

**Consumer Grievance Redressal Forum  
Maharashtra State Electricity Distribution Co. Ltd.  
Bhandup Urban Zone, Bhandup**

Ref. No. Secretary/MSEDCL/CGRF/BNDUZ/

Date :

Case No. 150

Hearing Dt. 22/01/2008

**In the matter of reconnection in existing installation**

**Shri Ramkrishna G. Patil**

- Appellant

Vs.

**MSEDCL, Bhandup**

- Opponent

**Present during the hearing**

**A - On behalf of CGRF, Bhandup**

- 1) Shri S.L. Kulkarni, Chairman, CGRF, Bhandup.
- 2) Shri S.B. Wahane, Member Secretary, CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, Bhandup.

**B - On behalf of Appellant**

Shri Chandrakant R. Patil, Son of the consumer.

**C - On behalf of Respondent**

- 1) Shri Ashok Patil, Dy. Ex. Engr., Bhandup - II
- 2) Shri G.N. Nirgude, U.D.C., Bhandup – II.

**PREAMBLE :**

The consumer registered his grievance with this Forum on 27<sup>th</sup> December 2007 vide case No. 150. The consumer appealed to this Forum against the ICGRU's decision vide letter No. SE/THNUC/TS/ICGR/6517, dtd. 31<sup>st</sup> October 2007. The hearing date was fixed on 22/01/2008. All the concerned were intimated to attend the hearing.

**CONSUMER'S SAY :**

Shri Ramkrishna G. Patil is the landlord of the chawl known as Chandrakant Niwas situated at Hanuman Galli, Kanjur Village, Mumbai – 400 042. He obtained a vacant possession of Room No. 2 in this chawl under a decree passed by Hon'ble Small Cause Court in his favour.

The electric connection of the above said room is in the name of Mr. S.D. Lendwe with consumer No. 000054191103.

After receiving the possession of the said room from Small Cause Court, Shri Patil approached Divisional Accountant of concerned division for restoration of supply, as meter of the said room was not in working condition. Shri Patil paid all the outgoing consumer's dues of Rs. 440/- on 04/06/2005. He also paid the reconnection charges of Rs. 50/- on the same day. On 06/06/2005, a line staff member visited the site to reconnect the supply. But the adjacent tenants of the chawl took an objection to install the new meter in the existing meter box. Then Shri Patil went to Police station to register his grievance and requested them for the help to install the meter. However, the police authorities had insisted for a letter from utility. But no action had been taken by utility till date despite the consumer's regular visit to concerned division office.

**PRAYER :**

1) To reconnect the supply as early as possible since required amount has been paid by him to the utility.

**UTILITY'S SAY :**

1) The said connection is not in the name of shri R.G. Patil. It is in the name of Shri S.P. Lendwe.

2) Shri S.D. Lendwe's electric connection was P.D. from July 2003.

3) As per MSEC's directives, if the consumer is P.D. for more than six months, he should apply for new connection.

4) Utility is ready to give him supply after complete of formalities.

**OBSERVATIONS:**

Consumer approached to the utility in the month of June-2005 for reconnection of supply. Accordingly he paid the arrears of the previous consumer (Shri S.D. Lendwe) of Rs. 440/- on 04/06/2005. He also paid the reconnection charges of Rs. 50/- on the same day.

Divisional Accountant sent a proposal to the Assistant Engineer (I/II/III), Bhandup division for reconnection of supply, accordingly a line staff went to Chandrakant chawl to restore the supply. But some members of chawl took an objection to install the new meter in existing meter box. Hence, the utility person went away and supply was not restored till date. Considering the facts, it is observed that this was not the case of reconnection of supply but for grant of new connection, since the connection in the name of Shri Lendwe (previous consumer) has been made P.D. in July – 2003. As per MERC orders contained in S.O.P. provision 7.2 the case cannot be treated as restoration of disconnected supply, the disconnection being for more than six months. However in June-2005, on consumer appellant's approach utility accepted Rs. 440/- being arrears of erstwhile consumer Shri Lendwe and Rs. 50/- as reconnection charges. The concerned Accounts Officer and Asstt. Engr. II wrongly presumed the case of reconnection of disconnected supply of Shri Lendwe and that too giving it to the appellant consumer Shri Patil. As stated above, the case is of grant of new connection in the name of Shri Patil. Utility's concerned officials clearly mislead the appellant due to ignorance.

### ORDER

Appellant should pay the required charges for new connection prescribed by the utility. In turn utility should grant him new connection in the prescribed time lime. The appellant be refunded Rs. 50/-, which he has paid to the utility in 2005.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 25<sup>th</sup> of January 2008.

Note : 1) If Consumer is not satisfied with the decision, he may go in appeal within 60 days from date of receipt of this order to the Electricity Ombudsman in attached "Form B".

Address of the Ombudsman

The Electricity Ombudsman,  
Maharashtra Electricity Regulatory Commission,  
606, Keshav Building,  
Bandra - Kurla Complex, Bandra (E),  
Mumbai - 400 051.

2) If utility is not satisfied with order, it may go in appeal before the Hon. High Court within 60 days from receipt of the order.

**MRS. M.P. DATAR**  
**MEMBER**  
**CGRF, BHANDUP**

**S.B. WAHANE**  
**MEMBER SECRETARY**  
**CGRF, BHANDUP**

**S.L. KULKARNI**  
**CHAIRMAN**  
**CGRF, BHANDUP**