



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. **K/E/886/1084 of 2015-16**

Date of grievances : 20/05/2015

Date of order : 06/07/2015

Total days : 47.

**IN THE MATTER OF THE GRIEVANCE NO. K/E/886/1084 OF 2015-16
IN RESPECT OF KOOLER ENGINEERS, GALA NO.14, PARAS IND.
COMPLEX NO.3, WALIV PHATA, VASAI (E) – 401 208, REGISTERED
WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE,
KALYAN REGARDING REFUND OF SECURITY DEPOSIT.**

Kooler Engineers,

Gala No.14, Paras Ind.

Complex No.3, Waliv Phata,

Vasai (E),- 401 208,

(Consumer No. 001840604892) (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution

Company Limited through its

Dy Executive Engineer,

Sub Divn, Vasai Circle

..... (Hereinafter referred as Licensee)

Appearance :For Consumer–Shri HCSeth Consumer's Representative.

For Licensee - Shri Uंबरजे-AEE, Vasai (E) S/Dn.

(Per Shri CUPatil-Executive Engineer-cum-Chairperson)

Maharashtra Electricity Regulatory Commission, is, constituted u/s. 82 of Electricity Act 2003 (36/2003). Hereinafter for the sake of brevity referred as

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‘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. 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 (Electricity Supply Code and other conditions of supply) Regulations 2014’.

The consumer bearing account no.001840604892 is having it’s industrial connection by the name M/s. Kooler Engineers with sanction load of 68 HP and filed his grievance in form “X” dated 30/12/2014 to the IGRC of Vasai Circle. Nothing heard by IGRC, consumer approached to this Forum by filling his grievance in schedule “A” dated 18/5/15 regarding refund of SD and ASD amount which was actually collected by MSEDCL, but the same was not displayed on bill.

The grievance was registered in the Forum by allotting No.K/E/886/1084 dated 20/5/15 and scheduled the hearing on 9/6/15. The letter intimating the hearing date was sent to the Nodal Officer vide No.EE/CGRF/166 dated 25/5/15 along with the copy of the grievance and accompaniments. The copy of hearing letter was also sent to the consumer.

In response to it, Officers of Licencee appeared and submitted reply dated 8/6/15 therein agreed to comply the grievance of consumer. LR submitted in their reply that the total amount of additional SD of Rs. 19,600/- collected from the consumer on the three different occasions is being added in the SD account of the consumer by suitable B-80 adjustment and also the credit of interest on SD of amount

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Rs.17,586/- is being given by B-80 adjustment. They assured that this adjustment /refund will be reflected in consumer's next bill.

Accordingly, on the next hearing date, i.e. on 29/6/15, the CR Shri Sheth submitted his report stating that his entire grievance is fully complied. In his letter dated 29/6/15, he clarified that consumer has received the credit of SD interest along with RLC in the bill of June-15. Also he further clarified that the SD amount is added in the current deposit of June-15 bill.

Accordingly it is clear that the claim of the consumer is settled and , it needs no any further direction. Hence Matter is to be disposed off.

Hence the order.

ORDER

Grievance application stands disposed off as grievance of showing debit in the account of Security Deposit for Additional SD paid by the consumer is shown by Licensee in the June-15 bill alongwith Credit of interest on SD. The CR also submitted his clarification report dated 29/6/15 stating that consumer's entire grievance is fully complied.

Dated: 06/07/2015.

I agree

**(Mrs.S.A.Jamdar)
Member
CGRF,Kalyan**

**(Chandrashekhar U.Patil)
Chairperson-cum- Member Secretary
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:-

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“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.