



**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/014/0127 OF 07-08**  
**OF AUM BUILDERS AND CONTRACTORS REGISTERED**  
**WITH CONSUMER GRIEVANCE REDRESSAL FORUM**  
**KALYAN ZONE, KALYAN ABOUT NEW CONNECTIONS**

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M/s Aum Builders & Contractor's

(Here in after

Om Shrdha, Near Shiv Shakti  
Prasad Society, Chincholi Pada,  
Shubhash Road,  
Dombivli (W) – 421202.

referred to  
as consumer)

**Versus**

Maharashtra State Electricity Distribution  
Company Limited through its Deputy  
Executive Engineer Urban Sub 3,  
Dombivli (W).

(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 conformed 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 registered grievance with the Forum on dated 10/03/2008 for New Connections to his building.
- 3) The batch of papers containing above grievance was sent by Forum vide letter No 048 dated 10/03/2008 to Nodal Officer of licensee. They replied vide letter no. Dyee/Dom(W)/Tech /196 dated 27/03/2008 at the time of hearing.
- 4) The Member Secretary & Member of the Forum heard both the parties on 27/03/2008 @ 15 Hrs. In the meeting hall of the Forum’s office Shri R.S. Mhatre Consumer & Shri B.R. Mantri representatives of consumer and Shri D. B. Nitnaware Nodal Officer, Shri B.B. Jethe Deputy Executive Engineer, Shri R.P. Patil Ju. Engineer, representatives of the licensee attended hearing.
- 5) Consumer repeated his grievance.

6) Consumer had applied for new connection to Licensee on 21/08/2007. Same was received by Licensee on 03/11/2007. The application was received by JE S/DN – III, Dombivali (W). The delay in acceptance of application was well known to both parties.

7) After survey of installation by Licensee they informed to consumer regarding incomplete of application vide letter no. DYEE/Domb (w)/Tech/524 dated 07/12/2007, how ever the same was not received by the consumer. The consumer approached to IGRC on 17/01/2008. At the time of hearing in IGRC the consumer stated that he had not received the above letter. At the time of hearing on 06/02/2008 in IGRC, the consumer was shown the Xerox copy of the above said letter & he agreed to submit the compliance.

8) After hearing IGRC passed the following order:-

The MSEDCL agreed to release the load of 'A' wing temporarily

from existing nearby transformer and while releasing connection

for other wings a separate transformer will have to be installed and at same time the load of 'A' wing which was given temporarily from near by transformer will be shifted newly installed transformer.

9) In compliance with the IGRC, division office submitted the estimate for the above work to circle office V. L. No.

EE/Domb/Tech/T-6/ORC/710 dated 04/03/2008. The estimate was sent back by circle office to the division office for necessary correction and re-examination V. L. No. SE/IKCK/Tech/1443 dated 19/03/2008.

- 10) Consumer demanded the compensation for delay in processing the proposal.
- 11) Both parties committed to the forum at the time of hearing (dated 27/03/2008) as follows:-
  - (a) The consumer will laid 31/2 X 70 sq. mm. Armoured cable  
  
along with 1 minipillar under 1.3% supervision cost i.e. ORC.
  - (b) After completion of above work licensee will released the supply for 31 Nos. of consumers before 15/04/2008.
- 12) Forum Observation: - At the time of hearing in IGRC the consumer was stating that he had not received the licensee's letter dated 07/12/2007. However the consumer had already submitted the load data sheet for 31 Nos of connections to licensee's office on 29/01/2008 for compliance of the aforesaid letter.
- 13) Consumer was approached to the CGRF due to non-compliance of the of IGRC decision.
- 14) Regulation 4.3 of SOP: The Distribution Licensee shall complete the inspection of the premises related to an application for supply of electricity not later than seven days from the date of submission of such application for supply in towns and cities and within ten days from the date of submission of such application

for supply in rural areas, regardless of whether such application is demanded to be complete under Regulation 4.2. The forum observed that the licensee has not completed survey for new connection within seven days from the date of application i.e. 03/11/2007. Hence there is breach of section 4.3 of SOP. Further licensee carried out survey on 07/12/2007 after lapse of four weeks.

- 15) Regulation 4.7 of SOP: where the supply to an applicant requires extension or augmentation of distribution main or commissioning of a new sub- station, the Distribution Licensee

shall complete the inspection of premises within Seven days and intimate the charges to be borne by such applicant within thirty days form the date of submission of such application for supply regardless of whether the application is deemed to be complete under Regulation 4.2. The forum noted that licensee has not intimated the charges to the consumer within thirty days form the date of submission of his application till hearing date i.e. 27/03/2008. upto hearing date, 16 weeks are passed for non compliance of Firm quotation i.e. payment order. Hence there is a breach of 4.7 of SOP.

- 16) As per committed by both the parties licensee released the supply on 12/04/2008 as per consumers letter dated 16/04/2008.

- 17) In the above circumstances the forum is inclined to pass the following Order unanimously.

**O-R-D-E-R**

- 1) A compensation of Rs. 400/- ( Rs. Four Hundred Only) for delay of four weeks after seven days from the date of application of consumer letter for carried out the survey ( as per para 14 as above for breach of 4.3 SOP)
- 2) A compensation of Rs. 1600/- ( Rupees sixteen hundred only) for  
delay of sixteen weeks after thirty days from the date of application of consumer letter for issuing payment order (as per para 15 as above for breach of 4.7 SOP).
- 3) Both compensation amount ( i.e. para 1 & 2) should be released  
within 90 days from the date of order.
- 4) The licensee should informed the compliance of the order to the forum.
- 5) 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 order.
- 4) 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”.

**Date :- 05/05/2008**

**(Sau V. V. Kelkar)**

**(R.V.Shivdas)**

**Member**

**Member Secretary**

**CGRF Kalyan**

**CGRF**

**Kalyan**