



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

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**IN THE MATTER OF GRIEVANCE NO. K/ E/ 0157/ 0179 OF**  
**08-09 OF SHRI SUNIL J. TIKEKAR REGISTERED WITH CONSUMER**  
**GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN**  
**ABOUT REFUND OF SECURITY DEPOSIT.**

Shri Sunil J. Tikekar  
"Vaishali Villa",  
Opp. TCI Godown, Ris,  
P. O. Mohopada, Dist : Raigad

(Here in after  
referred to  
as Consumer)

**Versus**

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Executive Engineer  
Rural Sub-Division - II Panvel

(Here in after  
referred to  
as licensee)

- 1) Consumer Grievance Redressal Forum has been established under regulation of "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 conformed 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. consumer of the licensee connected to their 415-volt network. The Consumer is billed as per residential tariff. Consumer registered grievance with the Forum on dated 15/01/2009 for Refund of Security Deposit. The details are as follows: -

Name of the consumer :- Shri Sunil J. Tikekar

Address: - As above

Consumer No : - 031220013009

Reason of dispute: Refund of Security Deposit.

- 3). The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/026 dated 15/01/2009 to Nodal Officer of licensee. However, the letter is remained un-replied.
- 4). The Forum heard both the parties on 09/02/2009 @ 15.00 Hrs. in the meeting hall of the Forum's office. Consumer Shri Tikekar and Shri N.L.Mokal, Asstt. Acctt. representative of the licensee attended hearing.
- 5). The consumer on grievance stated in the hearing on 9.2.09 that he had taken a single phase LT residential connection in March 98 having consumer No.031220013009. While taking connection he had paid Rs.400/- as Security Deposit (SD) vide Receipt No.245602 dt.26.3.98. It was never shown in his electric bill. But he did not asked about the SD. Subsequently MSEDCL demanded Additional Security Deposit of Rs.530/- in bill issued on 09.05.08. He paid the same in time. But he noticed in subsequent bill the SD with licensee to be of Rs.530/- where as it should be Rs.930/- He written to the licensee vide letter dated

16.10.08. But no response is received from licensee. Therefore he approached CGRF and registered his grievance on 15.1.09. He prayed that (i) if total SD is exceeds same may please be refunded or (ii) correct amount must be projected on electric bills.

6. The licensee represented by Shri N.L.Mokal, Licensee's Accountant, stated that the licensee has committed mistake in this case by not giving entry in the B-18 register. The action to correct the issue right from 26.3.98 is being taken and will be finalized shortly. He stated that on receipt of consumer's representation, he verified the whole case and it is found that the SD Rs.400/-paid by consumer on 26.3.98 was punched in the IT section, but not taken entry for want confirmation of category. Since there was no entry in the B-18 register, consumer's SD found nil. Since each consumer should deposit an amount equal to his one month bill amount, a quotation for payment of SD of Rs.530/- has been issued on 09.05.08. The consumer has paid the same on 27.5.08. Now the mistake has been rectified and consolidated the total SD as Rs.930/-. We have already taken action to draw the interest on Rs.400/- with effect from March 08 upto May 08 and interest on SD Rs.930/- from June 08 upto March 09 and interest payment will be adjusted in April 09 as the interest calculation is taking place in every financial year ending. We will also fix the revised SD taking average of 12 months bills, and the excess SD recovered from the consumer will be adjusted in the next bill. We will prepare a B-80 submit to the competent authority for approval and on getting the approval we will set right this issue.
7. The consumer satisfied with the explanation of the licensee and agreed on the proposed action promised by the licensee.

8. The consumer was not aware of getting interest on SD in every year. He said MSEDCL never paid interest to him on the SD. The forum explained him that the licensee keeping an amount equal to one month's bill as SD. On that SD licensee giving interest on closing the financial year by way of credit in the energy bill. You will get interest with effect from the deposit of SD. As per your consumption, the SD with licensee is in excess. After fixing the SD by licensee, the excess amount of SD will be adjusted in the future bills.
9. Forum asked the licensee that now the position is clear. You should make proper in the B-18 register and consolidate the total SD. Draw interest from the date of each Deposit and adjust the same in the future bills. The excess SD recovered from the consumer should be adjusted in the ensuing bills. The action should be intimated to the consumer with a copy to forum.
10. Forum further stated that this mistake is created by the licensee by not giving appropriate entries in the proper records. When the consumer brought this mistake to the notice of the licensee, it would have been solved it at their level. If it was done so, the consumer should not have approached to the forum and forum's valuable time for making correspondence, fixing and hearing the says etc. should have been utilized for other works. Consumer as well as licensee personals unnecessarily compelled the consumer to come right from Mohapada (Panvel) to Kalyan. Recurrence of such instances may be avoided in future. This is happened purely lack of communication and explanation.

11. In view of above circumstances forum members come to this conclusion that licensee has agreed the lacuna happened on the side of the licensee and agreed to correct it giving effect from the next bill. The consumer satisfied the explanation of the licensee. He also agreed on the applicability of interest on SD and refund of excess SD amount. Forum unanimously passed the following order :

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

- 1) Licensee should adjust the interest on S. D. amount of Rs.400/- (26/03/1998 to 26/05/2008) in the next bill from the date of decision.
- 2) Licensee should adjust the interest on S. D. amount of Rs. 930/- from 27/05/2008 & onwards from the date of decision.
- 3) If S. D. amount is recovered excess, the same should be adjusted in the next bill from the date of decision.
- 4) Total S. D. amount should be reflected in the next electric bill from the date of decision.
- 5) Consumer can file appeal against this decision with the Ombudsman at the following address.

*“Maharashtra Electricity Regulatory Commission,606/608,  
Keshav Building, Bandra - Kurla Complex,Mumbai 51”*

Appeal can be filed within 60 days from the date of this order.

- 6) Consumer, as per section 142 of the Electricity Act, 2003, can approach Maharashtra Electricity Regulatory Commission the following address:-

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

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”.

**Date : 12/02/2009**

(Sau V. V. Kelkar)  
Member  
CGRF Kalyan

(M.N.Patale)  
Chairman  
CGRF Kalyan

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan