



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/776/934 of 2012-13

Date of Grievance : 24/02/2014

Date of order : 11/08/2014

Period Taken : 163 days.

IN THE MATTER OF GRIEVANCE NO. K/E/776/934 OF 2012-13 IN RESPECT OF SILVER CRAFT. B 7 & 8., MITUL IND. ESTATE. SATIVALI, ROAD WALIV,VASAI (E), PIN CODE 401 208 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING EXCESSIVE ENERGY BILL.

Silver Craft,
B 7 & 8, Mitul Ind. Estate,
Sativali Road, Walvi,
Vasai (E) ,

Dist.Thane-401 208

..... (Hereafter referred as Consumer)

Consumer No.001590791268

Versus

Maharashtra State Electricity Distribution
Company Limited through 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] Consumer filed this grievance on 24/2/2014, contending that power factor penalty is imposed, in fact it was not required to be imposed. Accordingly it's refund, in addition, seeking incentives with interest demanded. All these contentions are based on the ground that meter of Genus company installed by Licencee is defective.

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/094 dated 24/2/2014.

In response to it, Officers of Licencee appeared, filed reply on 11/3/2014 and from time to time added explanations, similarly consumer too added rejoinders.

4] Matter is taken up for final hearing and on behalf of Licencee, additional reply dated 8/8/2014 placed on record today only i.e. on 11/8/2014. In the said reply, it is made clear that in the light of consumer's grievance power factor penalty aspect is considered and it is noticed that excess of power penalty factor amounting to Rs.99,557.40 Ps. is, imposed but it was not required and it is to be refunded to the consumer, the said credit will be given to the consumer, showing it in the ensuing bill for the month of August 2012. This particular aspect is noted by consumer's representative and he made it clear that by this submission of Licencee, grievance is totally redressed nothing **survives in the grievance it is be disposed off. Consumer's representative further** made it clear that already meter is replaced.

In the light of above, we find that this grievance is to be disposed off.

5] This matter could not be decided within prescribed time as it involved in depth scrutiny change of meter it's testing. Licencee complied all these things and vide reply dated 8/8/2014 , submitted on 11/8/2014, made final submission.

Hence the order.

ORDER

1] Grievance of consumer is hereby disposed off, as grievance is redressed by Licencee during the pendency of the matter

Dated:11/8/2014

I agree

I agree

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

(Chandrashekhar U.Patil)
Member Secretary
CGRF,Kalyan

(Sadaashive 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.