

**Before the
MAHARASHTRA ELECTRICITY REGULATORY COMMISSION
World Trade Centre, Centre No.1, 13th Floor, Cuffe Parade, Mumbai 400005
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Date: 8 August, 2023

**CORAM: Sanjay Kumar, Chairperson
Anand M. Limaye, Member
Surendra J. Biyani, Member**

Case No. 208 of 2022

Petition of M/s. Rajlaxmi Food and Spices seeking compliance of CGRF, Amravati's Order dated 3 June, 2022.

M/s. Rajlaxmi Food and Spices, : Petitioner

Maharashtra State Electricity Distribution Co. Ltd. (MSEDCL) : Respondent

Appearance:

1) For the Petitioner : Shri. Radhesh Girish Adatiya

2) For the Respondent: :Shri. Sanjay Janrao Khangar

Daily Order

1. Heard the representatives of the Petitioner and Respondent
2. The representative of the Petitioner requested for the adjournment, as it has received MSEDCL reply only on 07 August, 2023 and he requires to examine the same. Accordingly, the Commission allows adjournment of the hearing.
3. While allowing adjournment, the Commission notes that it has been receiving multiple Cases against MSEDCL, seeking compliance of CGRF / Ombudsman Orders. Even after getting favorable Order, consumer has to run from pillar to post to get relief. It is observed that MSEDCL delays implementation of CGRF/Ombudsman Orders, even if no stay has been granted by the Higher Courts. This is against the spirit of setting up of CGRF/Ombudsman mechanism for redressal of consumer grievance. Therefore, the Commission directs the Chairman and Managing Director, MSEDCL to take review of implementation of CGRF / Ombudsman Orders and issue instructions to its field offices to comply with CFRG/Ombudsman Order, within stipulated period unless it is stayed by competent court. Said

process of review shall be completed within 2 weeks from date of this Order and submit compliance of the same.

Next date of hearing will be intimated separately by the Secretariat of the Commission.

Sd/-
(Surendra J. Biyani)
Member

Sd/-
(Anand M. Limaye)
Member

Sd/-
(Sanjay Kumar)
Chairperson