



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/394/448 OF 2010-2011 OF
M/S. M. M. HEATREATERS, VASAI REGISTERED WITH CONSUMER
GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT
EXCESSIVE BILLING.

M/s. M. M. Heatreaters
Gala No. 10 & 15,
Neminath Ind. Estate,
Bldg. No. 05, Navghar,
Vasai (East), Dist. : Thane – 401 202

(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 C. D. 80 KVA. The Consumer is billed as per Industrial tariff. Consumer registered grievance with the Forum on 05/10/2010 for Excessive Energy Bills. The details are as follows: -

Name of the consumer :- M/s. M. M. Heatreaters

Address: - As given in the title

Consumer No : - 1)001849030780 – 107 HP

2)001610356369 – 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/514 dated 05/10/2010 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/VSI/(E)/9352, dated 01/11/2010.
- 4) The forum heard both the parties on 02/11/2010 @ 17.00 Hrs. in the meeting hall of the Forum's office. Shri Harshad Sheth, Shri Vinit Sheth representatives of the consumer & Shri S. M. Bangar, Dy. Ex. Engr. 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 Neminath Ind. Estate, Navghar, Vasai (East) in the year 2007. According to consumer while taking connection in 2007 licensee collected SD of Rs. 19,500/- + ASD Rs. 11,700/- however did not refund the same though original produced, therefore, the licensee is liable to refund the amount vide chart enclosed with interest. It is further contended that licensee is supposed to refund the RLC amount from July 2008 onwards. RLC paid for the single phase connection since it is merged in three phase meter, collected RLC is required to be refunded amounting to Rs. 1,49,663.50 but not refunded so far with interest vide chart enclosed. Consumer by letter dt. 13/02/10 claimed the amounts as above but the licensee did not respond. Consumer moved the I.G.R. Cell but in vain, hence the instant grievance application to direct the licensee to refund the amount of S.D./ ASD, R.L.C. vide charts enclosed with interest. Vide Rejoinder dt. 01/11/10 and summation dt. 08/11/10 consumer pointed out that the licensee deliberately delayed the matter for which stringent action is necessary to be taken.
- 6) Licensee filed reply dt. 01/11/10 contending that amount of SD/ASD with interest is being refunded. So far refund of RLC it is also being refunded with interest, it is delayed by one year.
- 7) At the outset it is to be noted that consumer vide rejoinder filed before this Forum on 01/11/10 in detail pointed out as regards the claimed refund. About refund of Security Deposit / Addl. S.D. though original receipts produced alongwith application dt. 13/02/10 till the fag end of the year amount has not been refunded. When consumer produced receipt, licensee is under obligation to refund the amount with interest without

delay. This Forum in many cases including Case No. 393 and 433 of 2010 filed by representative Shri Harshad Sheth clarified on this aspect. It is seen from the records consumer produced original receipt alongwith application dt. 13/02/10 and this amount is not refunded indicative of gross negligence, inaction on the part of the licensee. If delay is caused in payment of electricity bill, licensee charges DPC. Assuming for a movement, consumer not produced receipts, on perusal of F-1 Register, Firm Quotation or any other evidence, as per the guide lines given in case No. 93 of 08, dt. 01/09/2010 licensee cannot obviate it's liability. For non receipt of the amount in time, consumer suffer mental agony and torture, he must have suffered loss on this count is necessary to be compensated saddling the licensee with compensation of Rs. 2000/-.

- 8) So far refund of RLC licensee pointed out that this amount is delayed by one year. This amount was paid by the consumer to the licensee as loan in the difficult time of licensee during December 2003 to July 2006 @ 50 paise per unit monthly consumption. Hon. MERC in case No. 72 of 2006 clearly depicted methodology as regards refund of RLC. When the amount running in thousands was given in difficult days, licensee is under obligation to refund the same as per the directions of Hon. MERC and the Ombudsman and not as per the sweet will of the officials of the licensee. This Forum in many cases including case No. 393 and 436 of 2010 filed by representative Shri Harshad Sheth in detail pointed out on this aspect. In view of this grievance application will have to be allowed.

- 9) Since large number of cases filed by the consumers from Vasai Circle this Forum was busy with those cases in addition to this members of the Forum had to hold sittings at Vasai also, therefore delay is caused in deciding this case. Hence the order :

O-R-D-E-R

- 1) The grievance application is allowed.
- 2) Licensee is directed to refund the amount of SD/ASD with R.B.I. rate of interest to the consumer if not paid earlier as per the directions given by Hon. MERC in case No. 93 of 08 dated 01/09/2010 within 45 days and compliance should be reported to the forum within 60 days from the date of receipt of this decision.
- 3) Licensee is directed to work out the amount of RLC as per the directions of Hon. MERC in case No. 72 of 2007, 144 of 08 and Ombudsman in case No. 39 of 2006 and if collected excess, to refund the same with interest within 45 days and compliance should be reported to the forum within 60 days from the date of receipt of this decision.
- 4) Licensee is directed to pay compensation of Rs. 2000/- (Rs. Two Thousand only) to the consumer as mentioned in para No. 07 above within 90 days from the date of receipt of this decision.
- 5) 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”.

6) Consumer, as per section 142 of the Electricity Act, 003, 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 : 23/12/2010

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan