



Consumer Grievance Redressal Forum, Kalyan Zone

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No.EE/CGRF/Kalyan Zone/

Date of Grievance : 02/05/2015

Date of Order : 11/07/2016

Total days : 427

IN THE MATTER CASE OF GRIEVANCE NO. K/E/878/1073 of 2015-16 IN RESPECT OF MAHAVIR INDUSTRIES GALA NO.1, PLOT NO.5, SHEELA IND.EST. WALIV, VASAI (E), DIST. PALGHAR PIN – 421 208 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING REFUND OF REFUND OF AMOUNT.

Mahavir Industries,
GalaNo.1,PlotNo.5 ,
Waliv,
Vasai (E), Dist. Palghar,
Pin Code-401 208.

(Consumer No. **001840856379**)

..... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited
through its MSEDCL, Addl. Ex. Engineer,
Vasai Circle, Vasai (E), S/Dvn.

..... (Hereinafter referred as Licensee)

Appearance : - For Consumer : Shri Harshad Sheth-Consumer's representative.
For Licensee :- Shri Umberje-AEE, Vasai (E) S/Dvn.

(Per L.N.Bade-Executive Engineer – cum- Member Secretary)

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. 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 (Electricity Supply Code and other conditions of supply) Regulations 2014’.

Consumer is having supply bearing consumer No. 001840856379 and demanded the refund of amount. Further he addressed letters to the Superintending Engineer on 7/8/14, 11/9/14 and 20/10/14 by email but there was no response, hence he approached this Forum on 2/5/2015. His grievance application along with accompaniments sent to the Nodal Officer vide this Office letter No.EE/CGRF/Kalyan/134 dated 02/05/2015.

Today i.e. on 08/07/2016 CR Shri Harshad Sheth and Officers of Licensee are present. In this case, there was a grievance of consumer regarding refund of SD+ASD with interest. However, the Licensee has rectified it and has given (paid)the amount of Rs. 40,431.20 Ps towards interest on SD in the bill of January 2016 and the amount of SD Rs. 4,500 + ASD Rs.2,700/- total Rs.7,200/- is added in the bill of March 2016. The CR given in writing that Licensee has settled consumer’s claim

in full and final satisfaction and pleaded that as per B 80 the Licensee given the amount of Rs. 40,431.20 Ps towards interest on SD in the bill of January 2016 and the amount of SD Rs. 4,500 + ASD Rs.2,700/- total Rs.7,200/- is added in the bill of March 2016 and now there is no grievance for refund of SD + ASD + interest. CR also stated that they do not demand any extra interest and compensation as per SOP 2014.

5] This matter could not be decided within time as CR has submitted that he is suffering from knee pain and requested to adjourn his grievance applications till June 2016. The then the Executive Engineer has heard the grievance from both sides. In the meantime, the then the Executive Engineer-cum-Member Secretary has been transferred. Moreover, this Forum is functioning in absence of regular Chairperson and regular Member Secretary, the present Member Secretary in charge is discharging the additional work of Chairperson along with the regular work of Member Secretary from 28/6/2016, in addition to his regular portfolio as Executive Engineer Enquiry MSEDCL for Kalyan Region.

Hence the order.

ORDER

Grievance of consumer is hereby disposed off.

Date: 11/07/2016.

I agree

**(Mrs.S.A.Jamdar)
Member
CGRF,Kalyan**

**(L.N.Bade)
Chairperson-cum- Member Secretary
CGRF, Kalyan.**

**** (In the sitting of Forum, the Chairperson is not available. As per MERC Regulations (2006), Clause 4, the technical member shall be the Chairperson of such sitting in which Chairperson is not available and hence in the present case, the technical member performed the role of Chairperson of the Forum).**

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.