



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/105/1861 OF 2018-19

Date of registration : 28/03/2019

Date of order : 08/05/2019

Total days : 41

IN THE MATTER OF GRIEVANCE NO. K/DOS/105/1861 OF 2018-19 OF MR.SAJEENDUVAN APPA KELOTH, GALA NO.7, MHARALPADA, POST-VARAP, TAL-KALYAN, DIST.THANE, PIN CODE – 421 301 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.

Mr.Sajeenduvan Appa Keloth,
Gala No.7, Mharalpada,
Post-Varap, Tal-Kalyan,
Dist.Thane, Pin Code – 421 301
(Consumer No. 020083067765)

... (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.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 Mr.Sajeenduvan Appa Keloth is having Industrial connection at Mharal pada. His contention is that since Jan-2017 he is not receiving bill as per reading. Bill of Rs.27,000/- issued to him and meter disconnected without notice. Hence consumer demands reconnection and compensation.
- 3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/135 dt.29/03/2019 to which Licensee appeared and filed reply on 02/04/2019.
- 4) Distribution Licensee in reply contends that supply was disconnected due to arrears on 27/03/2019 and reconnected on 29/03/2019 after payment of arrears. Distribution Licensee further contends that consumer was getting adjustment units of '200' units from Jun-2018 to Oct-2018. In Oct-2018 '300' units and from Nov-2018 to Feb-2019 '1000' units p.m. The said adjustment units were wrong as reading was not taken by agency.
- 5) We had gone through the documents submitted by Distribution Licensee and heard the arguments from both sides. Distribution Licensee has rectified the bill for period Jun-2018 to Feb-2019 by giving credit of Rs.27674.18. Consumer also agrees for the same.
- 6) Consumer demanded SOP but same cannot be granted in view of SOP regulation 12.2. Action of Distribution Licensee of disconnection without notice that too without solving grievance of consumer is not good. Distribution Licensee to enquire the matter and take action against the defaulter. Distribution Licensee to take precaution to avoid such incidents hence forth.

Hence the Order

ORDER

The Grievance application is disposed off as resolved.

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.