



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/032/0037 OF
05-06 OF M/S KAPADIA ENGINEERING COMPANY WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN
ZONE, KALYAN ABOUT THE EXCESS BILLING EVEN
THOUGH THE FACTORY WAS CLOSED.

M/s. Kapadia Engineering Co. Here in after
MIDC Shed No. 27, Old Bhendi Pada referred to

Ambarnath (W) 421501. as
consumer

versus

Maharashtra State Electricity Board, through its (Here in
after
Deputy Executive Engineer, referred to
MSEDCL Ambarnath (W) as licensee)

- 1) Consumer Grievance Redressal Forum has been established under regulation of “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Commission vide powers confirmed 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 L.T. consumer of the licensee connected to their 415-volt network. Consumer disputed charges levied by the licensee in their bills for the period from October 2003 to March 2004. Consumer registered grievance with forum on 11/10/2005. The consumer No. is 021520046761.
- 3) The batch of papers containing above grievance was sent by forum vide letter No. 0329 dated 11/10/2005 to Nodal Officer of licensee. The letter, however, remained unreplied.
- 4) All the three members of forum heard both the parties on 21/11/2005 & 5/12/2005 and 22/12/2005 in the meeting hall of the forum’s office. Shri Kapadia on 21/11/2005 and Shri Kapadia and Shri Datar on 5/12/2005 and 22/12/2005 represented consumer. Shri Randive, Nodal Officer, Shri J.T. Ingle Deputy Executive Engineer and Shri L.B. Khetre Assistant Accountant on 21/11/2005, Shri Randive and Shri

Khetre on 5/12/2005 and Shri Ingle and Shri Khetre on 22/12/2005 represented licensee.

- 5) Shri Kapadia submitted that his factory was closed since December 97 and he had intimated this to licensee on 23/12/97 and there after also had continuously informed licensee about closure of factory. He further said that the licensee had charged him bills even though the factory was closed and there was no consumption on meter.
- 6) Shri Ingle submitted that the licensee had sent him bills on fixed charges when there was no consumption recorded on the meter and on fixed charges and recorded consumption whenever there was recording of consumption on meter.
- 7) In order to understand the dispute clearly, forum advised licensee to prepare debit statement and sent copy to consumer and forum on or before 5/12/2005. Shri Ingle promised to do so.
- 8) The forum noted with regret that the said work was not done till 5/12/2005. Forum, therefore again, requested licensee & consumer to reconcile the figure of disputed amount. Shri Khetre & Shri Datar agreed to do so on 13/12/05.
- 9) As decided during hearing on 5/12/2005, Shri Khetre and Shri Kapadia reconciled the period and amount of dispute.
- 10) Shri Datar said that the period of dispute is from October 2003 to March 2004.
- 11) Shri Khetre said that the total units billed from November 2003 to May 2005 were 10,389 (This include the disputed

period from November 2003 to March 2004). A credit of 7371 units has now been given to consumer, which were erroneously billed during this period. The consumer has been billed 3018 units during this period.

- 12) Shri Datar raised a question about interest and delayed payment charges paid by the consumer on excess amount than what is actually due during disputed period. He said that this interest delayed payment charges should also be credited to our account.
- 13) Shri Khetre clarified that necessary credit for interest and delayed payment charges paid by the consumer on excess amount has been worked out and necessary data has been fed to the computer for reflecting credit in energy bill of consumer.
- 14) Shri Datar submitted note to the forum on 22/12/2005 expressing that the matter had been resolved and thanking the consumer Redressal forum for guidance and support in resolving the long pending matter.
- 15) Shri Ingle also submitted letter to forum on 22/12/2005 confirming action mentioned in para 11 & 13.
- 16) Since the grievance stand solved, no order is passed by the forum.

Date: -26/12/2005 Licsnee

(V.V.Kelkar)

(I.Q.Najam)

**Member
person
CGRF Kalyan**

**Chair
CGRF Kalyan**

**(J.P.Soni)
Member Secretary
CGRF Kalyan**