



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/800/959 of 2014-15

Date of Grievance : 24/05/2014

Date of order : 26/08/2014

Period Taken : 99 days.

IN THE MATTER OF GRIEVANCE NO. K/E/800/959 OF 2014-15 IN RESPECT OF PERFECT WIRE NATTING, GALA NO. 101 & 102, MADHUVROMDA IND. EST. WALIVPHATA, VASAI (E). DIST. THANE 401 208, REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING FAULTY METER.

Perfect Wire Netting,

Gala No. 101 & 102,

Madhuvrinda Ind.Est.

Walivphata Vasai (E),

Dist.Thane-401 208

Consumer No.001840872684)

..... (Hereafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution

Company Limited though its

Dy.Exe.Engineer, Vasai,Sub.Divn.(E),..... (Hereinafter referred as Licencee)

Appearance : For Consumer – Shri Harshad Seth.

For Licencee - Shri Umberje –Addl. Executive 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).

2] This matter is brought before the Forum by consumer on 19/5/2014, seeking various aspects on the ground that Genus meter installed is, faulty one, it be replaced and consumer be provided with refund PF penalty and to provide incentives.

3] On receiving the said grievance it's copy along with accompaniments sent to the Nodal Officer by this Forum vide letter No. EE/CGRF/Kalyan/0201 dated 20/7/2014.

In response to it, Officers of Licencee appeared, matter was discussed from time to time and ultimately, on behalf of Licencee, reply is placed on record dated 9/8/2014. Both sides i.e. consumer's representative and Addl. Executive Engineer attended and both of them made it clear that the major part of grievance is, redressed to the extent that already meter is replaced on 9/8/2014. Secondly, it is stated that said Genus meter which was said to be defective is, sent to the Manufacturing Company for testing. On receiving it's result, necessary action pertaining to disputed bills will be taken. Thirdly, it is made clear that as prayed by consumer sanctioned load is reduced from 30 HP to 27 HP. It is submitted that as such load is reduced, Licencee is awaiting the test report of wiring pertaining to 27HP from consumer and as soon as it is produced, this reduction will be mentioned in the bill. Consumer's representative submitted vide his rejoinder dated 14/8/2014 that already test report is submitted and even Rs.270/-deposited towards the said reduction. On this basis, consumer's representative submitted that to this extent grievance is redressed and question remains about resetting of bills, if defect has disclosed

in testing report. Towards it, Officers of Licencee made clear and agreed to work out the refund on the lines of calculation done in Grievance No. 934 Silver Crafts dealt by this Forum, by using software provided by Genus company. Accordingly, this grievance no more remains for any further orders, it is to be disposed off.

4] This matter could not be disposed within prescribed time as parties were actively considering the aspect and they continued it till this date.

Hence the order.

ORDER

1] Grievance of consumer is hereby disposed off, major portion is redressed as meter is sent to Manufacturing Company by Licencee for testing, it's report is, yet to be received by Licencee and Licencee to act on it as discussed above, with intimation to consumer. Maximum period of three months will be sufficient to undertake this exercise. It is made clear that if the consumer is not satisfied he is at liberty to approach this Forum afresh on the basis of test report furnished by Licencee.

Dated:26/8/2014

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.

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“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.