

**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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**IN THE MATTER OF GRIEVANCE NO. K/E/375/428 OF 2010-2011 OF**  
**M/S. SHRI RAM STEELS, VASAI REGISTERED WITH CONSUMER**  
**GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT**  
**EXCESSIVE BILLING.**

M/s. Shri Ram Steels  
Gala No. 01,  
Agrawal Udyog Nagar, Plot No. 02,  
Waliv, Vasai (East), Dist. : Thane

(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. 54 KVA. The Consumer is billed as per Industrial tariff. Consumer registered grievance with the Forum on 27/09/2010 for Excessive Energy Bills. The details are as follows: -  
Name of the consumer :- M/s. Shri Ram Steels  
Address: - As given in the title  
Consumer No : - 001840603250  
Reason of dispute: Excessive Energy Bills.
- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/444 dated 27/09/2010 to Nodal Officer of licensee. The licensee filed reply vide letter No. DYEE/VSI/E/8908, dated 19/10/2010.
- 4) The forum heard both the parties on 19/10/2010 @ 16.30 Hrs. in the cabin of Nodal Officer (Executive Engineer Admn) Vasai Circle, Vasai. Shri Harshad Sheth, Shri Vinit Sheth representatives of the consumer & Shri S. R. Purohit Nodal Officer, Shri S. M. Bangar, Dy. Ex. Engr. 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) Consumer has taken electricity connection from the Distribution Licensee (DL) to the company premises situated at Agrawal Udyog Nagar, Waliv, Vasai (East). It is contended by the consumer that P. F. penalty for Nov. 08 as per the statement enclosed and from March 2009 was charged by P. F. 0.63 wrongly and that P.F. penalty for April 09 and Dec. 09 was also charged without going through the formula of Sq. Rt. of Sq. of summation of KWH & RKVAH. It is averred P.F. penalty as per the chart enclosed is

necessary to be refunded with interest. By letter dt. 28/05/10 consumer claimed the amount but licensee did not respond thereafter consumer moved the I.G.R. Cell but in vain hence lodged this grievance with prayer to direct the licensee to refund the excess amount of P.F. penalty with interest.

- 6) Vide reply dt. 19/10/10 licensee contended that in so far refund of P.F. penalty for Nov. 08 recalculation of PF will be done and refund will be given by the bill in the month of Nov. 2010. So far P.F. penalty for March, April, Dec. 09 P.F. penalty was correctly charged.
- 7) As regards PF penalty this Forum in many cases including case No. 396 and 429 of 2010 filed by the learned representative Shri Harshad Sheth referring the order of Hon. MERC in case No. 116 of 2008 clearly pointed out as regards formula of calculation. Needless to say licensee has to calculate the P.F. penalty on month to month basis. If the P.F. comes below than 0.9 penalty may be imposed, if it goes above 0.9 then incentive has to be given to the consumer as per the directives of Hon. MERC in the case as above. According to consumer in the month of Nov. 08, March, April, Dec. 09 based on wrong data incorrect penalty was imposed. Based on the MRI data in the light of the guidelines given by MERC as above and the discussion supra licensee is again directed to work out P. F. penalty on application of mind to inspire confidence among the consumers that all these efforts are for attainment of justice and not eclipse of justice and to refund the PF penalty if recovered excess, with interest to the consumer. Consequently the grievance application will have to be allowed.
- 8) 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

Grievance No. K/E/375/428 of 2010-2011  
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 work out the amount of P. F. penalty as per the directions given by Hon. MERC and Ombudsman and refund if collected excess if not paid earlier, to the consumer with R.B.I. rate of interest within 45 days and compliance should be reported to the forum within 60 days from the date of receipt of this decision.
- 3) 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”.*

- 4) 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”*

Date : 09/12/2010

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

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(S.N. Saundankar)  
Chairperson  
CGRF Kalyan