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Consumer Grievance Redressal Forum  
"Vidyut Bhavan", Gr. Floor,  
L.B.S.Marg,Bhandup (W),  
Mumbai – 400078.

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REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/

Date

Case No.646

Hearing Dt.22/7/2015

In the matter of review application filed by utility

**Mrs. Minno Hussain Mhaswadkar - Applicant**

**Vs.**

**M.S.E.D.C.Ltd., Bhiwandi, TPL - Respondent**

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri. Anil P. Bhavthankar, Chairperson, CGRF, Bhandup.
- 2) Shri.Ravindra S. Avhad, Member Secretary, CGRF, Bhandup.
- 3) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B - On behalf of Appellant

- 1) Mrs. Minno Hussain Mhaswadkar - Consumer Representative.

C - On behalf of Respondent No. 1

- 1) Shri. R.R.Beloskar, Executive Engineer, Nodal Office Bhiwandi.
- 2) Shri. S.K.Dhope, Assistant Engineer, Nodal Office Bhiwandi.
- 3) Mrs. Hemangi Mayekar, Assistant Manager, TPL

**ORDER (Passed on 18.03.2016)**

1. Respondent utility filed grievance and made request of review of the order pass in Case No. 604 in favor of consumer on dated 25.08.2015. It is submitted that applicant consumer wife of Hussion Mhaswadkar occupying the premises

situated of Ashok Properties. In Building No. 2, Ashok Nagar, Bhiwandi consumer No. 13010844112 LT 02 connection. It is reported that IGRC pass order in the billing dispute of the period 2000-2007. Against which consumer filed grievance of revised of bill she also prayed for apply of new connection to the premises in fact in since 2007 earlier bill dispute on the said premises the connection was PD and there are arrears of Rs. 2,74, 136/- in view of the order r pass by order in this Forum IGRC continuous the dispute calculated 450 units per month on basis of 5Kw x 0.5DF x 6hrs x 30days and total bill per month 240 units and excess bill was deducted. However in view of order pass by CGRF consumer only paid amount of Rs.6000/-and then deposited amount of Rs. 10,000/-. Therefore new connection to the said premises was required to be reconnected as such there is total revenue loss the send to respondent utility. Therefore the review petition is filed against the new consumer Mrs. Minno Hussain Mhaswadkar respondent utility requested to review the order and allow utility to old arrears due.

2. After filing the said review petition on 08.09.2015 notice was issued to the consumer however consumer approach to the Forum making complaint of non compliance of order pass by CGRF in old complaint No. 604 on dated 25.08.2015 the Forum gave opportunity of hearing the matter is heart during pendency of this matter the Forum receive direction of Hon'ble MERC of issued practice note direction informing to the Forum that under the statue of

Ombudsman Regulation 2006 CGRF Forum have no powers of review of his own order for the perusal details of the circular are mention as below

**Preamble** It has been brought to the notice of the Commission that a Consumer Grievance Redressal Forum (CGRF) has entertained applications made by a Distribution Licensee for review of its own Orders. While there is a specific provision for review by the Electricity Ombudsman, the MERC (CGRF and Electricity Ombudsman) Regulations, 2006 do not empower CGRFs to review their own Orders. Therefore, in exercise of the powers conferred under Regulation 26 of the Regulations, the Commission issues the following

**Practice Directions:**

3. The CGRFs are directed not to entertain applications from any party seeking review of their own Orders. 2. If any instance of a CGRF entertaining such an application or reviewing its own Order comes to his notice, the Electricity Ombudsman may suo moto call for the papers and give appropriate directions. 3. A consumer may take recourse to the Electricity Ombudsman if a CGRF reviews its own Order upon an application made by a Distribution Licensee, or entertains such an application.
4. In view of the said circular this Forum no power to consumer review application filed by respondent utility. However order pass by this Forum required to be complied immediately. Hence I proceed to pass following order.

**ORDER**

The Review Petition No. 646/2015 is stands dismiss

No order as to cost.

Both the parties should be informed accordingly.

Proceedings closed.

The compliance should be reported within 45 days.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup.

Note:

- 1) If Consumer is not satisfied with the decision, he may file representation within 60 days from the date of receipt of this order to the Electricity Ombudsman in attached "Form B".

Address of the Ombudsman  
The Electricity Ombudsman,  
Maharashtra Electricity Regulatory Commission,  
606, Keshav Building,  
Bandra - Kurla Complex, Bandra (E),  
Mumbai - 400 051

- 2) If utility is not satisfied with order, it may file representation before the Hon. High Court within 60 days from receipt of the order.

(I Agree/Disagree)

(I Agree/Disagree)

**DR. ARCHANA SABNIS**  
MEMBER  
CGRF, BHANDUP

**SHRI. ANIL P. BHATHANKAR**  
CHAIRPERSON  
CGRF, BHANDUP

**SHRI. RAVINDRA S. AVHAD**  
MEMBER SECRETARY  
CGRF, BHANDUP