



Consumer Grievance Redressal Forum, Kalyan Zone

Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. **K/DOS/49/1264 of 2016-17**

Date of Grievance : 30/07/2016

Date of order : 09/11/2016

Total days : 103

IN THE MATTER CASE OF GRIEVANCE NO. K/DOS/49/1264/2016-17 IN RESPECT OF CHETIBAI H. WADHWANI, BLOCK NO. C.57, R 113, ULHASNAGAR, PIN CODE 421 004, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING DISCONNECTION OF SUPPLY.

Chetibai H.Wadhwani,
Block No. C-57, R. 113,
Ulhasnagar,
Pin Code - 421 004.

(Consumer No. 021514132604) (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited
Addl. Executive Engineer,
MSEDCL, Ulhasnagar-S/dn-IV,
Kalyan Circle-II, Kalyan

..... (Hereinafter referred as Licensee)

Appearance : - For Licensee : Shri R.T.Pawar -Addl.EE.
Shri K.H.Dalvi - Asst.EE,
For Consumer - Shri B.R.Mantri- CR.

[Coram- Shri A.M.Garde-Chirperson, Shri L.N.Bade-Member Secretary and
Mrs.S.A.Jamdar- Member (CPO)]

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’.

2] This is the short case of disconnection without statutory notice . The consumer approached the Forum. There was emergent order passed for reconnection and matter was kept today for hearing.

3] Now, that reconnection is done on the order of this Forum.

4] We heard the consumer and Licensee. It appears that there is some dispute with regard to alleged excess billing on account of faulty meter. Disconnection was made without notice and hence reconnection was allowed and the order was complied. Nothing remained to be done so-far-as this matter is concerned.

Now, the Licensee has to follow the appropriate procedure of testing the Meter and then raise the bill afresh and then follow the procedure for disconnection. It was submitted that testing was done and the

report was available in the file. It was however not done in presence of the consumer. It was further submitted that notice was sent but consumer was not present, but again the said fact was not recorded. It is therefore necessary to follow the procedure from the beginning as if complaint of the consumer about faulty meter and the excess bill is received now. The Licensee has agreed to follow the appropriate procedure.

5] So-far-as the compensation is concerned, the consumer has claimed Rs.500/- per day. There four (04) days of disconnection. Category is residential as such compensation at the rate of Rs.100 per day may be allowed plus Rs.100 be allowed towards mental harassment, total comes to Rs.500/-.

6] This matter could not be decided within time as the Hon'ble Chairperson took charge on 20/9/2016 of this Forum and the matter was reheard today itself.

Hence the order.

ORDER

1] This grievance application stands disposed off with direction to the Licensee to follow the appropriate fresh procedure asif they have now received a complaint of excessive billing on account of faulty Meter and then follow prescribed procedure for disconnection.

2] Licensee is directed to pay to the consumer the compensation of Rs.400/- for disconnection and Rs.100/- towards mental harassment (Total Rs.500/-).

3] Compliance be reported within 60 days from the date of receipt of this order.

Dated: 09/11/2016.

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

(L.N.Bade)
Member Secretary
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.

