

**CONSUMER GRIEVANCE REDRESAL FOURM  
MAHARASHTRA STATE DISTRIBUTION COMPANY LTD**

Ph. No. 25624315  
25624316  
25624322

Consumer Grievance Redresal Forum  
"Vidyut Bhavan", Gr. Floor,  
L.B.S. Marg, Bhandup (W),  
MUMBAI - 400 078.□

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REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 112/

Date

R.P.A.D.

To

***M/s. Shah Plastics,***  
Gala No. 114, Hiranandani Indl. Estate,  
Kanjur Marg (W),  
**Mumbai – 400 078.**

**SUB** : Registration of your grievances dtd. 01/03/2007.

Dear Sir,

The grievance submitted by you is registered to this Forum vide Sr. No. 112, dtd. 01/03/2007 & hearing date is fixed on 02/04/2007 at 2.00 pm. at the office of the Consumer Grievance Redressal Forum, Vidyut, Ground Floor, LBS Marg, Bhandup, Mumbai -78.

Therefore, it is requested to attend the hearing on the above date alongwith documents in support of your grievance. In case of failure to attend the hearing on the above date, this Forum shall decide the Grievance Ex-parte on merit which may please be noted.

Thanking you,

Yours faithfully

**SECRETARY  
CGRF, MSEDCL,  
BHANDUP**

c.f.w.cs. to :

1. **The Executive Engineer (Office) i.e. Nodal Officer,**  
C.G.I.R.C., Office of the Suptd. Engr.,  
O&M Circle, **THANE.**
2. **The Executive Engineer,**  
O&M Divn., MSEDCL.,  
**Bhandup.**

-- He is requested to attend the hearing on the above date alongwith the concerned authority & the details of report related with the grievance of the consumer.

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MUMBAI - 400 078.□

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REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 112/

Date

To

**The Nodal Officer & Executive Engineer (Office)**  
Consumer Grievance Internal Redressal Unit,  
Office of the Superintending Engineer,  
MSEDCL., **THANE.**

**SUB :** Submission of point wise compliance  
in respect of case No. 112.

As per MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulation 2006 vide clause No. 6.12, the copy of grievance registered at Sr. No. 112 is being forwarded to your office for submission of issue wise compliance. The hearing date of the

case is fixed on dated 02/04/2007 at 2.00 pm. However, the Nodal Officer shall act as the co-ordinator for filing the reply, making submission, providing issue wise comments on the grievance, submitting compliance status / reports etc. Therefore it is requested to submit point wise compliance to this Forum in respect of the case in consultation with concerned authority within 15 days from the date of issue of this letter or one week before the date of hearing which ever is earlier.

The copy of compliance should also be provided by you to the consumer before hearing.

**SECRETARY  
CGRF, MSEDCL,  
BHANDUP**

c.f.w.cs. to :

The Executive Engineer, O&M Dn. MSEDCL, Bhandup.

-- for needful action for submission of issue wise compliance & at attend the hearing along all the relevant documents related with the grievance.

**Consumer Grievance Redressal Forum  
Maharashtra State Electricity Distribution Co. Ltd.  
Bhandup Urban Zone, Bhandup**

Ref. No. Secretary/MSEDCL/CGRF/BNDUZ/

Date :

Case No. 112

Hearing Dt. 02/04/2007

**In the matter of incorrect billing of Industrial consumer**

M/s. Shah Plastics,  
Kanjurmarg, Mumbai  
Vs.

- Appellant

Executive Engineer, MSEDCL,  
O&M Divn., Bhandup

- Respondent

**Present during the hearing**

**A - On behalf of CGRF, Bhandup**

- 1) Shri S.L. Kulkarni, Chairman, CGRF, Bhandup.
- 2) Shri S.B. Wahane, Ex. Engr., Member Secretary, CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, (On leave since 12/01/2007).

**B - On behalf of Appellant**

None.

**C - On behalf of Respondent**

Shri V.M. Bhatkar, Executive Engineer, Bhandup

The consumer had filed his grievance on 01/03/2007, which was registered with the Forum at Sr. No. 112 and the date of hearing was fixed at 02/04/2007 at 2.00 PM at the office of the Forum at Bhandup. The appellant and the representative of the utility were intimated to attend hearing with documents necessary.

The hearing took place on 02/04/2007. The appellant was absent. However on behalf of utility, Executive Engineer, Bhandup division was present with all the documents. Appellant had also not attended hearing before Internal Grievances Cell, Thane Circle.

From the case papers it is found that the Bhandup division flying squad had visited appellant/s factory premises on 26/06/2006 with the accu-check meter available with the squad. It was found that the meter installed in the factory from which the power was being drawn was showing 61.67 percent slow. Thus the prima-facie a case of power theft and loss to utility. This meter was removed and brought to utility's office and new meter placed with seals. Required procedure such as drawal of panchanama, statements were recorded in the presence of consumer's representative.

Further on 14/09/2006, a representative of the meter manufacturing Co. M/s. ABB, the consumer's representative and officials of utility, the meter was opened after ascertaining intact meter seals. On opening the meter, it was pointed out by the representative of ABB Co. that the meter seal was tampered and major malpractices done in measuring circuit.

Since it revealed to be a clear cut case of power theft done systematically by the consumer, the utility representative filed a complaint with the police station with all documentary evidence.

As per MERC (CGRF and Ombudsman) Regulation 2003, chapter II, clause 6.4, the theft case cannot be covered in the jurisdiction of CGRF and hence the case is dismissed.

**MRS. M.P. DATAR**  
**MEMBER**  
**CGRF, BHANDUP**  
**(On leave)**

**S.B. WAHANE**  
**MEMBER SECRETARY**  
**CGRF, BHANDUP**

**S.L. KULKARNI**  
**CHAIRMAN**  
**CGRF, BHANDUP**

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R.P.A.D.

REF.NO. Secretary/CGRF/MSDCL/BNDUZ/Case No. 112/

Date :

To

***M/s. Shah Plastics,***  
Gala No. 114, Hiranandani Indl. Estate,  
Kanjur Marg (W),  
**Mumbai – 400 078.**

**SUB** : Decision issued in respect of case No. 112.

Dear Sir,

In response to the grievance put up by you with the Forum vide case No. 112 dt. 01/03/2007 hearing is completed on dated 02/04/2007 & the order passed on vide this office order No. 00032 dtd. 10/04/2007 is enclosed herewith for your information please.

Thanking you,

Yours faithfully

Encl : As above

**SECRETARY**  
CGRF, MSEDCL,  
BHANDUP

c.s.w.r. to :

- 1) Chief Engineer (L.M.),  
M.S.E.D.C.Ltd., H.O.,  
Prakashgad, Bandra (E),  
MUMBAI – 400 051.
- 2) The Chief Engineer, MSEDCL, BNDUZ, Bhandup.

Copy f.w.cs. to :

1. The Executive Engineer (Office) & Nodal Officer,  
Consumer Grievance Internal Redressal Cell,  
Office of the Superintending Engineer,  
O&M Circle, MSEDCL, Thane.
2. The Executive Engineer, O&M Division, MSEDCL, Bhandup.