



**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/524/620 OF 2011-2012 OF**  
**SHRI JETHALAL B. SHAH, VASAI (EAST) REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN**  
**ABOUT EXCESSIVE BILLING.**

Shri Jethalal B. Shah,  
Gala No. J/1, Plot No. 10,  
Near Range Office,  
Gokhiware, Vasai (East),  
Dist. : Thane – 401 208

} (Here-in-after  
referred  
as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Executive Engineer  
Vasai Road (East) Sub-Dn.  
Vasai, Dist. Thane.

} (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 L.T.- V consumer of the licensee with 65 HP load. The Consumer is billed as per Industrial tariff. Consumer registered grievance with the Forum on 02/07/2011 for Excessive Energy Bills. The details are as follows: -

Name of the consumer :- Shri Jethalal B. Shah

Address: - As given in the title

Consumer No : - 1)001590801662 – 65 HP

Reason of dispute : Excessive Energy Bills.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/444 dated 02/07/2011 to Nodal Officer of licensee. The licensee did not file reply though sufficient time period given.
- 4) The Members of the forum heard both the parties on 19/07/2011 @ 16.30 Hrs. in the meeting hall of the Forum’s office. Shri Harshad Sheth, Shri Vinit Sheth representatives of the consumer & Shri U. M. Naik, Dy. Executive Engineer, representative 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 Gala No. J/1, Plot No. 10, Gokhiware, Vasai (East) in the year 2007. It is contended licensee committing irregularities raised and issued wrong bills of excessive amount and that officials of the licensee forced them to pay the excessive amount. By letter dated 17/02/2011 consumer requested the licensee to refund the amount collected excessive with force but not responded. Consumer moved the I.G.R. Cell but in vain as usual therefore lodged the grievance before this Forum with request to direct the licensee to refund the excess collected amount with interest as per the chart enclosed.
- 6) Licensee did not file reply though sufficient time given hence we have no option but to pass the order on the basis of material record available vide Clause 6.13 of Consumer Grievance Redressal Forum & Electricity Ombudsman Regulations 2006.
- 7) According to the consumer licensee recovered excessive amount by issuing wrong bills under the threat of disconnection of supply. By letter dated 17/02/2011 consumer claimed the excess recovered amount but licensee did not give response. It is seen consumer though moved the I.G.R. Cell did not do anything which point out the lethargy on the part of the officials of the licensee. Under the circumstance in the absence of any say, going through the material record it is proper to direct the officials of the licensee to hear the consumer patiently and act wisely and on proper calculation in the context of the recitals in the grievance and if recovered excess amount, refund the same with interest to the consumer.

- 8) While parting with the matter with regret we are constrain to mention that this Forum in many cases filed by the learned representative for the consumer Shri Harshad Sheth on same issues referring relevant orders passed by the Hon. MERC and Ombudsman had given clear directions to the licensee, however it is unfortunate consumer had to knock the doors of this Forum repeating the same grievance. We hope officials of the licensee would honor the orders passed by the Competent Authority so that the very purpose of enacting the act for consumers as well as the smooth functioning of the licensee would fulfill. Consumer is also cautioned that being a customer and the licensee as custodian of the records to keep rapport so as to smoothen the transactions. It appears instead approaching the licensee consumer sitting at one place seeking help, need to be avoided.
- 9) It is to be noted that officials of the licensee on one or the other grounds sought time orally to file reply but eventually did not put say for the reason best known to them hence delay occurred in deciding the grievance. Consequently grievance application will have to be partly allowed. Hence the order :

**O-R-D-E-R**

- 1) The grievance application is partly allowed.
- 2) The officials of the licensee are directed hearing the consumer patiently, act wisely and in the context of the recitals in the grievance application to work out and if recovered excess amount, refund the same with interest to

the consumer within 45 days and compliance should be reported to the forum within 60 days from the date of receipt of this decision.

- 3) The Consumer can file representation against this decision with the Hon. Electricity Ombudsman within 60 days from the date of this order at the following address.

*“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Bldg, Bandra Kurla Complex, Mumbai 51”.*

- 4) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission for non-compliance, part compliance or delay in compliance of this decision issued under “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” at the following address:-

*“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”*

Date : 13/09/2011

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

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(S.N. Saundankar)  
Chairperson  
CGRF Kalyan