

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

No. K/DOS/56/1503 of 2017-18	Date of registration	: 18/12/2017
	Date of order	: 19/01/2018
	Total days	: 32

IN THE MATTER OF GRIEVANCE NO. K/DOS/56/1503 of 2017-18 OF SHRI.GHANSHYAM M.JUSEJA, SHOP ON PLOT BK NO.20, ROOM NO.1, ULHASNAGAR-1 PIN-421001 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri.Ghanshyam M.Juseja,
Shop on plot BK no.20, Room no.1,
Ulhasnagar-1 pin-421001.

(Consumer No. 021514822392)

... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited

Through it's Nodal Officer

Kalyan Circle-II, Kalyan

... (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri. J. L. Borkar, AEE, Ulhasnagar S/Dn-I.

For Consumer - 1) Shri. Ghanshyam Juseja

2) Shri. J.S.Rajput (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 brief details of the case are as follows :
 - a) Connection made P.D. without notice for Rs.1560.00.
 - b) Harassment done by Licensee.
 - c) For mental & physical harassment compensation to be given by Licensee.

- 3) After receipt of this Grievance, entire case papers were forwarded to the Nodal Officer vide Ltr.No.EE/CGRF/Kalyan/626 dt.18/12/2017. Licensee did not replied to this letter but appeared personally for hearing on 10/01/2017.

- 4) On date 10/01/2017, in hearing Consumer contended that he is having commercial connection having Consumer no 021514822392. In month of Oct-2017 he received energy bill in which photo reading was not there & Licensee disconnected supply for Rs.1560.00 without notice. On date 16/12/2017 he paid Rs.1560.00 along with reconnection charges Rs.59.00 thereafter supply was reconnected. Hence compensation for mental & physical harassment to be given & warning to be issued to concern officer for violation of MERC regulation.

- 5) In reply Licensee contended that Consumer did not pay his bill since Sept-2017, hence the supply was disconnected with oral intimation only & reconnected immediately after payment of bill & reconnection charges.

- 6) As per forum's opinion this is short case of disconnection without notice. Now the reconnection is also done. The concerned official has to be however warned in the matter, as there is violation of provision as to notice of disconnection i.e. section 56 (1) of Indian Electricity Act 2003.

Hence the Order

ORDER

- 1) The Grievance application of consumer is stands partly allowed.
- 2) The concern official is hereby warned for making disconnection without notice.
- 3) Concerned officer may be intimated accordingly.
- 4) Licensee is directed to refund the amount of reconnection collected by the Consumer with RBI rate of interest from the date of collection till repayment and adjust in the next ensuing bill.
- 5) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

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.

