



**Consumer Grievance Redressal Forum, Kalyan Zone**  
**Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301**  
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Date of Grievance : 04/10/2012  
Date of Order : 22/11/2012  
Period Taken : 49 days

**IN THE MATTER OF GRIEVANCE NO. K/E/641/759 OF 2012-2013 OF**  
**SHRI NEELU KESHU RATHOD, KALYAN (EAST) REGISTERED WITH**  
**CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN**  
**ABOUT REFUND OF SECURITY DEPOSIT.**

Shri Neelu Keshu Rathod,  
Shree Sevalal Banjara Nagar,  
Near Chaudhari Wadi  
Kachore, M.I.D.C. Road  
Kalyan (East)

(Here-in-after  
referred  
as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Executive Engineer,  
Kalyan East Sub-Division No. I

(Here-in-after  
referred  
as licensee)

(Per Shri. Sadashiv S. Deshmukh, Chairperson)

- 1) This 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. The 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. consumer of the licensee. The Consumer is billed as per Residential tariff. Consumer registered grievance with the Forum on 04/10/2012, for Refund of Security Deposit.  
The details are as follows :  
Name of the consumer :- Shri Neelu Keshu Rathod  
Address: - As given in the title  
Consumer No : - 020632207230  
Reason of dispute : Refund of Security Deposit.
- 3) The set of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/0694 dated 04/10/2012 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/Sub.Dn.I/Kalyan(East)/3249, dated 19/11/12 through their Dy. Executive Engineer, Kalyan East Sub-Division No. I.
- 4) On 29/10/2012 on behalf of Licensee Nodal Officer Shri Patil assisted by Shri S. M. Bharambe Assistant Engineer, Shri D. R. Patil Dy. Executive Engineer attended heard and consumer in person attended. They are heard.

During hearing it is disclosed that consumer has taken electric connection on 05/03/2008 and sought it's permanent disconnection on 11/11/2009, temporarily it was disconnected in April 2010 and permanently disconnected in August 2010. After permanent disconnection consumer is served with a bill for Rs. 991/- on 11/06/2010, however, it is corrected on 24/08/2011 for Rs. 910/- .

Grievance now brought before us is towards refund of Security Deposit. As disclosed from the record which is available from both sides it is seen that at the time of connection consumer has paid Rs. 7606/- in which Security Deposit of Rs. 6500/- and Additional Security Deposit of Rs. 1000/- is inclusive. Accordingly said sum Rs. 7500/- is the Security Deposit. Further on 13/05/2008 an amount of Rs. 170/- is recovered from the energy bill as Security Deposit and on 08/05/2009 an amount of Rs. 1850/- is recovered as Security Deposit. Accordingly total Security Deposit is of Rs. 9520/-. From the said sum outstanding dues of Rs. 910/- as per bill dt. 24/08/2011 deducted and balance remains towards refund of Security Deposit is of Rs. 8610/-. Out of it Licensee has issued a cheque in the name of consumer for refund of Security Deposit for Rs. 2344/-. Balance amount is not paid hence consumer approached IGRC and then to this Forum.

During the course of hearing on behalf of Licensee it was submitted that for want of receipt of Security Deposit, amount could not be paid in time, which we directed that conveniently it be paid on or before 12/11/2012 in the light of ensuing Diwali Festival and matter was kept was finalization today i.e. 19/11/2012.

On 12/11/2012 on behalf of Licensee submissions are made then letter dated 19/11/2012 with acknowledgement of receiving cheque of Rs. 7209/- by consumer submitted and it is clarified that total due Security Deposit amount was Rs. 8610/- and with interest Rs. 942=50 due amount comes to Rs. 9552=50. Deducting therein amount Rs. 2344/- already returned, balance is of Rs. 7208=50 which is paid on 08/11/2012 with round figure of Rs. 7209 by cheque. Acknowledgement speaks about it. Letter of Licensee clearly speaks itself of these details. It is also clarified that there is a delay in paying the refund amount as original deposit receipts were not provided in time by consumer. This particular aspect is now clear itself, after receiving the said cheque consumer has not turned up, in other words claim is totally satisfied, hence this grievance now needs to be disposed of as it is satisfied.

Hence we pass the following order :

**ORDER**

- 1) Grievance application of consumer is hereby filed as total Security Deposit amount is refunded with interest.

Date : 22/11/2012

I Agree

I Agree

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

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(Sadashiv S. Deshmukh)  
Chairperson  
CGRF Kalyan