



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/106/1862 of 2018-19

Date of registration : 28/03/2019

Date of order : 24/04/2019

Total days : 27

IN THE MATTER OF GRIEVANCE NO. K/DOS/106/1862 OF 2018-19 OF SHRI.VASHOOMAL KHEMCHAND, SHOP NO.847, ULHASNAGAR-2, DIST.THANE, PIN CODE – 421 002 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri.Vashoomal Khemchand,
Shop No.847, Ulhasnagar-2,
Dist.Thane, Pin Code – 421 002
(Consumer No. 021510101372)

... (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.M.S.Gavali, AEE, Ulhasnagar-II Sub dn.

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.Vashoomal Khemchand having consumer no. 021510101372. As it appears this Shri.Vashoomal Khemchand has sold the property to one Smt.Dhanavati. Grievance is that notice was given to the consumer for disconnection for non-payment of arrears. Consumer contends that the connection is very old since 24/07/1961. There were no complaints. Suddenly he got a bill for Rs.1,40,780/- for '12031' units. Consumer states that his shop was under repairs, so there was no user of electricity. Bill were shown in minus.
- 3) Consumer further states that he gave an application on 22/03/2019 saying that the meter had jumped but nothing was done to redress the grievance. Only meter was fixed in series and was told that the meter is Ok. They told that if bill is not paid supply would be disconnected. They also gave a notice of disconnection.
- 4) Distribution Licensee in reply contends that when the consumer made a complaint he was explained all the facts and he accepted in writing and offered to pay Rs.70,000/- but failed to do so. The Engineer also installed another meter with the existing one and showed to the consumer that the meter was Ok.
- 5) Distribution Licensee further states that in fact bills were issued earlier under lock/RNT basis the meter was not made available for taking the reading. Consumer avoided to give the keys to the meter. Ultimately the seal was broken and reading was taken and thereupon accumulated consumption bill was issued.
- 6) We have heard both sides. Meter is Ok. There appears to be accumulated consumption bill issued. CPL is produced for perusal. Distribution Licensee submits that keys were not being given and the seal had to be broken ultimately to take readings. We have considered all the aspects. Only the bill for two years preceding March-2019 are allowed to be recovered the bill be accordingly revised for 24 months i.e. from April-2017 to Mar-2019. Installments are also to be granted.

Hence the Order

ORDER

- 1) The Grievance application of consumer is partly allowed.
- 2) Distribution Licensee to revise the bill only for period from April-2017 to March-2019
- 3) 24 no. of installments be granted to pay the accumulated bill.
- 4) No interest or DPC be charged.

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

Date: 24/04/2019

(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.