



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

No. **K/E/1055/1269 of 2016-17**

Date of Grievance : 08/09/2016

Date of order : 04/11/2016

Total days : 58

**IN THE MATTER CASE OF GRIEVANCE NO. K/E/1055/1269/2016-17 IN RESPECT OF G.V.SATISHKUMAR, A/202, VASUNDHARA APARTMENT, TAMTALAO, VASAI REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.**

G.V.Satishkumar,  
A/202, Vasundhara Apartment,  
Tamtalao,  
Vasai.

(Consumer No.001510284832) ..... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited  
through its Nodal Officer,  
MSEDCL, Vasai Circle

..... (Hereinafter referred as Licensee)

Appearance : - For Licensee : Absent.  
For Consumer- In person.

[Coram- Shri A.M.Garde-Chirperson, Shri L.N.Bade-Member Secretary and  
Mrs.S.A.Jamdar- Member (CPO)]

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] An unfortunate exercise for the consumer as well as to the Forum for non compliance of the order of the IGRC by the Licensee.

3] In short, the case is that,

The consumer in this case had paid his electricity bill by cheque. The cheque was dis-honoured. There were some charges of Rs.368/- levied on the consumer on account of dishonour of the cheque. The consumer approached IGR, which in turn granted his prayer and directed the Licensee to pay the amount of Rs.368/- which was recovered as charge is on account of dishonour of the cheque. Licensee failed to comply with the order of IGR

4] We have heard the consumer in person but none was present for Licensee.

5] Unfortunately, as has been pointed out, Licensee has not complied with the order of IGR and it is clearly observed that the consumer

has been harassed in the present case and as such his prayer in the present application deserves to be considered.

Hence the order.

**ORDER**

- 1] The grievance application stands allowed.
- 2] The Licensee to comply with the order of the IGRC forthwith.
- 3] The Licensee should pay to the consumer Rs.1000/- by way of compensation as prayed by him.
- 4] Licensee to fix the responsibility for non compliance of the said order and amount be recovered from the concerned official.
- 5] This order should be complied within 45 days and report be made to the Forum within 60 days from the date of receipt of this order.

Date: 04/11/2016.

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

(L.N.Bade)  
Member Secretary  
CGRF, Kalyan.

(A.M.Garde)  
Chairperson  
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.

