
REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/ 388 Date: 20.03.2018

Hearing Date: 20.02.2018

CASE NO.55/2018

IN THE MATTER OF HIGH VOLTAGE LEVEL

Shri. B.R.Peswani & R.R. Peswani,
B/44&B/60 Shiv Society,
Thane (E) -400603
(CONSUMER NO.000030092368&000030092503)
..... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution Company Limited
through its Nodal
Officer,
Thane Circle,Thane
..... (Hereinafter referred as Licensee)

Appearance : For Shri.S.R. Nagre AEE, Kopri Sub Division
Licensee
For Consumer – Shri. M.R.Peshwani – Consumer

[Coram- Shri A.M. Garde- Chairperson, Shri. R.S.Avhad -Member Secretary
and Vacant - Member (CPO)].

1. Maharashtra Electricity Regulatory Commission, is, constituted u/s. 82 of Electricity Act 2003 (36/2003). Hereinafter for the sake of brevity referred as 'MERC'. This Consumer Grievance Redressal Forum has been established as per the notification issued by MERC i.e. "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum

& Ombudsman) Regulation 2006" to redress the grievances of consumers vide powers conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, (36/2003). Hereinafter it is referred as 'Regulation'. Further the regulation has been made by MERC i.e. Maharashtra Electricity Regulatory Commission. [Electricity Supply Code and other conditions of supply Regulations 2005] Hereinafter referred as 'Supply Code' for the sake of brevity. Even, regulation has been made by MERC i.e. 'Maharashtra Electricity.

2. Consumer herein is one Mr. B.R. Pashwani and R.R. Peshwani having consumer Nos. 000030092368 & 000030092503. The grievance is that high voltage complaint was made on 21.11.2013 and thereafter. There is also mention about compensation.
3. D.L. Vide say dated 02.02.2018 submitted that on 16.11.2017 concerned Engineer of D.L. inspected the site and unchecked the voltage, twice during day and twice during night and voltage was found not high. The values recorded have been stated in the reply.
4. D.L. in reply dated 17.02.2018 submits that voltage of the nearest consumer Kailas Food at the feeder pillar Shiv Society was measured on 15.02.2018 at 15.05 Hrs. The voltages were found as below
 - i. Meter voltages at Kailas Food

R	y	B
234	254	236
 - ii. Voltage at 8 way Feeder pillar 235 236 236 joint inspection and checking report was signed by AE (QC) and consumer
5. On the same day nearest consumer M/s. Kailas Food MRI was taken and analysis was done at 14:59, voltage were R-234V, Y- 233.92V and B-

235.26V but between 3.30 a.m. to 4.30a.m. it was R-254.45V Y-255.3V and B- 255.09V it is stated further that for rectifying the issue proper earthing of DTC will be carried out and also replacement of DTC process.

6. We have heard both sides. There is no dispute that voltage has to be maintained below 243.8V. It appears that consumer has the complaint of high voltage being seen at times there. The officer of D.L. appearing in the matter has as per suggestion of the consumer visited the site during day and night and voltage was found normal. Consumer was present at that time. Consumer states that again at night it showed excess voltage. D.L. has to find out the exact reason and remedy the situation. Order in that regard may be passed considering the time limit prescribed for disposal of grievance.

Hence the order.

ORDER

Grievance is allowed.

D.L. to take appropriate steps to maintain proper voltage at the consumer's connection.

The compliance should be reported within 30 days.

The order is issued under the seal of Consumer Grievance Redresses Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup.

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, Keshav Building, Bandra - Kurla Complex, Bandra (E), Mumbai - 400 051"
- b) b) consumer, as per section 142 of the Electricity Act, 2003, can approach Hon'ble Maharashtra electricity Regulatory Commission for non-compliance, part compliance or

- c) Delay in compliance of this decision issued under" Maharashtra Electricity Regulatory Commission (consumer Redressed Forum and Ombudsman) Regulation 2003" at the following address:-

"Maharashtra Electricity Regulatory Commission, 13th floor,world Trade Center, Cuffe Parade, Colaba, Mumbai 05"

- d) 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.

I Agree/Disagree

**ANANT M. GARDE
CHAIRPERSON
CGRF, BHANDUP**

**RAVINDRA S. AVHAD
MEMBER SECRETARY
CGRF, BHANDUP**