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Consumer Grievance Redressal Forum
"Vidyut Bhavan", Gr. Floor,
L.B.S.Marg,Bhandup (W),
Mumbai – 400078.

REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/ 195/353 Date: 31.10.2019

Hearing Date: 30.10.2018

In the matter of Change of name

CASE NO.195/2018

**Mrs. Shobha Ashok Puthran,
Bldg No.205,Riverwood,
Khidkali, Kalyan.**

(CONSUMER NO.000230789606) (Hereinafter referred as Consumer)

Versus

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

. . . . (Hereinafter referred as Licensee)

Appearance : For Not Present
Licensee

For Consumer – - Mr. Prakash Tayde Consumer Representative.

**[Coram- Dr. Santoshkumar Jaiswal - Chairperson, Shri. Ravindra Avhad-
Member Secretary and Sharmila Ranade - Member (CPO)].**

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.

This consumer is residential consumer. As per the consumer say he has applied for change of name and accordingly, Addl. Executive Engineer, Shil sub division has issued quotation for change of name. Accordingly consumer has paid the charges on 06.03.2018 vide receipt No. 9369879 even after paying the charges of change of name. the same was not effected and the aggrieved consumer approached IGRC Thane on 20.08.2018.

From the letter submitted by Addl. Executive Engineer, Shil sub Division dated 25.06.2019, he has complied for IGRC hearing heard at Circle office on 20.08.2018. as the consumer grievance was not grievance was not resolved at IGRC, consumer approached CGRF on 15.10.2018.notice was issued to both the parties for hearing of this hearing vide letter no. Member Secretary/CGRF/MSEDCL/BNDUZ/196/675dtd.19.10.2018.

Consumer approached CGRF for redressed of his grievance on dtd. 15.10.2018 accordingly the cases was heard at CGRF on 30.10.2018 when no one was present from MSEDCL.

After going through the case and grievance of consumer represented by consumers representative Shri. Prakash Tayde, no hearing of case was held at IGRC and no order was issued by IGRC.

Addl. Executive Engineer, Shil sub Division submitted their say by letter Addl.EE/Shil/Billing/703 on dtd.25.06.2019 the mentioned that

the consumer grievance was heard on 20.08.2018 at IGRC Thane Circle. By this letter Addl. Executive Engineer has submitted that delay in change of name was due to insufficient documents submitted by consumer. After obtaining documents from consumer they said name change has been done and effected in the bills.

But it is found that consumer has applied for change of name and after paying the required charges on 06.03.2018 consumer's name change action is not taken till 25.06.2019.

We have perused and heard both sides and gone through the document on record it appears that the utility has inordinate delay in executing the order passed by in IGRC that is nearby that is more than 10 month and harassed the consumer there is not a reason then the consumer is harassed and hands of utility. Hence, this application is allowed on cost to the consumer. We proceed to pass following order.

ORDER

- 1) This application is hereby allowed on cost of as a compensation of Rs. 1500/-.
- 2) Compliance of this order be made within one month from the date of this order.
- 3) 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 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, 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) 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.