



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/1575/1884 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/1575/1884 OF 2019-20 OF SHRI.SURESH K.BHAVNANI, JAISHANKAR APARTMENT, 4TH FLOOR, ROOM NO.401, ULHASNAGAR-3, DIST. THANE, PIN CODE - 421 003 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Shri.Suresh K. Bhavnani,  
Jaishankar Apartment, 4th floor,  
Room No.401, Ulhasnagar-3,  
Dist. Thane, Pin Code - 421 003

(Consumer No.021510418091) . . . (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- 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) Consumer herein Shri.SureshK.Bhavnani having single phase residential connection at Ulhasnagar vide Consumer No. 021510418091. Contention of Consumer Representative is that consumer meter is faulty since Jan-2018, but replaced in month of Jan-2019. High bill issued during disputed period. Bill to be revised as per supply code regulation 15.4.1 for 3 months only and refund excess recovered bill with interest. SOP to be granted for mental and physical harassment.

3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/192 dt.02/05/2019 to which Licensee appeared and filed reply on 22/05/2019.

4) Distribution Licensee in its reply contends that, consumer billed on **Faulty** status from Feb-2018 to Nov-2018. In Feb-2018, bill for '118' units charged and from Mar-2018 to Nov-2018 bill for '418' units issued. Consumer's connected load is 4 Tube, 1 TV, 1 Fridge, 1 Washing machine, 4 CFL, 2 Fan, 1 AC. Bill revision proposal for month of Sept-2018 to Nov-2018 with average consumption of '200' units/month was submitted to higher authority but he has rejected the proposal. Now the revised proposal considering new meter consumption for Rs.15204.69 has been submitted to higher authority again. Consumer meter is already replaced in month Dec-2018. Hence consumer grievance is already redressed and no further relief to be granted to consumer.

5) We heard both parties and gone through documents submitted by both parties. From CPL, consumer billed on faulty status from Feb-2018 to Nov-2018. In month of Dec-2018 meter replaced and effect given in month of Jan-2019 bill. Prior to Feb-2018 meter was working and average consumption/month was '249.50' units. The old meter was replaced for no display hence bill to be revised as per supply code regulation 15.4.1. In this case admittedly consumer never made written complaint and paid this monthly bill regularly till Oct-2018. As per regulation 15.4.1 Distribution Licensee has to revise the bill for month of Sept-2018 to Nov-2018 taking average consumption. '249.50' units/month i.e. previous 12 months healthy period average.

6) As far as SOP/Compensation is concerned, consumer is not entitled for the same as he has not made SOP demand within 60 days from cause of action in view of SOP regulation 12.2.

Hence the order

### **ORDER**

1) The Grievance application of consumer is hereby partly allowed.

- 2) Consumer's bills to be revised for month of Sept-2018 Nov-2018 taking average consumption. '249.50' units/month as explained in para no. 5 without DPC and interest. No provision of refunding excess amount already recovered prior to Sept-2018.
- 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)

MemberSecretaryChairperson

CGRF, Kalyan.

(A.M.Garde)

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.