



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/DOS/90/1836 of 2018-19

Date of registration : 08/03/2019

Date of order : 27/03/2019

Total days : 19

IN THE MATTER OF GRIEVANCE NO. K/DOS/90/1836 OF 2018-19 OF MR. ANKIT J. HARIYA, B-608, VITHAL PLAZA, PHASE-2, KANCHANGAON, THAKURLI (E), PIN CODE – 421 201. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Mr. Ankit J. Hariya,
B-608, Vithal Plaza, Phase-2,
Kanchangaon, Thakurli (E),
Pin Code – 421 201.

(Consumer No. 020290332665) . . . (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.S.V.Gavali, AEE, Kalyan (E) S/dn-I

For Consumer - Shri. Ankit Hariya (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 Mr. Ankit J. Hariya having residential connection vide consumer no. 020290332665 at Kanchangaon, Thakurli (E). Consumer contends that he was working in Pune for last two year and not received proper bills for last two years. His father gave two application for issue of bill but not received so. Now the inflated bill of Rs.1,12,000/- issued to him and notice for disconnection is also issued.

3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/085 dt.12/03/2019 to which Licensee appeared on 13/03/2019 but could not file detailed reply due to emergent hearing.

4) We heard the matter and instructions given to Distribution Licensee to file detailed reply and not to disconnect supply till final order. Licensee filed its reply on 25/03/2018 in which it contends that consumer connection was disconnected in month of Mar-2016 for non-payment of Rs.11,280/- from Mar-2016 to Apr-2018. Consumer was system Permanent Disconnection but meter was on the spot. In month of May-2018 consumer made live with initial reading '1'. As per spot verification report of Asst. Engineer, Netivali-I on 16/05/2018 slab benefit given to consumer for period Mar-2016 to Apr-2018 and the same is fed to system. Bill of Rs.100528.74 given to consumer which was to be paid in installments. Accordingly consumer paid three installments :

- 1) Rs.20,000/- Dt.25/02/2019
- 2) Rs.20,000/- Dt.11/03/2019
- 3) Rs.10,000/- Dt.25/02/2019

MSEDCL also agrees to waive off interest amount of Rs.6723/- and DPC Rs.31.71 from balance amount.

5) We heard the matter and gone through the reply filed by Distribution Licensee. Consumer agrees with the bill but request installments for payment of accumulated bill. Distribution Licensee is also ready for the same. There is circular from Distribution Licensee to give installments if accumulated bill is issued. Accordingly we opine that Distribution Licensee to give 15 equal installments without DPC and interest starting from May-2018.

Hence the Order

ORDER

- 1) The Grievance application of consumer is allowed.
- 2) Distribution Licensee to give is equal installment for arrears bill starting from May-2018. The amount already paid to be adjusted in the installments.
- 3) No interest and DPC to be charged till 15th installment.

- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 27/03/2019

(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.