



Consumer Grievance Redressal Forum, Kalyan Zone

Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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No.EE/CGRF/Kalyan Zone/

Date of Grievance : 05/03/2015

Date of Order : 09/08/2016

Total days : 157

IN THE MATTER CASE OF GRIEVANCE NO. K/N/140/1196/2015-16 IN RESPECT OF M/S. INDUS TOWERS LIMITED, 2010, E-CORE, 2ND FLOOR, MARVEL EDGE, VIMAN NAGAR, PUNE 411014 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING CHANGE OF NAME FOR 20 TOWER CONNECTIONS.

M/s Indus Towers Limited,
2010, E-Core, 2nd floor,
Marvel Edge, Viman Nagar,
Pune – 411014,

..... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited
through its MSEDCL, Addl. Ex. Engineer,
Kalyan Circle-II, S/Dvn.

..... (Hereinafter referred as Licensee)

Appearance : - For Consumer : Shri D.S.Talware -C.R.

For Licensee :- Shri V.S.Mithe (AA), Ulhas S/dn-IV
Shri D.B.Pawar-AEE-Ulhas-V S/dn,
Shri M.V.Nilegaonkar-AA Ulhas-V S/dn
Shri R.P.Joshi-AA,Ulhas-III S/dn.

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 change of name of 20 numbers of Tower Connections in the name of Indus Towers Ltd. The consumer contended that he has submitted proposal to Kalyan CCO, Ulhasnagar-II,III,IV,V, Ambernath (W), Ambernath (E) and Shahapur,9/1/14,20/12/13,6/1/15, 6/1/15, 10/3/14 and 6/1/15 respectively along with document. All the above s/dns comes under Kalyan Circle-II. Even lapse of one and half year no name change is effected in the above S/dns. Therefore, consumer approached to this Forum and filed grievance vide grievance No. K/N/140/1196/2015-16 on 5/3/2016. His grievance application along with accompaniments sent to the Nodal Officer vide this Office letter No.EE/CGRF/Kalyan/056 dated 8/3/2016. The Licensee appeared and filed reply/ compliance along with documents dated 08/63/16. The Licensee has filed compliance report on 8/6/2016 contending that consumer has submitted documents with processing fees on 7/5/16. Hence

the Licensee approved the consumer's proposals and new name has been updated in processing cycle of May 2016.

3] The application filed by CR dated 19/7/16, contended that issue for change of name of their company is now resolved. Hence they have no grievance regarding the issue for change of name and the same is resolved. Taking into consideration the above points matter deserves to be *disposed off*.

4] This matter could not be decided within time as 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 stands disposed off.

Date: 09/08/2016.

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.