



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/119/1897of 2019-20**

Date of registration : 20/05/2019

Date of order : 03/07/2019

Total days : 44

**IN THE MATTER OF GRIEVANCE NO. K/DOS/119/1897 OF 2019-20 OF MR. DILIP NANDLAL MAITI, GALA NO.5, S.NO.32/2, OPP. DHURI RESORT, WALIV, VASAI (E), DIST. PALGHAR, PIN CODE – 401 208. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.**

Mr. Dilip Nandlal Maiti,  
Gala No.5, S.No.32/2,  
Opp. Dhuri Resort, Waliv, Vasai (E),  
Dist. Palghar, Pin Code – 401 208  
(Consumer No. 001900145167) . . . (Hereinafter referred as Consumer)  
V/s.

Maharashtra State Electricity Distribution  
Company Limited  
Throughit'sNodal Officer/Addl.EE.  
Vasai Circle, Vasai . . . (Hereinafter referred as Licensee)

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

For Consumer - Shri.Vasant Vaze (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 brief facts of the grievance application are :-

The consumer Mr. Dilip Nandlal Maiti is having an Industrial connection for his unit situated at Waliv, Vasai (E) consumer stated that up to the month of March-2019 Licensee had issued him the electricity bills for minimum charges without taking actual reading. Consumer further states that up to Feb-2019 he received electricity bill showing meter no. 06489340 however in the month of March-2019 this was replaced with new meter no.18059558 and again received a bill showing minimum charges.

It is the contention of the consumer that in the month of April-2019 he received a bill for Rs.5,06,980/- against '53681' units computed on new meter. According to the consumer this is a highly inflated bill.

The consumer further submitted that this being a hugh amount he could not pay the entire amount. Consumer therefore approached forum and requested to direct Licensee –

- i) Not to disconnect his supply
- ii) To provide meter replacement report along with CPL.
- iii) To provide check reading report.

3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/242 dt.23/05/2019 to which Licensee appeared and filed reply on 29/05/2019, in which Licensee submitted that :-

- i) The consumer was having meter no. 06489340 with sanction load of 27 HP from 26/03/2016. However consumer made an application to increase it's load from 27 HP to 65 HP. Accordingly his meter was replaced in the month of May-2018.
- ii) Licensee further stated that though the load was increased as per consumer's application, demand charges were levied considering sanction load as 27 HP instead of 65 HP for the period from June-2018 to Feb-2019. Hence the difference in and charges

Demand Charges i.e. Rs. 51360 for 65 HP  
Rs. 2830 for 27 HP  
 Rs. 48530

are due from the consumer. Hence Licensee requested to reject the grievance application of the consumer.

We have gone through the submissions and documents on record. We have observed that, at the time of hearing consumer did not complain about the excess billing and insisted for installment.

4) Consumer even not pressed for meter testing. Having regard to the above facts we are of the opinion that consumer is entitled for installments as per MSEDCL's own circular.

Hence the order

**ORDER**

- 1) The Grievance application of consumer is hereby allowed.
- 2) Licensee is directed to allow the consumer to pay amount of Rs.5,06,980/- in 11 equal months from date of raising of bill.
- 3) Licensee is directed not to levy any interest or DPC on this amount.
- 4) Consumer to pay the installments along with current bill.
- 5) The amount already paid by consumer to be adjusted in installments.
- 6) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 03/07/2019

(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.