



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/461/518 OF 2010-2011 OF
M/S. ARTEK SURFIN CHEMICALS LTD., VASAI (EAST) REGISTERED
WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE,
KALYAN ABOUT EXCESSIVE BILLING.

M/s. Artek Surfin Chemicals Ltd.,
Plot No. 36, Sector – II,
VTIC Co. Op. Estate Ltd.,
Gauripada, 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 H.T. consumer of the licensee with C. D. 100 KVA.. The Consumer is billed as per Industrial tariff. Consumer registered grievance with the Forum on 01/12/2010 for Excessive Energy Bills. The details are as follows: -

Name of the consumer :- M/s. Artek Surfin Chemicals Ltd.

Address: - As given in the title

Consumer No : - 1)001849026580 – 100 KVA

Reason of dispute: Excessive Energy Bills.

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/793 dated 02/12/2010 to Nodal Officer of licensee. The licensee filed reply vide letter No. SE/VC/IGR/11822, dated 27/12/2010.
- 4) The forum heard both the parties on 29/12/2010 @ 17.15 Hrs. in the meeting hall of the Forum’s office. Shri Harshad Sheth, Shri Vinit Sheth representatives of the consumer & Shri M. S. Patil, Asstt. Acctt.. and Shri J. P. Keni Sub-Engineer, representatives 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 VTIC Co. Op. Estate Ltd., Gauripada, Vasai (East). It is the contention of consumer that their normal MD is between 45 to 50 KVA, however due to erratic supply from licensee in the month of July 2010 MD went high upto 381 KVA. After corrective measures supply was normalized, however in the bill of August 2010 licensee levied charges as per MD KVA 381 contrary to the directions given by the Hon. MERC. By letter dt. 18/09/10, 20/09/10 consumer requested the licensee to refund the excess collected charges in this context as per the chart enclosed but not responded. Consumer there after moved the I.G.R. Cell but in vain hence this grievance with prayer to direct the licensee to refund the excess collected amount with interest as per chart enclosed.
- 6) Licensee opposed the contentions as above filing reply dt. 27/12/10. It is contended that consumer is H.T. consumer with C.D. 100 KVA and connected load with 171 KW. As per MRI date MD was recorded before the frequent trippings, the flash over in the Kiosk was also taken on 19/07/10 and accordingly MD was recorded, so also meter and CTPTs were timely tested i.e. after flash over the same was found in service. It is contended that bill was raised as per the meter recording and on the premise, grievance being devoid of substance be dismissed in limine.
- 7) Learned representative for the consumer submitted that the sanctioned contract demand of consumer is 100 KVA and their normal MD is between 45 to 50 KVA, and accordingly power factor was between 0.97 to 1

however, they had flashing problems in CT/PT unit of Kiosk in July 2010 due to which they requested the licensee to disconnect their power supply as a preventive measure so that necessary corrective action could be taken. He urged that MRI report indicate that there was sudden increase in MD in July 2010 due to flashing problems in CT/PTs units of Kiosk therefore the amount charged excess needs to be refunded. On the other hand, learned representative for the licensee submitted that as per MRI data MD was recorded before the frequent trippings in July 2010, therefore as per the MRI report MD based tariff was charged, therefore question of collecting excess amount does not arise.

- 8) According to consumer due to erratic supply from licensee MD shoot to 381 KVA and consequently bill is excessive. As stated by the representative for licensee as per MRI data MD was recorded before the frequent trippings in July 2010 and that flash over in the Kiosk was also taken as seen from the letter of Superintending Engineer dt. 20/07/10. Nothing to show that there was erratic supply in the material period and hence MD shoot up. On the premise hardly can be said that due to erratic supply MD went high i.e. 381 KVA and based on that bills were prepared wrongly. In view of the position we find no force in the submission made by the learned representative for the consumer. On the premise grievance being devoid of substance apt to be dismissed and hence the order :

O-R-D-E-R

- 1) The grievance application stands dismissed.
- 2) 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”.

Date : 08/02/2011

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan