

.(A Govt. of Maharashtra Undertaking)  
CIN : U40109MH2005SGC153645

PHONE NO. : 25664314/25664316  
FAX NO. 26470953  
Email: [cgrfbhandupz@gmail.com](mailto:cgrfbhandupz@gmail.com)  
Website: [www.mahadiscom.in](http://www.mahadiscom.in)

Consumer Grievance Redressal Forum  
"Vidyut Bhavan", Gr. Floor,  
L.B.S.Marg,Bhandup (W),  
Mumbai – 400078.

---

REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/173/ 115

Date:11.06.2019

Hearing Date: 09.10.2019

**CASE NO.173/2018**

**In the matter of billing**

Mrs. Hema Rajesh Daiya,  
Hema Mix Farsan Mart,  
Shop NO. 63,  
Pandit Dindayal upadhay Marg,  
Thane (W)-400080 (Hereinafter referred as applicant)

Versus

Maharashtra State Electricity Distribution Company Limited  
through its Nodal Officer,

For Consumer – Shri. Rajesh B Daiya Consumer representative  
For Respondent:- Shri. S.S.Kuril Additional Executive Engineer  
Pachrasta Sub- Division Subdivision M.S.E.D.C.L

[Coram- Dr. Santoshkumar Jaiswal - Chairperson, Dr. R.S.Avhad -Member Secretary  
and Sharmila Rande - 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'.

2. This is the case of reimbursement of excess money paid of March 2018 of Rs. 3860/- and stay on latest payment till matter is resolved. It is the say of complainant Mr. Rajesh Daiya for Mrs. Hema R. Daiya that case file online complaint dated 30.04.2011 to Mr. Aniket Pune for his heavy bill and subsequently filed return complaint to Mr. Shinde Engineer at Pachrasta. Initially it was refused for faulty meter suspect and replacement. I was advice to pay meter check and submit Xerox copy. It was also informed that the billing department relies on the report of Mr. Shinde and i had paid Rs. 3860/- for faulty meter reading before due date and now he has received the another huge bill 4580/- for month of April 2018. The first bill of March Rs. 3860/- for 346 units and Second huge bill April Rs. 4580/- for 386 units. He was further assured form reliable sources that being a regular pay master will not face disconnection without prior notice; his history of consumption was approximately 50 units per month or in summer up to 90-105 units for extensive use of Fans. In meantime he made online complaint and awaited for response of Mr. Shinde. He did not pay the bill of April 2018 of Rs. 4580/- of 386 units. Nothing happened in the month of March and June except two bill 1) Rs. 3860/- paid 2) Rs. 4580/- unpaid. He further submit that on 4 May Mr. Sandip turned up for accucheck and informed him " not to worry even in your absence I will do my job". The applicant further submits that Mr. Shinde was not present and on phone he was reply that Mr. Sandip reported normal reading for accuracy check. Mr Shinde blindly trusted him or both have manipulated to turn and twist the report. There record Mr. Sunil Kuril the Accounts Officer and asked him for accucheck report and say 30 years old meter is normal then does it imply that current

new electronic meter is faulty from all this submit and aspect to reimbursement all Rs. 3860/- after reevaluation from 17.02.2018 to 9.05.2018 old faulty meter period and after deduction and revaluated amount arising thereof in his future billing cycle. Kindly also consider the net arrears of Rs. 7222.15 reflecting in June 18 billing is combination of May and June .

3. In the reply of utility dated 10.08.2018 it was submitted by Addl. Executive Engineer Pachrasta Sub division, Mulund, MSEDCL that consumer Complaint and spot inspection report of consumer submission whose the reading of accucheck 1.1791 and result of error +2.01%. utility further submit that the meter replacement report on dated 04.05.2018 existing meter that is old meter was check by assistant Engineer Pachrasta and consumption pattern of old meter of existing consumer CPL copy of the meter testing Thane-2 and consumer meter no. 016148 has been sent for meter testing in Thane- 2 division and on 07.07.2018 it was informed that consumer twice to remain present for lab testing but consumer not ready.
4. Further submit that as per consumer application accucheck test have been carried out test result where in permissible limit. Consumer has been billed under normal status and verified consumers reading found as per photo reading hence justified. The consumer satisfaction meter has been sent to lab in Thane – 2 Division and tested to co-operate for testing and pay the bill. There is no evidence of faulty meter.
5. Heard both sides and gone through the evidence of record and shows that electricity meter is having no fault. Consumer also fails to prove that meter is faulty one. Under circumstances the investigation reports and accucheck report of the utility and say of the utility clearly shows that there is no fault in the meter for a billing. Hence I found no substance in complaint considered. Hence I pass following order.

### **ORDER**

1. The applicant application 173 /2018 is hereby dismissed.

2. No order as to the cost.

Both parties should be informed accordingly.

**I Agree/Disagree**

**I Agree/Disagree**

**MRS. SHARMILA RANADE,  
MEMBER  
CGRF, BHANDUP**

**Dr. SANTOSHKUMAR JAISWAL  
CHAIRPERSON  
CGRF, BHANDUP**

**RAVINDRA S. AVHAD  
MEMBER SECRETARY  
CGRF, BHANDUP**

The order is issued under the seal of Consumer Grievance Redresses Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup.

**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, Keshav Building,Bandra - Kurla Complex, Bandra (E),Mumbai - 400 051"
- b) b) consumer, as per section 142 of the Electricity Act, 2003, can approach Hon'ble Maharashtra electricity Regulatory Commission for non- compliance, part compliance or
- c) Delay in compliance of this decision issued under" Maharashtra Electricity Regulatory Commission ( consumer Redressed Forum and Ombudsman) Regulation 2003" at the following address:-  
  
"Maharashtra Electricity Regulatory Commission, 13<sup>th</sup> 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.