



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/E/1556/1837 of 2018-19

Date of registration : 11/03/2019

Date of order : 08/05/2019

Total days : 58

IN THE MATTER OF GRIEVANCE NO. K/E/1556/1837 OF 2018-19 OF SHRI.RAJESH DAGADU PAWAR, SHOP A-8, PHASE-I, BLDG.NO.10, TYPE-D, HARI OM VALLEY, MANDA (E), TAL-KALYAN, DIST. THANE, PIN CODE -421605 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri.Rajesh Dagadu Pawar,
Shop A-8, Phase-I, Bldg.No.10,
Type-D, Hari Om Valley, Manda (E),
Tal-Kalyan, Dist. Thane, Pin Code -421605.

(Consumer No. 020110238461) . . . (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.R.V.Shivdas (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.Rajesh Dagadu Pawar having consumer no. 020110238461. (Owner is one S.R.Kharave). Grievance in short is that after release of new connection consumer did not receive bill. Consumer prays for the same and SOP compensation.
- 3) Distribution Licensee in reply issues the bill and complies the prayer of the consumer.
- 4) We have heard both sides. The grievance has been redressed. The only issue that remains is of SOP compensation. However the dispute arose in May-2018 complaints were made by the consumer to Distribution Licensee about the same but there was no demand of SOP compensation made before Distribution Licensee. As per Regulation 62 (2) of SOP Regulations in order to claim compensation under SOP consumer has to make a demand for the same from Distribution Licensee within 60 days from the date of dispute. Nothing is produced to show that compliance under Regulation 62 (2) was made by consumer before the Distribution Licensee to enable him to put up claim for SOP compensation before CGRF.

Hence the order

ORDER

- 1) The Grievance is disposed of as fully redressed.
- 2) SOP compensation is rejected.

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.