



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/1602/1933 OF 2019-20

Date of registration : 14/08/2019

Date of order : 18/09/2019

Total days : 35

IN THE MATTER OF GRIEVANCE NO. K/E/1602/1933 OF 2019-20 OF SHRI.NANDLAL PURUSWANI, (USER – MEENA R.PANJWANI), FLAT NO.204, SAIKUNJ APARTMENT, ULHASNAGAR -3, DIST. THANE, PIN CODE – 421 003. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF NOTICE.

Shri.Nandlal Puruswani,
(User – Meena R.Panjwani),
Flat No.204, Saikunj Apartment,
Ulhasnagar -3, Dist. Thane, Pin – 421 003
(Consumer No. 021510639607) . . . (Hereinafter referred as Consumer)
V/s.

Maharashtra State Electricity Distribution
Company Limited
Throughit'sNodal Officer/Addl.EE.
Kalyan Circle-II, Kalyan . . . (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.U.R.Thakare, AEE, Ulhasnagar – III 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 Shri.Nandlal Puruswani, (User-Meena R.Panjwani), Consumer no. 021510639607 having residential connection at Ulhasnagar. Consumer Representative contends that he received high bills in month of Feb-2019 and Mar-2019. Consumer complained about high bill but bill not revised and disconnection notice served.
- 3) Notice was given to Licensee vide letter no.EE/CGRF/Kalyan/347 dt.16/08/2019 to which Licensee appeared and filed reply on 21/08/2019.
- 4) Distribution Licensee in its reply contends that wrong reading was punched to consumer in month of Feb-2019 and Mar-2019. Bill for the month Feb-2019 is already revised and credit B-80 of Rs.14263.37 is credited to consumer. Bill for the month of Mar-2019 is not revised yet. The bill will be revised on 26/08/2019 and provisional bill will be issued to consumer. Supply of consumer not disconnected. Accordingly direction was given to Distribution Licensee to revise the bill and submit the report accordingly. On 11/09/2019 Consumer Representative submitted that his bill has revised now. Now consumer Representative demands SOP for wrong reading and action on Distribution Licensee officers for wrong reading.
- 5) We have heard the arguments of both the parties and have gone through the documents kept on record. The main billing complaint is resolved now. Only the issue of SOP remains to be addressed. We cannot grant SOP because consumer has not demanded SOP within 60 days as per SOP regulation 12.2. Distribution Licensee to take due care to issue bills strictly as per reading only.

Hence the order

ORDER

Grievance application is disposed off as fully resolved.

Date: 18/09/2019

Sd/-
(Mrs.S.A.Jamdar)
Member
CGRF, Kalyan

Sd/-
(A.P.Deshmukh)
Member Secretary
CGRF, Kalyan

Sd/-
(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.