



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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IN THE MATTER OF GRIEVANCE NO. K/E/509/604 OF 2011-2012 OF SHRI G. G. TELI, KALYAN (WEST) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT NON COMPLIANCE OF THE ORDER OF HON. ELECTRICITY OMBUDSMAN.

Shri G. G. Teli,
Trupti Building,
Ahilyabai Chowk,
Kalyan (West) : 421 301

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer
Kalyan (West) Sub-Division - III

(Here-in-after
referred
as licensee)

- 1) Consumer Grievance Redressal Forum has been established under "Maharashtra Electricity Regulatory Commission (Consumer Grievance

Redressal Forum & Ombudsman) Regulation 2006” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Regulatory Commission vide powers conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, 2003. (36 of 2003).

- 2) The consumer is a L.T. consumer of the licensee. The Consumer is billed as per residential tariff. Consumer registered grievance with the Forum on 10/06/2011 for Non compliance of the order of Hon. Elect Ombudsman.

The details are as follows :

Name of the consumer :- Shri G. G. Teli

Address: - As given in the title

Consumer No : - 020028921820

Reason of dispute : Non compliance of the order of
Hon. Electricity Ombudsman.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/357 dated 10/06/2011 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/Sub-Dn.III/Kalyan(West)/1564, dated 29/06/2011.
- 4) A hearing was held on 11/07/2011 @ 15.00 hrs. The Members of the Forum heard both the parties in the meeting hall of the Forum’s office. Shri Pardeshi representative of the consumer & Shri Gupta, Dy. Ex. Engr., Shri Verghese Jacob, Asstt. Engr., Shri Varma, Jr. Engr. and Mrs. Jogdev, Asstt. Acctt. representatives of the licensee attended hearing. Minutes of

the hearing including the submissions made by the parties are recorded and the same are kept in the record. Submissions made by each party in respect of each grievance shall be referred while deciding each of the grievances to avoid repetition.

- 5) Consumer filed this grievance for non compliance of the order passed by Hon. Electricity Ombudsman in Representation No. 07 of 2011 dated 15/03/2011 preferred against the order passed by this Forum in Grievance Application No. 416, dated 09/12/2010. By filing cryptic grievance application and subsequently giving applications upon applications consumer contended that the officials of licensee have not properly understood the order of Hon. Ombudsman and they have not calculated the amount of Delay Payment Charges (DPC) and Interest and avoided to give electricity bill after adjustment. Consumer therefore prayed that licensee be directed to comply the orders as above immediately.
- 6) Licensee vide reply dated 29/06/2011 pointed out that they have correctly calculated the amount of D.P.C. and Interest as per the order of Hon. Ombudsman and issued bills.
- 7) We have gone through the applications filed by consumer and the order of Hon. Electricity Ombudsman dated 15/03/2011 in Representation No. 07 of 2011 preferred against the order passed by this Forum in Grievance Application No. 416, dated 09/12/2010. Minutely perused provisions under Section 142 and 146 of the Electricity Act 2003 and "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum

& Ombudsman) Regulation 2003". Grievance lodged is in respect of the compliance of order of Hon. Ombudsman. As per the provisions referred to above, for non compliance of the order of Hon. Ombudsman, consumer has remedy to move the Hon. Commission. As such the instant grievance for non compliance of the order of Hon. Ombudsman since does not fall within the purview of this Forum, cannot be entertained and it will have to be disposed of as not maintainable. Hence the order :

O-R-D-E-R

The grievance application is disposed of as not maintainable.

Date : 26/07/2011

Mrs. S.A. Jamdar)
Member
CGRF Kalyan

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan