



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**NO. K/E/1577/1886 OF 2019-20**

Date of registration : 30/04/2019

Date of order : 22/05/2019

Total days : 22

**IN THE MATTER OF GRIEVANCE NO. K/E/1577/1886 OF 2019-20 OF SHRI.P.VELKUMARAN PONAN, OPP.BK NO.1841, ANANTPURI ASHRAM, SECTION-33, ULHASNAGAR-5, DIST. THANE, PIN CODE – 421 005 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Shri.P.Velkumaran Ponan,  
Opp.BK No.1841, Anantpuri Ashram,  
Section-33, Ulhasnagar-5, Dist.  
Thane, Pin Code – 421 005  
(Consumer No. 021517004909) . . . (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.R.N.Nalgirkar, Ulhasnagar – V S/dn.

For Consumer - Shri.J.S.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 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 Shri.P.Velkumaran Ponan having Industrial connection with sanction demand 4.00 KVA at Ulhasnagar Consumer Representative Shri.Rajput contends that in Sept-2018 consumer received high bill Rs.10722.34, which is not as per use. Bill not revised by Distribution Licensee even after repeated complaints. Consumer Representative demands bill revision and SOP.
- 3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/194 dt.02/05/2019 to which Licensee appeared and filed reply on 15/05/2019.
- 4) Distribution Licensee in its reply contends that, to solve billing complaint of consumer MRI report of meter no MS254757 analyzed, in which M.D. of consumer found 21 KVA on dt.20/09/2018 at 7.30 pm. As the M.D. of consumer was excess to sanction demand (i.e.4 KVA). excess load penalty Rs.4,717/- charged in bill of Sept-2018. There is use of welding machine hence the consumer M.D. may shoot to 21 KVA. Hence there is no abnormality and bill is correct.
- 5) We heard both sides and gone thru the documents submitted by both parties. MRI report clearly showing that M.D. has shoot up to 21 KVA on 20/09/2018 7:30 pm, comparative to other months in which it never crossed 2.50 KVA from Jun-2018 to Jan-2019. Consumer contended that he has very small workshop and his connected load is very less hence there is problem in meter and it has errorously shoot to 21 KVA.
- 6) During the hearing on 15/05/2019. Instruction given to Distribution Licensee to submit sport verification report. Distribution Licensee submitted it on 21/05/2019 in which connected lead shown as :
- I) Welding machine (old name plate, not visible)
  - II) Fan – 60 w
  - III) Tube light – 40 w
  - IV) Tape recorder – 6 w
  - V) Drill machine (old name plate, not visible)

From the above load we don't feel that connected load will total to 21 KVA. Also the past M.D. history of consumer indicates the same. How can the same load having MD-2 KVA will shoot to 21 KVA ? Considering the monthly average consumption is not increased. Fortunately we are dealing with another matter of Shri.Ram N.Sharma at Ulhasnagar in which also the same meter make (i.e. Secure) M.D. shoot up to 240 KVA and Distribution Licensee also agreed that it is due to meter malfunctioning.

Considering the above facts we are opined that the M.D. recorded by meter is due to some internal fault and consumer cannot be compelled to pay the inflated bill.

Hence the order

**ORDER**

- 1) The Grievance application of consumer is hereby partly allowed.
- 2) Distribution Licensee to revise the bill for the month of Sept-2018 considering M.D. within limit. No excess load penalty No DPC and interest.
- 3) No SOP.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 22/05/2019

(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.

