

(A Govt. of Maharashtra Undertaking)
CIN : U40109MH2005SGC153645

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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.548

Hearing Dt. 20/02/2015

M/s. Ganatra Industrial Estate Premises - Applicant

Vs.

M.S.E.D.C.Ltd., Vikas Complex, 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

- 1) Shri N.G.Patankar , Consumer

C - On behalf of Respondent

- 1) Shri.V.M.Shinde, *Addl. Executive Engineer, Vikas Complex sub division*

ORDER (Passed on 07/03/2015)

Above named compliant filed by this complainant against respondent Executive Engineer, MSEDCL, O&M, Vikas Complex on 01/07/2014. It is contention of consumer compliant that he is consumer of respondent having consumer No. 400000071321. It 14 Nos. user of billing unit vikas complex 4726 consumer made grievance. As per reply given by respondent dated 22/11/2013 security Deposit 14 Member was not linked in the system till today. Due to non linking of security deposit the consumer is prevented from getting benefit of interest debit in the current bill. Since date of connection particulars of on consumer Nos. given at Sr. No. 1 to 15. It is prayed by consumer that benefit of 13 years Interest on Security Deposit was remain unpaid those the security Deposit was paid by each member of society Rs.

9,000 x15 Rs. 1,35000/- as per affine registered. Register of new service connection report and money required by cashier as per deposit receipt. There is loss of interest therefore it is prayed giving direction to respondent to link the security deposit to the amount and benefit of the interest be given to consumer.

The said dispute was interest by IGRC to till today no action was taken by respondent. as per the contention of consumer their connection was installed in year 2001 since then the benefit of Interest not given to individual 15 members.

After filing this compliant dated 01/07/2014 notice was sent to the respondent. Respondent appeared and filed their reply and documents today on 20/02/2015. It is contention of respondent that the separate zone credit in year 2007 consumer record was not received to the office. Secondly, the security deposit could not be linked as their is change in language of system software. Therefore earlier link record was not connected and data could not be linked with Individual account of consumer. Now on 18/02/2015 the said data is entered in system and benefit of interest applicable to the consumer as per Rules and Regulation of Electricity Act and the Rule frame benefit of interest required to be given to the consumer will be issued as applicable and it will display in future billing cycle of consumer from September onwards. The said fact of non linking deposit is not intentionally made or due to negligent of staff. It is due to mechanical error and non availability of record.

Consumer realized and document reply issued to the information 10 under RTI.IGRC decision date 15/03/2014. Consumer also realized data obtain under RTI issued by respondent.

I have perused complaint of consumer. I have perused reply of respondent following point across for my consideration to which I have recorded my finding to the point for the given below.

- 1) Whether complainant is entitled for benefit of the interest on security deposit payable by the respondent.
- 2) Whether security deposit required to be linked with individual billing account of consumer.
- 3) The grievance made by the consumer is justified and there is reasonable cost as under the Rule frame under Electricity Act consumer entitled to benefit of Interest on Security Deposit.

The record disclose that individual consumer deposited initially on the date of supply 13/10/2001. Admittedly the said security deposit required to connect with account F- 1 register as well as to the CPL entries on CPL disclose that security deposit is received to individual consumer, average amounting to 10,230/-. However the security deposit was enhanced time to time lastly the security deposit of individual consumer is available Rs. 9000/- each.

For ascertaining the period, individual consumer have not filed receipt of the deposit therefore the interest was payable after compilation of 1 year of the date of connection 13/10/2001 and 13/10/2002. The interest is liable to the paid to consumer. I have found error confident by respondent is not give to malignant for adverse interest against the consumer secondly due to charge of computer language and change in software. The said data could not be link with individual account of consumer.

Now the document filed by the respondent disclosed that individual security deposit is link with the account of consumer and they are liable to receive the benefit after one year from date of connection of individual consumer after Therefore, I found there is substance in the compliant of consumer. Therefore proceed to pass following order.

ORDER

- 1) Consumer compliant 548 is allowed.
- 2) The respondent utility directed to link the individual account of consumer to security deposit properly. The interest on security deposit at the rate of 7.5% on the amount of security deposit shall be payable from year 2002 benefit of interest individually give consumer shall be given from the period 2002 till September 2014.
- 3) The entry of security deposit shall be display shown in future bill percentage in demand electricity bill for individual meter of consumer. Hence forth.
- 4) The respondent to comply with the said order and file compliance report within 30 days for receiving of this order.

No order as to cost.

Both the parties should be informed accordingly.

Proceeding close.

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
CGRF, BHANDUP**

**SHRI. ANIL P. BHATHANKAR
CHAIRPERSON
CGRF, BHANDUP**

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