



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No. **K/E/890/1088 of 2015-16**

Date of grievances : 20/05/2015
Date of order : 06/07/2015
Total days : 47

IN THE MATTER OF THE GRIEVANCE NO. K/E/890/1088 OF 2015-16 IN RESPECT OF SANTOSHKUMAR KATARUKA, GALA NO.23, MITUL IND. EST, A-WING, WALIV PHATA, VASAI (E) – 401 208, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING REFUND OF ADDITIONAL SECURITY DEPOSIT & RLC.

Santoshkumar Kataruka,
Gala No.23, Mitul Ind Est.
A-Wing, Waliv Phata,
Vasai (E),- 401 208,
(Consumer No. 001840346800) (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy Executive Engineer,
Sub Divn, Vasai Circle (Hereinafter referred as Licensee)

Appearance :For Consumer–Shri HCSeth Consumer's Representative.
For Licensee- Shri Umberje-AEE, Vasai (E) S/Dn.

(Per Shri CUPatil-Executive Engineer-cum-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

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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'.

The consumer bearing account no.001840346800 is having it's industrial connection by the name Shri Santoshkumar Kataruka with sanction load of 27 HP and filed his grievance in form "X" dated 23/12/2014 to the IGRC of Vasai Circle. Nothing heard by IGRC, consumer approached to this Forum by filling his grievance in schedule "A" dated 20/5/15 regarding refund of ASD and RLC amount which was actually collected by MSEDCL from their old consumer no. 001840604540 situated previously at the same site before load extension. The collected additional SD was not displayed on the bills issued to the consumer till he was allotted new consumer no. 001840346800 after load extension.

The grievance was registered in the Forum by allotting No. K/E/890/1088 dated 20/5/15 and scheduled the hearing on 9/6/15. The letter intimating the hearing date was sent to the Nodal Officer vide No.EE/CGRF/175 dated 25/5/15 along with the copy of the grievance and accompaniments. The copy of hearing letter was also sent to the consumer.

In response to it, Officers of Licensee appeared on 9/6/15 and agreed to comply the grievance of consumer . They agreed that credit of RLC amount along with interest on SD will be given to them by suitable B-80 adjustment in consumer's next bill .

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On the next hearing date, i.e. on 29/6/15, the CR Shri Sheth submitted his report stating that his entire grievance is fully complied. In his letter dated 29/6/15, he clarified that consumer has received the credit of SD interest along with RLC in the bill of June-15.

Accordingly it is clear that the claim of the consumer is settled and , it needs no any further direction. Hence Matter is to be disposed off.

Hence the order.

ORDER

Grievance application stands disposed off as credit of SD interest along with RLC is given to the consumer in the bill of June-15.

The CR also submitted his clarification report dated 29/6/2015 stating that consumers entire grievance is fully complied.

Dated: 02/07/2015.

I agree

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

**(Chandrashekhar U.Patil)
Chairperson-cum- Member Secretary
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.

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