



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/086/633 OF 2011-2012 OF M/S.
SACHIN DEVELOPERS, NALLASOPARA (EAST) REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT NEW CONNECTIONS.**

M/s. Sachin Developers
Survey No. 97,
Dinkar Niwas, Datt Nagar,
Station Road, 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 29/08/2011 regarding the New Connections. The details are as follows: -
Name of the applicant : M/s. Sachin Developers
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/0572, dt. 29/08/2011 to the Nodal Officer of the Licensee, and the Licensee filed reply vide letter No.
- 4) The Member Secretary & Member of the Forum heard both the parties at length on 26/09/2011 @ 16.00 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) Shri Sachin C. Jadhav the proprietor of Sachin Developers has filed this complaint on 29/08/2011 against licensee alleging delay in providing electricity connections to 30 consumers. The brief facts of the complaint are as follows :

- a) That the applicant Shri Sachin Jadhav had applied to licensee for 30 Nos. of single phase new connections for the building situated at Survey No. 97, Datt Nagar, Dinkar Niwas, Station Road, Nalasopara (East), Tal : Vasai, Dist : Thane on 25/01/2010. The applicant has further stated that it had paid processing fees of Rs. 775/- on 05/02/2010 vide receipt No. 0523405.
- b) The contentions of the applicant is that it opted for D.D.F. Scheme and has paid DDF supervision charges on 08/12/2010.
- c) Grievance of the applicant was that though he has paid all the charges to the licensee as per the rules, licensee failed to release the new connections to the said building till the date of filing grievance application before the Forum.
- d) It is pleaded by the applicant that it has approached I.G.R. Cell Vasai on 02/06/2011 and as per the order of IGRC it has withdrawn it's DDF consent legally on 12/08/2011. However new connections are not released till the date and prayed that :
 - (i) Refund money of Rs. 737.50 transportation charges for new meter paid by applicant Shri Sachin C. Jadhav.
 - (ii) S.O.P. for liable concerning authority who had not applied rules and regulations mentioned above.
 - (iii) MSEDCL compensate to all 30 applicants according to their rights.
 - (iv) MSEDCL compensation to Sachin Developers Rs. 10,000/- for mental and physical torture.
- 6) Notice was issued to the licensee who appeared before the Forum and have submitted a letter on 26/09/2011 intimating the Forum that above

30 Nos. of connections have been released on 10/09/2011. When asked, the learned representative of the licensee admitted this fact and submitted the letter to the Forum on 26/09/2011 itself to that effect.

- 7) However, during the hearing learned representative of the applicant stated that though his grievance in respect of new connections has been resolved, his grievance regarding compensation is still pending and prayed for the same.
- 8) We have gone through the grievance and the record placed before us we are of the opinion that :
 - a) Processing fees has been paid by the applicant on 05/02/2010.
 - b) Applicant has also submitted a chart of compensation on 26/09/2011.
 - c) Licensee has released the connections immediately after the withdrawal of DDF consent by the applicant which shows that load was very much available on the same Transformer at the time of application. We failed to understand the conditional estimate for conversion of 0.1 ACSR to 0.2 ACSR given by the licensee.
 - d) Inordinate delay has been caused by the licensee for survey for which applicant should be compensated. At the time of hearing Licensee has also admitted that delay has been caused for survey.
 - e) As per the chart produced by the applicant processing fees has been paid on 05/02/2010 and survey has been conducted on 20/09/2010, so there is a delay of thirty weeks. (30 weeks X Rs. 100 per week = Rs. 3000/-).
 - f) Applicant has not produced the receipts for transportation charges.
- 9) Taking into consideration all the above points we unanimously pass the following order :

ORDER

- 1) The Grievance application is partly allowed.
- 2) Licensee is directed to pay compensation of Rs. 3000/- (Rs. Three Thousand only) to the applicant for the violation of S.O.P. within 90 days and compliance should be reported within 100 days to the Forum 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