



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
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No. K/E/796/955 of 2014-15

Date of Grievance : 05/05/2014

Date of Order : 12/06/2014

Total days : 39

**IN THE MATTER OF GRIEVANCE NO. K/E/796/955 OF 2014-15 IN RESPECT OF SMT. DADANBAI K BLOCK NO. A 315/ROOM NO. 629, KURLA CAMP, ULHASNAGAR 421 004, DISTRICT THANE, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING EXCESSIVE ENERGY BILL.**

Smt. Dadanbai K.  
Block No. A 315/Room No.629,  
Kurla Camp  
Ulhasnagar 421 004,  
District-Thane.

Consumer No.021514139293)

(Hereinafter referred as consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Executive Engineer, MSEDCL,  
Ulhasnagar Sub-Divn.-II,

.... (Hereinafter referred as Licensee)

Appearance : For Consumer – Shamlal –Consumer's representative.  
For Licensee - Shri Khan –Nodal Officer/Executive Engineer  
Shri Pachpohe-Dy.Exe.Engineer

(Per Shri Sadashiv S.Deshmukh, Chairperson)

1] 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 and Determination of Compensation) Regulations, 2005.' Hereinafter referred 'SOP' for the sake of convenience (Electricity Supply Code and other conditions of supply) Regulations 2005'.

2] The consumer is having supply from 12/5/1967. This grievance is presented by one Mr. Shamlal on 5/5/2014, as IGRC not given any relief though he approached there on 15/1/2014. He has come up with contention that reading from the meter, speaks about heavy consumption shown due to defective meter and erratic behaviour of the meter.

3] On receiving the said grievance, its copy along with grievance sent to the Nodal Officer vide letter No. EE/CGRF/Kalyan/183 dated 6/5/2014. On receiving it, Licencee appeared and filed reply on 23/5/2014 along with CPL.

4] Matter was taken up for hearing on 3/6/2014 and noted that Licencee forwarded copy of reply to the consumer, but consumer or Mr. Shamlal failed to attend, on the date of hearing i.e. on 3/6/2014. Officer of Licencee is heard.

5] As disclosed from the record, supply is standing in the name of consumer from 12/5/1967. However, consumer is not present in person. It is seen from the grievance that it is signed by one Mr. Shamlal. Said Mr. Shamlal did appear on the initial date of hearing i.e. on 20/5/2014 and he disclosed that he happens to be the son of said Dadanbai. He was informed that for bringing any grievance before the Forum, there must be authority letter of consumer or status available to the person as 'consumer' as per the provision of Electricity Act 2003. He was also suggested that if he happens to be the son and heir of Smt. Dadanbai, then he should make appropriate application to the concerned Officer of Licencee for change in name so that, he will get status as a prospective consumer and then he will be able to take up this matter. In spite of making these things clear to him, he has not acted on it, he has not attended the matter and not even informed about his absence.

6] On the other hand, on behalf of Licencee, it is made clear that complaint was there about the said meter and meter was checked in the laboratory, which was found not defective, even it was sent to the Manufacturing Company, which also reported that meter is not defective, its behaviour is not erratic and accordingly, Licencee denied the grievance. It is also made clear that already amount due to the tune of Rs.78,590/-, is, paid from time to time.

7] In the light of above, we find, it is clear that the person who filed the grievance before this Forum is not having any authority. He has not produced letter of authority, he has not secured any status as 'consumer' or prospective consumer, pertaining to supply available. Under such circumstances, we find, this Forum will get a jurisdiction to deal the matter only of the 'consumer', who is appearing or who is giving authority to someone else and accordingly, the grievance brought before us is not by any authorized person, and it is not brought by consumer Smt. Dadanbai K. and hence, this grievance cannot be dealt, it is to be dismissed.

Hence the order.

**ORDER**

1] This grievance is dismissed as it is not presented by consumer and person who presented it i.e. Mr. Shamlal has not secured or demonstrated his status as consumer or as prospective consumer.

Dated:12/6/2014

I agree

I agree

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

(Chandrashekhar U.Patil)  
Member Secretary  
CGRF,Kalyan

(Sadashiv S.Deshmukh)  
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 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"*
- c) 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.

