

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

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

Date :

Case No. 402

Hearing Dt. 01/10/2011

In the matter of interest on the deposited amount

Smt. Kasturben Lalji

- Applicant

Vs.

M.S.E.D.C.L. Bhiwandi

- Opponent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri S. D. Madake, Chairman, CGRF Bhandup.
- 2) Shri R.M Chavan, Member Secretary, CGRF, Bhandup.
- 2) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B - On behalf of Appellant

- 1) Shri Jayesh Gudakha –Consumer Representative

C - On behalf of Respondent

- 1) Shri Deshpande, Ex. Engr/Nodal Officer, Bhiwandi.

ORDER

The complainant Smt. Kasturben Lalji is consumer of MSEDCL vide consumer no. 13010251375. According to consumer an amount of ` 1,560/- was paid to then MSEB on 03/07/1976 by the way of security deposit. The said amount was paid by complainant. The said amount was not refunded to consumer, as a result various applications were filed

for refund of the amount with interest. The receipts of the security deposit were produced before the MSEB authorities (now MSEDCL).

In pursuance of the application alongwith documents MSEB authorities credited the said amount of ` 1,560/- in the electricity bill in the month of April 2011. The grievance of the consumer in this proceeding is relating to interest on the security deposit for the period of 03/07/1976 to 15/04/2011.

The MSEB has not filed say on this consumer complaint though notice was issued on 28/09/2011 as per clause 6.12 of MERC (CGRF & EO) Regulation 2006.

Forum has perused all the documents produced on record by the consumer. It is evident that MSEDCL credited the security deposit in the bill of April 2011. No interest has been paid to consumer, nor credit has been given in the bill by way of interest on the security deposit. Forum is of the considered view that consumer is entitle to claim interest on the security deposit. MSEDCL has filed no written say or any document, by which consumer is not entitle to receive the interest on security deposit.

In the result Forum pass following order:

- 1) Complaint no. 402 is allowed being interest on his deposited amount is his right.
- 2) Utility is directed to pay interest at the rate approved by R.B.I. for the period of 03-07-1976 to April 2011.
- 3) No order as cost.

Both the parties should be informed accordingly.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 18th October 2011

Note :

1) If Consumer is not satisfied with the decision, he may go in appeal within 60 days from date of receipt of this order to the Electricity Ombudsman in attached "Form B".

Address of the Ombudsman

The Electricity Ombudsman,
Maharashtra Electricity Regulatory Commission,
606, Keshav Building,
Bandra - Kurla Complex, Bandra (E),
Mumbai - 400 051

2) If utility is not satisfied with order, it may go in appeal before the Hon. High Court within 60 days from receipt of the order.

DR. ARCHANA SABNIS
MEMBER
CGRF, BHANDUP

S. D. Madake
CHAIRMAN
CGRF, BHANDUP

R.M. CHAVAN
MEMBER SECRETARY
CGRF, BHANDUP