



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/015/0130 OF 07-08
OF SMT. KAMLABAI S. GIDWANI REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN
ZONE, KALYAN ABOUT NEW CONNECTION.

Smt. Kamlabai S.Gidwani
B.K.No.1171, Room No.9,
Pawai Chawk,
Ulhasnagar – 3.

(Here in after
referred to
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its Deputy
Executive Engineer, Sub Dn.III,

(Here in after
referred to
as licensee)

Ulhasnagar Dn.1

- 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 the grievances with the forum on dated 15.04.08.
Name of the consumer: - Smt. Kamlabai S. Gidwani
Address: - As above
Consumer No. 021513052420/3 (new consumer number)
Reason of dispute:- Delay in releasing new connection of electric supply.
- 3) The batch of papers containing above grievance was sent by Forum vide letter No. EE/CGRL/Kalyan/084 dt. 16.04.08 to Nodal Officer of licensee. The letter was replied by Licensee vide letter No.Dy.EE/SubDn.III/UIhas./771 dated 02.05.2008.
- 4). The Member Secretary & Member of the Forum heard both

the parties on 12/05/2008 @ 15 Hrs. in the meeting hall of the Forum's office. Shri Papan Techchandani, Consumer's Representative & Shri M.S.N.Murthy, Nodal Officer, Shri H.A. Pise, Executive Engineer, Shri S.K. Sawale, Dy.Executive Engineer, Shri V.Y.Kamble, Assistant Engineer, & Shri S.K.Lokhande, Junior Engineer, representatives of the licensee attended hearing.

- 5). The consumer approached the Internal Grievance Redressal Cell on 12.02.2008 for delay in releasing new electric connection. Since no response was received from IGRC, the consumer approached to the forum.
- 6). The consumer applied for three phase residential load new connection (Temple) for 8.0 kw load in the name of Smt. Kamalabai S. Gidwani on 01.01.08. After receipt of new connection application, licensee made technical survey on dated 07.01.2008 (i.e. within time) and licensee noticed that the premises is adjacent to Shiv Mandir, where already two No.of electric connections exists whose consumer Nos. are (1). 021513007504 (three ph) & (2). 02151045931 (single ph.) which are fed from Distribution Transformer Centre No.4172163 and 22 KV feeder No. 6.

- 7) Licensee issued firm quotation vide No. 992 dt. 15.01.08 (within time) issued to Smt. Kamalabai Gidwani for Rs. 4200/- (15% supervision charges Rs.150/- and Security Deposit Rs.4000/- and processing charges Rs.50/-) mentioning clearly on it that the connection will be given from the feeder No.6 only being technically feasible and not from feeder No.3. Further licensee specifically mentioned in firm quotation No.992 dated 15.1.08 that “ The consumer has requested to give the said connection from feeder No.3.But since all the connection in that area is from feeder No.6, it is not feasible to give the connection from feeder No.3”
- 8). The consumer paid firm quotation on 15.01.2008 and submitted wiring test report on 16.01.08. The Licensee personel went to consumer’s premises on 17.01.08 for releasing the connection, but the electrical fitting in the premises was not ready and required material for releasing connection was not procured by consumer (as the consumer has opted for 15% supervision charges). The consumer or his Representative was not present at the site.
- 9). The licensee personnel again visited on 30.01.08 to said premises to release the connection, but the condition was same and the Licensee communicated the facts observed on 30.01.08 and asked the consumer to keep the installation

ready to avail the supply as per licensee's terms and conditions (as the consumer has opted 15% Sup. charges) by Regd Post A/D on 31.01.08.

- 10). The consumer stated that since this is a Temple and devotees are coming late night, it required continuous supply. The feeder No.6 is subjected to load shedding, therefore we want supply from feeder No.3.
- 11). On this, the licensee replied that on feeder No.6 load shedding is applicable only on Friday (being Friday Staggering Holiday) but on feeder No.3 load shedding is carried out daily. The Licensee explained to Consumer that the feeder No.6 is technically feasible than feeder No.3 because of above reason hence to release supply from feeder No.6 is proposed.
- 12). In the letter written by Executive Engineer, Ulhasnagar Dn.1 to the consumer vide No.EE/UIh.1/ 889 dated 03.4.2008, it is stated that the licensee personnel had approached to consumer's premises for releasing the connection, but the consumer refused to take supply from feeder No.6 and insisted to give supply from feeder No.3, which is not feasible and hence requested the consumer to co-operate with the licensee by permitting to give supply from feeder No.6.

- 13). It is appeared from the above that the licensee was ready to release the supply but the consumer was raising objections regarding the feeder.
- 14). After studying all documents submitted by Licensee as well as consumer, forum unanimously passed following order.

O-R-D-E-R

- 1) Licensee may release the electricity supply after observing the technical feasibility.
- 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 order.

Date: - 12.06.2008

(Sau V. V. Kelkar)

(R.V.Shivdas)

Member

Member Secretary

CGRF Kalyan

CGRF

Kalyan