



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**No. K/DOS/74/1719 OF 2017-18**

Date of registration : 25/09/2018

Date of order : 24/10/2018

Total days : 29

**IN THE MATTER OF GRIEVANCE NO. K/DOS/74/1719 OF 2017-18 OF SHRI.KHEMCHAND KAKUMAL, SHOP NO.803, SECTION 17, ULHASNAGAR -3, DIST-THANE, PIN CODE - 421 003 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.**

Shri.Khemchand Kakumal,  
Shop No.803, Section 17,  
Ulhasnagar -3, Dist-Thane,  
Pin Code - 421 003

(Consumer No. 021510149316) . . . (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution  
Company Limited  
Through it's Nodal Officer/Addl.EE.

Kalyan Circle - II, . . . (Hereinafter referred as Licensee)

Appearance : For Licensee - 1) Shri.V.R.Thakare, AEE, Ulhasnagar-III S/dn.  
2) Shri.R.P.Joshi, AA, Ulhasnagar-III S/dn.

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 hearin is one Shri.Khemchand Kakumal having consumer no.021510149316. The grievance is that inspite regular payments of bills the supply was disconnected without notice.

3) At hearing it was disclosed that arrears of Rs.10,990/- had remained to be paid. Hence interim order was passed to reconnect after payment of arrears by consumer. Accordingly consumer paid the arrears and Distribution Licensee has reconnected supply. As there was no notice the reconnection charges were dispensed with.

4) Consumer made grievance of lack of notice. But there is no penalty provided for disconnection without notice and in fact there were arrears. We have already dispensed with reconnection charges. Distribution Licensee is also hereby warned to issue notice hence forth before disconnection.

5) There is one more allegation made that an employee of Distribution Licensee demanded Rs.60/- for reconnection. Consumer to make the complaint to appropriate authority.

Hence the order.

### **ORDER**

Grievance is disposed of as fully resolved.

Date: 24/10/2018

(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.*