



(A Govt. of Maharashtra Undertaking)
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Consumer Grievance Redressal Forum
"Vidyut Bhavan", Gr. Floor,
L.B.S.Marg,Bhandup (W),
Mumbai – 400078.

REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/

Date

Case No.552

Hearing Dt. 06/01/2015

Shri. Arvind Ketkar - Applicant

Vs.

M.S.E.D.C.Ltd., Kopri sub division - Respondent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri. Anil P. Bhavthankar, Chairperson, CGRF, Bhandup.
- 2) Shri.S.B. Bhalshankar, Member Secretary, CGRF, Bhandup.
- 3) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B - On behalf of Appellant

- Shri. Arvind G. Ketkar – Consumer

C - On behalf of Respondent

- Shri. Nilesh R. Songire, Addl. Executive Engineer, Kopri sub division

ORDER (Passed on 24/02/2015)

Above named complainant filed this compliant against respondent stating that respondent fail to refund deposited electricity bill Rs. 930/- by complainant for the month of January 2014. It is contention of complainant his residing Lav -Kush CHS, Checknaka, Kopri. Consumer no 000030120337/1 is using the said electricity meter as 01/LT I Res1-Phase connected load is 0.50KW sanction load 0.50KW 611/1960. above said consume regularly paying the bill through ECS online transaction from his account Bank of Baroda Branch, Kopri,Thane(W) having his account no. 000030120337. it is submitted that he made application to respondent informing that

he deposited electricity bill from his saving account of Bank of Baroda in the month of February 2014 on dated 17/02/2014. He deposited amount of Rs. 930/- by using his account online as entry found in his account of Rs. 930/- made in his passbook twice. Therefore under imprecation he made. To the respondent and claim refunded amount of Rs. 930/- with interest. After filing this application respondent inform to consumer complaint that amount of Rs. 930/- is received in their account which is credited only once. The transactions inter which was properly accounted and credit in account in 17/02/2014. After receiving letter for consumer they inform to respondent that on 06/09/2014 quarry made by consumer is already reply and one transaction on 17/02/2014 was reported failure as such there is no double amount deposited in their account and if the second deposited amount not receive and not shown there is no question of refund with interest raise.

Being this satisfaction with the reply of the respondent this complaint is filed by compliant before this Forum. He also field document status of online payment copy of Bank passbook letter issued by Bank Manager letter issued by consumer respondent reminded letter and correspondence with helpless.

After filing the said compliant notice was issued to the respondent. Respondent appear with record and file there say stating that they won't time to check the system and make enquiry bill help basic and find out whether such amount is credited in the account of consumer twice on dated 22/07/2015. It is submitted that online payment of MSEB system is connected to HDFC Bank from there portal online transaction is connected through HDFC Bank is credited to the Account of MSEDCL company after the correspondence is made with help basic. It is inform by the authority the status of one transaction on 17/02/2014 of Rs. 930/- was shown failure. The said amount is not deposited with MSEDCL and the said amount line with HDFC or in Bank account of HDFC Bank such actual amount is not received in account of MSEDCL Company.

Therefore the letter is issued the consumer in forming the his entitled refund the said amount from HDFC Bank or Bank of Barado Bank authority of consumer who made entry of passbook as such secured electronic a banking system is protected and refund of consumer is insure. Therefore MSEDCL is not liable for refund with interest any amount to the consumer.

On dated 17/02/2014 I heard argument of consumer compliant and perused all document. I heard also heard respondent, Executive Engineer come it appears that the complaint is filed under the impression that respondent MSEDCL company received double payment on dated 17/02/2014 where as document produce by consumer himself disclosed other transaction is failed and only one transaction on dated 17/02/2014 was successful and amount of Rs. 430/- only credited in the account of consumer towards payment of electricity bill.

To my view there is no question of refund against double payment of Rs. 930/- raised when double amount is not deposited in view of provision 6.9. the Forum us Right to reject the compliant. If it is found beyond reasonable cost. Hence the consumer his as liberty to approach to proper Forum of refund of amount entry made in the passbook twice and the failure of transaction labiality of amount of any amount in interest by MSEDCL Company. It prove hence the compliant liable to be dismiss with cost. Hence order.

No order as to cost.

Both the parties should be informed accordingly.

The compliance should be reported within 45 days.

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

Note:

1) If Consumer is not satisfied with the decision, he may file representation within 60 days from the 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 file representation before the Hon. High Court within 60 days from receipt of the order.

(I Agree/Disagree)

(I Agree/Disagree)

DR. ARCHANA SABNIS
MEMBER
BHANDUP

SHRI. ANIL P. BHATHANKAR
CHAIRPERSON
CGRF, BHANDUP

SHRI. S.B.BHALSHANKAR
MEMBER SECRETARY CGRF,
CGRF, BHANDUP

