



“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] This is a matter in which the MERC vide order dtd 15/6/12 in case No. 43/2012 directed to recover the accumulated amount of FAC in six equal monthly installments from June 2012 to Nov. 2012. However, the MSEDCL has issued one more supplementary bill to adjust billing period from 1<sup>st</sup> date and that MSEDCL has recovered additional FAC more than six months. Therefore, consumer prayed for refund of Addl. FAC alongwith 9% interest as per E. Act 2003 in next billing cycle for the period of June 2012 to November 2012.

3] We have heard the consumer and Licensee. It was thereupon felt that matter should be sent to the IGRC for decision within a short time. As the consumer has filed the grievance before IGRC on 8/8/16. However, the IGRC has not passed the order till date.

Hence, the following order is passed.

**ORDER**

- 1] The matter be directed to IGRC for hearing and decision.
- 2] IGRC is directed to decide the matter within 15 working days of the date of receipt of this order and to communicate the same to this Forum.
- 3] Intimation of this order be sent to the IGRC.
- 4] The consumer is at liberty to approach CGRF, if he is not satisfied with the order of IGRC in above grievance.
- 5] This matter stands disposed off.

Dated: 23/11/2016.

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

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

(A.M.Garde)  
Chairperson  
CGRF, Kalyan

Copy to :

1] Executive Engineer-cum-Nodal Officer, MSEDCL, Kalyan Circle-I, Kalyan.

2] Addl. Executive Engineer, Ulhasnagar S/dn-I,

Cswrto:- The Chief Engineer, MSEDCL, Kalyan Zone, Kalyan ---  
..... for favour of information please.

