



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
Ph- 2210707, Fax – 2210707, E-mail : cgrfkalyan@mahadiscom.in

Date of Grievance : 05/11/2012
Date of Order : 20/12/2012
Period Taken : 45 days

IN THE MATTER OF GRIEVANCE NO. K/E/652/771 OF 2012-2013 OF
SHRI ASSANDAS A. CHANCLANI, (ANIL CINEMA) ULHASNAGAR
REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM
KALYAN ZONE, KALYAN ABOUT EXCESSIVE ENERGY BILL.

Shri Assandas A. Chanchlani,
Anil Cinema,
Plot No. 221,
Kalyan-Ambarnath Road
Ulhasnagar – 421 003

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer,
Ulhasnagar Sub-Division No. 3

(Here-in-after
referred
as licensee)

(Per Shri. Sadashiv S. Deshmukh, Chairperson)

- 1) This Consumer Grievance Redressal Forum has been established under “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006” to redress the grievances of consumers. The regulation has been made by the Maharashtra Electricity Regulatory Commission vide powers conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, 2003. (36 of 2003).
- 2) The consumer is a L.T. - II consumer of the licensee. The Consumer is billed as per Commercial tariff. Consumer registered grievance with the Forum on 05/11/2012, for Excessive Energy Bill.
The details are as follows :
Name of the consumer :- Shri Assandas Chanchlani
Address: - As given in the title
Consumer No : - 1)021510811043
Reason of dispute : Excessive Energy Bill.
- 3) The set of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/0761 dated 05/11/2012 to Nodal Officer of licensee.
- 4) This matter is taken up on 27/11/2012, 11/12/2012 & 15/12/2012, heard both sides. On behalf of Consumer Shri Deepak B. Ahuja is present. On behalf of Licensee Shri V. H. Kasal, Assistant Engineer and Shri Shendge, Dy. Executive Engineer are present. Reply is placed on record by Licensee on 7th December 2012, it is nothing but letter addressed to consumer and copy to this Forum. In pursuance of it consumer sought from the officer of Licensee copy of legal opinion stated in the letter. Copy is provided to him.

The documents of this matter are clear. Already we have decided the consumer's Grievance No. 741 on 25/06/2012. There after as per our direction IGRC decided the matter on 14/09/2012, on which officer of Licensee was to act towards compliance of that order. As that order was not complied within prescribed time, consumer approached this Forum on 05/11/2012.

In reply to the notice issued from this side as noted above, Licensee initially sought time as compliance of IGRC order was not yet done due to different reasons and as noted above subsequently action is taken by the officer on 7th December 2012 and that act of 7th December 2012 is now disputed by the consumer. We find that dispute of consumer is pertaining to the act of officer of Licensee dt. 07/12/2012 wherein the dues are worked out to the tune of Rs. 10,10,687/-. We accordingly find that consumer has approached this Forum as officer of Licensee has not acted on the order of IGRC, however during the pendency of this matter officer has acted. Accordingly that cause is totally complied. Now, cause on which consumer is seeking relief is to be taken before IGRC and if consumer is aggrieved by that order of IGRC or otherwise, he is at liberty to approach to this Forum. Accordingly this grievance on this count is filed giving liberty to the consumer to approach IGRC.

Hence we pass the order :

ORDER

- 1) Grievance Application No. 771 is hereby disposed off. Consumer is directed to approach IGRC pertaining to his bill of Rs. 10,10,687=00.
- 2) The Consumer if not satisfied can file representation against this decision with the Hon. Electricity 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”.

- 3) 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”

Date : 20/12/2012

I Agree

I Agree

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(Sadashiv S. Deshmukh)
Chairperson
CGRF Kalyan