



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**NO. K/E/1574/1883 OF 2019-20**

Date of registration : 30/04/2019

Date of order : 04/06/2019

Total days : 36

**IN THE MATTER OF GRIEVANCE NO. K/E/1574/1883 OF 2019-20 OF SHRI.NANIKRAM KODUMAL JAISINGHANI, SHOP OPP. BK 854, OPP RATAN GARDEN, ULHASNAGAR-3, DIST. THANE, PIN CODE – 421 003 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Shri.Nanikram Kodumal Jaisinghani,  
Shop Opp. BK 854, Opp Ratan Garden,  
Ulhasnagar-3, Dist. Thane,  
Pin Code – 421 003

(Consumer No.021513015868) . . . (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution  
Company Limited  
Throughit'sNodal 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) The Consumer herein Shri.Nanikram Kodumal Jaisinghani having single phase commercial connection vide consumer no. 021513015868 at Ulhasnagar. Consumer contends that his meter was faulty since Jan-2018 but replaced in Jan-2019. High bill issued for '200', '1000' and '3000' units. Bill to be revised as per regulation 15.4.1 for 3 months only and refund excess recovered bill with interest. Also SOP to be granted for mental and physical harassment.

3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/191 dt.02/05/2019 to which Licensee appeared and filed replied on 22/05/2019.

4) Distribution Licensee in its reply contends that consumer billed Inaccessible status for Jan-2018 to Apr-2018. For month of May-2018 to Nov-2018 billed as per faulty status on average of '200' units/month. Accordingly consumer bill is revised on average of '80' units/month for Jan-2018 to Jul-2018. Also for month of Aug-2018 to Nov-2018 bill revised as per '31' units/month.Amount of Rs.6304.66 is credited to consumer. Meter replaced on 11/12/2018. Consumer's connected load is 2 CFL, 2 Fan and 1 Tube light hence bill issued is correct as per connected load.

5) We heard both side and gone through the documents kept on record. From CPL it is clear that meter reading not taken since Jan-2018 and meter replaced on 11/12/2018 because it was faulty (i.e.no display) hence supply code regulation 15.4.1 has to be applied here for revision of bill. Consumer agreed that he never made application for replacement of meter. All application made by consumer are after date of meter replacement only ,hence Distribution Licensee has to revise the bill for 3 months prior to replacement of meter considering that the dispute has arisen at the time of replacement of meter. Hence Distribution Licensee to revise the bill for month of Sept-2018 to Nov-2018 by taking average of previous 12 months healthy period consumption. In this case healthy period was Jan-2017 to Dec-2017. From CPL average of healthy period average is '55' units/month. Distribution Licensee has already rectified the bill for period Aug-2018 to Nov-2018 as per consumption of '31' units/month hence there is no need to revise the bill again.Also there is no provision to refund amount collected prior to three months when the dispute arose.

6) As far as SOP/compensation is concerned Distribution Licensee. Has already rectified the bill and consumer has not made any. Application of SOP within 60 days from cause of action in view of SOP regulation 12.2.

Hence the order

**ORDER**

The Grievance application hereby rejected.

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, 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.