



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/085/632 OF 2011-2012 OF M/S.  
SOAZ ENTERPRISES, NALLASOPARA (WEST) REGISTERED WITH  
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN  
ABOUT NEW CONNECTIONS.**

M/s. Soaz Enterprises Enterprises  
218 / 219,  
Satyam Shivam Shopping Centre,  
Station Road, Nallasopara (West),  
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 29/08/2011 regarding the New Connections. The details are as follows: -  
Name of the applicant : M/s. Soaz Enterprises  
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/0569, dt. 29/08/2011 to the Nodal Officer of the Licensee, and the Licensee has not filed reply.
- 4) The Member Secretary and Member of the Forum heard both the parties at length on 26/09/2011 @ 15.00 hrs. in the meeting hall of the Forum's office. Shri Ramchandra Pandey Consumer Representative, Shri Purohit Nodal Officer, Shri V. B. Wani, 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 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 the applicant is a proprietor of M/s. Soaz Enterprises situated at 218 / 219, Satyam Shivam Shopping Centre, Station Road, Nalasopara (West), Tal : Vasai, Dist : Thane.
  - b) It has applied for 98 Nos. of new connections at Trinity Apartment, at Wing No. 1-A, 1-B and 2-A, 2-B on 05/05/2011 situated at Survey No. 28, Hissa No. 3/1/5, Opp. Datt Nagar, Virar Road, Nalasopara (East).

- c) The applicant stated that completed application forms submitted on 22/03/2011 to the licensee for getting electric supply for residential purpose for Trinity Apartment by paying the processing fees and the same was acknowledged by the licensee by giving the receipt.
- d) The applicant further stated that releasing 98 single phase connections for Trinity Apartment is feasible according to the report of Section Officer Vijay Nagar – 1 dated 20/07/2011.
- e) According to the applicant it has submitted its DDF withdrawal consent on 08/08/2011 as per I.G.R.C. Vasai Circle's order.
- f) Applicant has further stated that though all the formalities were completed, licensee is not ready to release electricity supply to Trinity Apartment by giving some flimsy reasons.
- g) The applicant further stated that huge losses are incurred by Trinity Apartment on account of delay in getting electric meter / connections and subsequent delay in obtaining completion certificate from the Architect.
- h) The losses suffered by the applicant are :
  - (i) A huge amount of interest has to be paid by the Society (proposed)
  - (ii) Flat purchasers are also at a great loss since they are paying a huge amount on E.M.I. without getting possession.
- 6) The applicant therefore approached the Forum and prayed that :
  - a) Directions may be given to the licensee to provide power supply to Trinity Apartment immediately.
  - b) Directions may be given to licensee to pay compensation as per S.O.P.
  - c) Directions may be given to licensee to pay compensation to the applicant for the losses suffered by it.
  - d) Directions may be given to the licensee to pay compensation for mental agony.

- 7) In response to the notice licensee have appeared before the Forum and stated that :
  - a) Applicant's request for giving connection from DTC 4705054 could be considered only after calling feasibility report from concerned Sub-Division and that too on seniority basis.
  - b) Licensee failed to file reply / say on the grievance application though intimated by the Forum well in advance in writing as well as orally.
- 8) We have gone through the record placed before us and observed that :
  - a) The applicant has not completed all the documents ( i. e. Tax Receipt etc. ) to the licensee as required.
  - b) According to MERC (Standard of performance of Dist. Licensee period of giving supply and determination of compensation) Regulation 2005 since augmentation of existing 200 KVA Transformer to 500 KVA was required for giving connections it should be within one year from the date of application.
  - c) Applicant has submitted DDF withdrawal consent on 08/08/2011.
  - d) It appears from the order of I.G.R.C. and the sketch produced by the applicant, the Dist. Transformer Centre Code No. 4705054 is technically feasible. However, the line survey is required to be conducted. After the survey if the licensee finds it proper, to release the connections to Trinity Apartment. They should release it from DTC Code No. 4705054 as per SOP norms.
  - e) If the licensee do not find it proper to release the connections from the DTC Code No. 4705054, they are directed to release it from DTC Code No. 4705055 (i.e. after augmentation of 200 KVA by 500 KVA) as per SOP norms.
- 9) We therefore unanimously pass the following order :

**ORDER**

- 1) The Grievance application is partly allowed.
- 2) Licensee is directed to release the connections to Trinity Apartment after observing para 8 (d) and (e) mentioned above. Compliance should be submitted to Forum within 60 days from the date of issue of this decision.
- 3) The Consumer can file representation against this decision with the Ombudsman at the following address.

*“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Bldg, Bandra Kurla Complex, Mumbai 51”*

Representation can be filed within 60 days from the date of this order.

- 4) Consumer, as per section 142 of the Electricity Act, 2003, can approach Maharashtra Electricity Regulatory Commission at the following address:-

*“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”*

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” within 60 days from the date of this order.

Date : 04/10/2011

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

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan