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Consumer Grievance Redressal Forum

“VidyutBhavan”, Gr. Floor,

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REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/169/432

Date:14.11.2019

**Hearing Date: 18.12.2018**

**CASE NO.169/2019**

**Mr.RavindraJadav,**

**H.No.0274,Koperkhairne Village,**

**Navi Mumbai 400709.**

(CONSUMER NO.000561015619). . . (Hereinafter referred as Consumer)

**Versus**

Maharashtra State Electricity Distribution Company Limited

through its Nodal

Officer,

Vashi Circle.

. . . (Hereinafter referred as Licensee)

**For Consumer** – Mr.SurajChakraborty - Consumer Representative.

**Appearance : For**

**Licensee**

Mr.Sonkusre, Addl. Executive

Engineer, Koperkhairne Sub

Division.

**[Coram- Dr.SantoshkumarJaiswal - Chairperson, Shri. RavindraAvhad - Member Secretary and SharmilaRanade - Member (CPO)].**

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 subsection 5 to 7 of section 42 of the Electricity Act, (36/2003). Hereinafter it is referred as 'Regulation'.

He is received the bill of Rs. 2070/- as his load is very less to consumer such huge units. So he has raised his complaint to Junior Engineer office and linemen visited his premises dated 31.07.2017.so, write an remark on his bill that no display on his meter. And again in August 2017 he received the bill of Rs. 3200 and unit consumption 400 units. So again Assistant Engineersend the line men to verify his load and meter reading. The line staff visited on 08.09.2017 and got the reading 16106 and the load is 1 fridge,1TV.Three fan, and 2 CFL bulb and in that bill of august the units/reading is 4128 units 12.08.2017. On September meter got reading obtains 171. And the billreceived 300 units again he visited Dy.EE office and got the reply to produce the inspection report from the Assistant Engineer.

Again November he received the bill of units 710 units. On assumption. But in meter its showing 511 units. How the bill is generated we still didn't understand.

Height is that on dated Oct. 2017 we received the bill of Rs. 43,699/- and our meter got disconnected we have paid Rs. 10,000/- on under protest and paying all running bills is every months. Now his supply is disconnection due to non-paymentof dispute bill.

The meter reading of said consumer was taken wrong since date of connection to September 2017. In September 2017 it was recorded 16151. Reading taken in photo and punched bill was totally different. While checking it was found that, in the month of April 2017 reading on photo was 14238 and reading punched was 3128. Also it was found that, in the

month of April 2016 reading on photo was 9654 and reading punched was 1539.

Hence, B-80 for reading 9654 to 14238 i.e. 4584 units (382 units per month) from April 2016 to March 2017 and for reading 14238 to 16151 i.e. 1914 units (479 units per month) from April 2017 to July 2017 amounting Rs. 31291/- and 12409/- is charged in September 2017.

Meter was replaced on 22.09.2017. As per new meter consumer have used 620 units from 22.09.2017 to 24.11.2017. Still till April 2016 consumer had charge 2769 units but used 9654 units difference of units not yet charged to consumer.

The consumer has not initiated any proceeding before IGRC and directly filed his grievance before this Forum. The utility filed his reply.

Looking to the submission made by both sides and the exorbitant of showing consumption for the month of April 2016. The meter was replaced on 22.09.2017 as per new meter. Consumer has used 620 unit from 22.09.2017 to 24.11.2017.

Looking to the load of residential unit it appears that the meter is apparently faulty one and therefore it is required to consider the payment of bill as per average of new meter per month that is 310 units per month for the disputed period. Hence it is held that applicant has prove that the bill is required to be corrected from April 2016 to August 2017.

Hence, we proceed to pass following order.

### **ORDER**

1. This application is hereby partly allowed.



not be available after three years as per MERC Regulations and those will be destroyed.