



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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IN THE MATTER OF GRIEVANCE NO. K/E/531/627 OF 2011-2012 OF
M/S. PLASTI MAC, VASAI (EAST) REGISTERED WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT
EXCESSIVE BILLING.

M/s. Plasti Mac,
Gala No. 02, Madhu Vrinda,
Dhuri Industrial Complex No. 01,
Waliv Phata, 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 L.T.- V consumer of the licensee with 65 HP load. The Consumer is billed as per Industrial tariff. Consumer registered grievance with the Forum on 08/07/2011 for Excessive Energy Bills. The details are as follows: -

Name of the consumer :- M/s. Plasti Mac

Address: - As given in the title

Consumer No : - 1)001840505401 – 65 HP

Reason of dispute : Excessive Energy Bills.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/488 dated 08/07/2011 to Nodal Officer of licensee. The licensee did not file reply though sufficient time period given.
- 4) The Members of the forum heard both the parties on 24/08/2011 @ 16.00 Hrs. in the meeting hall of the Forum’s office. Shri Harshad Sheth representative of the consumer & Shri U. M. Naik, Dy. Executive Engineer, representative of the licensee attended hearing. Minutes of the hearing including the submissions made by the parties are recorded and the same are kept in the record. Submissions made by each party in respect of each grievance shall be referred while deciding each of the grievances to avoid repetition.

- 5) The consumer has taken electricity connection from the Distribution Licensee (DL) to the industry situated at Madhu Vrinda, Dhuri Industrial Complex No. 01, Waliv Phata, Vasai (East) in the year 1995. It is averred while releasing load in the year 1995 licensee collected ED of Rs. 15,600/- and Rs. 4,900/- as Development Charges but the same is not displayed on the bill. It is contended on verifying F-1 register or any other evidence as per the directions of Hon. MERC in order No. 93 of 2008 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 Rs. 3,81,949/- on this count contrary to the decision of Hon. MERC in case No. 02 of 03 and the Ombudsman Order 39 of 06 as mentioned in the chart enclosed. As regards single phase connection which is permanently disconnected in August 2009 but SD, interest and RLC is not credited to their IP account No. 001840505401. It is further contended that consumer applied for permanent disconnection of their single phase meter as mentioned above, however licensee did not do anything on this count. It is therefore the contention of the consumer that the licensee be directed to settle their account as per the rules and regulations. Consumer by letter dt. 05/05/2011 claimed the amounts as above but the licensee did not respond. Consumer moved the I.G.R. Cell and the IGR vide order dated 19/07/2011 directed so far ED & interest should be paid after due verification and as per MERC orders. If it is of old consumer which was made PD while releasing a new connection for enhancement of load then consumer should apply for refund of SD + ASD as per the prescribed

procedure of the MSEDCL and refund of excess connected load penalty and demand charges is not maintainable as per Clause No. 47, Indian Limitation Act, 1963 as a time bar case. Feeling aggrieved against this, consumer lodged the grievance with a request to direct the licensee to refund the amounts as above vide charts enclosed with interest.

- 6) Licensee did not file reply though sufficient time given hence we have no option but to pass the order on the basis of material record available vide Clause 6.13 of Consumer Grievance Redressal Forum & Electricity Ombudsman Regulations 2006.
- 7) So far refund of ED & DV charges 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 and 479 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 excess connected load penalty amounting to Rs. 3,81,949/- vide chart enclosed needs to be refunded. According to consumer on perusal the CPL, it is transpired that while enhancing load from 65 to 107 HP during the period March 2005 to November 2007 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 and 65 of 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 permanent disconnection of single phase meter and refund the amount collected in this context, in fact while permanently disconnecting the single phase meter licensee should have refund the amount collected in this context and not consuming time as happened. Licensee therefore will have to be directed to refund the amount of SD/ASD/RLC collected in this context without delay.
- 10) 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 as 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 ED & DV charges 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 Excess connected load penalty as per the directions of Hon. MERC in case No. 02 of 03 and Ombudsman in case No. 39 of 2006 and 65 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 the amount of SD/ASD/RLC collected in the context of single phase connection with R.B.I. rate of interest to the consumer if not refunded earlier, within 45 days and compliance should be reported to the forum within 60 days from the date of receipt of this decision.

- 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 : 13/09/2011

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan