
REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/ 262/ 0083 Date:21.05.2019

HearingDate: 05.02.2019

CASE NO. 262/2018

In the matter of Billing

Mr. Sudha Dilip Zhah,
C-301, Sitabai Niwas, Saibaba,
Diva- 400612.

. . . . (Hereinafter referred as Applicant)

Versus

Maharashtra State Electricity Distribution Company Limited
through its Nodal Officer,
Thane Circle ,Thane

. . . . (Hereinafter referred as Respondent)

Appearance :

For Consumer – Shri. P. V Tayade Consumer representative
For Respondent:- Bhusan Garude Additional Executive Engineer Shil Sub-
Division Subdivision M.S.E.D.C.L

[Coram- Dr. Satishkumar Jaiswal - Chairperson, Shri. R.S.Avhad -Member Secretary and Sharmila Ranade - Member (CPO)].

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 subsection 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. [Electricity Supply Code and other conditions of supply Regulations 2005] Here in after 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.

2. The matter is not disposed of by the IGRC Thane within 2 months from the date of filing application on date 20/08/2018. The Appellant filed his grievance in schedule ‘A’ to this Forum .The appellant herein is Mrs.Sunda Dilip Shah bearing consumer No. 0004670672214. Grievance rose of old meter replaced for accurate billing but billing office not corrected bill yet.

3. The Notice issued to the Respondent to submit para wise reply and to appear before Forum. In result, the Respondent submits reply dated 29 January 2019 States that the applicant Mrs. Sudha Dilip Shah, C-301, Sitabai Niwas, Saibaba, and Diva- 400612 has raised grievance in r/o consumer no 0004670672214. regarding old meter replaced for accurate billing but billing office not corrected bill. The Respondent representative additional Executive Shill further submit that the consumer raised grievance that issue bill as per new meter consumption instead of given 120 units bill .Further submit the

consumer is live it is not Permanent disconnected as per applicant. The applicant paid only Rs 10,000/- from the date of connection in the month November 2017. Bill revision for the period Of August 2014 to June 2017 already done and given credit to consumer(Rs 87532) and other revision proposal sent to competent authority for the approval for the period of July 2017 to December 2017 of Rs -3516/-

4. We have heard both sides and gone through the record it is found that the billing dispute of consumer already resolved by giving credit of Rs 87532/- in the bill and proposal for other bill revision of Rs 3516/- sent to approval to competent authority of MSEDCL by the concern official. There is nothing remain in the grievance of applicant. The Forum also observed that Thane IGRC not decided the case within period as per "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006" Regulation 6

6.2 " A consumer with a Grievance may intimate the IGR Cell of such Grievance in the form and manner and within the time frame as stipulated by the Distribution Licensee in its rules and procedures for redressal of Grievances".

6.4 "Unless a shorter period is provided in the Act, in the event that a consumer is not satisfied with the remedy provided by the IGR Cell to his Grievance within a period of two (2) months from the date of intimation or where no remedy has been provided within such period, the consumer may submit the Grievance to the Forum. The Distribution Licensee shall, within the said period of two (2) months, send a written reply to the consumer stating the action it has taken or proposes to take for redressing the Grievance."

5. Due to not redress the grievances of consumers within period unnecessary harassment cause to the applicant and justice delayed. Therefore this Forum instructed to the utility to take action for proper function of IGRC. Hence I proceed to pass following order.

ORDER

The Consumer application 262/2018 is hereby dismissed.

No order as to the cost.

I Agree/Disagree

I Agree/Disagree

**MRS. SHARMILA RANADE,
MEMBER
CGRF, BHANDUP**

**Dr. SANTOSHKUMAR JAISWAL
CHAIRPERSON
CGRF, BHANDUP**

**RAVINDRA S. AVHAD
MEMBER SECRETARY
CGRF, BHANDUP**

The order is issued under the seal of Consumer Grievance Redresses Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, and Bhandup.

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, Keshav Building, Bandra - Kurla Complex, Bandra (E), Mumbai - 400 051"
- b) consumer, as per section 142 of the Electricity Act, 2003, can approach Hon'ble Maharashtra electricity Regulatory Commission for non- compliance, part compliance or

- c) Delay in compliance of this decision issued under" Maharashtra Electricity Regulatory Commission (consumer Redressed Forum and 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.