



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
Ph: – 2210707 & 2328283 Ext: - 122

IN THE MATTER OF GRIEVANCE NO. K/E/098/0111 OF 07-08 OF
SUKHPARSAD DUKHRAM REGISTERED WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT WRONG BILLING & RELEASE OF CONNECTION.

Shri Sukhparsad Dukhram (Here in after
Opposite Rathod Bunglow referred to
Shanti Nagar, Ulhas nagar as consumer)

Versus

Maharashtra State Electricity Distribution (Here in after
Company Limited through its Assistant referred to
Engineer Sub-Dn. III, Ulhasnagar as licensee)

- 1) Consumer Grievance Redressal Forum has been established under regulation of “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Regulatory Commission vide powers conformed on it by section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, 2003. (36 of 2003).
- 2) Forum registered grievance of the consumer on dated 29/05/2007.
The details are as follows: -
Name of the consumer: The Secretary Water Pump
Address: - As above
Reason of dispute: -Refusal of licensee to release new connection due to non payment of arrears of earlier bill, which was charged at commercial rate instead of residential rate, of the premises of the period of July 2001 to July 2003.
- 3) The batch of papers containing above grievance was sent by forum vide letter No.1003 dated 29/05/2007 to Nodal Officer of licensee. The letter, however remained, unreplied. A copy of letter dated 27/06/07 submitted by Executive Engineer Ulhasnagar Division 1 to Chairperson Internal Grievance Redressal Cell Kalyan Circle 2 (IGRCKC2) was sent to Forum.
- 4) All three members of the Forum heard both the parties on 05/07/07. Shri Mantri B. R, Smt Bimla Rai consumer’s representatives and Shri

M. S. N. Murthy Nodal Officer, Shri K. S. Mohite Junior Engineer representatives of the licensee attended hearing.

5) The chain of events of the grievance as per decision awarded by IGRCKC2 on 15th May 2007 & papers submitted by consumer is as follows.

- a) The consumer is residing at opposite Rathod Bunglow, Shanti Nagar, Ulhasnagar
- b) He, after receipt of first bill in October 2002 for the period from July 2001 to July 2003, complained on 15/11/2002 to licensee about charging of commercial rate instead of residential rate.
- c) Deputy Executive Engineer did not take any action on site verification report of Assistant Line Man dated 25/08/2003 which was signed by Junior Engineer & hence the matter of change of tariff from commercial rate to residential rate was pending till 19/04/07.
- d) Supply was disconnected in December 2003 for non payment of bills.
- e) Consumer approached IGRCKC2 on 02/12/2006 for redressal.
- f) Verification of site was again done on 12/04/07 & revised bill changing tariff from commercial rate to residential rate was issued to consumer charging interest of Rs 3559/-
- g) Final bill, as per orders of IGRCKC2 of 15th May 2007 withdrawing above interest, amounting to Rs 13250/- was issued to consumer on 23/05/07 by licensee.
- h) Consumer paid Rs 4500/- as part payment on 04/06/07 & promised to pay remaining amount of Rs 9000/- in three

installment. New connection has now been released to him on 11/06/07.

- 6) Nodal Officer produced letter dated 05/05/07 of consumer addressed to Forum stating that the matter has been solved & now there is no complaint against licensee.
- 7) Shri Mantri submitted letter dated 05/07/07 of consumer demanding compensation of Rs 33000/- for default of licensee as matter was pending with licensee from 15/11/2002.
- 8) Needless to say that there was dereliction of duties on the part of licensee's staff & it has resulted in delay in taking appropriate decision. We leave it to licensee's higher officers to take action for this lapse.
- 9) The claim of the consumer in respect of compensation for default of licensee's action is rejected and therefore no compensation is payable on this account. There is also no basis for awarding any compensation on this issue.
- 10) Consumer can file appeal against this decision with the Ombudsman at the following address.

Maharashtra Electricity Regulatory Commission, 606/608,

Keshav Building, Bandra Kurla Complex, Mumbai 51

Appeal can be filed within 60 days from the date of this order.

Date: - 09/07/07

(Sau V. V. Kelkar)

(I. Q. Najam)

**Member
CGRF Kalyan**

**(D. B. Nitnaware)
Member Secretary
CGRF Kalyan**

**Chair person
CGRF Kalyan**