



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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EE/CGRF/Kalyan/

Date of registration: 29/07/2017

Date of order : 27/09/2017

Total days : 23

IN THE MATTER OF GRIEVANCE NO. K/E/1241/1465 OF 2017-2018 OF JAGANNATH KRUSHNA BHANDARI, R.NO.04 BHANDARI CHAWL, DHAKATE, SHAHAD, KALYAN (WEST), REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri K.Mohan Ayyappam,
C/o. Subi Tyre Service, H.No.3675,
G.B.Chawl, Opp. Anmol Garden,
Kalyan (E), Pin -421306
(Consumer No.020202099984)

... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited
Through it's Nodal Officer/Addl.EE.
Kalyan Circle-I,

... (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri S.V.D.Yadav-Addl.EE-KC-I.
For Consumer – Shri J.K.Bhandari- in person.

[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. 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 (Electricity Supply Code and other conditions of supply) Regulations 2014'.

2] The consumer Jagannath Krushna Bhandari has alleged that he is not the consumer at all but he received a notice of arrears of bill. The consumer number stated by him is 020131300485. He states that he approached IGRC, but he did not get any relief. He states that he has not given any application for electricity connection at all.

3] In reply, the Licensee has stated that in the name of the applicant/consumer Jagannath K. Bhandari, there is electricity connection in his name for room No.04, Ataligaon, and the consumer number as stated above. The first bill was given for August 2014 for 2.63 months amounting to Rs.14,381.45 Ps. For 1605 units for September 2014, the bill was given for Rs.4,511.30 Ps for 516 units. Thus, there was arrears of 19,612/-. On account of arrears permanent disconnection was made in October 2014.

4] In the newly declared amnesty scheme, notice was issued to the consumer for payment of arrears and applicant/consumer accordingly paid the arrears after obtaining benefits under Amnesty Scheme. Now a false case is filed.

5] We have heard both the sides. It is to be noted at the outset that a notice was given under Amnesty Scheme for payment of bills and the applicant/consumer has already paid the same by taking the benefit of the scheme. The interest has been waived, so also the D.P. amount. Now applicant/consumer seeks to claim that he had not applied at all for any connection nor he was a consumer. During the arguments, it revealed that his brother was looking after the said chawl, in which said connection was taken. Now his brother is no more. It is revealed that these two brothers were staying at Shahad Kalyan, Dhakate. Now this applicant/consumer is looking after the children of his deceased brother. It appears to clear that some excuse is trying to be

taken to take refund. The applicant/consumer make certain grievances and allegations against the wireman , but then no complaints were made at proper time in the year 2014 when the connection was given to the premises. The dispute tried to be raised beyond limitation. The applicant/consumer has already paid bill and the amount of interest and DP amount are waived. Now no dispute remain at all.

Hence the order.

ORDER

Grievance application is hereby dismissed.

Date: 14/09/2017.

(Mrs.S.A.Jamdar)
Member
CGRF, Kalyan

(A.P.Deshmukh)
Member Secretary
CGRF, Kalyan.

(A.M.Garde)
Chairperson
CGRF, Kalyan.

- 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.