



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/E/1565/1865 OF 2018-19

Date of registration : 01/04/2019

Date of order : 22/05/2019

Total days : 52

IN THE MATTER OF GRIEVANCE NO. K/E/1565/1865 OF 2018-19 OF SHRI.SUNILKUMAR R. SHARMA, CHAWL NO.1, R.NO.-8, TULSI CHAWL, AT POST-VARAP, TAL-KALYAN, DIST.THANE, PIN CODE – 421 301 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri.SunilKumar R. Sharma,
Chawl No.1, R.No.-8, Tulsi Chawl,
At Post-Varap, Tal-Kalyan, Dist.Thane,
Pin Code – 421 301

(Consumer No. 020090010655) . . . (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.D.D.Dhuwe, Dy.EE, CSD 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 is one Shri.SunilKumar R. Sharma having consumer no. 020090010655. Grievance is that connection was taken on 01/04/2017. There were no arrears till Dec-2018. Suddenly consumer received bill for Rs.10,990/- and disconnection was done without notice. The said meter showed the reading of '1791' since the date of connection. Still without any fault on the part of the consumer huge bill as above was issued and disconnection done without notice.

3) Consumer further states that the huge amount of Rs.10,990/- and reconnection charge of 177 were recovered from the consumer and even thereafter old meter shown bearing no. 67828403 as shown was not installed, but other meter with no. 40603363 was installed. It was revealed then that meter no 07828403 shown in consumer's bills was of some other consumer and in order to hide their mistake Distribution Licensee officials have replaced the meter.

4) Consumer, therefore, prays that the bill paid by the consumer be refunded after revising the bill giving slab wise benefit and without interest and DPC.

5) **Distribution Licensee in reply states that :**

- i) *Connection given to the consumer for residential purpose on dated 01/05/2017.*
- ii) *Meter reading not taken from June-2017 to July-2018.*
- iii) *Reading is taken in Aug-2018. Bill for '1389' units was generated for 15 months of Rs.8,090/-.*
- iv) *The connection was PD in Jan-2019 for non-payment of energy bill.*
- v) *The consumer paid Rs.10,990/- on 14/01/2019 till Dec-2018 consumption. (upto reading 1791 KWH)*
- vi) *Meter was reconnected in Feb-2019. Reconnection initial reading is mistakenly fed 1 KWH instead of 1791 kwh.*
- vii) *Now as per inspection report the reading is 3593 kwh. Hence provisional bill of Rs. 19,500/- (for 3593-1791 = 1802 units) is issued to consumer.*
- viii) *Previous Meter no 07828403 was installed to consumer no. 020083103575/6 since DOC.*

6) We heard both sides. It is true that lot of negligence is shown by the Distribution Licensee officials in this matter. Meter no. 07828403 was being wrongly shown on the bills issued to the present consumer. The said meter no.07828403 is in fact installed for the connection of one Shri.Santosh Motiram Bagave. Now that the mistake is detected and the normal reading on the meter actually installed with consumer's connection is available. Mistake is remedied but present consumer is made to pay the arrears bill along with interest and DPC without any fault on his part. Also disconnection was done for nonpayment. Further after payment of the bill reconnection charges are recovered. This is all illegal and causing harassment to consumer for the fault of Distribution Licensee officials themselves.

7) Above being the states of affairs the impugned bill has to be revised.

Hence the order

ORDER

- 1) The Grievance application of consumer is allowed.
- 2) Impugned bill be revised by removing interest and DPC and excess be refunded.
- 3) Distribution Licensee to pay Rs.1000/- by way of compensation to the consumer.
- 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.

