



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. K/DOS/69/1670 of 2017-18

Date of registration : 25/06/2018

Date of order : 13/08/2018

Total days : 50

IN THE MATTER OF GRIEVANCE NO. K/DOS/69/1670 OF 2017-18 OF SHRI.PRAKASH M.BONDHE, H.NO.305, 474 PEVLWADI KASARA, TAL-SHAHAPUR, DIST-THANE, PIN CODE-421 601 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri.Prakash M.Bondhe,
H.No.305, 474 Pevlwadi Kasara,
Tal-Shahapur, Dist-Thane,
Pin Code-421 601

(Consumer No.025730622365) . . . (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited
Through it's Nodal Officer/Addl.EE.
Kalyan Circle-II, Kalyan

. . . (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.A.G.Katakwar, Dy.EE, Shahapur.

For Consumer - 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) Consumer herein is Shri.Prakash M.Bondhe having Consumer No. 025730622365. Grievance is about wrong billing on the basis of wrong reading and further disconnection done without notice. In particular in the month of April-2018 bill was issued without reading meter. Threat was given to disconnect if not paid. In May-2018 same reading was shown and bill was given for Rs.7270/-. Then on 27/06/2018 supply was disconnected for nonpayment of such wrong bill and that too without notice.
- 3) In reply it was contended by MSEDCL that in the month of April -2018 wrong reading consumption bill was issued to the consumer and in the month of May-2018 and June-2018 RNA bills with average of 100 unit's consumption bills were issued. The said bill was revised and issued to the consumer as per actual reading B-80. Meter was found Ok on accucheck.
- 4) We have heard both sides. Bill has now been rectified. Supply already reconnected on oral instructions of this forum. Only issue remains is that of compensation for harassment.
- 5) Admittedly by no notice of disconnection has been served on the consumer before disconnection there is no proper bills to form basis of disconnection. The entire action of the Distribution Licensee official is illegal resulting in harassment of consumer without his fault. Consumer is therefore entitled for compensation as per clause 8.2 (e) of MERC (CGRF & Ombudsman) Regulation 2006.

Hence the Order

ORDER

- 1) The Grievance application of consumer is here by allowed.
- 2) The bills are already rectified and reconnection is done.
- 3) Distribution Licensee to pay to consumer Rs.500/- by way of compensation for the harassment caused to him.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 13/08/2018

(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.