

**Maharashtra State Electricity Distribution Co. Ltd.'s
Consumer Grievance Redressal Forum
Nagpur Urban Zone, Nagpur**

Case No. CGRF(NUZ)/023/2008

Applicant : M/s. ARC TEC Systems Ltd.,
K-48, Five Industrial Area,
MIDC, Butibori,
Nagpur.

Non-applicant : MSEDCL represented by
the Superintending Engineer
NRC, NUZ,
Nagpur.

Quorum Present : 1) Shri S.D. Jahagirdar,
Chairman,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

2) Smt. Gouri Chandrayan,
Member,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

3) Shri S.J. Bhargawa
Executive Engineer &
Member Secretary,
Consumer Grievance Redressal
Forum, Nagpur Urban Zone,
Nagpur.

ORDER (Passed on 11.04.2008)

This grievance application is filed on 24.03.2008 under
Regulation 6.4 of the Maharashtra Electricity Regulatory Commission

(Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 here-in-after referred-to-as the said Regulations.

The grievance of the applicant is in respect of non-sanction of reduction of contract demand and in respect of non-observance of standards of performance by MSEDCL as per MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulation, 2005 hereinafter referred-to-as the SOP Regulations and also in respect of non-refund of excess demand charges erroneously charged to the applicant.

The applicant has prayed for grant of following reliefs.

- 1) To reduce the applicant's contract demand from 1500 KVA to 1200 KVA from the second billing cycle from the date of application without any change in the metering system or if at all any such charge is required, it should be done at the cost of the licensee.
- 2) To provide compensation for delay for inspection, for issuing demand note and for delay in release of reduced demand as per SOP Regulations.
- 3) To refund the excess minimum demand charges charged by MSEDCL after second billing cycle along with interest.

The applicant had applied for reduction of contract demand from 1500 KVA to 1200 KVA by his application dated 07.09.2007 which was received by the non-applicant on 10.09.2007. The applicant had also paid the processing charges of Rs.1000/- on 14.09.2007. However,

the applicant's contract demand was not reduced for more than three months from the date of intimation to the MSEDCL.

The intimation given by the applicant as aforesaid to the Superintending Engineer, NRC is deemed to be the intimation given to the Internal Grievance Redressal Cell (in short, the Cell) and as such, the applicant was not required to approach the Cell before coming to this Forum.

The matter was heard on 11.04.2008.

The applicant's case was presented before this Forum by his nominated representative one Shri. R.B. Goenka while the S.E. NRC MSEDCL Nagpur represented the non-applicant Company.

The non-applicant has also submitted his parawise report on 11.04.2008. A copy of this report was also given to the applicant's representative.

It has been stated in the parawise report that the non-applicant has accepted to reduce the applicant's contract demand from the second billing cycle as per appendix "A", clause 7 (ii) of SOP Regulations and also to refund the excess demand charges charged to the applicant. The report further states that the applicant's meter shall be replaced by MSEDCL at its own cost and that the MSEDCL shall refund testing fee of Rs.3000/- alongwith excess processing fees paid by the applicant.

During the course of hearing, both the parties filed a joint pursis duly signed by both of them stating that the non-applicant has accepted the applicant's proposal and agreed to reduce the contract demand as per the applicant's application effective from the second billing cycle from the date of application i.e. month of October 2007.

The MSEDCL has also accepted to refund the excess demand charges charged to the applicant from the billing month of October 2007 due to reduction in contract demand. The excess amount shall be refunded from the next billing cycle through energy bills. The applicant has also agreed to withdraw his demand for compensation and interest in view of fact that the non-applicant has agreed to remove the grievance of the applicant.

In view of the joint pursis as aforesaid and in view of mutual agreement between the parties, nothing survives in the matter now.

The grievance application, therefore, stands disposed off accordingly.

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| Sd/- | Sd/- | Sd/- |
| (S.J. Bhargawa) | (Smt. Gauri Chandrayan) | (S.D. Jahagirdar) |
| Member-Secretary | MEMBER | CHAIRMAN |
| CONSUMER GRIEVANCE REDRESSAL FORUM | | |
| MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's | | |
| NAGPUR URBAN ZONE, NAGPUR. | | |

Member-Secretary
Consumer Grievance Redressal Forum,
Maharashtra State Electricity Distribution Co.Ltd.,
Nagpur Urban Zone, NAGPUR