



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/080/588 OF 2011-2012 OF SMT. FATIMA ABDUL GANI, NALLASOPARA (EAST) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT NEW CONNECTION.**

Smt. Fatima Abdul Gani  
Bungalow Scheme,  
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 : Smt. Fatima Abdul Gani  
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/0146, dt. 21/02/2011 to the Nodal Officer of the Licensee, and the Licensee filed reply vide letter No. SE/VC/Tech/CGRF/2108, dt. 23/03/2011.
- 4) The Members of the forum heard both the parties at length on 24/03/2011 @ 18.00 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 Smt. Fatima Abdul Gani has applied to the licensee for 64 numbers of new connections for the building situated at Bunglow Scheme, Opp. Rock Garden, Moregaon, Nalasopara (East) Tal : Vasai, Dist : Thane.

- b) The applicant further states that she has already paid the processing fees Rs. 1600/- on 26/10/2009.
  - c) The grievance of the applicant is that she 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 64 numbers of connections to proposed building.
  - b) The party has submitted individual 64 numbers applications (A-1 forms) on 10/03/2011.
  - c) The total load as per documents submitted by the applicant is 28 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 Smt. Fatima Abdul Gani.

- 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 of 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