MAHAVITARAN
Maharashtra State Electricity Distribution Co. Ltd.

Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
Ph– 2210707, Fax – 2210707, E-mail : cgrfkalyan@mahadiscom.in

No. **of** K/E/757/912 2013-14

Date of Grievance : 21/01/2014
Date of order :   05/03/2014
Period taken :   44 days.

IN THE MATTER OF GRIEVANCE NO. K/E/757/912 OF 2013-14 IN RESPECT OF SMT.SHANTABAI GURUNATH MHATRE, DHASAI SECTION, BENGAL PADA, MURBAD, DISTRICT-THANE REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM REGARDING REFUND OF EXCESS PAID AMOUNT BILL TO BE CORRECTED AS PER READING.

Smt. Shantabai Gurunath Mhatre,
Dhasai Section,Bengal Pada, Murbad,
District - Thane,   …. (Hereafter referred as Consumer)
(Consumer No. 019847000301)
          Versus
Maharashtra State Electricity Distribution
Company Limited though its
Exe.Engineer,MSEDCL,Kalyan (R) Divn.   …. (Hereinafter referred as Licencee)

Appearance :   For consumer – Shri B.R.Mudalkar-
                        For Licencee - Shri Suresh D.Suradkar-Asst. Engineer.

(Per Shri Sadashiv S.Deshmukh, Chairperson)

          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).

2]   This grievance is filed by consumer before this Forum on 21/1/2014, aggrieved by the huge arrears frame that too on the basis of exorbitant readings

recorded. In this matter grievance application along with papers were sent to the Nodal Officer,vide letter of this Forum bearing No. EE/CGRF/Kalyan/036 dated 29/1/2014. Thereafter on behalf of Licencee appearance is given and reply filed on 17/2/2014. On behalf of the consumer additional details are placed on record on 17/2/2014 and 26/1/1014.

3]   It is made clear that, during the pendency of this grievance, meter is tested, testing report discloses that meter is erratic. Further Officer of Licencee submitted that considering the erratic behavior of the meter aspect is dealt and discussed with the representative of consumer and this dispute is amicably settled. We directed both sides to place on record in writing about the aspect grievance is settled and now no more dispute is survived. Accordingly both of them have placed on record their versions about grievance settled. Hence, in this light, we find it is not necessary to proceed with the matter and to record any finding on merit.

              Hence the order.

ORDER

1]   Grievance of consumer stands disposed off as it is settled mutually between the parties.

 Dated:5/03/2014

     I agree   I agree

.
  (Mrs.S.A.Jamdar)   (Chandrashekhar U.Patil)   (Sadaashive S.Deshmukh)
       Member   Member Secretary   Chairperson
    CGRF,Kalyan   CGRF,Kalyan   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 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"

c) 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.