



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
Ph- 2210707, Fax – 2210707, E-mail : cgrfkalyan@mahadiscom.in

EE/CGRF/Kalyan/	Date of registration	: 10/11/2017
	Date of order	: 23/11/2017
	Total days	: 14

IN THE MATTER OF GRIEVANCE NO. K/DOS/54/1494 OF 2017-2018 OF SHRI. GHANSHYAM R.BATHIJA, SAIMOHOR APPT., A-8, ULHASNAGAR – 421 001 FLAT NO.204 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri. Ghanshyam R.Bathija.
Saimohor Appt., Flat no.204,
A-8, Ulhasnagar – 421 001 .
(Consumer No.021510684521) ... (Hereinafter referred as Consumer)
V/s.

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

Appearance : For Licensee - J.L.Borkar , Addl. Exe. Eng. Ulhasnagar S/dn.-I
For Consumer – Rajput (C.R.).

[Coram- Shri A.M.Garde-Chairperson, 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 Redressed Forum has been established as per the notification issued by MERC i.e. "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressed 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) This is very short case involving disconnection without notice & delayed reconnection that too after recovering reconnection charges. There appears to be no contest. Some reasons are given for delayed reconnection that the concerned post of Office Assistant was vacant that there was no intentional delay. Thus disconnection without notice, delayed reconnection & recovery of reconnection charges are borne out from the record

For disconnection without notice compensation in the sum of Rs. 1000/- may be awarded. For delayed reconnection the SOP amount as per clauses 5 of Appendix A MERC Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation Regulation 2014 is as under

Reconnection

Reconnection of a Consumer who has been disconnected for less than six (6) months, from the time of payment of either all amounts to the satisfaction of the Distribution Licensee or, in case of a dispute, such amount under protest in accordance with the provision to sub-section (1) of Section 56 of the Act.

Rs.100 per week or part thereof of delay

ORDER

- 1) Grievance application of consumer stands allowed.
- 2) MSEDCL to pay the Consumer Rs.1000/- towards compensation for disconnection without notice.
- 3) MSEDCL to pay Rs. 100/- towards SOP amount for delayed reconnection.
- 4) MSEDCL to refund the reconnection charges to the consumer.
- 5) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date : 23/11/2017

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

(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, 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.