



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/1573/1882 of 2019-20**

Date of registration : 24/04/2019

Date of order : 04/06/2019

Total days : 41

**IN THE MATTER OF GRIEVANCE NO. K/E/1573/1882 OF 2019-20 OF M/S INDUS TOWERS LIMITED, 2010, E-CORE 2ND FLOOR, MARVEL EDGE, VIMAN NAGAR, PUNE -411014. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT REFUND OF SD.**

M/S Indus Towers Limited,  
2010, E-Core 2nd Floor, Marvel Edge,  
Viman Nagar, Pune -411014  
(Consumer No.021513010319)

. . . (Hereinafter referred as Consumer)

V/s

Maharashtra State Electricity Distribution  
Company Limited  
Throughit's Nodal Officer/Addl.EE.  
Kalyan Circle-II, Kalyan

. . . (Hereinafter referred as Licensee)

Appearance : For Licensee - 1) Shri.U.R.Thakare, AEE, Ulhasnagar-III S/dn.  
2) Shri.R.P.Joshi, AA, Ulhasnagar-III S/dn.

For Consumer - Absent

[Coram- ShriA.M.Garde-Chairperson, Shri A.P.Deshmukh-Member Secretary  
Mrs.S.A.Jamdar- 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 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. [Electricity Supply Code and other conditions of supply Regulations 2005]. 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.

- 2) Consumer herein is M/S Indus Towers Limited having consumer no.021513010319. Grievance is that consumer surrendered the connection and applied for refund of security deposit amount on 22/12/2017. There was no query raised not any compliance left to be done on the part of the consumer. As per SOP the compliance was to be done within 30/45 days for urban/rural areas respectively from the date of receipt of the applications for closure of account. Nothing has been done by Distribution Licensee.
- 3) Consumer moved IGRC on 03/04/2018. IGRC did not hear the matter at all. There was no refund made. Hence consumer prayed for refund of security deposit with interest and SOP compensation.
- 4) Distribution Licensee in reply states that as per consumer's request the amount of Rs.18,180/- has been credited to consumer's no 021513053204 and the effect will be reflected in next billing cycle.
- 5) Heard, Distribution Licensee representative Consumer Representative remained absent. It does not appear from the submission that the S.D.is refunded. Hence it is necessary to pass order in that regard. So far as SOP compensation is concerned there is nothing to show that any demand of the same was made for the Distribution Licensee within 60 days as required by Regulation 12.2 of SOP Regulations.

Hence the order

**ORDER**

- 1) The Grievance application of consumer is allowed.
- 2) Distribution Licensee to refund S.D.amount of Rs.18,180/-along with interest at RBI rate from the date of application i.e.till realization by crediting the amount in account no.021513053204.
- 3) No SOP Compensation.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 04/06/2019

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

(A.P.Deshmukh)  
Member Secretary  
CGRF, Kalyan.

(A.M.Garde)  
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, KeshavBldg, BandraKurlaComplex,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.