

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

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

Date :

Case No. 398

Hearing Dt. 13/09/2011

Interim cum final order

M/s. Kripa Developers - Applicant
Vs.
MSEDCL Vashi - Opponent

Present during the hearing

A] - On behalf of CGRF, Bhandup

- 1) Shri S. D. Madake, Chairman, CGRF Bhandup.
- 2) Shri R.M Chavan, Member Secretary, CGRF, Bhandup.
- 2) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B] - On behalf of Applicant

- 1) Mr. Suraj Chakraborty – Consumer Representative

C] - On behalf of Opponent

- 1) Shri Kachre, Ex. Engr. Nodal Officer Vashi circle.
- 2) Shri Subhash Rathod Dy. Ex. Eng. Kharghar Sub division.

Preamble: -

Shri Suraj Chakraborty, the representative of Applicant M/s. Kripa Developers filed the grievance for illegal disconnection of supply by the MSEDCL without any notice and prayed for restoration of power supply immediately. Accordingly the grievance was registered

vide case no. 398 being tenant of M/s. Kripa Developer building were in dark and interim hearing was fixed on 13/09/2011.

Applicant Say: -

Shri Suraj Chakraborty was present to represent the case on the behalf of M/s. Kripa Developers. He stated that on 6th Sep 2011 the MSEDCL officials disconnected the power supply of Bldg. without any notice or intimation.

Even after frequent requests by the tenant, the utility officials did not restore the power supply. He further stated that they don't get the bill for necessary payment hence this disconnection is not for an arrears and is prejudiciously disconnected for harassment. He requested the Forum to grant the interim relief by directing the concerned for restoration of power supply.

Utility's Say :-

On behalf of MSEDCL Shri Kachare, the Nodal officer along with Subhash Rathod, the Dy. Ex. Eng. Kharghar Sub division were present to represent the case.

They stated that the electric supply of M/s. Kripa Developers building was disconnected for the safety measure. On 6th Sep 2011 there was complaint in fuse call centre that electric cable supplying electricity to the building was burning and hence for the sake of safety measures the electric cable was removed from the live feeder pillar.

The utility officials also agreed that there was complaint from M/s. Kripa developers for non availability of power supply and accordingly the instructions were passed on for restoration of power supply, but the key of minipillar was with builder being the minipillar is installed under dedicated distribution facility scheme and hence in

absence of minipillar key delay occurred for restoration of supply. They further added that at last the lock of minipillar was broken on 12/09/2011 and electric supply was restored, there was no intension for disconnection of power supply or to keep the tenant in dark.

Observation :-

The matter was heard on 13/09/2011, both the parties were present, the documents on record and the arguments during the hearing reveals that the tenant of M/s. Kripa Developers were without electricity supply from 6th Sept. 2011 to 12th Sept. 2011. This happened due to adverse circumstances of unavailability of key which was in the possession of builder of some other complex. The supply was restored by removing the lock or breaking of lock by the MSEDCL staff as is pleaded by the Opponent. The Forum does not understand why such action was not taken earlier and the opponent was waiting for the key. If such was possible the tenant would not have to be kept in dark.

It is beyond the capacity of this Forum to understand why such action was not taken by the utility earlier instead of keeping the tenants without supply for 6 days.

The Applicant did not insist for any kind of compensation during the hearing. Moreover, fine cannot be imposed upon the officials in case of unforeseen circumstances. Considering that utility has restored supply before the proceeding and the Applicant is satisfied with this action. Forum has no other alternative than to close the matter.

ORDER

As the Applicant is satisfied with the action of restoration of power supply by the utility officials hence the matter is closed at this stage.

No order as to cost

Both the parties be informed accordingly.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 29/09/2011.

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.

DR. ARCHANA SABNIS
MEMBER
CGRF, BHANDUP

S. D. MADAKE
CHAIRMAN
CGRF, BHANDUP

R.M. CHAVAN
MEMBER SECRETARY
CGRF, BHANDUP