



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

No. **K/E/793/952/2014-15**

Date of Grievance : 28/04/2014

Date of Order : 30/07/2014

Total days : 92

IN THE MATTER OF GRIEVANCE NO. K/E/. K/E/793/952 OF 2014-15 OF JASMINE BUILDERS (HOTEL CELEBRITY), EVEREST BUILDING, AMBADI ROAD, NAVGHAR, VASAI (W), DISTRICT-THANE, PIN-401 202 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING EXCESSIVSE BILL, DEFECTIVSE METER AND SEEKING COMPENSATION.

Jasmine Builderws (Hotel Celebrity),

Everest Building, Ambadi Road, Navghar,

Vasai (West) Dist. Thane. Pin 401 202

(Consumer No. 001613074879)

.... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution

Company Limited though its

Dy.Executive Engineer, MSEDCL,

Vasai Road (E), Sub/Divn.

.... (Hereinafter referred as Licensee)

Appearance : For Consumer –Shri Harshad Seth-Consumer's representative.

For Licensee -Shri L.S.Lahare –Asst. Accountant

(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 brought this grievance before Forum on 28/4/2014. Consumer claimed that meter installed is, faulty, it needs to be replaced and other grievance are added.

3] On receiving this grievance, it’s copy along with accompaniments sent to the Licencee vide this Office Letter No. EE/CGRF/Kalyan /0169 dated 30/4/2014.

In response to it, Officers of Licencee appeared and filed reply dated 27/5/2014, stating that the aspect about the financial issue, technical issue including change of meter, contract demand, load extension etc. Consumer too filed his rejoinder on 9/6/2014 and in the mean time, during the discussion, direction was given to change the disputed meter, send it for testing. Accordingly, it was complied.

Both the sides respectively filed their submissions. The submissions of Licencee is, dated 21/7/2014 and of consumer is dated 22/7/2014. Both sides made it clear therein that disputed aspect is, totally cured and Licencee has already paid the refund to the consumer to the extent of Rs.7,62,496.15 Ps and hence total dispute has come to an end. No any other point is, pressed and no other relief is sought. In respect of contract demand, it is pointed out by CR that already Officers of Licencee agreed to correct it, hence no any direction on that count is sought, believing the Officers of Licencee.

4] Hence this matter is to be disposed off. Consumer’s representative placed on record his appreciation for the manner in which relief provided to the consumer by passing interim order by this Forum.

4] This matter could not be decided within prescribed time as aspect involved herein was of utmost importance. Licencee considered it and submitted reply on 21/7/2014 and argued on 25/7/2014.

Hence the order.

ORDER

Grievance of consumer stands disposed off as grievance is redressed by the Licencee during pendency of the matter.

Dated:30/7/2014

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
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.

