

**CONSUMER GRIEVANCE REDRESSAL FORUM**  
(Established under the section 42 (5) of the Electricity Act, 2003)  
**MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LTD.**  
**JALGAON ZONE**

Office of the  
**Consumer Grievance Redressal Forum**  
**Ajantha Chauphuli , Old M.I.D.C.**  
**Jalgaon 425 003**

No. / CGRF /JLGZ/ JLG Circle/JLG Dn/C.No.05-2016-17 / (BY R.P.A.D.) **No 0 0 0 6 2** Date: **2 9 AUG 2016**

Date of Submission of the case : 18/07/2016  
Date of Decision : : 26/08 /2016

To.

1) Supreme Industries Ltd ,  
D101-102,MIDC Area,Jalgaon  
At Post Tal,Dist : Jalgaon .-425003  
(Consumer No. 110019002360)

- 2) Executive Engineer & Nodal Officer ,  
Maharashtra State Electricity Distribution Co LTD.  
Circle office. Jalgaon.
- 3) Executive Engineer ,  
Maharashtra State Electricity Distribution Com. Ltd.  
Division office. Jalgaon.

Complainant

Distribution Company



**DECISION**

M.s. Supreme Industries Ltd ,Jalgaon. H.T Industrial consumer ( hereafter referred as the Complainant) of the Maharashtra State Electricity Distribution Company Ltd. ( hereafter referred as the Distribution Company ) has filed a complaint regarding refund of the amount of Rs.26,86,107/- collected by MSEDCL (including DPC & Int.) towards IC/GC/TC for the month of December 2014 (for consumption of November-2014).The grievance was submitted to the Internal Grievance Redressal Cell at Jalgaon Circle Office, but not satisfied with the decision of the IGRC. The consumer has submitted a representation to the Consumer Grievance Redressal Forum in Schedule "A". The representation is registered at inward no. 72 on 18/07/2016.

It was decided to admit this case for hearing after consulting the Forum . The matter was fixed for hearing on 12/08/2016 at 11.30 a.m.. in the CGRF Office, Jalgaon and a notice to that effect was sent to the complainant and the concerned officers of the Distribution Company. A copy of the grievance was also forwarded with this notice to the Nodal Officer, MSEDCL, Circle Office , Jalgaon for submitting para wise comments to the Forum on the grievance within 15 days under intimation to the consumer. The copy of this notice was also endorsed to the Superintending Engineer, Circle Office , Jalgaon and Executive Engineer , Jalgaon Urban Division.

Shri Sanjay M. Aakode, Superintending Engineer ,Jalgaon Circle , Shri Y.J.Jarag, Executive Engineer, & S.D.Darvade, Add. Executive Engineer, Jalgaon Division, Shri N.D.Narayane, Executive Engineer, Shri R.F Pawar Dy.Executive Engineer, M.L.Bharade, Asst. Programmer & Shri V.B.Thakur, Asst. Auditor (F&A), Jalgaon Circle office, represented the Distribution Company during the hearing. Shri.T.N.Agrawal and Satish Shaha represented on behalf of the complainant .

**Consumer's Representation in Brief :**

1. The complainant is consumer of MSEDCL having presently Contract Demand of 2600 KVA and availing power supply through 33 KV HT express feeder. The supply was connected on



07.02.2005. They had availed supply through DF M/s Crompton Greaves Ltd. for industrial category of HT-IC (Continuous).

2. The complainant had received bill for Dec-2014 indicating additional tariff charged on account of IC, GC & TC Rs.1.58/unit, for total units 11,58,261 KWH, additional amount was billed as Rs.18,26,891/- + ED - PF. As per MSEDCL's circular No. 236 dt.26.12.2014, concession in Elect. Tariff was allowed by Govt. of Maharashtra for IC/GC/TC till the bill of Dec-2014 (for consumption of Nov-2014).
3. However the MSEDCL didn't pass the said concession in the bill and recovered these charges i.e. @ Rs.1.58/unit extra over & above normal tariff rate of Rs.7.01/unit, details of recovery is given below.

Billing month-Yr	Billing period:	Units & Addl. Rate billed.	Additional billed amount
Dec-2014	04.11.2014 to 07.12.2014	11,56,261 KWH Rs.1.58/unit	Rs.18,26,891/-+ ED- PF

4. Complainant had requested MSEDCL several times, but the amount has not been refunded so far. Thereafter complainant had lodged grievance with IGRC on dt.29.04.2016. The IGRC passed decision on 10.06.2016, however it was not acceptable to them, hence this grievance lodged with CGRF for redressal.
5. The MSEDCL had illegally billed additional amount Rs.18,26,891/- in the month of Dec-2014 bill. After lodging the claim with MSEDCL, the CE MSEDCL had granted approval vide note dt.30.03.2015 for refund of IC/GC/TC charges. Even after approval by CE, the SE MSEDCL again referred the case for guidance to CE Commercial vide letter No. 2976 dt.20.08.2015. So far no guidance has been given by CE Commercial to SE MSEDCL. Jalgaon & also decision of CE was not implemented. The IGRC failed to look into decision of CE. Jalgaon zone to implement & resolve our grievance.
6. Further, please also refer letter dt.08.04.2015 of Ex. Engineer, Jalgaon addressed to system Analyst, IT dept. advising refund of the excess amount collected as approved by CE (MSEDCL), Jalgaon in future energy bill.
7. The amount was appearing as arrear in monthly electricity bills, hence the CE Comm. office was not able to issue monthly NOC for short term open access. Under such circumstances, they had to pay forcefully arrears with DPC & int. etc amount accrued to Rs.26,86,107 - on dt.27.08.2015. The letter of confirmation dt.08.09.2015 submitted to SE, Jalgaon is attached.
8. It is mentioned that billing date for CGL's consumers starts from 17<sup>th</sup> onwards, as such as per IT dept. they had not considered after bill date from 10<sup>th</sup> Dec-2014 onwards.
9. However the Govt. subsidy was on consumption basis, i.e. for the month of Nov-2014 (billed in Dec-2014), subsidy was granted by GOM. As per the statement of billing period attached & also as per bill copy, it is clear that the billing of Nov-2014 was for consumption period to 03.11.2014 to 07.12.2014 in which all charges IC GC TC charges were recovered from us. Consumption period is very much within the specified period of Nov-2014, hence complainant are fully eligible to avail Govt. subsidy for the bill of Dec-2014 issued for the consumption of Nov-2014. It appears that IGRC overlooked consumption period of Nov-2014 which is billed in Dec-2014 & simply relied on the IT programme.
10. Hence, the IGRC failed to provide relief for the eligible consumption period of Nov-2014, complainant therefore appeal the CGRF to look into the grievance & settle the same to our satisfaction.
11. The MSEDCL handed over reply on our Grievance just before start of hearing, hence we could not submit any comments on say dt.11.08.2016. Further the MSEDCL also submitted CE (comm.)'s letter Dt 31.03.2016 addressed to SE Jalgaon which was not provided during hearing conducted by IGRC on Dt. 31.05.2016. Hence the representative of the complainant requested the Forum during the hearing, not to take on record the above documents as nothing has been mentioned about these documents at the time of hearing conducted by IGRC.

#### Consumer's Demands:

1. To refund the illegal amount collected by MSEDCL Rs.26,86,107/- (including DPC & Int.) towards IC/GC/TC for the month of Dec-2014 (for consumption of Nov-2014).
2. To pay the interest charges as per section 62 (6) of Elect Act, 2003 to be worked out at bank rate till refund above of amount is made to us.
3. To waive off DPC & interest arrears billed on the illegal amount collected.





4. To initiate action under SOP regulations-2005 against the concerned officials for not implementing decision of GOM.
5. Compensation for mental agony, man hrs for follow up, travelling exp. etc. Rs.50,000/-

**Action by IGRC :**

1. The complainant submitted the grievance to the Internal Grievance Redressal Cell, Jalgaon Circle office on 29/04/2016 .
2. Under letter dated 09/06/2016 ,the IGRC took following decision:
  - ✓ महाराष्ट्र राज्य विद्युत वितरण कंपनी मर्यादित यांनी योग्य बिले दिल्यामुळे मागणी मान्य करण्यात येत नाही.
  - ✓ वरील निर्देशासह सदरची तक्रार निव्वली वढण्यात येत आहे.

**Arguments from the Distribution Company.**

The Superintending Engineer , Jalgaon Circle has submitted a written reply to the Forum by letter no. 4115 dated 11/08/2016 which states as under:

१. मेसर्स सुप्रीम इंडस्ट्रीज लिमिटेड, ग्राहक क्रमांक :११००१९००२३६० सदर ग्राहकस दि.०७.०२.२००५ पासुन विद्युत पुरवठा करण्यात आलेला असुन सदर पुरवठा ३३ के.व्ही. उच्च दाब वाहिनी ( ३३ के.व्ही.एक्सप्रेस फिडर) वर जोडलेला असुन सदर ग्राहकचा जोडणी विद्युत भार हा २६०० केव्हीए असा आहे.
२. दिनांक ०१.०१.२०११ पासुन ते ११.०८.२०१५ या कालावधीमध्ये महावितरण कंपनीने जळगाव विभाग देखभाल, बिलींग, वसुली व इतर संबंधीत क्रीता नेमलेल्या डिस्ट्रीब्युशन फ्रॅन्चाईसी नावे मेसर्स ब्रॅम्पटन ग्रिडज लि. यांचेकडे सोपविण्यात आलेला होता.
३. या ग्राहकस वाणिज्य परिपत्रक क्र. २२१ दि.१५.०३.२०१४ नुसार IC+GC+TC चार्जेसची आकरणी १२ महिन्यात म्हणजेच १ मार्च २०१४ ते २८ फेब्रु २०१५ करणे सुचित करण्यात आले होते. परंतु बिलींग आलेखानुसार सदर ग्राहकस ही आकरणी फक्त डिसें २०१४ ते जाने २०१५ क्रीता आकरलेली दिसते. अधिक माहिती क्रीता सोबत सदर ग्राहकचा बिलींग आलेख जोडत आहोत.
४. विद्युत देयकत लावण्यात येणाऱ्या चार्जेसची सबसीडी महाराष्ट्र शासनाकडून महावितरण कंपनीस दिली जात असे परंतु वाणिज्य परिपत्रक क्रमांक २३६ दिनांक २६.१२.२०१४ नुसार शासन निर्णय क्र. संकीर्ण -२०१३ /प्र.क्र.२७८ (भाग-१)/ ऊर्जा-५ दिनांक २९.०१.२०१४ नुसार विद्युत देयकत देण्यात येणारी सवलत डिसें २०१४ पासुन रद्द करण्यात आलेली आहे. वाणिज्य परिपत्रक क्र.२३६ मधील परिच्छेद क्र-५ नुसार देण्यात आलेली सवलत महावितरण कंपनीच्या औद्योगिक ग्राहकना एक महिन्यासाठी म्हणजेच डिसें २०१४ (नोव्हें-२०१४ मधील विज वापरासाठीच्या विज देयकक्रीता) क्रीता लागु करण्याचा निर्णय घेण्यात आला आहे.
५. मुख्य कार्यालय मुंबई यांचेकडुन प्राप्त झालेले संगणकीय प्रोग्रॅम अमेंडमेंड नुसार ज्या ग्राहकंचे रीडिंग नोव्हें २०१४ मध्ये घेतलेले असुन बिलींग प्रोग्रॅम १ डिसें २०१४ पासुन सुरु झाला त्याच ग्राहकना सिस्टीम मधुन नोव्हें २०१४ बिल डिसें २०१४ च्या बिलात सवलत देण्यात आलेली आहे.
६. CGL च्या ग्राहकना बिलींग प्रोग्रॅम हा प्रत्येक महिन्याच्या १७ तारखेपासुन सुरु होत असल्याने सदर ग्राहकना माहे नोव्हें २०१४ च्या विद्युत देयकत IC+GC+TC चार्जेसची आकरणी करण्यात आलेली नाही. तसेच संदर्भ HO/IT/HT यांच्या

**Billing version 1.15.51 purpose of amendment point 3. Which is as follow-**

"20 % subsidy is applicable to Industrial and Powerloom consumers for the bill month Nov-2014 and having bill date from 10-Dec-2014 onwards. Programs are given herewith to pass these adjustments. Adjustment type '27' is used for 20 % subsidy, adjustments"

"If consumer paid the bill of Nov-2014 excluding 20% subsidy, he is eligible to avail Prompt Payment Discount and Load Factor incentive. Program are modified the same. Day end should be processed with this amendment only".

"The MSEDCL had illegally billed additional amount Rs. 18,26,891/- in the month of DEC-2014 bill. After loading our claim with MSEDCL , the CE MSEDCL had granted approval vide note dated 30.03.2015 for refund of IC/GC/TC charges. Even after approval by CE, the SE MSEDCL again referred our case for guidance to CE Commercial to vide letter No. 2976 dated 20.08.2015. So far no guidance has been given by CE Commercial to SE MSEDCL, Jalgaon and also decision of CE was not



implemented. The IGRC failed to look into decision of CE, Jalgaon Zone to implement and resolve our grievance”

परंतु मा. मुख्य अभियंता (वाणिज्य) यांनी स्पष्टपणे नमुद केलेल्या प्रमाणे “It is clear that concession in electricity rate as per GOM is given uniformly throughout state for HT Industrial Consumers for billing month from Jan 2014 to Nov 2014”.

या वरून आपणास असे निदर्शनास आणून देवु इच्छितो की, सदरील ग्राहकस देण्यात आलेले विज देयके परिपत्रकनुसार योग्य आहेत. सदर ग्राहकस देण्यात आलेले विज देयके माहे मार्च २०१४ ते फेब्रु २०१५ यामधील कालावधीतील डिसें २०१४ (नोव्हें २०१४ मधील विज वापरासाठी च्या विज देयककरीता ) हे निर्देशाप्रमाणे बरोबर आहे.

सदर ग्राहक क्रमांक ११००१९००२३६० चे नोव्हें २०१४ चे विदयुत बिल हे नोव्हें २०१४ चे विज वापराचेच असून त्यांना सिस्टीम ने IC+GC+TC चार्जेसची आकरणी केलेली नाही आहे. त्यामुळे रक्कम परत करण्याचा प्रश्नच उद्भवत नाही. संगणक विभागाने दिलेली विदयुत देयक बाबतची तसेच IC+GC+TC चार्जेसची माहितीचे विवरण पत्र सोबत जोडत आहे. तरी सदर ग्राहकस पुनश्च विनंती करण्यात येते की सदरील आकरणी योग्य आहे.

#### Observations by the Forum:

1. The Forum expressed displeasure about the not handing over the reply to the complainant in advance and not updating the consumer about the reply from CE (Commercial) during the IGRC hearing. The Forum directed the concerned officers to take care in future.
2. The MERC vide Orders dt. 03/09/2013, 04/09/2013 & 05/09/2013 has permitted MSEDCL to recover Additional Energy Charges (AEC) from all category consumers w.e.f. September 2013 for further period of 6 months on account of validated increased expenditure on various project of MSPGCL & MSETCL In order to reduce the impact of hike in electricity tariff. Government of Maharashtra decided to give concession in electricity rates to the MSEDCL consumers vide GR No. Sankirna/2013 C.No. 278 (Part-1)ERG-5 dt. 29/01/2014 by offering subsidy. Based on the Government of Maharashtra GR dt. 29/01/2014 as mentioned above, MSEDCL issued a Commercial Circular No. 218 dated 18/02/2014 under which the rise in tariff in September 2013 for Residential (up to 0 to 300 units), Commercial, Industrial and Agricultural consumers is reduced as per Annexure "A" to the circular. These concessions were limited to Energy Charges as per Annexure.
3. The concessional tariffs was applicable from 1<sup>st</sup> February 2014 till such time the Government of Maharashtra covers the difference by way of direct subsidy under section 65 of Electricity Act, 2003 and also as envisaged in the Government Resolution.
4. Later Government of Maharashtra issued a GR dt. 22/12/2014 under which the concessional tariff was withdrawn for other than agricultural consumers with effect from December 2014. Accordingly the MSEDCL issued a Commercial Circular no. 236 dated 26/12/2014. In this circular it mentioned that the concession in tariff shall be applicable to the industrial consumers of the MSEDCL for the month of December 2014 (billed for the consumption in November 2014) in view of the Government of Maharashtra GR dt. 22/12/2014 and GR dt. 29/01/2014.
5. As per MERC Interim Order dt. 03 March 2014 in Case No. 38 of 2014, MERC Order dt. 03 March 2014 in the Case No. 54 of 2014 MSEDCL was allowed to recover Interim Charges (IC), GENCO Charge (GC I & II) & TRANSCO Charge(TC) at the rates and period approved by the Commission. The MSEDCL has issued a Commercial Circular No. 221 dated 15/03/2014 to that effect. As per this circular, the IC, GC and TC charges are not made applicable to the consumer categories mentioned in Commercial Circular No. 218 dt. 18/02/2014 and the GoM concession/subsidy continued to be applicable for categories specified by GoM's Resolution dt. 29/01/2014.
6. The complainant however received bill for December 2014 including charges on account of IC, GC & TC at Rs.1.58/unit, for total units 11,58,261 KWH, additional amount was billed as Rs.18,26,891/- + ED – PF. As per MSEDCL's circular No. 236 dt.26.12.2014, concession in Elect. Tariff was allowed by Govt. of Maharashtra for IC/GC/TC till the bill of Dec-2014 (for consumption of Nov-2014).The complainant has disputed this amount and has been asking for the refund of the same.
7. It is seen from the papers submitted to the Forum that the CE, Jalgaon Zone had earlier approved the refund as per office note dated 20/03/2015. The Nodal Officer and the Executive Engineer, MSEDCL, Jalgaon by letter dated 08/04/2015 had asked the System Analyst to process the refund. The matter was also informed by the Business Head, Crompton Greaves Ltd. (CGL)





(the then Distribution Franchisee of MSEDCL), Jalgaon to CE (Commercial) ,MSEDCL, Mumbai under letter dated 26/06/2015. But it seems that actual refund was not effected in the ensuing bills for reasons not known .

8. Later the Superintending Engineer, Jalgaon Circle made a reference to the CE (Commercial) ,Mumbai vide his letter dated 20/08/2015 seeking guidance in this case based on some E-mail from IT section.

During the hearing , the Forum asked the copy of the said E-mail by the IT section . But it could not be produced . The Programmer , IT Jalgaon submitted following written clarification:

- ✓ With reference to above case , it is being brought to your notice that IT Jalgaon hadn't received audited copy of B-80 adjustment for the said consumers after CE Comm office note dtd. 08.04.2014 through proper channel.
- ✓ Proper channel means, CGL should have calculated B-80 adjustment type of '27' & '01' for the said consumers & should have submitted to Nodal office for auditing. Then audited copy should have submitted to IT Jalgaon for giving its effect in the billing. But it seems that CGL have-not even calculated B-80 adj amount for the said consuming of type '27' & '01' neither they submitted its copy to Nodal office for auditing.
- ✓ As the case result may have affected all 142 HT Consumer billing under CGL at that time, it seems SE Nodal may have decided to refer the case to CE (commercial) office for further guideline. And due to continues communication with HO till date final audited copy of adjustment not received to IT Jalgaon.
- ✓ In addition to above it is being brought to notice of CGRF committee that the said consumers have been charged IC,GC,TC charges for 2 months only as against 3 months for other consumer under Jalgaon circle. So as per IT Amendment letter 1.15.51 refund for Nov-14 consumption billed in Dec-15 not passed to the said consumers.

The Forum noted an administrative anomaly in this case . The matter of refund was already approved by a superior authority and an authority subordinate to it made a reference keeping aside the decision. Being the internal administrative matter, the Forum does not make any further comments on this issue. but brings it to the notice of the CE , Jalgaon Zone.

9. As per the statement submitted by the Programmer ,IT Centre ,MSEDCL ,Jalgaon the Consumer No. 110019002360 (i.e. M/s Supreme Industries Ltd.) was charged IC, GC and TC for consumption in November 2014 and part of December 2014 as under:

MONTH	PREV_RD G_DT	RDG_DT	BILL_DT	INTERIM CHARGE	NEW GENCO CHARGE	NEW GENCO CHARGE 2	TRANSC O CHARGE	TOTAL
DEC 14	04-11-14	07-12-14	19-12-14	982821.85	173439.15	312190.47	358440.91	1826892.38

10. However as per MSEDCL's circular No. 236 dt.26.12.2014 and Government of Maharashtra resolutions read with the Commercial Circular No. 221 dated 15/03/2014 , the complainant consumer should have not been charged IC, GC and TC for consumption in November 2014 . The Distribution Company has stated that the billing for the CGL consumers started from 17<sup>th</sup> of the month hence the consumption period has overlapped for both November 14 and December 14. But period of the billing cycle is not under the control of the consumer and a consumer can not be deprived of the entitled relief/concession only because CGL had a different billing cycle.

11. The reply dated 11/08/2016 submitted by the SE , Jalgaon suffers from following discrepancies:

- ✓ As per the CGM (IT) letter dated 07/01/2015 regarding HT billing version 1.15.51 "subsidy is applicable to Industrial and Power loom consumers for the bill month Nov-2014 and having bill date from 01-Dec-2014 (wrongly mentioned as 10-Dec-2014) onwards." But the SE has stated that the concession is applicable to only those consumers whose billing programme has commenced on 1<sup>st</sup> December 14 only .In fact it is applicable for any bill of November 14 date issued from 1<sup>st</sup> December 14 onwards.
- ✓ It has been mentioned that the IC/GC/TC charges are not applied for November 14 bill and an absurd statement is made that "the bill in November 14 is bill for consumption in November 14 (नोव्हें २०१४ चे विदयुत बिल हे नोव्हें २०१४ चे विज वापराचेच असुन) In fact this is a bill issued in November 14 for consumption covering 6 to 31 October 14 (major period of October 14) and 1 to 4 November 14 . It can not be said that this is a bill for consumption in November 14. In any case this bill was exempt from IC/GC/TC charges as per rule.

12. As per the Government of Maharashtra शासन निर्णय क्र. संकीर्ण -२०१४ /प्र.क्र.७० (शिक्षना)/उर्जा-५ dt. 22/12/2014 it is clearly directed at para no. 3 as under:



“ज्या ग्राहकंनी डिसेंबर २०१४ मध्ये देण्यात आलेल्या वीज देयकची रक्कम भरलेली आहे अशा ग्राहकंनी सवलतीच्या रकमेचे समायोजन पुढील महिन्याच्या वीज देयकत करण्यासाठी याद्वारे मान्यता देण्यात येत आहे.”

13. As per MSEDCL's Commercial Circular No. 236 dt.26.12.2014 , the directives are as under:  
“शासनाच्या संदर्भ क्र. ५ मधील शासन निर्णयान्वये सर्व क्षेत्रिय कार्यालयांना कळविण्यात येते की, औद्योगिक ग्राहकंच्या डिसेंबर २०१४ मध्ये देण्यात आलेल्या (नोव्हेंबर २०१४ मधील वीज वापरासाठीच्या) वीज देयकची आकरणी संदर्भिय शासन निर्णय क्र१ व वाणिज्य परिपत्रक क्र. २१८ दि.१८.२.२०१४ व २२१ दि.१५.०३.२०१४ नुसार करण्यात यावी. डिसेंबर -२०१४ चे वीज बिल यापूर्वीच निर्गमित झालेले असल्यास सदर सवलत पुढील वीज बिलात समायोजित करण्यात यावी.”
14. Thus the orders in the MSEDCL's Commercial Circular No. 221 dated 15/03/2014 and Commercial Circular No. 236 dt.26.12.2014 are very clear. The Forum therefore directs that the IC, GC and TC applied for December 2014 bill should be split on pro-rata basis for the consumption during the period 04-11-2014 to 30-11-2014 and that during 01-12-2014 to 07-12-2014 . The Distribution Company should refund the amount of IC, GC and TC worked out for the consumption during the period 04-11-2014 to 30-11-2014 (i.e. part period of November 2014) .
15. The MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 do not provide any compensation for this default.
16. The demand for compensation for mental agony, man hrs for follow up, travelling exp. etc. also can not be considered by the Forum as said regulations do not provide for any such compensation.

### ORDER

1. The amount recovered by the Distribution Company towards IC, GC and TC along with DPC and interest if any worked out on pro-rata basis for the consumption during the period 04-11-2014 to 30-11-2014 should be refunded to the complainant along with interest at bank rate of Reserve Bank of India, in terms of Section 62(6) of the Electricity Act, 2003, read with Regulation no. 11.3 of MERC (Terms and Conditions of Tariff) Regulations, 2005 till the date of refund by adjustment in the ensuing bill issued after this order.
2. As per regulation 8.7 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 , order passed or direction issued by the Forum in this order shall be implemented by the Distribution Licensee within the time frame stipulated and the concerned Nodal Officer shall furnish intimation of such compliance to the Forum within one month from the date of this order. -
3. As per regulation 22 of the above mentioned regulations , non-compliance of the orders/directions in this order by the Distribution Licensee in any manner whatsoever shall be deemed to be a contravention of the provisions of these Regulations and the Maharashtra Electricity Regulatory Commission can initiate proceedings suomoto or on a complaint filed by any person to impose penalty or prosecution proceeding under Sections 142 and 149 of the Electricity Act, 2003.
4. If aggrieved by the non-redressal of his Grievance by the Forum, the appellant may make a representation to the Electricity Ombudsman, 606, 'KESHAVA', Bandra Kurla Complex, Bandra (East), Mumbai 400 051 within sixty (60) days from the date of this order under regulation 17.2 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.

— sign —  
(RAJAN S. KULKARNI)  
MEMBER

— sign —  
(D.K.MOHOD)  
MEMBER-SECRETARY

— sign —  
(SURESH P.WAGH)  
CHAIRMAN

Consumer Grievance Redressal Forum  
Jalgaon Zone

#### Copy for information and necessary action to:

1. Chief Engineer , Maharashtra State Electricity Distribution Company Ltd. , Jalgaon
2. Superintending Engineer, Maharashtra State Electricity Distribution Company Ltd. , Jalgaon.