



Consumer Grievance Redressal Forum, Kalyan Zone  
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**NO. K/DOS/138/1939 OF 2019-20**

Date of registration : 28/08/2019

Date of order : 18/09/2019

Total days : 21

**IN THE MATTER OF GRIEVANCE NO. K/DOS/138/1939 OF 2019-20 OF SHRI.BHASKAR V.DESHPANDE, 101, ANUJA APT., BL NO. F-1, CHAITANYA SANKUL, SHIRGAON, BADLAPUR (E), PIN CODE – 421 503 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT DISCONNECTION OF SUPPLY.**

Shri.Bhaskar V.Deshpande,  
101, Anuja Apt., BL No. F-1,  
Chaitanya Sankul, Shirgaon,  
Badlapur (E), Pin Code – 421 503  
(Consumer No. 021660256889) . . . (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.R.M.Sontakke, AEE, Badlapur (E) S/dn.

For Consumer - Yashodeep Deshpande (C.R.)

[Coram- ShriA.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) The brief facts of the grievance application are :-

Consumer has electricity connection at his residence in Badlapur (E) Consumer Representative stated that in the month of June-2019 he had paid the amount as per the bill. However in the month of July-2019 consumer received an exorbitant bill of '757' units though his use of electricity is much on lower side. On receiving the bill of inflated units consumer approached to the section office and requested the concerned officer to verify the bill.

Consumer Representative further contended that the consumer Yashodeep Bhaskar Deshpande his father Shri.Bhaskar V.Deshpande is a senior citizen, however Licensee did not heed to his request and told him that the bill is correct and he will have to pay it.

It is also stated by the Consumer Representative that the consumer Yashodeep Bhaskar Deshpande narrated him the incidence hence he expressly contacted section office on 20<sup>th</sup> August and requested the concerned authority to verify the bill and to correct the same. However Consumer Representative did not receive any satisfactory answer from the office on the contrary on 27 August his supply disconnected.

It is the contention of the Consumer Representative that his parents are senior citizens who were forced to stay in darkness till 29/08/2019. It is also pleaded by the Consumer Representative that the complaint of inflated bill was lodged to the Licensee's office but his queries regarding high consumption, bill revision, disconnection without notice etc. remained unanswered. Consumer Representative stated that he along with his parents have suffered a mental agony for which he has claimed compensation.

3) Notice was given to Licensee for emergent hearing vide letter no.EE/CGRF/Kalyan/360 dt.28/08/2019. On receipt of notice Licensee appeared but has not filed reply.

Licensee submitted that the electric connection of the Consumer was never disconnected. On receipt of the complaint by the consumer the employees of the Licensee visited the premises of the consumer for checking the meter and it was found that the wires connected to the meters were loose. These wires were reconnected on 27/08/2019 itself. However again supply became disconnected and on 29/08/2019 supply was on. More over the bill of the consumer is also revised. Lineman also visited for payment to consumer's house but payment was not received.

4) We have heard both sides and gone through the documents kept on record and heard the arguments.

Consumption shown in bill for the month of July-2019 is not as per the previous consumption pattern of consumer. Licensee failed to give proper intimation to the consumer regarding exorbitant bill and the consumer who is a senior citizen was forced to run from pillar to post.

The photo of the meter shown by the Consumer Representative on his mobile clearly shows that the wires connected to the meter are out of the meter which proves that meter was

disconnected. Hence there is no merit in the submission of Licensee, that the wires of the meter were loose.

No justification is given by the Licensee as to why premises of the consumer was not reconnected for 2 days. Licensee has arbitrarily disconnected the electricity supply of consumer because of which Consumer Representative's parents must have suffered mental agony. Even the consumer Representative was dragged by the Licensee to seek redress through CGRF.

Bill revision is already done by the Licensee and there is no complaint of the consumer regarding the same.

In the light of the above discussion we allow the grievance of the consumer along with compensation as per the provision of **8 (8.2) of (MERC CGRF Electricity Ombudsman Regulations 2006)** which reads as under:-

**8. Finding of the Forum.**

a) \* \* \* \* \*

b) \* \* \* \* \*

c) \* \* \* \* \*

d) \* \* \* \* \*

e) *Any other order. Deemed appropriate in the facts and circumstances of the case.*

Hence the order

**ORDER**

- 1) The Grievance application of consumer is hereby allowed.
- 2) Licensee is directed to pay to the consumer Rs.1,000/- towards compensation by cheque within 30 days from the date of receipt of this order.
- 3) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

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.