



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/822/ 998 of 2014-15**

Date of grievances : 06/09/2014  
Date of order : 03/11/2014  
Total days : 57 days.

**IN THE MATTER OF THE GRIEVANCE NO. K/E/822/998 OF 2014-15 of 2014-15 IN RESPECT OF SHILA VIJAY MANGTANI, SHOP NO. 4, SHAHANSHAH TOWER, NEAR SAPNA GARDEN, ULHASNAGAR -421 003, DIST. THANE, THANE REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN REGARDING REFUND OF SECURITY DEPOSIT.**

Shila Vijy Mangtani

Shop No.4,Shahnshah Tower,

Near Sapna Garden,

Ulhasnagar -421 003,

Dist. Thane

(Consumer No. 021514006374)

..... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution

Company Limited through its Nodal Officer,

Kalyan Circle-II,MSEDCL

Ulhasnagar- Sub-Divn-III,

..... (Hereinafter referred as Licensee)

Appearance :For Consumer–Shri Rajput–Consumer’s Representative.

For Licensee- Shri Nemade-Addl. Executive Engineer,

Shri Mithe – Asst. Accountant

(Per Shri Sadashiv S.Deshmukh, Chairperson)

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

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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 & 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 grievance is brought before us by the consumer on 6/9/2014 seeking refund of security deposit towards consumer No. 021514006374 standing in the name of Shri Daulatram S.Mangtani for Vijay Trading Corporation. Though in the application there is reference to four consumer numbers. This matter is limited to above consumer number others are also being dealt independently. In this regard, it is seen that for all the four connections consumer with her husband Vijay approached authorities of Licencee and IGRC on 09/5/2014. IGRC passed order on 20/9/2014 i.e. after consumer approaching this Forum on 6/9/2014.

3] On receiving the grievance, it’s copy along with accompaniments, was sent to the Nodal Officer vide this Office Letter No.EE/CGRF/0340 dated 9/9/2014.

In response to it, Officers of Licencee appeared. As noted above order of IGRC is received subsequently and Officers of Licencee submitted reply on 29/9/2014 therein agreed to comply order of IGRC and communicate that Licencee is ready to refund the amount to the consumer by issuing cheque.

4] CR Mr.Rajput, Officers of Licencee attended for hearing and it is clarified that cheque will be issued to the consumer towards refund of security deposit within 15 days. CR submitted that almost all required papers are provided to the Officers of Licencee. Officers present admitted such documents filed. Accordingly it

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is clear that this claim is admitted and payment is being done. Hence needs no any further direction except directing the Licencee to comply the order of IGRC by issuing cheque before end of this month i.e. 30/11/2014 and to report compliance before 20/12/2014.

Hence the order.

**ORDER**

Grievance application stands allowed, as Licencee agreed to issue cheque in the name of above named applicant/consumer in compliance with the order of IGRC which is to be complied by Licencee prior to 30/11/2014 and it's compliance be reported before 20/12/2014.

**Dated: 03/11/2014.**

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.

