



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/DOS/114/1873 of 2018-19

Date of registration : 10/04/2019

Date of order : 04/06/2019

Total days : 55

IN THE MATTER OF GRIEVANCE NO. K/DOS/114/1873 OF 2018-19 OF M/S ACCURATE ANODIZING, GALA NO 1 SANJARI INDUSTRIAL ESTATE NO 1, 169 &170, WKANPADA, PELHAR , VASAI (E), TAL-VASAI, DIST. PALGHAR REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

M/s Accurate Anodizing,
Gala no. 1 Sanjari Industrial Estate No 1,
169 &170, Wkanpada, Pelhar ,
Vasai (E), Tal-Vasai, Dist. Palghar
(Consumer No. 001849034620) . . . (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited
Through it's Nodal Officer/Addl.EE.
Vasai Circle, Vasai

. . . (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.V.M.Gokhale, AA, Vasai (E) S/dn.

For Consumer - Shri.Vasant Vaze (C.R.)

[Coram- ShriA.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) The brief facts of the grievance application are :-

That the consumer M/S Accurate Anodizing is an Industrial consumer having 107.00 HP connected load and situated at Gala No.1 Wakhanpada, Vasai. It's meter number was 05791681.

Consumer Representative states that the electric bills issued to the consumer upto May-2018 were for minimum charges and on 24/04/2018 consumer paid Rs.5,620/- towards electricity charges. Consumer Representative further submits that somewhere in the month of May-2018 consumer's meter was replaced with new meter no.5796237. However this meter did not show reading in the month of June-2018 and in the month of July-2018 an exorbitant bill of '80731' units was issued by the License amounting to Rs.6,67,450/-.

3) Consumer Representative further submitted that since the consumer was not able to pay this inflated bill, it's supply was disconnected in Dec-2018 without giving any notice. Consumer Representative stated that consumer is ready to pay an amount of Rs.10,000/- towards the disputed bill of July-2018 and demands reconnection of electric supply. Consumer Representative also claimed that consumer's meter be tested in the lab and the bill be revised accordingly. Consumer Representative claims for installments.

4) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/205 dt.06/05/2019 to which Licensee appeared and filed reply on 16/04/2019.

5) Licensee submitted that consumer's meter no. 05791681 has been replaced by new meter on 28/08/2017, however inadvertently meter replacement report was not fed to the system. This fact was revealed in the month of June-2018.

6) Licensee further submitted that as per the meter replacement report dtd.15/04/2019 final reading of old meter is 164796 KWH and hence adjustment of '13134' units was levied in the bill of Jun-2018.

7) It is submitted that the initial meter reading of the new meter no. 05796237 and meter reading recorded in July 2018 is 80731 hence bill of accumulated consumption for '80731' units of 8 months are levied in the consumer's bill for July-2018.

8) It is the submission of the Licensee that as per consumer's request it's no meter no.5796237 was tested in the lab on 25/05/2019 and it was revealed that meter is slow by 2.4% and 1.59%. Accumulation of units is from July-2017 to June-2018.

9) We have gone through the documents and also heard the arguments by both the parties. We have noticed that the revision of bill is done by the Licensee is admitted by the consumer. Consumer Representative did not raise any dispute regarding the bill revision made by Licensee. Consumer Representative requested for installments. As per MSEDCL's circular Consumer is entitled for the installments. Supply is already reconnected. Licensee also submitted that the bill

of '2000' units in Sept-2018 and '1000' units in Jan-2019 is average bill and that Licensee is ready to adjust those bills.

Hence the order

ORDER

- 1) The Grievance application no.1873 of consumer is hereby allowed.
- 2) Consumer is entitled for twelve installments from date of reconnection without DPC and interest.
- 3) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 04/06/2019

(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, KeshavBldg, BandraKurlaComplex,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.

