



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/100/1856 OF 2018-19

Date of registration : 20/03/2019

Date of order : 08/05/2019

Total days : 49

IN THE MATTER OF GRIEVANCE NO. K/DOS/100/1856 OF 2018-19 OF SHRI. AMRUTA RAMDAS TALPADE, ROOM NO.16, RIDDHI SIDDHI COMPLEX, GERASE ROAD, SHASTRI COLONY VASIND (E), TAL-SHAHAPUR, PIN CODE-421601 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri. Amruta Ramdas Talpade,
Room No.16, Riddhi Siddhi Complex,
Gerase Road, Shastri Colony Vasind (E),
Tal-Shahapur, Pin Code-421601
(Consumer No. 015510110215) . . . (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 - Absent

For Consumer - Shri. Amruta R. Talpade (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. Amruta Ramdas Talpade having consumer no. 015510110215. Grievance is that on 18/03/2019 supply was disconnected without notice. It was not explained how the old bill was revised and how the revised bill issued was correct.
- 3) In spite of time given reply is not filed by Distribution Licensee.
- 4) We have heard consumer. None remained present for Distribution Licensee on two occasions. No reply is also filed. Admittedly disconnection was done without notice. Now after payment reconnection has been done. The simple request of the consumer was that he be explained as to how the bill challenged in earlier grievance no. 1687/2017-18 was revised as per order. His grievance is that it was not properly explained to him. Here even before us Distribution Licensee officials do not care to appear or even file reply. This kind of attitude is not acceptable. There is at least one grievance here of disconnection supply without proper notice under section 56 (1) of IE Act Distribution Licensee official have caused unnecessary harassment to the consumer. It is therefore necessary to grant compensation to the consumer.

Hence the order

ORDER

- 1) The Grievance application of consumer is partly allowed.
- 2) Distribution Licensee to explain to consumer in writing how the CGRF order in case no.1687/2017-18 has been implemented.
- 3) Distribution Licensee to pay compensation of Rs.500/- to consumer.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 08/05/2019

(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.