
REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/ 347 Date: 27.02.2018

Hearing Date: 06.02.2018

CASE NO.57/2018

IN THE MATTER OF BILLING

Shri. Sharad Motiram Patil,
Type No.02, Building No. 03,
Block No. 26 Third floor,
Vihar Sector 25 CBD Belapur,
Navi Mumbai – 400614.

(CONSUMER NO. 000314182430) (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution Company Limited
through its Nodal
Officer,
Vashi Circle, Vashi

. . . . (Hereinafter referred as Licensee)

**Appearance : For
Licensee**

Mr.Murkute AEE, CBD Sub Division

For Consumer – Shri. Deepak Jain – Consumer Representative

[Coram- Shri A.M. Garde- Chairperson, Shri. R.S.Avhad -Member Secretary
and Vacant - Member (CPO)].

1. 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. [Electricity Supply Code and other conditions of supply Regulations 2005] Hereinafter referred as 'Supply Code' for the sake of brevity. Even, regulation has been made by MERC i.e. 'Maharashtra Electricity.

2. Consumer herein is one Mr. Sharad M. Patil having then consumer No. 000314182430. The grievance is that service connection charges were illegally received and further, on surrender of supply connection security deposit has not been refunded. Prayer is made for refund of service connection charges and security deposit along with interest and SOP compensation.
3. D.L. in reply contends that the security deposit proposal has already been send to Division office vide to letter No. Addl/EE/Billing/2697dtd. 12.12.2017 change of name is not possible after P.D.
4. We have heard both sides. So far as service connection charges is concerned D.L. does not say anything in the reply. So far as security deposit is concerned no dispute is made by D.L. In fact the D.L. has sent a proposal to Division Office. D.L. has to pay interest on the security deposit about which D.L. does not make any reference in the say. Hence a direction is that regard may be needed.
5. So far as connection charges are concerned it is pointed out that Rs. 3000 have been recovered as service connection charges. But nothing was spent

for the connection. It is pointed out that for new connection taken on no explanation coming from D.L. for the same. Needless to say that D.L. has to return Rs. 2950/-.

6. So far as SOP in concerned it is to be paid in respect of security deposit refund. The security deposit is to be refunded within 30 days from date of application of closure of account in class. I city and urban area and within 45 days in Rural Area. In case of delay SOP compensation has to be paid at the rate of Rs. 100/- per week.
7. Hence the order.

ORDER

1. Grievance is partly allowed.
2. Distribution Licensee to refund Rs.2950/-service connection charges money along with interest at RBI rate from 25.08.2016 till realization.
3. Distribution Licensee to refund the security deposit along with interest at RBI rate from the date of application of closure of account/surrender of connection till realization.
4. Distribution licensee to pay to SOP compensation for delay in refund of security deposit at the rate of Rs. 100/- per week from after 30 days of the closure of account application.

The compliance should be report within one week.

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

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, Keshav Building,Bandra - Kurla Complex, Bandra (E),Mumbai - 400 051"

- b) b) consumer, as per section 142 of the Electricity Act, 2003, can approach Hon'ble Maharashtra electricity Regulatory Commission for non- compliance, part compliance or
- c) Delay in compliance of this decision issued under" Maharashtra Electricity Regulatory Commission (consumer Redressed Forum and 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.

I Agree/Disagree

**ANANT M. GARDE
CHAIRPERSON
CGRF, BHANDUP**

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