



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/DOS/143/1956 of 2019-20

Date of registration : 05/10/2019

Date of order : 02/12/2019

Total days : 58

IN THE MATTER OF GRIEVANCE NO. K/DOS/143/1956 OF 2019-20 OF SHRI.RAJKUMAR MOHANLAL DHAMEJA, PLOT NO. 170, SHEET NO.-33, UNO-2, VITHALWADI, ULHASNAGAR – III, DIST. THANE, PIN CODE – 421 003.REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri.Rajkumar Mohanlal Dhameja,
Plot No. 170, Sheet No.-33, UNO-2,
Vithalwadi, Ulhasnagar – III, Dist. Thane,
Pin Code – 421 003

(Consumer No. 021514001275, LT-VInd.)

... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited
Through it'sNodal Officer/Addl.EE.
Kalyan Circle-II, Kalyan

... (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.H.J.Gothwade, AEE, Ulhasnagar S/dn.-III

For Consumer - Shri.J.S.Rajput(C.R.)

[Coram- Shri.A.P.Bhavthankar -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 complaint no.1956 of 2019, Shri. Rajkumar Mohanlal Dhameja, Plot No. 170, Sheet No.-33, Uno-2, Vithalwadi, Ulhasnagar – 3, Dist. Thane, Pin Code – 421 003 V/S Addl. Executive Engineer, Ulhasnagar-III S/Dn. Consumer complaint is regarding threat of disconnection. Consumer filed this grievance directly before CGRF under threat of disconnection, consumer further allege that he is using the said connection for Industrial purpose since 07/06/2002. He paid his bills regularly till Jun-2019. There is no use in the premises since year 2018. Only one fan and tube light load is there. Suddenly in month of Aug-2019 bill for '1942' units amounting to Rs. 38,240/- issued to him. Consumer further contends that there was minimum use in the range of 30-40 units till Jul-2019 which is paid by consumer. The meter installed in the year 2006 and meter has jumped the reading. No inspection of meter done during so many years. Supply disconnected without notice. Consumer demands revision of bill and reconnection.

After filing the said dispute on 05/10/2019 notice was issued to the Respondent Utility on 05/10/2019, directing utility to file reply on or before 15/11/2019.

Respondent Utility in its reply contends that, bill issued to consumer in month Aug-2019 is as per reading only. The consumer premises visited after his application and it is found that meter reading available on meter was correct. The consumer reading data is auto approved through MDAS system and all the reading data is available in MDAS system. Hence Respondent Utility requested to dismiss the consumer complaint. We have perused document filed by consumer and Respondent utility carefully following point arose for my consideration to which I have recorded by finding to the points the reason given below.

Points :

- i) Whether bill issued to consumer in month of Aug-2019 is correct as per reading?
- ii) Whether the consumer is entitled for any relief?
- iii) What order?

Reasoning :

We have given opportunity to the consumer Representative and Respondent Utility representative and the Grievance was heard on 11/10/2019. During the hearing instruction were passed to download MRI report of the consumer. Respondent Utility submitted the MRI data for last 6 months on 18/11/2019. From MRI data it is revealed that consumer used 7.00 KW MD on 14/06/2019. 41.80 KW MD on 24/07/2019, 42.00 KW MD on 02/08/2019. From MRI data it is clear that consumer consumed '1515' units in month of Jul'19 (Billed in Aug'19) in all 4 slabs of TOD meter. Consumer consumed 540 units in SLAB 1, 483 units in SLAB 2, 209 units in SLAB 3 and 283 units in SLAB 4. This clearly shows that there was consistent use in all slab of meter and meter has not jumped instantaneously. In the month of Aug-2019 (Billed in Sep'19) consumer consumed 461 units that too also divided in all four slab. Hence this is not case of meter jump. Consumer M.D. in month Aug-2019 billed in Sep'19 is 42.00 KW hence consumer bill issued with

load penalty. Hence even though the consumer consumed less units his bill is high. Bill issued to consumer in month of Aug-2018 is correct as per reading and MRI data.

In our opinion meter cannot be treated as jumped, hence no relief can be granted to consumer in this regard. Hence we are inclined to dismiss the consumer complaint.

Hence the order

ORDER

The Grievance application no. 1956 stands dismissed.

Date: 02/12/2019

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

Sd/-
(A.P.Bhavthankar)
Chairperson
CGRF, Kalyan

Sd/-
(A.P.Deshmukh)
Member Secretary
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.