MAHAVITARAN
Maharashtra State Electricity Distribution Co. Ltd.

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/1590/1910 of 2019-20

Date of registration : 11/06/2019
Date of order : 17/07/2019
Total days : 36

IN THE MATTER OF GRIEVANCE NO. K/E/1590/1910 OF 2019-20 OF SHRI. MANOJ L. SACHDEV, BEHIND RED CROSS HOSPITAL, GALA NO.1, UNO. 7, ULHASNAGAR-3, DIST. THANE, PIN CODE 421 003 REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.

Shri. Manoj L. Sachdev,
Behind Red Cross Hospital,
Gala No.1, UNO. 7, Ulhasnagar-3,
Dist. Thane, Pin Code 421 003
(Consumer No. 021512060258) . . . (Hereinafter referred as Consumer)
V/s.
Maharashtra State Electricity Distribution
Company Limited
Throughit'sNodal Officer/Addl.EE.
Kalyan Circle-II, Kalyan . . . (Hereinafter referred as Licensee)

Appearance : For Licensee - Shri.M.S.Gavali, AEE, Ulhasnagar-II, S/dn.

For Consumer - Shri.J.S.Rajput (C.R.)

[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 one Shri. Manoj L. Sachdev having consumer no. 021512060258 LT-I. Grievance is that on 16/10/2018 consumer gave an application to Distribution Licensee for change of Tariff from Industrial to commercial and reducing load. But Distribution Licensee official only changed the tariff but load reduction was not done, as such excess fixed charge had to be paid by the consumer.

3) Consumer therefore prays for refund of the excess amount paid an account of non reduction of load along with interest and SOP compensation.

4) Distribution Licensee in reply states that on 16/10/2018 application was received from consumer for change of tariff which was done. But for load reduction there was no online application made for that purpose, so also no documents were submitted as required. Distribution Licensee further submits that even Consumer Representative Mr.Rajput was informed about the procedure of online application to be made and documents to be produced. No such compliance has been made till today.

5) We have heard both sides. The issue is regarding non reduction of load as requested by the consumer. Distribution Licensee states that as per procedure online application was not given and required document were not produced. At least from the record produced it is clear that except for a statement in the application dated 16/10/2018 nothing has been done by the consumer for applying for reduction of load. It is revealed that entire procedure that is followed for fresh connection is required to be followed by the consumer for load reduction, which includes inspection report etc. Though Consumer Representative Mr.Rajput states that all document were produced there is nothing on record to show the same. Distribution Licensee submits that they had given a letter to consumer to follow the procedure. The contention of Consumer Representative that they had produced all the documents and inspection report clearly indicates that consumer was informed about the procedure to be followed and that on mere statement in the letter dated 16/10/2018 would not be enough and there is nothing to show that they had produced required documents. It appears clear therefore that consumer did not follow the procedure.

6) There is some online application is sought to be shown. But that appears to be not filed by consumer. Distribution Licensee official Mr.Gavli submit that they had themselves got it done for completion some technical requirement in respect of change of tariff.

7) Above being the states of things it appears that consumer has not followed proper procedure for load reduction as such grievance fails.

Hence the order

ORDER

Grievance is rejected.

Date: 17/07/2019

(Mrs.S.A.Jamdar)	(A.P.Deshmukh)	(A.M.Garde)
Member	Member Secretary	Chairperson
CGRF, Kalyan	CGRF, Kalyan	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.