



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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K/E/801/960 OF 2014-15

Date of Grievance : 31/05/2014
Date of Order : 10/07/2014
Period Taken : 40 days

IN THE MATTER OF GRIEVANCE NO. K/E/801/960 OF 2014-15 IN RESPECT OF M/S. Mr. RAJ LABORATORIES, GALA NO.16, AGARWAL UDYOG NAGAR, EXTENSION-II, WALVI, VASAI (E) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT EXCESSIVE BILL WITHOUT RESETTING M.D. COUNTER.

M/s. Raj Laboratories,
Gala No.16, Agrawal Udyog Nagar,
Extension-II,
Waliv, Vasai (E) (Hereinafter referred to as Consumer)
Consumer No.001849028680).

V/s.

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Exe.Engineer, Vasai circle,
MSEDCL., Vasai Sub/Divn (E). (Hereinafter referred to as Licencee)

Appearance-For Consumer- Mr.Harshad Sheth - Consumer's Representative
For Licensee - Mr. Satish Uंबरजे- 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] Consumer is having Industrial supply from 16/10/2006 and is having consumer No. **001849028680**. Consumer herein, approached IGRC and Dy. Executive Engineer on 24/3/2014, contending that from May 2013, excess fixed charges and demand penalty recovered, for one year MD is not reset, power factor incentive and night rebate not displayed and not given in the bills. MRI demanded, but it is also not provided. As the grievance is not redressed, consumer approached this Forum on 31/5/2014.

3] On receiving the grievance, copy of it was forwarded to the Nodal Officer, vide Letter No. EE/CGRF/Kalyan/210 dated 31/5/2014 of this Forum along with its accompaniments. In response of it, Licencee appeared and filed reply dated 1/7/2014, and admitted that after examining the matter, noted that MD is not reset. Hence, bills from November 2013 to June 2014 are being revised, giving relief up to Rs. 67,080/- and it will be reflected in the bill of July 2014 on receipt of approval from the Computed Authority.

4] We heard both the sides, agreeing to the action taken by the Officers of Licencee, CR endorsed on the reply itself that if those things are done, grievance will not survive and it be disposed off.

5] In view of the above, we find grievance of the consumer, at least belatedly, being taken care of by the officers of Licencee, revised bill is, prepared and it is just awaiting approval from Competent Authority from IT. Under such

circumstances, consumer's representative submitted that matter be disposed off.
Hence this matter is to be disposed off.

Hence the order.

ORDER

Grievance of the consumer is hereby allowed, as per the reply of Licencee dated 1/7/2014, action be completed and compliance be reported on or before 31/8/2014.

Kalyan

Dated: 10/7/2014

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.