



Consumer Grievance Redressal Forum, Kalyan Zone

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No.EE/CGRF/Kalyan Zone/

Date of Grievance : 13/07/2015

Date of Order : 21/07/2016

Total days : 345

IN THE MATTER CASE OF GRIEVANCE NO. K/E/910/1109/2015-16 IN RESPECT OF MR. MANMEETSINGH NANRA, GALA NO. 6 & 7, RAJMILAN IND. ESTATE, CHINCPADA, VASAI (E)- 401 208, DIST. PALGHAR REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING REFUND OF RLC + SD & PD BALANCE AMOUNT WITH INTEREST.

Mr. Manmeetsingh Nanra,

Gala No.6 & 7,

Rajmilan Ind. Estate,

Chinchpada,

Vasai (E)-401 208,

Dist. Palghar,

(Consumer No. **001590787406**)

..... (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/Dn.

Shri Giri - AEE, Vasai (E) S/Dn.

(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+RLC of previous PD connection with interest. The consumer contended that on 14/2/14 the Licensee inspected the premises and theft case u/s. 135 of Electricity Act, 2003 was filed. Licensee demanded Rs.7,12,740/- . On the same day the Licensee disconnected the supply as consumer did not pay the amount. Since Licensee has filed false case against him. The FIR was registered with Spl. Court bearing No.1/2014 however the Hon'ble Court has acquitted the consumer on 15/1/14.

3] The consumer further contended that from 4th February 2014 to 15/7/14 the consumer went to Licensee and other authorities for restoration of supply though six months period for bail bonds was over but the cognizance not taken till the date. Therefore, the consumer approached

to this Forum vide grievance No. K/DOS/030/969 on 14/11/14. The Forum has decided the said grievance No.969 mentioned therein that if the MSEDCL has not refunded the amount till June 2015, the consumer may approach to this Forum along with Schedule-A. Therefore Forum has disposed off the grievance of the consumer. The consumer approached to Ombudsman filed the case No. 05/2015. MSEDCL agreed upon the mutual settlement and after paying the amount under protest, MSEDCL has given new supply as IP No.37054. Hence, consumer approached this Forum filed the grievance bearing No. K/E/910/1109 dated 13/7/15. The consumer demanded the refund of SD of Rs.19,700/- displaced on the bill for restoration of new connection. Further consumer demanded refund of SD Rs.7,200 + 10,500/- with interest Rs.16,432/- , RLC Rs.11,400/-, DPC, interest and other charges. His grievance application along with accompaniments sent to the Nodal Officer vide this Office letter No.EE/CGRF/Kalyan/235 dated 15/7/2015.

4] 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+RLC, DPC interest. However, the Licensee has rectified it and has given (paid)the total amount of Rs. 41,535.32 Ps 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. 41,535.32 Ps is given by MSEDCL in the bill of December 2015. So their grievance in respect of new supply bearing consumer No. 001598906692 and refund of earlier supply bearing consumer no. 001590787406 is complied by MSEDCL, now there is no complaint in respect of Genus meter PF penalty of past period.

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: 21/07/2016.

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.