



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
Ph- 2210707, Fax – 2210707, E-mail : cgrfkalyan@mahadiscom.in

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Date of Grievance : 12/11/2013  
Date of Order : 02/12/2013  
Period Taken : 20 days

**IN THE MATTER OF GRIEVANCE NO. K/E/741/885 OF 2013-14 OF M/S. ORIENTAL POWER INDUSTRIES, MIDC, MURBAD, DIST-THANE REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT REFUND OF EXCESSIVE ENERGY BILL RECOVERED WITH CHANGE OF TARIFF AND CORRECTION IN NAME**

M/s. Oriental Power Industries  
M-39, MIDC, Kudavali,  
Murbad - 421401, Dist-Thane  
Consumer No. 018861000849

(Here-in-after  
referred  
as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
Executive Engineer, Kalyan Zone  
Kalyan II, "Tejashree" Karnik Rd.  
& Asstt. Engineer, Murbad Sub-Division

(Here-in-after  
referred  
as Licensee)

Appearance :- For Consumer - Mr. B.R. Mudaliar, Consumer's Representative  
For Licensee - Shri N.A. Khan, Nodal Officer  
Shri S.D. Suradkar, Asst. Engineer

(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 having Industrial supply from the Licensee. The Consumer is billed as per said tariff. Consumer registered grievance with the Forum on 12/11/2013 for refund of excessive energy bill recovered with change of tariff and correction in name.
3. The papers containing above grievance were sent by Forum vide letter No. EE/CGRF/Kalyan/0414 dated 12/11/2013 to Nodal Officer of Licensee. The Licensee filed its reply on 27/11/2013.
4. We heard both sides. Licensee is represented by Nodal Officer-Shri. N.A. Khan, Asst. Engineer, Shri S.D. Suradkar, for Consumer Shri. B.R. Mudaliar, Consumer's Representative. In fact, C.R. was called giving a message. He attended and contended that Notice is not received by him. But we got it confirmed from Manager of Consumer about notice already received.
5. We apprised C.R. the factual position that Consumer has addressed letter to the Asst. Engineer of the Licensee on 8/7/2013 making a grievance, including the same and two others, this grievance is filed. Herein three reliefs are sought but first relief is already dealt by this Forum by passing Order on 13/8/2012 in Consumer's Grievance, bearing No. K/E/607/718 of 2012-13 and the said grievance application was rejected. Said decision pertains to Consumer's claim pertaining to refund of amount recovered by the Licensee covering the period from January 2010 to December 2011 for Rs.14,646/-. It was claimed that said amount is charged treating Consumer's supply as Commercial, though connection is given for Industrial purpose. Repairing of transformers is the work undertaken by the Consumer and said aspect treated by the Licensee as activity, attracting Commercial tariff. Considering the material available before this

Forum, already finding is given pertaining to this aspect and grievance was rejected. Hence the second grievance on the same ground cannot be dealt by this Forum.

It is also a fact that Consumer even had tried to seek relief, writing letter to this Forum on 23/5/2013 which is already replied from this end on 27/5/2013. In spite of it, this present grievance is filed.

Accordingly, every now and then, knowingly this aspect is being raised and if once matter is decided by this Forum, it cannot be again reviewed or revised, as no such powers are conferred on this Forum. Hence, for refund sought, no relief can be granted to that extent.

6. Consumer has sought two other reliefs. First pertains to giving effect in the bills and record pertaining to his load changed. He submitted that as per the sanction order of the Licensee dated 18/7/2013, load is reduced and he has given letter to the Asst. Engineer, Murbad on 14/8/2013 for giving effect of reducing load in the bill which is not complied within 60 days, hence now said relief is sought. Second relief pertains to correction in the name of the Consumer. It is contended that Consumer's name is entered in the Licensee's record as 'Oriental Power Industries Pvt. Ltd.' and words 'Pvt. Ltd.' are not applicable, those are to be deleted. In this regard, on behalf of Licensee reply is filed and it is contended that both aspects are under process and will be finalized shortly. We find, appropriately Licensee is to comply these and give effect to both these prayers within 30 days from the date of receipt of this Order.
7. In view of the above this grievance is to be partly allowed.

Hence the order –

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

- a. The grievance of the Consumer is hereby partly allowed to the extent of giving effect about reduction of load as per the order of sanction and correcting the name. Rest of the portion of the grievance is rejected.

- b. Licensee to ensure about giving effect to the reduction of load be given in the bills appropriately and correction in name also be carried out within a month from the date of receiving this Order. Its compliance be reported within 45 days of receiving this order.

Date : 02/12/2013

**I Agree**

**I Agree**

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

**(Chandrashekhar U. Patil)**  
**Member Secretary**  
**CGRF Kalyan**

**(Sadashiv S. Deshmukh)**  
**Chairperson**  
**CGRF Kalyan**

**Note:-**

- a) The consumer if not satisfied, may file representation against this order before the Hon. 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”.*

- b) 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”*

- c) It is hereby informed that if you have filed any original documents or important papers you have to take it back after 90 days. Those will not be available after three years as per MERC Regulations and those will be destroyed.

Filename: 885-Oriental Power Industries  
Directory: C:\Documents and Settings\Admin\My Documents  
Template: C:\Documents and Settings\Admin\Application  
Data\Microsoft\Templates\Normal.dotm  
Title: MAHARASTRA STATE ELECTRICITY DISTRIBUTION  
CO  
Subject:  
Author: M.S.E.D.Co.Ltd.  
Keywords:  
Comments:  
Creation Date: 30/11/2013 1:01:00 PM  
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