



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. K/E/1280/1516 of 2017-18

Date of registration : 01/02/2018

Date of order : 14/02/2018

Total days : 14

IN THE MATTER OF GRIEVANCE NO. K/E/1280/1516 OF 2017-18 OF PAWANKUMAR RAMNARAYAN GUPTA, RM.NO.179, SEC.NO.-03/D-WING, BHALACHANDRA NAGAR, KALYAN (W) PIN CODE-421 301 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.

Shri. Pawankumar Ramnarayan Gupta,
Rm.No.179, Sec.No.-03/D-wing,
Bhalachandra Nagar, Kalyan (W)
Pin Code-421 301.

(Consumer no. 020103095469)

... (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution
Company Limited,
Through it's Nodal Officer,
Kalyan Circle-I, Kalyan

... (Hereinafter referred as Licensee)

Appearance : For Licensee - Mr.Yadav, Addl.Ex.Engr., Kalyan (W) S/dn-I.

For Consumer - Shri. Pawankumar Gupta

[Coram- Shri A.M.Garde- Chairperson, Shri A.P. Deshmukh-Member Secretary]

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 Redressed 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 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.

2) Consumer herein is one Mr.Pawankumar Ramnarayan Gupta having Consumer No.020103095469. The grievance is about wrong billing. MSEDCL in reply clarifies that bill issued is the Consumer for the period from Feb-2017 to Dec-2017 was wrong. The bill was revised as per accurate reading which was provided by Consumer himself by R.I.D No.7640580 dated 03/01/2018 and amount of Rs.11114.55 has been credited. B-80 is done.

3) We have heard both sides. It is clear that the grievance is redressed. Instruction are given for prompt services.

No Grievance remained.

Hence the order.

ORDER

Grievance disposed off as redressed.

Date: 14/02/2018

(A.P.Deshmukh)
MemberSecretary
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.*