



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

IN THE MATTER OF GRIEVANCE NO. K/E/478/563 OF 2010-2011 OF
M/S. SAFARI FOODS PVT. LTD., ATGAON, TAL : SHAHAPUR
REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM
KALYAN ZONE, KALYAN ABOUT EXCESSIVE BILLING.

M/s. Safari Foods Pvt. Ltd.,
Plot No. 142,
Atgaon Industrial Estate,
Atgaon, Tal : Shahapur, Dist. : Thane

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Superintending Engineer
Kalyan Circle – II, Kalyan

(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 H.T. consumer of the licensee with C. D. KVA. The Consumer is billed as per Industrial tariff. Consumer registered grievance with the Forum on 01/01/2011 for Excessive Energy Bills. The details are as follows: -

Name of the consumer :- M/s. Safari Foods Pvt. Ltd.

Address: - As given in the title

Consumer No : 015599020350

Reason of dispute : Excessive Energy Bills.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/003 dated 01/01/2011 to Nodal Officer of licensee.
- 4) The forum heard both the parties on 08/02/2011 @ 15.30 Hrs. in the meeting hall of the Forum's office. Shri B. R. Mantry representative of the consumer & Shri Purohit Nodal Officer, Shri Kale, Asstt. Engineer, representatives 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 Atgaon Ind. Estate, Atgaon, Tal : Shahapur. According to consumer their metering unit was failed on 23/04/2009 and the same was informed to licensee. Consequently licensee disconnected their power supply, however supply was restored after fifteen days in contravention to the Regulation i.e. supply to be

restored within 24 hours in urban area and within 48 hours in rural area and inspite of this licensee issued the bill from April 2009 to July 2009 without considering the 'No Supply Period". Consumer requested the licensee by letter dt. 01/10/2009 to revise the bill considering no supply for fifteen days due to defective metering and to give compensation for Rs. 1,000/- per day for not restoring supply immediately as per the Regulation but not responded. Consumer moved the I.G.R.Cell but in vain hence the grievance.

- 6) Vide notice dt. 01/01/2011 licensee was informed to file reply. During the pendency of the application learned representative for the consumer vide application dated 08/02/2011 informed that the licensee has settled the grievance.
- 7) Since consumer has no grievance vide application dated 08/02/2011, it will have to be disposed off and hence the order :

O-R-D-E-R

The grievance application is disposed off as settled vide application dated 08/02/2011

Date : 07/03/2011

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan