



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/1561/1849 of 2018-19**

Date of registration : 18/03/2019

Date of order : 04/06/2019

Total days : 78

**IN THE MATTER OF GRIEVANCE NO. K/E/1561/1849 OF 2018-19 OF SHRI.PINTU KUMAR SINGH, ROOM NO.203, MOHAN PALACE, NEAR BARODA BANK, AT.POST- VARAP, TAL-KALYAN, DIST.THANE, PIN CODE- 421 301 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Shri.Pintu Kumar Singh,  
Room No.203, Mohan Palace,  
Near Baroda Bank, At.Post- Varap,  
Tal-Kalyan, Dist.Thane, Pin Code- 421 301  
(Consumer No.020083096897) . . . (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.D.D.Dhuwe, Dy.EE, CSD 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) Consumer is having an electric supply from 01/09/2016 through meter no.75554486/76323750 to his premises. consumer contended that this meter recorded proper/normal reading up to Dec-2018. This meter was replaced by meter no.75554486 and an average bill of '100' units was issued to the consumer. Consumer stated that he has made payment towards this bill in the month of Dec-2018.

3) Consumer further stated that in the month of Jan-2019 also Licensee has issued him a bill of '500' units on average basis, which has been paid by the consumer. Even in the month of Feb-2019 Licensee issued a bill of 500 units on average basis, which is also paid by the consumer.

4) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/111 dt.19/03/2019 to which Licensee appeared and filed reply on 03/04/2019.

5) Licensee appeared and submitted that :-

Meter reading of the consumer was not taken from March-2018 to Oct-2018 as the meter was showing permanent disconnection in the system. However in the month of Nov-2018 this meter was replaced by meter no.12757615 and the connection was made live. The initial reading on this meter was 4569 KWh and meters no updated in the month of Jan-2019.

Licensee further stated that though the meter was showing permanent disconnection status in the system the connection was actually live on the site hence an assessment of '3000' units for the period from March-2018 to Oct-2018 was issued to the consumer.

Licensee also submitted that a total bill of '4070' units for the period from Jan-2019 to March-2019 was generated and issued to the consumer (actual consumption of 1070 for the period form Jan-2019 to March-2019 + 3000 assessed units of P.D. period)

It is the contention of the Licensee that the bill of March-2019 is revised and slab benefit given to the consumer. Accordingly an amount of Rs.18566/- is credited to consumer's account and now an amount of Rs.24340/- is due from the consumer.

6) We have heard both the parties and gone through the document filed by both parties after going through the record kept before us and hearing the documents we have noticed the following points :-

- i) CPL shows that meter was permanent disconnection from March-2018 to Oct-2018.
- ii) Reconnection was fed in the month of Nov-2018.
- iii) In the month of Jan-2019 meter was replaced with a new meter no. 12757615.
- iv) CPL also shows recovery of '3000' units for the period from March-2018 to Dec-2018 is made by the Licensee.

Taking into consideration all the above points we pass the following order.

- 7) Delay is due to adjournments asked by both parties on two hearings.

Hence the order

**ORDER**

- 1) The Grievance application no.1849 of consumer is hereby partly allowed.
- 2) Licensee is directed to issue a bill as per regulation 15.4.1 for Aug-2018 to Oct-2018 only (i.e.3 months)
- 3) All the bills from March-2018 to July-2018 are to be set aside.
- 4) 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)  
Member Secretary  
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.