

**Consumer Grievance Redressal Forum**  
**Maharashtra State Electricity Distribution Co. Ltd.**  
**Bhandup Urban Zone, Bhandup**

Ref. No. Member Secretary/MSEDCL/CGRF/BNDUZ/

Date :

Case No.488

Hearing Dt. 18.03.2013, 15/04/2013.  
& . 16/07/2013.

In the matter of Tariff and name change and restoration of power supply.

Mr.Nipun S.Sharma

- Applicant

Vs.

M.S.E.D.C.Ltd., Pnavel

- Respondent

Present on behalf

A] - On behalf of CGRF, Bhandup

1) Shri S.K. Choudhary, Chairman, CGRF, Bhandup.

2) Shri. R.M Chavan, Member Secretary, CGRF, Bhandup.

3) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B] - On behalf of Applicant

1) Mr.Saurabh Sharma. –Consumer Representative

2) Mr. Nipun Sharma.

C] - On behalf of Respondent

1) Shri. Chandramouli, Dy. Ex. Engr., Panvel.

**ORDER**

Shri. Nipun Sharma (who has purchased the said shop from Shri. Govind Kanu Prabhu), Shop no 10, Satya Sai Plaza, Plot no. 11, Sector 10, New Panvel, bearing meter no. 7610725420, consumer number 028510824328, has filed this representation, number 488 before the Forum for following relief:-

1. Interim order for restoration of electric supply
2. Change of name (from Shri. Govind Kanu Prabhu to Shri. Nipun Sharma)
3. Waiver of the minimum charges charged during PD
4. Change of tariff from 'Commercial' to 'Residential' with effect from August 2012
5. Penalty to the utility along with compensation

Forum have heard the extensive arguments of both the parties, and also have gone through the documents placed before the Forum.

Now, the questions before us are-

- A. Whether the relief can be granted to the consumer
- B. What relief

1. During the arguments it was noticed that the utility had disconnected the supply of the said meter without following the procedure, without giving notice which is mandatory.

Therefore we had already given interim relief and the electric supply has already been restored.

2. Regarding change of name, we order the utility to change the name to Shri. Nipun Sharma, on receipt of Sale-Deed or Share Certificate, as is required by the utility.

3. Regarding other prayers of the complainant:

- a) It is clear to us that the utility did not follow proper course before disconnecting the supply.

Therefore we order the utility to waive off the minimum charges which they have charged during the PD.

- b) The consumer Shri Nipun Sharma has prayed for change of tariff from commercial to residential. But during the arguments, consumer representative conveyed that the said premise is used as an office and the peon sometimes resides there. Thus, we do not agree that it can be considered as residential.

Therefore, the prayer of the consumer to change the tariff to LT-1 is dismissed.

- c] As regard the prayer of the complainant for penalty and compensation, the consumer has not come out with any specific damage which he has suffered. It is therefore not possible to award any compensation or penal damages to this consumer.

We order the utility to take stringent action against the concerned person for illegal disconnection of the supply and informed this Forum.

## **ORDER**

- 1) On receipt of the share certificate from the consumer utility should immediate process for change of name.
- 2) The prayer for change of tariff is hereby rejected.
- 3) The utility should take stringent action against the staff disconnected supply without following the proper procedure given in the E.A. 2003.
- 4) The minimum charges charged during the period of P.D. should be waived.

No order as to cost.

Both the parties be informed according, compliance should be reported within sixty days.

As both the parties has demanded excess time on one and another reasons the time Limit for Redressal can not be observed.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on.05.08.2013.

Note: 1) If Consumer is not satisfied with the decision, he may have representation within 60 days from date of receipt of this order to the Electricity Ombudsman in attached "Form B".

Address of the Ombudsman  
The Electricity Ombudsman,  
Maharashtra Electricity Regulatory Commission,  
606, Keshav Building,  
Bandra - Kurla Complex, Bandra (E),  
Mumbai - 400 051.

2) If utility is not satisfied with order, it may go in writ before the Hon. High Court within 60 days from receipt of the order.

**DR. ARCHANA SABNIS**  
**MEMBER**  
**CGRF, BHANDUP**

**S. K. CHOUDHARY**  
**CHAIRMAN**  
**CGRF, BHANDUP**

**R.M. CHAVAN**  
**MEMBER SECRETARY**  
**CGRF, BHANDUP**

