



**Consumer Grievance Redressal Forum, Kalyan Zone**

Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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No.EE/CGRF/Kalyan Zone/

Date of Grievance : 16/10/2015

Date of Order : 11/07/2016

Total days : 230.

**IN THE MATTER CASE OF GRIEVANCE NO. K/E/924/1129/2015-16 IN RESPECT OF MUN PLAST, GALA NO. 112, MANISH IND. EST. NO.2, NAVGHAR ( E ), VASAI ( E ) PIN CODE NO 401 208, DIST. PALGHAR REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING REFUND OF SD AND ASD WITH INTEREST.**

Mun Plast,  
Gala No.112,  
Manish Ind. Est. No.2,  
Navghar, Vasai (E)  
Pin Code No.401 208,  
(Consumer No. **001610864429**) ..... (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.  
Shri Giri -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’.

2] Consumer has filed this present grievance for refund of SD+ASD with interest as initial supply is not displayed on the bill and not considered in consumer’s account. Further he addressed letters to the Superintending Engineer on 14/7/2015 and also verified the FI register of MSEDCL but there was no response, hence he approached this Forum on 16/10/2015 with grievance that inspite of the persuasion, Licensee has not paid the amount demanded by consumer and also compliance is not done in time. His grievance application along with accompaniments sent to the Nodal Officer vide this Office letter No.EE/CGRF/Kalyan/289 dated 16/10/2015.

3] 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 total amount of Rs. 26,600/- to the

consumer. The CR given in writing that Licensee has settled consumer's claim in full and final satisfaction and pleaded that as per B 80, credit of Rs. 20,196.66 Ps towards interest is given by MSEDCL in the bill of December 2015.

4] The consumer has further contended that the SD amount of Rs.12,000/- + ASD Rs.14,400/- total ( Rs. 26,600/- ) is added in the bill of February 2016 and now there is no grievance for refund of SD + ASD + interest. CR also stated that they do not demand extra interest and compensation under 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.