



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/074/556 OF 2009-2010 OF SHRI JANU KRISHNA PATIL, NALLASOPARA (EAST) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT NEW CONNECTION.**

Shri Janu Krishna Patil  
Moregaon, Vijay Nagar,  
Virar 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 15/12/2010 regarding the New Connections. The details are as follows: -  
Name of the consumer : Shri Janu Krishna Patil  
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/0957, dt. 16/12/2010 to the Nodal Officer of the Licensee, and the Licensee through their Dy. Ex. Engr. Nallasopara East Sub/Dn. filed reply vide letter No. Nil, dt. 05/02/2011.
- 4) The Members of the forum heard both the parties at length on 07/02/2011 in the meeting hall of the Forum's office. Shri Girish Patel, Shri Ramchand Pandye Consumer Representatives, Shri Nitin Pewekar, Dy. Ex. Engr. Representative 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) The complaint in brief is as follows :
  - a) That one Shri Janu Krishna Patil who is residing at Moregaon, Vijay Nagar, Virar Road, Nalasopara (East), Tal : Vasai, Dist : Thane has applied to the licensee for new L. T. connection for his residence on 18/01/2010 and has paid Rs. 5,000/- as processing fees vide Money Receipt No. 0523229, dt. 30/12/2009. It is the grievance of the applicant that inspite of repeated follow up licensee have not released the supply to his residence.

- 6) Notice was issued to the licensee to appear and accordingly filed say on 05/02/2011 as follows :
  - a) Applicant has not submitted A-1 form
  - b) F.Q. was not issued as A-1 form not received
  - c) Licensee has informed to show the proposed site vide letter dt. 20/05/2010 and 04/06/2010 but applicant has not responded.
- 7) We have gone through the record placed before us and the contentions made by both the parties. It is apparent that the complainant has not mentioned the Flat No. of his residence where he wants electricity supply nor given copy of agreement or tax receipt. He has not produced copy of the F.Q. issued by the licensee. Applicant was directed to submit necessary documents to support his grievance application but he has failed to do so clearly indicates inaction and lethargy on his part . For all these reasons grievance application deserves to be disposed off.
- 8) In spite of giving sufficient time complainant did not furnish the above said information therefore delay is caused in deciding this case. Hence we pass the following order :

### **ORDER**

- 1) Grievance application stands disposed off.
- 2) The applicant is directed to complete all the requirements necessary for giving new connection if he so desire.
- 3) Licensee is directed to release the connection to the applicant after completion of all the documents as per Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period

or Giving Supply and Determination of Compensation) Regulations, 2005, Section 4 (4.6) within one year.

- 4) 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.

- 5) 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 : 07/03/2011

(Mrs. S.A. Jamdar)  
Member  
CGRF Kalyan

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan

(S.N. Saundankar)  
Chairperson  
CGRF Kalyan