



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/E/1570/1879 OF 2018-19

Date of registration : 20/04/2019

Date of order : 22/04/2019

Total days : 32

IN THE MATTER OF GRIEVANCE NO. K/E/1570/1879 OF 2018-19 OF SHRI.RAM NARAYAN SHARMA, CHAWL NO.A/1, SHOP NO.1, KHANNA COMPOUND, ULHASNAGAR-3, PIN CODE – 421 003. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri.Ram Narayan Sharma,
Chawl No.A/1, Shop No.1,
Khanna Compound, Ulhasnagar-3,
Pin Code – 421 003.

(Consumer No. 021514001267) . . . (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.U.R.Thakare, AEE, Ulhasnagar-III S/dn.
2) Shri.R.P.Joshi, AA, Ulhasnagar-III 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.Ram Narayan Sharma having Commercial connection at Ulhasnagar. Consumer Representative contends that consumer received high bill of Rs. 1,63,160/- in month of Oct-2018. Application given to revise the bill and replacement of meter. Bill revision is not done property and meter not replaced yet. Consumer Representative further contends that consumer charged with Rs.1,750/- against cheque bounce. The said charges are high and original cheque bounce charges are Rs. 750/- only Consumer Representative demands SOP for mental and physical harassment.

3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/171 dt.22/04/2019 to which Licensee appeared and filed reply on 08/05/2019.

4) Distribution Licensee in its reply contends that in month Oct-2018 consumer M.D. shoot up to 240 KVA but consumption was '36' units only, hence bill revision is already done to waive off charges charged due to M.D. shoot up. Copy of bill revision kept on record. Distribution Licensee further contends that consumer cheque dated 01/12/2018 of Rs.3,420/- got bounce due to overwriting hence cheque bounce charges Rs.1,750/- charged as per MERC orders only. Consumer M.D. shoot up in month Oct-2018 only and after that meter is showing normal reading and M.D. hence meter not replaced yet. Meter will be replaced as per availability of meter.

5) We had gone through the documents submitted both parties and heard the arguments. From the record it is clear that Distribution Licensee has already rectified the defective bill for month Oct-2018 vide bill revision ID no.952308 for Rs.210250.07. Now the bills issued after Oct-2018 is also as per reading only.

6) As far as cheque bounce charges of Rs.1,750/- are concerned, Distribution Licensee has produced Hon.MERC order no.321 of 2018 dt.24/12/2018 in which cheque bounce charges are revised from 24/12/2018 only hence the charges recovered prior to 24/12/2018 are correct as per MERC order.

7) Regarding meter replacement issue meter is working normal at present but considering the meter shoot-up issue, Distribution Licensee has to replace the meter on priority after availability of meter to avoid further billing related issues.

8) Considering the above facts there is no issue remains to be resolved, hence no SOP/compensation can be granted.

Hence the order

ORDER

The Grievance application is disposed off as fully resolved.

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.