



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

IN THE MATTER OF GRIEVANCE NO. K/DOS/005/689 OF 2011-2012
OF SHRI LAXMAN M. BOROLE, DOMBIVALI (EAST) REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT DISCONNECTION OF SUPPLY.

Shri Laxman M. Borole
Borole Building,
Prashant Sagar
Dr. Rajendra Prasad Road,
Dombivali (East) : 421 201

} (Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer
Dombivali East Sub-Division No. I

} (Here-in-after
referred
as licensee)

- 1) Consumer Grievance Redressal Forum has been established under "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 conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, 2003. (36 of 2003).

- 2) The complainant registered grievance with the Forum on 14/02/2012 for Disconnection of Supply.

The details are as follows :

Name of the consumer :- Shri Laxman M. Borole

Address: - As given in the title

Consumer No : - 020010298688

Reason of dispute : Disconnection of Supply

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/0140 dated 14/02/2012 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/Domb/Sub.Dn. I/Billing/611, dated 06/03/2012.
- 4) A hearing was held on 13/03/2012 @ 15.00 hrs. The Members of the Forum heard both the parties in the meeting hall of the Forum's office. Shri J. A. Pardeshi consumer representative, & Shri Taiwade Nodal Officer, Shri M. I. Shaikh, Dy. Ex. Engr., Shri Deore Asstt. Engr., Shri P. M. Deshpande Jr. Engr. and Mrs. Salunke Asstt. Acctt. representatives of the licensee attended hearing. Minutes of the hearing including the submissions made by the parties are recorded and the same are kept in the record.
- 5) This Forum after hearing the parties and perusal of the documents without going through the merits of the case has come to the conclusion to direct to the complainant again to approach to I.G.R. Cell Kalyan.

- 6) The reason is obvious in view of the Regulation 2005. Initially the I.G.R. Cell by its order dated Nil disposed the complainant of the complainant in view of the fact that the complainant has already approached to the Civil Court for the same relief. As it was rightly held by the I.G.R. Cell as it cannot entertain the complaint in view of its order, the same was disposed of. Being aggrieved by the order complainant approached to this Forum. After giving opportunity to both the parties and hearing in deep this Forum as stated above without touching to the merit of the case inclined to dispose of this complaint with a direction to the complainant again to approach to I.G.R. Cell and after passing any necessary order by I.G.R. Cell if required complainant may approach to this Forum.
- 7) The reason is that after passing the order by I.G.R. Cell as it came to the knowledge of the complainant, he is to approach either Civil Court or either I.G.R. Cell or this Forum. The complainant appears to be interested to unconditionally withdraw the civil suit filed by him. Therefore it appears a pursis was filed by complainant before the Civil Court for unconditionally withdrawn of the civil suit. The Civil Court was pleased to accept the request of complainant and by its order dated 16/01/2012 the application was disposed of as unconditional withdrawn.
- 8) Now again it appears on 27/01/2012 the complainant again approached to the I.G.R. Cell with a request the matter may be restored and heard by I.G.R. Cell regarding the grievance of the complainant. This request was made by the complainant with a view that the re-hearing of his grievance may be made by I.G.R. Cell. The Xerox copy of that letter is on record.

- 9) As it is settled as per principle of law, the approach of this Forum will be necessary after having any order of I.G.R. Cell. In view of the application of complainant to the I.G.R. Cell we are of the opinion that opportunity should be given to the complainant again to approach to I.G.R. Cell and then if required, he may approach to this Forum. Hence order :

ORDER

- 1) The grievance application is disposed of without touching to the merit of the case and the complainant is hereby directed to approach to I.G.R. Cell Kalyan.
- 2) I.G.R. Cell Kalyan is hereby requested to consider the grievance of the complainant and deal it accordingly as per the procedure.
- 3) The consumer 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”.

Date : 22/03/2012

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

(R.V. Shivdas)
Member Secretary
CGRF Kalyan

(S.K. Chaudhari)
Chairperson
CGRF Kalyan