



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/E/1576/1885 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/1576/1885 OF 2019-20 OF SHRI.KISHAN N.MANSHANI, SHOP NO.4, SHAHNSHAH APARTMENT, GROUND FLOOR, ULHASNAGAR-3, DIST. THANE, PIN CODE – 421 003 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri.Kishan N.Manshani,
Shop No.4, Shahnsah Apartment,
Ground Floor, Ulhasnagar-3,
Dist. Thane, Pin Code – 421 003
(Consumer No.021513005188) . . . (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 - Shri.U.R.Thakare, AEE, 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.Kishan N.Manshani having commercial connection vide consumer no.021513005188 at Ulhasnagar. Consumer representative contends that meter is faulty since Jan-2016. Meter not replaced within 2 months. Bill to be revised as per regulation 14.1.1. SOP to be granted for physical and mental harassment from Jun-2016.
- 3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/193 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 average of '172' units/month for period of Nov-2017 to Mar-2018 for period Apr-2018 to Feb-2019 consumer billed on RNA/Lock status for average '472' units/month. In Mar-2019 total reading '12986' updated in system. Accumulated '3191' units bill divided in 17 months and LCR of Rs.71593.71 is given to consumer in month of Mar-2019.
- 5) Consumer consumed '3191' units from Nov-2017 to Mar-2019. Average consumption comes out '187' units/month. As per spot verification report on 21/05/2019 connected load of consumer is 1 Fridge, 2 CFL, 11 LED, 4 Fan, 1 AC, and 2 PC. Hence the units consumed are as per load only. Meter is not faulty and working properly hence regulation 15.4.1 does not apply here.
- 6) We heard both sides and gone through the documents kept on record. From CPL consumer billed on locked/RNA from Nov-2017 to Feb-2019. In month of Mar-2019 bill of '3191' issued to consumer also the credit of Rs.71612.59 released in the same month. Meter is working normal after Mar-2019. Hence we suggested to test the meter but Consumer Representative don't want to test meter. In this situation regulation 15.4.1 will not apply here. Only the relief that can be granted is installments. Consumer Representative has not demanded the same in his grievance application, but we feel that if consumer demands installment then same should be granted to consumer as per their own circular that too without DPC and interest.
- 7) SOP not be granted as the consumer not applied for the same within 60 days from cause of action in view of regulation 12.2.

Hence the order

ORDER

Grievance application is 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, 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.