



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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**NO. K/DOS/107/1863 of 2018-19**

Date of registration : 30/03/2019

Date of order : 22/05/2019

Total days : 53

**IN THE MATTER OF GRIEVANCE NO. K/DOS/107/1863 OF 2018-19 OF SHRI.VASANT NARAYAN BHALERAO, RADHA KRISHNA NAGARI, B-4,/12 MHARALGAON, TAL –KALYAN, DIST.THANE, PIN CODE - 421 301. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.**

Shri.Vasant Narayan Bhalerao,  
Radha Krishna Nagari,  
B-4,/12 Mharalgaon, Tal –Kalyan,  
Dist.Thane, Pin Code - 421 301  
(Consumer No. 020081213136) . . . (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.D.D.Dhuwe, Dy.EE, CSD 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 Redressal 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 one Shri.Vasant Narayan Bhalerao. But this application is signed by Shri.Mangaru R.Rajak the transferee who has given 'U' form to change the name. Consumer number is 020081213136.

3) Grievance is that disconnection was done without notice. Consumer paid the bill immediately on 13/03/2019 but reconnection was not done till 30/03/2019. Bill was also issued without recorded reading. Consumer therefore prays for reconnection with compensation.

4) **Distribution Licensee in reply contends that :**

i) *Connection given to the consumer for residential purpose on dated 22/02/2008.*

ii) *After disconnection of supply on dtd.26/02/2019 same was reconnected on 23/03/2019.*

iii) *Energy bill of the consumer found correct.*

5) We have heard both sides. As we find it is clear that after disconnection bill was paid on 14/03/2019 Distribution Licensee says that reconnection was done on 23/03/2019. No reconnection evidence is produced. Consumer says that reconnection is done on 30/03/2019. There is no explanation is that regard from Distribution Licensee.

The reason given that meter was misplaced is not acceptable. Consumer is entitled for compensation.

Hence the order

### **ORDER**

- 1) The Grievance application of consumer is allowed.
- 2) Reconnection is already done.
- 3) Distribution Licensee to refund reconnection charges.
- 4) Distribution Licensee to pay compensation of Rs.3,000/- to consumer.
- 5) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 22/05/2019

(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.