



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
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IN THE MATTER OF GRIEVANCE NO. K/N/077/585 OF 2011-2012 OF SHRI OM B. SINGH, NALLASOPARA (EAST) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT NEW CONNECTION.

Shri Om B. Singh
Sai Niwas Chawl,
Opp. Rock Garden, Moregaon,
Nallasopara (East),

Tal : Vasai, Dist : Thane - 401 209



(Here in after
referred to
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Dy. Executive
Engineer, Nallasopara East Sub/Division



(Here in after
referred to
as Licensee)

- 1) Consumer Grievance Redressal Forum has been established under regulation of "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 (MERC) 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 applicant registered grievance with the Forum on 21/02/2011 regarding the New Connections. The details are as follows: -
Name of the applicant : Shri Om B. Singh
Address: - As above
Consumer No : --
Reason for Dispute : - Regarding New Connections
- 3). The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRF/Kalyan/0137, dt. 21/02/2011 to the Nodal Officer of the Licensee, and the Licensee filed reply vide letter No. SE/ VC/ Tech/ CGRF/210, dt. 23/03/2010.
- 4) The Members of the forum heard both the parties at length on 24/03/2011 @ 16.30 hrs. in the meeting hall of the Forum's office. Shri Girish Patel, Consumer Representatives, Shri J. S. Fulpagare, 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 the parties in respect of grievance since already recorded will be referred to avoid repetition.
- 5). The complaint in brief is as follows :
 - a) That one Shri Om B. Singh has applied to the licensee for 89 numbers of new connections for the building situated at Sai Niwas Chawl, Opp. Rock Garden, Moregaon, Nalasopara (East) Tal : Vasai, Dist : Thane.

- b) The applicant further states that he has already paid the processing fees Rs. 2025/- on 26/10/2009 vide receipt No. 523033.
 - c) The grievance of the applicant is that he has paid the processing fees however, the new connections are not released by the licensee till the date at the above address.
 - d) Complainant approached the I.G.R.C. but in vain hence lodged this grievance with prayer to direct the licensee to install new transformer and to release the connections to the said premises.
- 6) In response to the notice issued by the Forum licensee appeared and have filed the say as under :
- a) The party has submitted the incomplete application for 80 numbers of connections to proposed building.
 - b) The party has submitted individual 80 numbers applications (A-1 forms) on 10/03/2011.
 - c) The total load as per documents submitted by the applicant is 33.5 KW. At present condition the said load is not technically feasible on the existing 100 KVA Distribution Transformer of Rock Garden. In view of the above additional capacity (augmentation) of Distribution Transformer is required to release the proposed connections.
 - d) The party is informed vide letter No. DYEE/NSP(East)/Tech/0332, dt. 11/02/2011.
- 7) When the application was kept for order, licensee has submitted a letter No. DYEE/NSP(E)/779, dated 27/04/2011 stating that the existing 100 KVA Distribution Transformer is not having sufficient capacity to release the proposed connections to the building in respect of M/s. OM B. Singh.

- 8) The licensee further stated that the applicant has submitted the DDF bond regarding readiness to carry out the work under DDF Scheme.
- 9) It is contention of the licensee that it has submitted the estimate to the higher authority for sanction and connections will be released after completion of the further formalities.
- 10) Licensee has also attached the copy of DDF bond required to carry out the work under DDF Scheme.
- 11) In view of the above letter and the undertaking attached therewith, we feel it proper to dispose off the grievance application.
- 12) Since large number of cases filed by the consumers from Vasai Circle this Forum was busy with those cases therefore delay is caused in deciding this case. Hence the order :

ORDER

- 1) Grievance application stands disposed of.
- 2) Licensee is directed to release new connections as and when new transformer is installed as per rules and regulations.

Date : 10/05/2011

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan