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Consumer Grievance Redressal Forum
"Vidyut Bhavan", Gr. Floor,
L.B.S.Marg,Bhandup (W),
Mumbai – 400078.

REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/

Date

Case No. 664

Hearing Dt. 30.05.2016

**In the matter of delay in releasing new connection and following SOP
direction**

M/s. Golden Falcon Pacific Ltd.,

- Applicant

Vs.

M.S.E.D.C.L. Vashi Sub Division

- Respondent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri. Anil P. Bhavthankar, Chairperson, CGRF, Bhandup.
- 2) Shri.Ravindra S. Avhad, Member Secretary, CGRF, Bhandup.
- 3) Dr. Smt. Archana Sabnis, Member, CGRF, Bhandup.

B - On behalf of Appellant

- 1) Shri. Suraj Chakraborty – Consumer Representative

C - On behalf of Respondent

- 1) Shri. Sonkusre, Additional Executive Engineer, Vashi Sub Division.

ORDER

1. Above named complainant filed this complaint against respondent utility. It is alleged that on 15.05.2015 consumer filed an application for new connection for obtaining proposal of provisional land allotment and getting 7 MVA load. But since last 4 months no action taken by Vashi Circle Office, which has caused harassment to the consumer.

2. Consumer alleged that the respondent utility did not follow direction of Circular No.225 and SOP and failed to take any action. Consumer approached IGRC but IGRC did not decide the complaint within stipulated time, thus he approached this Forum.
3. After filing the said complaint before this Forum in Schedule 'A' notice was issued to the respondent utility. Even after service of notice the respondent utility did not file the reply within stipulated time, which resulted in delay in deciding the complaint.
4. After hearing both the parties and going through the documents on record, it appears that initially on filing the application, consumer was responded by the utility from time to time. On 29.04.2016 the estimate and technical feasibility report was communicated to the consumer. The respondent utility also requested consumer to make available plot for erecting infrastructure. As per Annexure, an estimated cost was required to be approved by the consumer, but no action was taken.
5. During pendency of the dispute it was revealed that the proposal was sent for sanction to the head office but procedure required for sanction was not duly complied with. Non verification of documents and nonperformance on the part of the consumer caused the delay.
6. However, during pendency of this litigation, on 25.04.2016 consumer filed consent for obtaining 1.53 MVA which is lesser than what he had applied for earlier. Consumer also gave consent to carry out work under DDF scheme on 28.04.2016. Consumer representative filed letter which he had

given to Additional Executive Engineer, Navi Mumbai showing his intention to withdraw the complaint filed against the respondent utility for violation of SOP

7. The respondent utility sent their reply on 01.07.2016 vide an email. The consumer M/s. Golden Falcono Pacific Ltd., has applied for 1500KW/137 under Industrial connections. Respondent utility forwarded the letters to Addl. Executive Engineer, KK subdivision for submission of tech feasibility report. After scrutinizing, this office has forwarded the estimate and technical feasibility report to SE, Vashi Circle for further necessary approvals.
8. The consumer has executing work as per technical estimate sanction. The work completion report will be submitted by the consumer through Addl. Executive Engineer, KK sdn and Executive Engineer, Vashi division to the SE, Vashi Circle for further necessary approval, for permission of asset charging and then quotations as well as connections will be released after payment made by the consumer.
9. As the consumer has communicated us about his intention, not to proceed against the utility, we do not find any reason to keep this matter pending. Hence, the complaint has been disposed off as withdrawn.

ORDER

The consumer complaint No. 664/2015 stands disposed off as withdrawn

Proceedings closed.

Both the parties be informed accordingly.

The order is issued under the seal of Consumer Grievance Redressed Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup.

Note:

1) If Consumer is not satisfied with the decision, it may proceed 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 file representation before the Hon. High Court within 60 days from receipt of the order.

I Agree/Disagree

I Agree/Disagree

**DR. ARCHANA SABNIS
MEMBER
CGRF, BHANDUP**

**ANIL P. BHAVTHANKAR
CHAIRPERSON
CGRF, BHANDUP**

**RAVINDRA S. AVHAD
MEMBER SECRETARY
CGRF, BHANDUP**