



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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No. **K/DOS/47/1179 of 2015-16**

Date of grievances : 08/01/2016  
Date of order : 30/04/2016  
Total days : 114

**IN THE MATTER OF THE GRIEVANCE NO. K/DOS/47/1179 OF 2015-16 IN RESPECT OF SHAH MOHAMMAD A. KHAN, BEHIND PLOT NO.37, HISSA NO. RRVS, 172,173, ULHASNAGAR-3 DISTRICT -THANE, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING P.D. RECONNECTION.**

Shah Mohammad A. Khan,  
Behind Plot No.37,  
Hissa No.RRVS 172,173,  
Ulhasnagar-3,  
Dist.Thane,

(Consumer No. 021514803932)

..... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
MSEDCL, Addl. Executive Engineer,  
S/dn-III, Kalyan Circle-II

..... (Hereinafter referred as Licensee)

Appearance : For Consumer– Shri Rajput- CR.

For Licensee - Shri Thete –Nodal Ulhas-S/dn-III

(Per Shri CU Patil-Executive Engineer-cum-Chairperson)

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 Redressal Forum has been established as per the notification issued by MERC i.e. "Maharashtra Electricity

Regulatory Commission (Consumer Grievance Redressal 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’.

The consumer Shri Shah Mohmmad A.Khan, residing behind Plot No. 37, Hissa No. RRVS 172,173, Ulhasnagar-03, holding his commercial connection bearing consumer No. 021514803932, approached to IGRC with Form ‘X’ dated 26/11/15 for his grievance of PD reconnection. Previously he also applied on 29/7/15 and 12/10/15. However, IGRC did not turn up for any kind of hearing and thereafter consumer approached to this Forum by submitting his grievance application in Schedule “ A ”dated 8/1/16 which was further registered by allotting No. K/DOS/47/1179 dated 8/1/16 and hearing was scheduled on 20/1/16 at 13:30 hours. The Nodal Officer of KC-II was conveyed about hearing schedule vide letter No. 008 dated 8/1/16 with copy to the consumer.

On 20/1/16 the consumer contended that his connection was permanently disconnected in March 2015. After that he submitted application on 29/1/16 for issue of invoice for the amount to be paid for reconnection. Consumer also contended that he had already paid the energy charges against the theft as per IE Act 2003, U/s. 135 and the amount of Rs.49,420/- is already paid against the theft vide receipt No. 0920741 dated 14/10/15 under protest.

He further contended that when the reminder was submitted on 12/10/12, he was issued the invoice for payment of Rs.16,120/-. However that invoice was with the remark ' Not for reconnection '.

The Forum observed that the invoice was including the additional charges of amount Rs.300/- towards reconnection charges. However, the said amount was rounded up and deleted from the total invoice amount. At the last invoice for amount of Rs.16,120/- was issued to the consumer.

However, the consumer contended that he had paid the total amount of Rs.16,420/- vide receipt No. 2563366 dated 9/11/15 and the amount is including reconnection charges of Rs.300/-. In spite of the payment of arrears including reconnection charges as mentioned above, the Licensee had not reconnected his PD supply.

The Licensee replied vide letter AEE / UIhas-03 / 148 dated 13/1/16. The Officers of the Licensee contended that the consumer's connection was under permanent disconnection for the period of more than 06 months and hence the invoice dated 17/10/15 was issued to him considering the arrears only including any kind of reconnection charges. They further contended that the amount of Rs.300/- included in the payment mentioned by consumer is being adjusted towards his energy charges. However, for PD reconnection of the consumer, he has been issued the invoice containing the following details:

- a] Reconnection charges Rs.300/-.
- b] Minimum fixed charges for 02 months at the rate of Rs.220/-.

Thus the invoice of Rs. 740/- was handed over to consumer vide above referred letter dated 13/1/16 which was addressed to the consumer.

The consumer submitted that he had paid the amount of Rs.740/- and his supply is reconnected and hence he has no more grievance now.

Considering the CR's verbal statement in the hearing that after his reconnection he has no more grievance, the Forum decided to dispose off the grievance.

At the same time we would also like to express our views that the concerned Officer should take care hence forth while dealing with such type of grievances of the consumers.

This matter could not be decided within time as Licensee was to provide the details sought from time to time, those were provided on 16/1/2016 and their submissions are heard on that day and clarification taken on 16/01/16 **Moreover, the Forum is functioning in absence of regular Chairperson and the Member Secretary is discharging the additional work of Chairperson along with the regular work of Member Secretary.**

Hence the order.

**ORDER**

The grievance of the consumer is hereby disposed off.

**Dated: 30/04/2016.**

**I agree**

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

**(Chandrashekhar U.Patil)  
Chairperson-cum- Member Secretary  
CGRF,Kalyan**

**\*\* ( In the sitting of Forum, the Chairperson is not available. As per MERC Regulations (2006), Clause 4, the technical member shall be the Chairperson of such sitting in which Chairperson is not available and hence in the present case, the technical member performed the role of Chairperson of the Forum ).**

**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.