



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
Ph: – 2210707 & 2328283 Ext: - 122

IN THE MATTER OF GRIEVANCE NO.K/N/011/0101 OF 07-08 OF
M/S KARSANDAS MAVJI KALYAN SHIL ROAD THANE
REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL
FORUM KALYAN ZONE, KALYAN ABOUT INTERRUPTION OF
SUPPLY

M/s Karsandas Mavji

(Here in after

Kalyan Shil Road, Near Khidkali Mahadeo

referred to

Temple, Khidkali, Post Padele, Thane

as consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Executive
Engineer East Division, Kalyan (E)

(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 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 consumer is a H.T. consumer of the licensee connected to their 22 Kilo-volt network. Consumer is billed as per industrial tariff. The consumer registered grievance with the Forum on dated 04/05/2007.

The details are as follows: -

Name of the consumer: M/s Karsandas Mavji

Address: - As above

Consumer No: - 000239002439.

Reason of dispute: - Interruption in supply

- 3) The batch of papers containing above grievance was sent by Forum vide letter No.0961 dated 04/05/07. The letter was replied by licensee vide letter dated 18/06/07.
- 4) All three members of the Forum heard both the parties on 31/05/07 & 18/06/07. Shri P.K. Taiwade Nodal Officer, Shri M.A. Atre Assistant Engineer, representatives of licensee & Shri Ketan Ashar Shri Bakul Rangwala consumer’s representatives attended hearing on 31/05/07. Shri R. V. Shivdas Nodal Officer, Shri P. M. Hundekari Assistant Engineer, Shri M.A. Atre Assistant Engineer, representatives of licensee & Shri Ketan Ashar, Shri Bakul Rangwala consumer’s representatives attended hearing on 18/06/07.
- 5) Shri Ketan Ashar relied on submission made in consumer’s grievance application. Brief summary of submissions made in consumer’s

grievance application & during hearings, which have relevance & direct bearing in the matter of grievance, are reproduced.

- a) He said that their factory was getting uninterrupted supply from Pal feeder for almost 40 years from 1967 which is an express feeder meant for them as per remark “yes” mentioned on their energy bills against express tag flag but now this feeder is tapped for giving supply to other consumers by Bhandup Zone. In case of load shedding of the area covered by Bhandup Zone the supply to their factory gets affected due to switching off of Pal feeder. He submitted that even the maintenance of Pal feeder is being carried out now by Bhandup Zone. There was fault on 5/03/07 on this feeder which was rectified by Kalwa Division of Bhandup Zone on 18/03/07 & as such they were without supply for 13 days. In past faults were being repaired by Dombivli Division (now Kalyan East Division) in maximum 48 hours.
- b) He also added that in the above circumstances of load shedding of Pal feeder their factory gets supply from Shil feeder. In this situation also they are subjected to frequent off supply due to either frequent planned or emergency shut downs of Shil feeder. Thus in either circumstances mentioned above they do not get continuous quality supply & they suffer production loss due to interruption of supply.
- c) To quote an example of interruption of supply, Shri Ashar submitted a statement of interruption of supply from 2/06/07 to 17/06/07 which shows that there were 2 to 6 interruptions per day of power supply due to either breakdowns or scheduled outages.

- d) He prayed relief that in order to avoid frequent interruption, the supply to their factory be continued through Pal feeder & Bhandup Zone should not be allowed to maintain & tap supply from this feeder for their consumers. He quoted letter dated 24/01/06 of Chief Engineer Kalyan Zone where it was agreed that maintenance & billing should be continued to be done by Executive Engineer Dombivli Division & Bhandup Zone should be instructed to disconnect the load on this express feeder to have uninterrupted power supply to this consumer.
- 6) Shri Atre during hearing on 31/05/07 said that the consumer is classified as non-continuous & not connected to express/dedicated feeder meant for continuous industry or for industry not subjected to load shedding.
- 7) Licensee submitted reply vide letter dated 18/06/07. Brief summary of submissions are given below.
- a) The load of consumer was sanctioned on 11/03/1966 & consumer paid service charges & security deposit of Rs 1000/- & Rs 3000/- respectively. The load was released in November 1967. Supply was given from Netivali sub station & line was erected by licensee. Consumer paid Rs 3464/- on 19/02/07 for alternate source of supply. At present consumer is having double feeder supply from 22 KV feeder No 6 from 220/22 KV Pal sub station & 22 KV Shil feeder from Bharat Gas sub station. According to geographical area Khadkavli, where consumer is situated, lies in Thane circle of Bhandup Zone & hence consumer was handed over to Thane

- circle on 05/01/06 but on representation of consumer, Chief Engineer Kalyan Zone vide letter dated 24/01/06 stayed action.
- b) Later as per discussion of Superintending Engineers Kalyan 1 & Thane with Chief Engineer Kalyan on 18/02/07, it was decided to permit Superintending Engineer Thane to divert part load of Shil feeder on Pal feeder No 6 for keeping the net work in technically healthy condition.
- c) Consumer is having double feeder supply but any of them is not express/dedicated feeder as consumer has not paid cost of total feeder line.
- d) As there was no load shedding on Pal feeder No 6, remark "yes" was mentioned on their energy bills against express tag flag. This mistake is being corrected now.
- 8) Consumer could not submit any details of having paid the amount for erecting Pal feeder No 6 in support of his claim of being connected on express feeder.
- 9) It is not in the purview of Forum to issue direction to licensee about maintenance of licensee's supply net work by a particular zone. However licensee is duty bound to maintain continuity, quality & reliability of power supply to the consumer as per Regulation 17.1 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005. It reads, as *"The Distribution Licensee shall take all reasonable measures to ensure continuity, quality and reliability of supply of power to the consumer, except where he is prevented from doing so by cyclone, floods, storms or other occurrences beyond his control"*.

- 10) During hearing on 18/06/07. Shri Hundekari, representative of licensee, suggested relocating position of Air Break Switch of Pal & Shill lines, which would result in minimizing breakdowns by isolating consumer from faulty section.
- 11) Shri Ketan Ashar Shri Bakul Rangwala, representatives of consumer agreed to this suggestion.
- 12) After carefully going through the entire episode, we unanimously, decided to issue following order.

O-R-D-E-R

1. Licensee should workout technical feasibility as per site condition to relocate position of Air Break Switch of Pal/Shil feeders in consultation with consumer. The compliance on execution of this job should be submitted to Forum within 60 days from the date of this order.
2. Consumer can file appeal against this decision with the Ombudsman at the following address.

Maharashtra Electricity Regulatory Commission, 606/608,
Keshav Building, Bandra Kurla Complex, Mumbai 51

Appeal can be filed within 60 days from the date of this decision.

3. Consumer, as per section 142 of Indian Electricity Act 2003, can approach Maharashtra Electricity Regulatory Commission at the address

Maharashtra Electricity Regulatory Commission,
13th floor, World Trade Centre, Cuffe Parade, Colaba, 400005.

for non-compliance, part compliance or delay in compliance of this decision issued under "Maharashtra Electricity Regulatory

Commission (Consumer Grievance Redressed Forum & Ombudsman) Regulation 2006”.

Date: - 25/06/07

(Sau V. V. Kelkar)

Member

CGRF Kalyan

(I. Q. Najam)

Chair person

CGRF Kalyan

(D. B. Nitnaware)

Member Secretary

CGRF Kalyan