



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
Ph: – 2210707 & 2328283 Ext: - 122

**IN THE MATTER OF GRIEVANCE NO.K/E/0119/0136 OF 07-08 OF**  
**SAU SAMPADA PRAMOD VARTAK REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE**  
**KALYAN ABOUT EXCESSIVE ENERGY BILL.**

Sau.Sampada Pramod Vartak  
E- 204, Old Ashok Nagar,  
Bldg. No. 3, 2<sup>nd</sup> floor,  
Vazira Naka,  
Lok Manya Tilak Nagar,  
Borivali (W).  
Mumbai – 400 091

(Here in after  
referred to  
as Consumer)

Verses

Maharashtra State Electricity Distribution  
Company Limited through its  
Assistant Engineer Const.

(Here in after  
referred to  
as Licensee)

Sub Division, Palghar.

- 1) Consumer Grievance Redressal Forum has been established under regulation of "Maharashtra Electricity Regulatory Commission
  
- 2) (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006" to redress the grievances of consumers. The Maharashtra Electricity has made this regulation Regulatory Commission vide powers conformed on it by section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, 2003. (36 of 2003).
  
- 3) The consumer is a L.T. consumer of the licensee connected to their 415-volt network. The Consumer is billed as per Agricultural tariff. Consumer registered grievance with the Forum on dated 26.05.2008. The details are as follows: -  
*Name of the consumer: - Sau Sampada Pramod Vartak*  
*Address: - As above*  
*Consumer No: - 002040007325.*  
*Reason of dispute: Refund of meter cost and refund of security deposit.*
  
- 4). The consumer approached the forum vide their letter dated 03.03.08 regarding refund of meter cost and Security Deposit. The forum

forwarded this letter to Nodal Officer Vasai Circle as per letter No.CGRF/Kalyan/047 dt.05.03.2008. Even after lapse of 60 days there was no response from the Licensee. Therefore forum sent the form-A to the consumer with request to fill up the form and submit this office within 7 days, along with all documents. The consumer submitted her grievance in the prescribed form to the forum on 23.05.08 and the same was registered on 26.05.08 vide letter

No.K/E/119/0136 and fixed first hearing on 16.06.07 and informed to consumer as well as Nodal officer vide letter No.125 dt. 26.5.08.

- 5).First hearing was given 16.06.08 at 15 hours. Though the Nodal Officer was present, the consumer was absent. The another date of hearing scheduled on 26/06/2008 & informed both parties.
- 6).The consumer informed to the forum on 03/03/2008 that she had submitted the original receipt of Security Deposit and the original receipt of meter cost to the Assistant Engineer, Palghar.
- 7).Licensee vide letter No. AE/PLG/3140 dt. 16.6.08 informed the consumer that the security deposit cost will be refunded only after permanent disconnection or transfer the connection to new consumer and after effecting change of name in the name of new consumer and collecting new security deposit from new consumer, the SD will be refunded to the old consumer on submission of original receipt to the

licensee. As regards the refund of meter cost, the same can not be refunded as there was no provision earlier to refund the meter cost who paid it before 08.09.06 (as per circular No.CE/Dist/D-III/34307 dated 03.09.2007 from Chief Engineer-Dist.). On knowing this procedure, consumer agreed and shown her readiness to withdraw the complaint. Therefore the licensee given back the original receipt of S.D. to the consumer.

- 8). A second hearing was given on 26.6.08. But before this hearing, forum received letter from her by Currier stating “ I had detailed discussions with Assistant Engineer Palghar and Shri Jadhav LDC and they given me right directions. I believe that my grievances will be solved. Therefore you are requested to permit me to withdraw my complaint”
- 9). On this forum intimated her on phone that you must attend the hearing on 26.06.08 because on the basis of unconfirmed and indefinite conditions, the hearing will not be withdrawn.
- 10). The consumer agreed and satisfied the clarification given by the Assistant Engineer, Palghar vide letter No. AE/PLG/3140 dt. 16.6.08.
- 11). Consumer on 23.06.08 sent another letter through currier stating that “my grievance is entirely solved to my full satisfaction and now I

Grievance No.K/E/119/0136 of 07-08

have no any complaint in this case, so I withdrawing my complaint.

Therefore I request you to cancel the hearing schedule on 26.06.08.

12). On the basis of mutual understanding, the case is disposed off.

**Date: - 30/06/2008**

**(Sau V. V. Kelkar)**

**Member**

**CGRF Kalyan**

**(R.V.Shivdas)**

**Member Secretary**

**CGRF Kalyan**