



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**NO. K/E/150/1767 OF 2018-19**

Date of registration : 03/12/2018

Date of order : 16/01/2019

Total days : 44

**IN THE MATTER OF GRIEVANCE NO. K/E/150/1767 OF 2018-19 OF SHRI.PRASAD SURESH PATANKAR, SHOP NO.15, OM SHRI SAI KRUPA, RAMDASWADI, KALYAN, PIN CODE - 421 301 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT NEW CONNECTION.**

Shri.Prasad Suresh Patankar,  
Shop No.15, Om Shri Sai Krupa,  
Ramdaswadi, Kalyan,  
Pin Code - 421 301

... (Hereinafter referred as Consumer)

V/s.

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

... (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.Pratik Mhatre, JE, Kalyan (W) S/dn-I

For Consumer - Shri.B.R.Mantri (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 Consumer Shri.Prasad Suresh Patankar, Kalyan applied for new connection for his newly purchased shop but Licensee insisted to pay old consumer arrears. Consumer contends that as per supreme court order, new consumer is not liable for old arrears of old consumer. As per MERC SOP 10.5 only six months current bill to be paid for new connection. Hence consumer demands release of new connection with payment of old consumer arrears as per law and 10.5 section.

3) Notice was given to Licensee vide Letter no. EE/CGRF/Kalyan /460 dt.05/12/2018 to which Licensee appeared on date 19/12/2018 through its Assistant Engineer but not filed reply. Hence instruction given to file the reply urgently.

4) We heard the matter, consumer contended that his new connection was held up for recovery of old consumer's arrears for period of July-2016 to Feb-2018 for Rs.19290/-. Consumer approached IGRC and IGRC given its decision on 16/07/2018 in which IGRC given clear direction to revise the bill as per regulation 10.5 of supply code, but Licensee did not follow the IGRC order even.

5) Licensee submitted its reply on 09/01/2019. In which Licensee submitted that bill of consumer has been rectified as per IGRC order and regulation 10.5 of supply code. Accordingly amount of Rs.11197.79 has been credited by B-80 and revised bill of Rs.3640 issued to consumer. The said bill has been paid by consumer on date 12/02/2018 vide M.R.No.3553402.

6) In the light of above compliance of IGRC order, the issue of bill revision is sorted out by Licensee hence the matter can be disposed off by giving instruction to Licensee to release the new connection as per rules.

Hence the Order

**ORDER**

**Matter is disposed off as fully resolved.**

Date: 16/01/2019

(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.