



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/1597/1925 OF 2019-20

Date of registration : 15/07/2019

Date of order : 11/09/2019

Total days : 58

IN THE MATTER OF GRIEVANCE NO. K/E/1597/1925 OF 2019-20 OF SHRI. AJAY KUMAR BUDARI, 402, B-WING, OMKAR RESIDENCY, OPP. RAILWAY STATION (WEST), MANDA, TITWALA, PIN CODE - 421 605 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri. Ajay Kumar Budari,
402, B-Wing, Omkar Residency,
Opp. Railway Station (West), Manda,
Titwala, Pin Code - 421 605
(Consumer No. 020110188111) . . . (Hereinafter referred as Consumer)
V/s.

Maharashtra State Electricity Distribution
Company Limited
Through it's Nodal Officer/Addl.EE.
Kalyan Circle - II, Kalyan . . . (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.D.D.Dhuwe, Dy.EE, Constr.S/dn., Kalyan

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 herein is Shri. Ajay Kumar Budari having residential connection at Titwala-Manda contention of consumer is that, his meter was faulty for many years hence the faulty bill to be revised as per supply code regulation 15.4.1 and refund the recovered bill with interest. Consumer also demands SOP.

3) We have heard both sides. It is alleged that meter was faulty since 2013 and it was replaced in Dec-2018. No complaint was made till 13/05/2019. Consumer Representative prays that Regulation 15.4.1 be applied and refund of bills already paid between 2013 to 2018 be granted along with interest. We have given thoughtful consideration to the prayer made vis. a vis. Regulation 15.4.1. it is clear from the said regulation that it applies only when the dispute has arisen and adjustment to be made for only three months prior to date when dispute arises. That being so Consumer Representative is trying to misinterpret the regulation 15.4.1 to recover past paid bills having consumed the energy without raising any dispute grievance as required by Regulation 15.4.1. Grievance fails.

Hence the order

ORDER

The Grievance application is dismissed

Date: 11/09/2019

Sd/-
(Mrs.S.A.Jamdar)
Member
CGRF, Kalyan

Sd/-
(A.P.Deshmukh)
Member Secretary
CGRF, Kalyan

Sd/-
(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, BandraKurla 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.