



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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NO. K/DOS/95/1845 OF 2018-19

Date of registration : 16/03/2019

Date of order : 14/05/2019

Total days : 59

IN THE MATTER OF GRIEVANCE NO. K/DOS/95/1845 OF 2018-19 OF SHRI.HARESH D.MOTWANI, SHOP NO.1, 2 & 3, ROOM NO.310, HARI OM PARADISE BUILDING, AT POST VARAP, TAL-KALYAN, DIST.THANE, PIN CODE – 421 301. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Shri.Haresh D.Motwani,
Shop No.1, 2 & 3, Room No.310,
Hari Om Paradise Building, At post Varap,
Tal-Kalyan, Dist.Thane, Pin Code – 421 301
(Consumer No. 020090009266) . . . (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.Haresh D.Motwani is having commercial connection at Ulhasnagar. Consumer Representative contends that there is no use of electricity but Distribution Licensee is issuing wrong bills under faulty/R.N.T status since April-2017. His meter is outside but reading not taken. Bill not corrected even after repeated complaints. Consumer Representative demands bill correction along with compensation and SOP.
- 3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/107 dt.18/03/2019 to which Licensee appeared and filed reply on 02/05/2019.
- 4) Distribution Licensee in its reply contends that there is no use of electricity at time of inspection. Meter found in normal working condition. The said consumer was system generated permanent disconnection, which is made live.
- 5) We heard both sides and gone thru the documents filed by both parties. Distribution Licensee submitted copy of bill revision report in which it has corrected the bill for period Apr-2017 to Feb-2018 by giving credit of Rs.8,825.61 Consumer Representative also agrees for the same. In month of Apr-2018 the meter is also billed as per normal status. Hence there is no more scope for bill revision.
- 6) As far as SOP is concerned it cannot be granted as consumer not filed SOP application within 60 days in view of SOP regulation 12.2. Licensee has rectified the bill already hence no compensation.

Hence the order

ORDER

The Grievance application disposed off as resolved.

Date: 14/05/2019

(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.