



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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Out Ward No.EE/CGRF/Kalyan Zone/281 Date of Grievance : 05/10/2015

IN THE MATTER CASE OF GRIEVANCE NO. K/E/920/1125/2015-16 IN RESPECT OF ELASTOMBER LINING WORKS PVT. LTD. PLOT NO. 22/23,MIDC CHMEICAL ZONE, AMBERNATH, DIST. THANE REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING BILLING DISPUTE.

Elastomber Lining Works Pvt. Ltd.,
Plot No. 22/23, MIDC,
Chemical Zone, Ambernath,
Dist. Thane- 421 201.
(Consumer No. 021510401627) (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited
through its MSEDCL, Addl. Ex. Engineer,
Kalyan Circle-II, Sub.Divn (Hereinafter referred as Licensee)

Appearance : - For Consumer : Shri, Vijay D.Dagha-Consumer's representative.
For Licensee :- Shri Agrawal-Addl.Ex.Engr. Ambernath (E) S/Dvn.

Consumer approached CGRF on 16/9/2015. Today matter was kept for hearing. After going through the documents kept before us and hearing both the parties, we have noticed that the consumer had approached to IGRC on 11/6/2015 regarding billing dispute for the month of May-2015. However, no hearing of his grievance application is conducted till 16/9/2015. Hence he approached CGRF.

Licensee stated that they have already sorted out the billing dispute and the bill for May 2015 is revised in July 2015.

The consumer was asked to produce his grievance application, i.e. Form “X” submitted before the IGRC. But, he failed to produce it at the time of submission of Form “A” to CGRF and also during today’s hearing.

The LR from Licensee’s side produced the copy of Form “X” which was available in his file. After observing the contents of the grievance mentioned in Form “X” and now submitted before CGRF in Form “A” are different one.

It is noticed that the grievance now mentioned in form “A” is not put up or registered with IGRC hence before. The grievance now put up directly to CGRF is regarding the assessment given to the consumer for the period May 2013 to April 2015.

The particular grievance is not heard at IGRC level and also it is observed that the form “X” dated 11/6/2015 is also not redressed properly by placing suitable order at their level.

When the Forum asked the Licensee, the representative of Licensee stated that IGRC willing to conduct the hearing and accordingly dated 18/9/15 was also given to the consumer. On that date, the SDO was present before IGRC with reply, but consumer was not present. His reply copy bearing No.1333 dated 18/9/15 is handed over to the consumer in today’s hearing.

From the above, it is concluded by the Forum that IGRC should redress the consumer’s grievance first at their level and on or before 31/10/2015, they should pass order accordingly.

In view of the above, the grievance application No. K/E/920/1125/2015-16 is disposed off.

Consumer is at liberty to approach CGRF afresh by filling new application in Form “A” if he is not satisfied with the order of IGRC.

The copies of the order be provided to both the sides forthwith.

Dated: 05/10/2015.

I agree

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

**(Chandrashekhhar U.Patil)
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).**

- To- 1] Elastomer Lining Works Pvt.Ltd., Plot No.22/23,MIDC,Chemical Zone,
Ambernath, Dist.Thane – 421 201.
2] Executive Engineer-cum-Nodal Officer, MSEDCL, Kalyan Circle-II.
3] Addl.Exe.Engr., MSEDCL, Ambernath (E), S/Dn.

Cswr to :- The Chief Engineer, MSEDCL,
Klyan Zone, Kalyan For favour of information please.

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.