



Consumer Grievance Redressal Forum, Kalyan Zone

Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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No.EE/CGRF/Kalyan Zone/

Date of Grievance : 05/01/2017

Date of Order : 20/01/2017

Total days : 16

**IN THE MATTER CASE OF GRIEVANCE NO. K/E/1099/1320/2016-17 IN RESPECT OF M/S. INDUS TOWERS LIMITED, 2010, E-CORE, 2<sup>ND</sup> FLOOR, MARVEL EDGE, VIMAN NAGAR, PUNE 411014 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING RELATED.**

M/s Indus Towers Limited,  
2010, E-Core, 2<sup>nd</sup> floor,  
Marvel Edge, Viman Nagar,  
Pune – 411014,  
(Consumer No.5510386266)

..... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited  
through its MSEDCL, Addl. Ex. Engineer,  
Pen Circle.

..... (Hereinafter referred as Licensee)

Appearance : - For Consumer : Shri D.S.Talware -C.R.  
For Licensee :- Shri Mane - AEE.

[Coram- Shri A.M.Garde-Chirperson, Shri L.N.Bade-Member Secretary and  
Mrs.S.A.Jamdar- Member (CPO)].

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. 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'.

2] The grievance is about refund of security deposit on permanent disconnection.

3] At the outset, it was seen that the joint application was filed by several consumers which cannot be entertained. It is revealed now and it is necessary for each consumer to file the application separately as per their consumer numbers. This was found specially when during the submission, it revealed that dispute in respect of each consumer would be separate and distinct depending upon the facts in respect of the said consumer.

4] Be that as it may, it was further felt appropriate that the IGRC should be directed to pass appropriate orders after hearing the parties and this matter can be disposed off with direction to the consumers that if they

are aggrieved, they can move this Forum but then with separate applications of each consumer.

Hence the order.

### **ORDER**

IGRC is directed to hold the hearing of all the matters of the said consumers and pass appropriate orders within a period of one month from the date of receipt of this order.

2] If aggrieved, the consumer may move this Forum by filing separate applications for each consumer.

3] This matter stands disposed off.

Date: 20/01/2017.

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

(L.N.Bade)  
Member Secretary  
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.