

CONSUMER GRIEVANCE REDRESAL FOURM

Maharashtra State Electricity Board

In the Consumer Grievance Redressal Forum at M.S.E.B., Bhandup U Zone,
Vidyut, Gr. Floor, L.B.S. Marg, Bhandup (W), Mumbai - 78

Case No. 16-04/

Date : 05/02/2005

Complainant :

M/s. Sphere Engineers Pvt.Ltd.,
Plot No. A-287, Road No. 16/7,
Wagle Ind. Estate

Utility :

Represented by
Executive Engineer,
O&M. Divn.,MSEB, THANE.

THANE - 400 604.

Represented by Mr. Mohite
0001-900533.0

Consumer

No.

M/s. Sphere Engineer Pvt. Ltd. has made an application on dtd. 16/12/2004 in a prescribed proforma saying that refund of DPC payment, which is charged wrongly, should be waived. Earlier he made simple application. The case was fixed for hearing on 15/02/2005, Mr. Mohite of V.D. Sphere Engineers Pvt.Ltd. has got authority letter remained present on the hearing on the behalf of consumer & on behalf of utility Shri Rane, D.A. remained present. The Chairman and two members were present at the hearing.

2. Mr. Mohite of V.D. Sphere stated that the dispute is regarding DPC charges & the matter was in the Court and as per Court order 75% payment is to be made to MSEB, while 25% of the payment is to be made in the Court. The consumer had made payment of delayed charges of Rs. 45,501/- under protest. Tissa had filed a case in Thane Civil Court, which is of general nature. The consumer is member of Tissa. The decision as per Mr. Mohite was given in favour of M.S.E.B. Mr. Mohite further stated that it is the order to the consumer that 75% payment made MSEB on due date while remaining 25% payment was paid by the consumer to Tissa. Tissa has paid the remaining 25% amount in the Court.

3. Shri Rane, Divisional Accountant on behalf of utility stated that the 75 % amount has been paid on due dates while 25 % amount has not been credited in the Court on due dates of particular months bill and accordingly DPC and interest charges were levied.

S.No.	Period	Due date of payment	Date of payment of 75% amount	Date of payment 25% amount in the Court
1.	November 1996	17/12/1996	16/12/1996	27/01/1996 Tissa paid in Court
2.	December 1996	16/01/1997	15/01/1997	05/03/1997 Tissa paid in Court
3.	January 1997	17/02/1997	15/02/1997	05/03/1997 Tissa paid in Court

4.	February 1997	17/03/1997	15/03/1997	28/03/1997
5.	March 1997	17/04/1997	17/04/1997	29/04/1997 Tissa paid in Court

Shri Rane, D.A. has submitted copies of the order in the Regular Civil Suit No. 1142 of 1996, dtd. 12/12/2001 & copy of the letter from the Chief Engineer (commercial) bearing No. P-Com/RCS 1142/96/21512, dtd. 6th May 1996, it is seen from the Court order & clarification given by the Chief Engineer in his letter, that the 25% amount is required to be paid in the Court. Even though the consumer is claiming that he has paid the amount within due date in Tissa. The Forum is concerned with the payment made with the Court and is not concerned with the payment made by the consumer to the Tissa within due date or after the due date. It

is just seen from the details furnished by the utility that there is delay in depositing the payment of 25% in the Court. In view of this, the Forum has come to the conclusion that there was delay in deposit DPC charges by the consumer in the Court.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.B., Bhandup Urban Zone on 4th of March 2005.

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

Address of the Ombudsman

Ombudsman,
Maharashtra Electricity Regulatory Commission,
606-608, Keshav Building,
Bandra - Kurla Complex,
Mumbai - 400 051.

2) If utility is not satisfied with order, it may apply to MERC within 60 days from receipt of the order.

Sandip Pasarkar
(Mane)
Member
Chairman
Consumer's Grievances
Grievances
Rederssal Forum
Forum

G.R. Jadhav
Member Secretary
Consumer's Grievances
Rederssal Forum

(P.A.)
Consumer's
Rederssal

CONSUMER GRIEVANCE REDRESAL FOURM

Maharashtra State Electricity Board

Forum

Ph. No. 25624315

Consumer Grievance Redresal

"Vidyut Bhavan", Gr. Floor,
L.B.S. Marg, Bhandup (W),
MUMBAI - 400 078.

REF.NO. Secretary/CGRF/MSEB/BNDUZ/C-16/

Date :

To

M/s. Sphere Engineers Pvt. Ltd.,
Plot No. A-287, Road No. 16/Z,
Wagle Industrial Estate, THANE

SUB : FORM IN SCHEDULE "B".

REF : Your letter No. SE/23/2346/05, dtd. 14th May 2005.

Dear sir,

As per your request the form in Schedule "B" is send herewith. Further as per clause 16.2 of MERC (Consumer Grievance Redressal & Ombudsman) Regulation 2003, you have to apply to the appellate authority for extension of time limit to file appeal.

Thanking you,

Yours faithfully

Encl : Schedule "B"

Zone

Secretary
Consumer Grievance
Redresal Forum
M.S.E.B., Bhandup