



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**No. K/E/1267/1493 OF 2017-2018**

Date of registration : 30/10/2017

Date of order : 19/01/2018

Total days : 81

**IN THE MATTER OF GRIEVANCE NO. K/E/1267/1493 OF 2017-2018 OF SHRI. SADHURAM N. CHANGOMAL, PUJA NOVELTY GIFTS & GENERAL STORES, NR.BHAGWAN MEDICAL STORES, NR.MHASKAR HOSPITAL, MURBAD ROAD, KALYAN (W)-421 301 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

Shri. Sadhuram N.Changomal,  
Puja Novelty Gifts & General Stores,  
Nr.Bhagwan Medical Stores,  
Nr.Mhaskar Hospital, Murbad Road,  
Kalyan (W)-421 301 .

(Consumer No.020020049872) ... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution  
Company Limited  
Through it's Nodal Officer.  
Kalyan Circle-I,

... (Hereinafter referred as Licensee)

Appearance : - For Licensee : Shri. V.D.Yadav, AEE, Kalyan (W)-I

For Consumer : Shri. Pardesi (C.R.)

[Coram- Shri A.M.Garde-Chairperson, Shri A.P. Deshmukh-Member Secretary  
Mrs.S.A.Jamdar- Member (CPO)].

1) 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 Redressed 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. [Electricity Supply Code and other conditions of supply Regulations 2005] 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.'

2) The Grievance is filed by one Sadhuran N. Changomal. There are allegations of wrongful disconnection without notice. There is also some dispute with regard to some earlier period.

3) On receiving the said Grievance, it's copy along with accompaniments sent to the Nodal Officer vide this Forum's Letter No. EE/CGRF/Kalyan/555 dated 30/10/2017. In response to it, the Officers of Licensee appeared and filed reply on letter no. AEE / Kalyan(W) -I /1217 dt.14/11/2017. The hearing scheduled on 15/11/2017 at 11.00 hrs.

4) It has been revealed during arguments that, Sadhuran N. Changomal is a dead person. The complaint is signed by somebody else by name R.S.Kukreja. The said R.S.Kukreja is before us. He claims to be the son of Sadhuran N. Changomal. Nothing of that sort is mentioned in the complaint. It is shown as if Sadhuran himself has signed. The said act is highly objectionable and serious. Also the complaint being in the name of dead person not maintainable. However on request it was kept pending to get the name changed. On 10/01/2018 it relieved that there are several queries coming up like different names, different addresses, will documents etc. The forum cannot look in to all those things for change a name. There is a time limit of 60 days for disposal of a grievance, as such the present complaint in the name of dead person can not sustain.

The person before us Mr. R.S.Kukreja is advised to approach Municipal authorities to get the name changed and accordingly get the name changed in the MSEDCL record and then approach this forum.

Hence the order

## ORDER

**Grievance is dismissed with a liberty to approach this forum for the same relief within a reasonable time with appropriate locus standi.**

Date : 19/01/2018

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

(A.P.Deshmukh)  
MemberSecretary  
CGRF, Kalyan.

(A.M.Garde)  
Chairperson  
CGRF, Kalyan.

### 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.*