03/2019 and directed me to approach S/dn and asked me to make payment up to the reading they have pointed out. We approached S/dn. Who prepared a manual bill up to the reading 88282 which was to the tune of Rs.2,49,749/-.

Naturally we could not afford to make such a huge payment and instead I paid the computerized bill of Feb-2019 for Rs.6,730/- on 27/03/2019 to avoid disconnection. The disconnection was thereby avoided. But suddenly on 31/03/2019, again MSEDCL people came and disconnected our supply without giving ant notice u/s 56 (2). The reason that they insisted for the payment of manually prepared bill of Rs.2,49,740/-.

- i) When the last bill of feb-2018 was paid by me, where does the question arise of disconnection of supply? The list of defaulting consumers in their hand shows my dues as Rs.6,730/- only which I have paid on 27/03/2019.
- ii) The bill up to the reading they have detected is yet not generated and not accounted for in their book of accounts. If it is so, why and how our supply was disconnected for the so called dues which are not established through their as yet.

3) **Distribution Licensee in reply contends that :**

- i) *That, MSEDCL denied all contention raise in grievance except those admitted herein below.*
- ii) *That, Electric supply to Jama Masjid was sanction vide Con No. 001940336704 for Residential Purpose date of supply was 17.04.1995.*
- iii) *That, there is no dispute regarding billing upto Sept 2017. In Sept 2017 the bill issued (71840 – 63300) 8540 for 7 months.. From Oct' 2017 to April 2019 reading of consumer was not taken and consumer was billed averagely billed for 67 unit per month. In month of Feb 2019 reading was available which is 88282 kwh and hence, Feb 2019 bill issued for 16375 unit (Current reading 88282 – Previous reading 71907 = 16375) but bill of Feb 2019 inadvertently generated for 67 unit with current reading 71907 Previous reading 71840. This office noticing above fact issued provisional bill Rs.279740/- for 16375 units. The consumer could not paid the provisional bill. Now this consumer bill to be revised for the period of Oct'2017 to April 2019 for (89615-71840) 17775 for period of 19 months of Rs.2,32,560/- hence recoverable as per Sec 56 (2) of Act 2003.*
- iv) *That, photo of meter reading of consumer No.001940336704 (Meter No.15503005) As per meter check reading report dtd.30.04.2019 meter reading is 89615 kwh.*

- v) *That, as per MERC supply code 2005, consumer has dispute correctness of meter then he shall apply or testing of meter with payment testing fee but in present case consumer without following regulation file present grievance which is as such premature and hence liable to be rejected. Consumer may apply MSEDCL for testing of meter by paying testing fee and if in testing meter found faulty. Then only question of revision of bill will arise with refund of testing fee. In present case meter of MSEDCL is correct & proper bill given for actual consumption which is confirm from CPL, check reading dtd.30.04.2019.*
- 4) We have heard both sides. At hearing consumer gives up the prayer for meter testing and accepts the readings. He only prays for slab benefit for accumulated reading.

Hence the order

ORDER

- 1) The Grievance application of consumer is allowed.
- 2) Distribution Licensee to grant slab benefit for the accumulated reading.
- 3) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 15/05/2019

(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.