



**Consumer Grievance Redressal Forum, Kalyan Zone**  
**Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301**  
**Ph- 2210707, Fax – 2210707, E-mail : cgrfkalyan@mahadiscom.in**

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**IN THE MATTER OF GRIEVANCE NO. K/E/571/674 OF 2011-2012 OF**  
**M/S. TUBE MASTERS VASAI (EAST) REGISTERED WITH CONSUMER**  
**GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT**  
**EXCESSIVE BILLING.**

M/s. Tube Master  
Gala No. 5, 6 & 7  
Shailesh Industrial Estate No. 06,  
Navghar, Vasai (East),  
Dist. : Thane – 401 208

(Here-in-after  
referred  
as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Executive Engineer  
Vasai Road (East) Sub-Dn.  
Vasai, Dist. Thane.

(Here-in-after  
referred  
as licensee)

- 1) Consumer Grievance Redressal Forum has been established under "Maharashtra Electricity Regulatory Commission (Consumer Grievance

Redressal Forum & Ombudsman) Regulation 2006” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Regulatory Commission vide powers conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, 2003. (36 of 2003).

- 2) The consumer is a Spl. L.T. consumer of the licensee with 99 HP load. The Consumer is billed as per Industrial tariff. Consumer registered grievance with the Forum on 10/01/2012 for Excessive Energy Bills. The details are as follows: -

Name of the consumer :- M/s. Tube Masters

Address: - As given in the title

Consumer No : - 1)001849026150 – 99 HP Spl LT

2)001610863546 – 65 HP Earlier Supply

Reason of dispute : Excessive Energy Bills.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/057 dated 10/01/2012 to Nodal Officer of licensee. Licensee filed letter No. Nil, dated 13/02/2012 from Nodal Officer, Vasai Circle.
- 4) The Member Secretary and Member of the Forum heard licensee on 13/02/2012 @ 16.00 Hrs. in the meeting hall of the Forum's office. Shri Harshad Sheth and Shri Vinit Sheth representatives of consumer and Shri J. P. Kini, Jr. Engineer, representative of the licensee attended hearing. Minutes of the hearing including the submissions made by both the parties are recorded and the same are kept in the record.

5) The consumer has taken electricity connection from the Distribution Licensee (DL) to the industry situated at Shailesh Industrial Estate, Navghar, Vasai (East) in the year 1999. It is averred licensee collected SD of Rs. 19,500/- and ASD Rs. 16,480/- which is displayed on the bill. At the time of Load extension SD & ASD is not refunded. In addition to this licensee collected six months charges Rs. 15,600/- which is not displayed on bill. Consumer has submitted receipts and firm quotation for refund of the same. It is contended on verifying receipt of SD as per the directions of Hon. MERC licensee needs to refund the same and that consumer claimed the amount vide chart enclosed with interest but not refunded. As regards excess connected load penalty it is contended by the consumer that licensee collected amount approx. Rs. 02,95,811/- on this count contrary to the decision of Hon. MERC in case No. 02 of 03 dated 14/07/05 and the Ombudsman Order 39 of 06, dated 05/09/06 and 65 of 06, dated 02/11/06 as mentioned in the chart enclosed. It is further contended that licensee is supposed to refund the RLC amount Rs. 31,078/- as per methodology of RLC refund alongwith interest. Collected RLC is required to be refunded but not refunded so far with interest vide chart enclosed. As per load sanction the contract demand of the consumer is 80 KVA but the licensee recovered the demand penalty charges considering 50 KVA which is fed to I.T. Section. Consumer by letter dt. 18/08/11 claimed the amounts as above but the licensee did not respond. Consumer moved the I.G.R. Cell but in vain, hence the instant grievance application to direct the licensee to refund the amount of S.D., ASD, excess connected load penalty, R.L.C.

and verify actual contract demand of the consumer and refund the contract demand penalty amount if wrongly charged vide charts enclosed with interest.

- 6) Licensee filed reply dt. 13/02/12 contending that after scrutiny of record S.D. & ASD refund with interest, RLC refund, connected load penalty with interest and Demand Charges penalty will be given in the next billing cycle.
- 7) So far refund of SD in the event of zero display, according to the learned representative for the consumer verifying the F-1 register and Firm Quotation, amount is to be refunded as per the directions of Hon. MERC in case No. 93 of 2008. This Forum in many cases including case No. 396 of 2010 filed by representative Shri Harshad Sheth, referring the order of Hon. MERC as above clearly pointed out on payment of SD/ASD. In this context the licensee is directed verifying F-1 register, F.Q. or any other evidence in the light of the directions given by Hon. MERC to refund if not paid earlier, with R.B.I. rate of interest.
- 8) According to consumer vide letter dt. 18/08/11 excess connected load penalty amounting to Rs. 02,95,811/- vide chart enclosed needs to be refunded. According to consumer officials of the licensee collected excess connected load penalty and the same needs to be refunded as per directions of Hon. MERC in case No. 02 of 03 dt. 14/07/05 and order of Ombudsman in representation No. 39 of 06 dt. 05/09/06. Consumer on this count enclosed calculation chart with application. On going through the orders of Hon. MERC and observation made by Hon. Ombudsman as above in para 12, 13, 14 in the order as above in the light of charts

enclosed and hearing the contentions made by both the parties we find proper to direct the officials of the licensee to work out connected load penalty and if collected excess, refund the amount with interest. This Forum in many cases including Case No. 398 and 437 of 2010 filed by representative Shri Harshad Sheth pointed out in detail about the calculation of connected load penalty and the need to refund the same.

- 9) So far refund of RLC consumer pointed out that this amount was paid by the consumer to the licensee as loan in the difficult time of licensee during December 2003 to July 2006 @ 50 paise per unit monthly consumption. Hon. MERC in case No. 72 of 2006 clearly depicted methodology as regards refund of RLC. When the amount running in thousands i.e. Rs. 31,078/- was given in difficult days, licensee is under obligation to refund the same as per the directions of Hon. MERC and Ombudsman and not as per the sweet will of the officials of the licensee. This Forum in many cases including case No. 393 and 436 of 2010 filed by representative Shri Harshad Sheth in detail pointed out on this aspect.
- 10) As per consumer's grievance his contract demand is 80 KVA but licensee charged demand penalty charges considering 50 KVA contract demand which is fed to I.T. Section, hence licensee is directed to verify the actual contract demand of the consumer if wrongly fed 50 KVA contract demand, refund the contract demand penalty with interest.
- 11) While parting with the matter with regret we are constrain to mention that this Forum in many cases filed by the learned representative for the consumer Shri Harshad Sheth on same issues referring relevant orders

passed by the Hon. MERC and Ombudsman had given clear directions to the licensee, however it is unfortunate consumer had to knock the doors of this Forum repeating the same grievance. We hope officials of the licensee would honor the orders passed by the Competent Authority so that the very purpose of enacting the act for consumers as well as the smooth functioning of the licensee would fulfill. Consumer is also cautioned that being a customer and the licensee being the custodian of the records to keep rapport so as to smoothen the transactions. It appears instead approaching the licensee consumer sitting at one place seeking help, need to be avoided. Consequently grievance application will have to be partly allowed. Hence the order :

**O-R-D-E-R**

- 1) The grievance application is partly allowed.
- 2) Licensee is directed to refund the amount of SD and ASD with R.B.I. rate of interest to the consumer as per the directions given by Hon. MERC in case No. 93 of 08 dated 01/09/2010 within 45 days and compliance should be reported to the forum within 60 days from the date of receipt of this decision.
- 3) Licensee is further directed to work out the amount of RLC and excess connected load penalty as per the directions of Hon. MERC in case No. 72 of 2007, 02 of 03 and Ombudsman in case No. 39 of 2006 and if collected excess, to refund the same with interest within 45 days and compliance should be reported to the forum within 60 days from the date of receipt of this decision.

- 4) Licensee is directed to refund demand penalty charges with interest as per Clause No. 10 of this order.
- 5) The Consumer can file representation against this decision with the Hon. Electricity Ombudsman within 60 days from the date of this order at the following address.

*“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Bldg, Bandra Kurla Complex, Mumbai 51”.*

- 6) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission for non-compliance, part compliance or delay in compliance of this decision issued under “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” at the following address:-

*“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”*

Date : 05/03/2012

(Mrs. S.A. Jamdar)  
Member  
CGRF Kalyan

(R.V. Shivdas)  
Member Secretary  
CGRF Kalyan