



Consumer Grievance Redressal Forum, Kalyan Zone

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No. **K/E/1095/1316 of 2016-17**

Date of Grievance : 05/01/2017

Date of order : 07.04.2017

Total days : 96

**IN THE MATTER CASE OF GRIEVANCE NO. K/E/1095/1316/2015-16 IN RESPECT OF SHRI ANIL SADHURAM GOKULDASANI, D.K.APARTMENT, SHOP NO.4, BARRACK NO.286, ROOM NO. 182, O.T.SECTION, ULHASNAGAR-02, DIST. THANE, PIN CODE 421 002, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.**

Shri Anil Sadhuram Gokuldasani,  
D.K.Apartment, Shop No.4,  
Barrack No. 286, Room No.182,  
O.T.Section, Ulhasnagar-02,  
Dist. Thane.

(Consumer No. 021510962777)

..... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited  
through its Nodal Officer,  
MSEDCL, Kalyan Circle-II,

..... (Hereinafter referred as Licensee)

Appearance : - For Licensee : Shri Gawali EE, Ulhas-II S/Dn.  
Shri Mahajan- AA

For Consumer- Shri Rajput- Consumer's Representative.

[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] This is a short case with respect to refund of security deposit on closure of account and permanent disconnection.

3] As per the application made by consumer on 15/12/15, the permanent disconnection was made in December 2015, however, the security deposit was not refunded within time. On 20/12/16, an amount of Rs.926/- was refunded to the consumer, after necessary deductions. The consumer claimed the interest at the rate of 18% per annum and also SOP compensation.

4] The consumer relied on the circular and pointed out the section 18.10 therefrom.

5] MSEDCL filed the reply wherein they contended that as per application dated 15/12/15 permanent disconnection was made in December 2015. Accordingly the concerned Office deleted consumer number from the system and Security deposit refund proposal was

forwarded to the Division Office vide Letter No.2573 dated 9/9/16 under intimation to the consumer. Then the Division Office paid the said amount to the consumer on 26/12/16 by RTGS.

6] We have heard both the sides. At the outset, the Circular and Para 18.10 is not relevant, in fact it is applicable where a consumer has deposited excess amount of security deposit. The applicant/consumer has contended that the Licensee was required to refund the security deposit within 30 days. There are also SOP Regulation 2014 which speaks about the time period for payment of final dues to the consumer from the date of receipt of application for closure of account. The time period provided for Clause –I cities and Urban areas is 30 days while for Rural areas 45 days. The consumer comes from Ulhasnagar city which is not Class-I city but near to an Urban area. The time period is accordingly considered between 30 days to 45 days and consumer is entitled for simple interest at the rate of 18% per annum and besides that the SOP compensation as provided in the SOP Regulations. 2014.

This matter could not be decided within time as hearing was going on each and every date and parties wanted to produce some documents and therefore, delay is caused.

Hence the order.

### **ORDER**

- 1] Grievance application of consumer is allowed.
- 2] The Licensee to pay to the consumer simple interest at the rate of 18% per annum on Rs.926/- from 1/2/2016 to 26/12/2016.
- 3] Licensee shall also pay to the consumer SOP compensation at the rate of Rs.100/- per week from 1/2/16 till 26/12/2016.

4] Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 07/04/2017.

(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.