



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/DOS/85/1803 OF 2018-19

Date of registration : 17/01/2019

Date of order : 06/03/2019

Total days : 48

IN THE MATTER OF GRIEVANCE NO. K/DOS/85/1803 OF 2018-19 OF SHRI.SANTOSH ASHOK SHINDE, FLAT NO.16 3RD FLOOR, SUDHANSHU CHEMBAR, STATION ROAD, KALYAN (W), PIN CODE- 421 301 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri.Santosh Ashok Shinde,
Flat No.16 3rd Floor,
Sudhanshu Chembar,
Station Road, Kalyan (W),
Pin Code- 421 301

(Consumer No. 020023048109) . . . (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 - 1) Shri.P.S.Kohale, AEE, Kalyan (W) S/dn-III
2) Shri.R.J.Jamdar, AE, Shiwaji Chowk Section-I

For Consumer - Shri. 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.Santosh Ashok Shinde having residential connection at Kalyan (W) consumer contends that excess bills issued to him. His supply disconnected without notice for Rs.560/- only for which Consumer Representative demands compensation.

3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/027 dt.23/01/2019 to which Licensee appeared before forum on date 06/02/2019.

4) Emergent hearing was kept on date 06/02/2019 in which Licensee directed to submit detailed reply, consumer spot verification report, meter testing report, CPL for 3 years and disconnection notice issued from I.T.

5) Licensee filed reply on date 08/02/2019 in which it contends that consumer meter was tested by installing parallel meter, which found O.K. As per consumer request the said meter tested in lab on 05/10/2018, consumer remain absent. Meter testing report shows that meter is OK and kept on record. Consumer is billed as per reading only hence there is no scope for bill revision. Consumer's Dec-2018 bill was Rs. 550/- having due date of 31/12/2018. Consumer not paid the bill hence after lapse of 15 days connection disconnected on 16/01/2019 consumer paid bill along with reconnection charges on 17/01/2019 hence connection reconnected on same day. Disconnection notice is issued on mobile by default. Record of the same will be produced, once received from I.T. department.

6) Consumer also submitted rejoinder on date 12/02/2019 in which he contends that Licensee did not give him copy of reply. The connection was previously disconnected in month of Aug-2018 without notice. The connection in month of Jan-2019 is also disconnected without notice and reconnected only after payment of reconnection charges.

7) We have gone through the documents filed by both parties and arguments heard. It is true that the bills issued to consumer are as per reading. Meter testing report also shows that meter is O.K. Hence there is no scope for bill revision. The only issue remains to be addressed is disconnection without notice for which we asked Distribution Licensee to produce record of disconnection notice issued on mobile, but Licensee could not produce the same even after giving clear instructions twice during the hearing. Hence we are of the opinion that the disconnection is done without issuing proper 15 day's notice. Licensee is liable to pay compensation.

ORDER

- 1) The Grievance application of consumer is allowed.
- 2) Licensee to pay compensation of Rs.500/- to the consumer for disconnection without notice.
- 3) Licensee to refund reconnection charges of Rs.59/- recovered from consumer.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 06/03/2019

(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.

