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**MAHAVITARAN**  
Maharashtra State Electricity Distribution Co. Ltd.  
**CONSUMER GRIEVANCE REDRESSAL FORUM**  
**M.S.E.D.C.L., PUNE ZONE, PUNE**

Case No.22/2016

Date of Grievance : 29.06.2016

Date of Order : 24.08.2016

In the matter of failure to effect change of name within prescribed period.

Shri.Vijay Bhikaji Kharmale,

**Complainant**

C-4 ,Trimurthi Apartment

(Herein after referred to as Consumer)

Chandoli Phata ,Chandoli, Rajgurunagar

Khed,Pune - 410 505

( 176290003530 )

**Versus**

The Executive Engineer,

M.S.E.D.C.L.,

Rajgurunagar Division,

Pune.

**Respondent**

(Herein after referred to as Licensee)

**Quorum**

**Chairperson**

**Mr. S.N.Shelke**

**Member Secretary**

**Smt.B.S.Savant**

**Appearance**

**For Consumer**

**Mr.Vijay Bhikaji Kharmale , Representatives**

**For Respondent**

**Mr.H.B.Joshi , Dy.Ex. Engineer  
Rajgurunagar Sub Division,**

**Mr.B.K.Kulkarni , Dy. Manager  
Rajgurunagar Division,**

- 1) The Consumer has filed present Grievance application under regulation no. 6.4 of the MERC (CGRF & E.O.) Regulations, 2006.
- 2) Being aggrieved and dissatisfied by the order dated 14.06.2016 passed by IGRC, PRC , Pune, thereby rejecting the grievance, the consumer above named prefers present grievance application on the following amongst other grounds.
- 3) The papers containing the above grievance were sent by the Forum to the Executive Engineer, M.S.E.D.C.L., Rajgurunagaar Division , Pune vide letter no. EE/CGRF/PZ/Notice/22 of 2016/144 dtd.29.06.2016. Accordingly the Distribution Licensee i.e. MSEDCL filed its reply on 02.08.2016.
- 4) We heard both sides at length and gone through the contentions of the consumer and reply of the licensee and the documents placed on record by the parties. On its basis following factual aspects were disclosed.
  - i) The consumer namely Vijay Bhikaji Karmale having Consumer No.176290003530 is connected on 17.01.2014 in the tariff category LT-1 (Res) single phase .
  - ii) The consumer applied for change of name on 08.11.2015.
  - ii) The consumer paid amount of Rs.150/- towards processing fee for change of name and Rs.500/- towards additional security deposit on 27.01.2016.
  - iv) The consumer approached to IGRC with complaint dated 29.04.2016 that the Change of name is not effected within stipulated time period therefore SOP Compensation be given to him and change of name be effected immediately.
  - v) IGRC directed the licensee to effect change of name of the applicant in the next Billing cycle vide impugned order dated 14.06.2016
  - vi) The licensee effected change of name of the consumer in the June 2016.
- 5) The Consumer namely Mr.Vijay Kharmale submitted that he applied for change of name from Mr. Yashwant Narhari Takalkar to Mr. Vijay Bhikaji Kharmale along with documents vide application dated 08.11.2015 at Rajgurunagar office of the licensee. After two months he made enquiry about processing of the said application, at that time Mr. Madge, the concerned officer issued Chalan for depositing of processing fee and additional security deposit. Accordingly he deposited processing fees of Rs.150/- and additional security deposit of Rs.500/- on the very same day i.e. on 27.01.2016. The concerned officer of the licensee assured him that change of name request will be

processed immediately and changed name will be reflected in the next bill. Accordingly he waited for next two billing cycles but the said change was not affected. Thereafter on 06.04.2016 he sent SMS to the concerned officer but did not get any response. Thereafter on 15.04.2016 he personally met to the concerned officer who assured him that change of name would be reflected in the next billing cycle. Thereafter he made written complaint to licensee on 26.04.2016 and to IGRC on 29.04.2016.

- 6) Mr. Vijay further submitted that, change of name was effected in the monthly energy bill for the month of April 2016 but unfortunately wrong (incorrect) name was entered. Therefore he submitted written application on 24.05.2016 to licensee but he did not get any response. He lastly submitted that the licensee be directed to give him compensation and the said compensation be recovered from the salary of concerned employee through official enquiry.
- 7) On the other hand Mr. M. N. Joshi, the Dy.Ex.Engineer submitted on behalf of licensee that the application dated for 08.11.2015 for change of name of the said consumer was misplaced. The consumer paid required processing fees on 27.01.2016. Documents were submitted to IT before March 2016 billing but due to some mismatch change of name could not be effected immediately. The change of name of the Consumer No.17629003530 is effected in the billing month of June 2016.
- 8) Admittedly the consumer submitted application for change of name i.e. changing of name from Mr.Yashwant Narhari Takalkar to Mr.Vijay Bhikaji Kharmale on 08.11.2015.
- 9) Regulation No.4.13 of MERC(Standards of performance of distribution Licensee, period for giving supply and determination of compensation)Regulations,2014 provides that the distribution Licensee shall intimate the charges to be borne by on applicant for change of name within seven (7) days from receipt of an application and shall give effect to it within the second billing cycle on receipt of an application.

*It reads as under ... ..*

*Change of name and change of tariff category'*

*4.13 The Distribution Licensee shall intimate the charges to be borne by an applicant for change of name and change of tariff category within seven (7) days of receipt of an application in this regard and shall give effect to it within the following time limits:-*

*a) Change of name shall be effected within the second billing cycle on receipt of an application and payment of necessary charges.*

*Subsequently the licensee issued Commercial Circular No.224 dated 05.07.2014 for actual implementation of SOP Regulations 2014.*

10) Change of name application of the consumer was received on 18.11.2015. Therefore the licensee should have intimated charges to be borne by the consumer on or before 25.11.2015. However the licensee intimates processing fees of the said change on 27.01.2016. Thereafter change of name of the consumer was effected in the billing month of June 2016. The said change of name should have been effected in the billing month of Jan 2016. Hence delay of five months i.e. 20 weeks was caused, Therefore the licensee failed to achieve and maintain the standards of performance specified in the MERC SOP Regulations, 2014. Hence licensee is liable to pay compensation to the consumer as specified in Appendix 'A' of MERC SOP Regulations 2014. The said compensation specified as Rs.100 per week or part thereof of delay. It calculate to 20 weeks x Rs.100= Rs.2000/- The licensee is liable to pay compensation of Rs.2000/- to the consumer.

Hence we proceed to pass following order.

### **Order**

- 1) Grievance of the consumer stands allowed with cost.
- 2) The Licensee is directed to pay compensation of Rs.2000/- to the consumer as per MERC (Standards of performance of distribution Licensee period for giving supply and determination of compensation) Regulations, 2014.

- 3) The Licensee to recover said compensation amount from the salary of erring employee by making necessary inquiry.
- 4) The Licensee to report compliance within one month of receipt of this order dated 24.08.2016.

Delivered on:- 24.08.2015

**Sd/-**

B.S.Savant  
Member/Secretary  
CGRF:PZ:PUNE

**Sd/-**

S.N.Shelke  
Chairperson  
CGRF:PZ:PUNE