

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

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Date of Grievance : 31/01/2013  
Date of Order : 05/02/2013  
Period Taken : 6 days

**IN THE MATTER OF GRIEVANCE NO. K / E / 686 / 809 OF 2012-2013**  
**OF MR. NIYAZ AHMED KHAN, RESIDENT OF KALYAN, DIST – THANE**  
**REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM**  
**KALYAN ZONE, KALYAN**

Mr. Niyaz Ahmed Khan,  
Flat No.404, Aksa Tower,  
Valipeer Road, Opp. Memon  
Masjid, Kalyan (West),  
Dist-Thane

(Here-in-after  
referred  
as Consumer)

**Versus**

1) Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Exe.Engineer, Kalyan Sub-  
Division-3, Kalyan [West]

(Here-in-after  
referred  
as Licensee)

**(Per Shri. Sadashiv S. Deshmukh, Chairperson)**

1. This 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. The 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. Customer is a L.T.–I (Domestic) Consumer of Licensee. The Consumer is billed as per tariff of L.T.–I (Domestic). Consumer registered

Grievance with the Forum on 31/1/2013 for Excessive Energy Bill. The details are as follows:-

Name of Consumer : Mr. Niyaz Ahmed Khan  
Address : As given in the title  
Consumer No. : 020025038704  
Reason of dispute : Excessive Energy Bill

3. The batch of papers containing above grievance was sent by Forum to Nodal Officer of Licensee
4. In this matter on behalf of Consumer his brother Mr. Naseem Niyaz Khan attended. Nodal Officer Mr. Patil, Asst. Engineer, Mr. Bharambe, Dy. Exe.Engineer, Mr. Kadi, attended for Licensee. This matter is taken up for emergent hearing as there is a threat of disconnection.
5. It is disclosed during the submissions of both the sides that the Consumer is already directed on 31/1/2013 to approach IGRC and even IGRC proceeded with the matter. Accordingly, matter is under active consideration with IGRC. We find threat of disconnection is from 7/1/2013, still there is no disconnection. IGRC Chairman who present here is made it clear that matter pending before him will be dealt as early as possible before 21/2/2013. We find when matter is pending before IGRC on merit, the aspect of disconnection is to be kept in abeyance till 25/2/2013 so that if in case IGRC decides the matter and Consumer intends to approach the appropriate Forum it will be more appropriate. This matter now needs to be disposed off with this direction.

### **ORDER**

- a) As Grievance of Consumer is pending before IGRC relief is granted for keeping the threat of disconnection in abeyance till 25/2/2013, IGRC to decide the matter till 21/2/2013 and provide

Grievance No. K/E/686 / 809 of 2012-2013  
copy to the Consumer. If IGRC is not able to decide before  
21/2/2013 it is to approach this Forum and to place the position.

Proceeding now disposed off. If required, on the report of  
IGRC, further direction can be given.

Date : 05/02/2013

I Agree

I Agree

Sd/-

Sd/-

**(R.V.Shivdas)**  
**Member Secretary**  
**CGRF Kalyan**

**(Sadashiv S. Deshmukh)**  
**Chairperson**  
**CGRF Kalyan**

Note:-

1. The above Order as per para no.4 onwards is passed in handwriting and declared on 5/2/2012 which is noted by both sides. Now it is transcribed in format for record and for uploading on website.
2. 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”.*

3. Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission for non-compliance, part compliance or 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”*

Date : 05/04/2013

**(R.V.Shivdas)**  
**Member Secretary**  
**CGRF Kalyan**

**(Sadashiv S. Deshmukh)**  
**Chairperson**  
**CGRF Kalyan**