



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/DOS/96/1848 OF 2018-19

Date of registration : 16/03/2019

Date of order : 24/04/2019

Total days : 39

IN THE MATTER OF GRIEVANCE NO. K/DOS/96/1848 OF 2018-19 OF SHRI.TANAJI BHIKU JAGDALE, 301 3RD FLOOR, SHREE SHUBHAM C.H.S., CHAITANYA SANKUL, BADLAPUR (E), TAL-KALYAN, DIST.THANE, PIN CODE – 421 503 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri.Tanaji Bhiku Jagdale,
301 3rd Floor, Shree Shubham C.H.S.,
Chaitanya Sankul, Badlapur (E),
Tal-Kalyan, Dist.Thane, Pin Code – 421 503
(Consumer No. 021660394335) . . . (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.Rahul Sontakke, AEE, Badlapur, (E) S/dn.

For Consumer - Shri.Pankaj T.Jagdale (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.Tanaji Bhiku Jagdale having consumer no. 021660394335. Grievance is that in Sept-2018 and Oct-2018 average bills were received which he has paid. November was a normal reading states with zero amount and Rs.1,180/- credit. LCR passed in Nov-2018, Dec-2018 Jan-2019 bill has to be settled. In Jan-2019 due to high voltage meter reading had jumped showing '694'. B-80 has been done from Sept-2015 to Jan-2019. Meter was disconnected without notice. Thus have cause harassment so Rs.10,000/- Compensation is claimed.
- 3) Distribution Licensee in reply contends that bill was issued in Sept-2018 and Oct-2018 on average basis, whereas bill for the month of Nov-2018 issued for '240' units as per reading and divided in three months. Further bill for Dec-2018 was issued on average basis for '80' units whereas bill for the month of Jan-2019 issued as per reading '694' and divided in two months.
- 4) Distribution Licensee further states that on receipt of billing complaint from the consumer to subdivision office, the CPL and images of energy meter shows that image for the month of Nov-2018 was not clear where as images for the month of Jan-2019 was very much clear. As per consumption recorded for 5 months. i.e. from months of Sept-2018 to Jan-2019 average consumption '187' units per month which is similar to previous average consumption per month of '182' units. Accordingly bill issued to the consumer for the month of Jan-2019 was revised by giving slab benefit for 5 months from Sept-2018 and credit B 80 (-) adjustment was given to consumer for the amount Rs.(-) 656.23 and effected in the bill for the month of Feb-2019.
- 5) Distribution Licensee further submits that after revision as above of the provisional bill issued to the consumer was requested orally by to pay revised bill and corporate MSEDCL. Further it is notice that consumer did not pay energy bill and as per routine practice electricity supply of the consumer was temporarily disconnected on 14/03/2019.
- 6) Distribution licensee further states that as per spot inspection done on 20/03/2019. It was found that the said consumer was using supply through extension of supply from the meter connected for common uses of the building namely consumer no.021660368440 (Secretary Shri. Shubham Co. Opp. Hsg. Society). Accordingly provisional bill Section 126 of IE Act 2003 for extension of electric supply for the premises other than for those for which supply was authorized. The bill has issued for sum of rupees 360/- for the period from 14/03/2019 to 22/03/2019. The consumer the secretary Shri.Shubham Co. Opp. Hsg. Society. Paid the said bill on 01/04/2019. Vide receipt no. 0462709. Also the consumer paid the energy bill for the month of Mar-2019 amounting to Rs.6,990/- on 22/03/2019. With reconnection charges as such the supply was restored on 22/03/2019.
- 7) Distribution Licensee therefore submitted that energy bill issued to the consumer as are per reading.

8) We have heard both sides. It is clearly explained by the distribution licensee and the bill ultimately recorded are as per reading and actual consumption. We do not see any excessive or incorrect billing.

9) So far as SOP is concerned we do not see any such count much was any claim was made to Distribution Licensee within 60 days.

10) Consumer claim compensation for harassment, Distribution Licensee had explained the situation. B-80 was also done still bills were not paid. There is no compensation provided for disconnection without notice or that the present case does not fall in serious case calling for compensation.

Hence the Order

ORDER

Grievance is dismissed.

Date: 24/04/2019

(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.