



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/81/1766 of 2017-18

Date of registration : 27/11/2018

Date of order : 19/12/2018

Total days : 22

IN THE MATTER OF GRIEVANCE NO. K/DOS/81/1766 OF 2017-18 OF SHRI.DWARKADAS BADALDAS, OPP. GARAGE, B.K.NO.804, ULHASNAGAR-III, DIST-THANE, PIN CODE - 421 003 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri.Dwarkadas Badaldas,
Opp. Garage, B.K.No.804,
Ulhasnagar-III, Dist-Thane,
Pin Code - 421 003

(Consumer No. 021510059597) . . . (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.V.R.Thakare, AEE, 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) The facts in brief are :

The Consumer is having a shop at Ulhasnagar at the above address and his consumer number is 02151005959. The contention of the consumer is that his electricity supply had been disconnected by the Licensee on 27/11/2018 without notice. It is admitted by the consumer that his electricity bill for Rs. 10618/- was pending. However it is submitted by the consumer that as per provisions of Hon'ble MERC it is mandatory on the part of the Licensee to issue/serve a proper notice to the consumer before disconnecting the electricity supply of the consumer. But in the case of this consumer this is not done by the Licensee. Hence he suffered financial losses and demanded compensation. .

3) Notice was issued to Licensee vide letter no.EE/CGRF/Kalyan/448 dt.28/11/2018 to which Licensee appeared and filed reply on date 13/12/2018.

4) Licensee in its reply stated that bill for Rs. 10610/- had been issued to the consumer for the month of Nov-2018. It is further contended by the Licensee that telephone no.7875388000 has been registered in the record of Licensee which is provided by the Consumer. This number is mentioned on the electricity bills which are issued to the consumer till date and he had never taken any objection nor brought to our notice that the telephone no. shown/mentioned on the electricity bills is incorrect.

5) It is further submitted by the Licensee that bill for the month of Nov-2018 remain unpaid. SMS were sent to the consumer as per the provisions of IE Act 2003. But the consumer neglected to pay the bill.

6) It is also contended by the Licensee that the consumer has not paid the electricity bills from 26/08/2018. Verbal intimation was also given to the consumer but consumer did not pay the amount, hence his electricity supply was temporarily disconnected on 27/11/2018. On 27/11/2018 consumer paid the amount of Rs.10618/- towards the dues, hence his electricity supply was restored on the same day. Licensee therefore requested to dismiss the grievance application of the consumer.

7) We have heard the arguments of both the sides and gone through the record placed before us. The record clearly shows that intimation of dues and disconnection had been served to the consumer on various dates on his registered mobile number we are of the opinion that there is no need for issue separate notice of disconnection to be served to the consumer calling up on him to pay the bill within stipulated period. Licensee has followed a proper procedure while disconnecting the supply of the consumer.

Hence the Order

ORDER

The Grievance application of the consumer is hereby dismissed.

Date: 19/12/2018

(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.

