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REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/ 260/ 0079 Date:21.05.2019

**HearingDate: 05.02.2019**

**CASE NO. 260/2018**

**In the matter of Billing**

Mr. Laluprasad S. Pandya,  
Shop No.01,Sitabai Apartment,  
Diva East-4000612.  
Vs

Maharashtra State Electricity Distribution Company Limited  
through its Nodal Officer,  
Thane Circle ,Thane

. . . . (Hereinafter referred as Respondent)

Appearance :

For Consumer – Shri. P. V Tayade Consumer representative  
For Respondent:- Bhusan Garude Additional Executive Engineer Shil Sub-  
Division Subdivision M.S.E.D.C.L

[Coram- Dr. Satishkumar Jaiswal - Chairperson, Shri. R.S.Avhad -Member Secretary and Sharmila Ranade - 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 subsection 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] Here in after 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. The Appellant filed his grievance in schedule 'A' to this Forum .The appellant herein is Shri. Laluprasad S. Pandya bearing consumer No. 0004649808. Grievance rose of meter not working properly and revise bill as per series meter.
  
3. The Notice issued to the Respondent to submit para wise reply and to appear before Forum. In result, the Respondent submits reply dated 29 January 2019 States that the applicant Mr. Laluprasad S. Pandya, Shop No.01,Sitabai Apartment, Diva East-4000612 has raised grievance in r/o consumer no 0004649808. Regarding the meter working fast and abnormal and prayed to revise bill as per series meter installed result. The Respondent further submits the consumer is live and demanded revise bill from date of connection. Further submit Meter is ok but as per the consumer complaint series meter installed. The applicant submit that applicant requested to revise the bill as per series meter report but the series meter testing report is not reliable to correct the bill.

4. We have heard both sides and gone through the record it is found that the applicant complaint about abnormal and fast meter to the respondent thereafter respondent installed series meter 04/12/2018 to 07/12/2018. We have gone through the series meter report.

Meter installed date(series ) 04/12/2018

Meter No 2076838

Reading on 04/12/2017 -3137KWH

Reading on 07/12/2017-3169 KWH

**a. =32 Units**

Existing Connection meter no 23179752

Reading on 4/12/2017 – 19520KWH

Reading on 07/12/2017-19662KWH

**b. =142 Units**

5. The report reveals that there is huge difference in consumption recorded on existing meter and series meter. The applicant has prayed to revise bill as per series report and surprisingly, other hand respondent installed meter to resolve the complaint themselves and denying the result. When there is Laboratory testing facility available with utility then they have to use it and if meter found not working properly then necessary remedies to made. Hence, I proceed to pass following order.

#### ORDER

The Consumer application 260/2018 is hereby partly allowed.

The Respondent directed to test the meter in meter testing laboratory and if result found abnormal then revise bill accordingly.

No order as to cost.

**I Agree/Disagree**

**I Agree/Disagree**

**MRS. SHARMILA RANADE,  
MEMBER  
CGRF, BHANDUP**

**Dr. SANTOSHKUMAR JAISWAL  
CHAIRPERSON  
CGRF, BHANDUP**

**RAVINDRA S. AVHAD  
MEMBER SECRETARY  
CGRF, BHANDUP**

The order is issued under the seal of Consumer Grievance Redresses Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, and Bhandup.

**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, Keshav Building,Bandra - Kurla Complex, Bandra (E),Mumbai - 400 051"
- b) consumer, as per section 142 of the Electricity Act, 2003, can approach Hon'ble Maharashtra electricity Regulatory Commission for non- compliance, part compliance or
- c) Delay in compliance of this decision issued under" Maharashtra Electricity Regulatory Commission ( consumer Redressed Forum and Ombudsman) Regulation 2003" at the following address:-  
  
"Maharashtra Electricity Regulatory Commission, 13<sup>th</sup> 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.