



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/078/586 OF 2011-2012 OF SHRI KALUBHAI PATEL, NALLASOPARA (EAST) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT NEW CONNECTIONS.

Shri Kalubhai Patel
Jivadani Darshan Apartment,
Opp. Rock Garden, Moregaon,
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 21/02/2011 regarding the New Connections. The details are as follows: -
Name of the applicant : Shri Kalubhai Patel
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/0140, dt. 21/02/2011 to the Nodal Officer of the Licensee, and the Licensee filed reply vide letter No. SE/ VC/ Tech/ 2106, dt. 23/03/2011.
- 4) The Members of the forum heard both the parties at length on 24/03/2011 @ 17.00 hrs. in the meeting hall of the Forum's office. Shri Girish Patel Consumer Representative, Shri Purohit Nodal Officer, Shri J. S. Fulpagare, Dy. Ex. Engr. Representatives 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) The applicant had applied for 32 Nos. of new residential connections to the building situated at Jivdani Darshan Apartment, Opp. Rock Garden, Moregaon, Nalasopara (East), Tal : Vasai, Dist : Thane on 04/04/2009. The F. Q. was issued by the licensee on 06/04/2010.

- b) According to the applicant charges were paid on 11/08/2010 and completed all the formalities but the licensee has not released the connections till today.
- c) According to the complainant licensee has violated the provisions of Regulation laid down by Hon. MERC.
- d) Applicant therefore approached the I.G.R. Cell on 13/12/2010 but in vain.
- e) Applicant therefore filed the grievance in the Forum and prayed that :
 - i) Licensee be directed to release the new connections immediately.
 - ii) The concerned officer be penalized for causing delay in releasing new connections.
 - iii) Compensation of Rs. 3.00 lac be awarded.
- 6) In response to the above claim licensee has stated that :
 - a) The applicant has submitted 20 Nos. of A-1 forms on 06/04/2010 for the connection to the building situated at Jivdani Darshan Apartment, Opp. Rock Garden, Moregaon, Nalasopara (East), Tal : Vasai, Dist : Thane.
 - b) It has admitted that F.Q. was issued on 06/04/2010 and the applicant has made the payment on 11/08/2010.
 - c) Licensee further states that connections will be released as per chronology and the applicant has been intimated accordingly vide letter No. DYEE/NSP(E)/T/334, dated 11/02/2011.
 - d) If the applicant needs the connections on urgent basis he should opt owned meters under DDF Scheme.
- 7) We have gone through the record placed before us and our observations are :
 - a) Applicant has submitted 20 Nos. of A-1 forms.

- b) Licensee has technically approved to release the new connections. Test Reports are given on 11/08/2010. Necessary amount has been paid by the applicant on 11/08/2010. Licensee sent 20 Nos. of meters to the lab. for testing on 11/08/2010 which shows all the formalities were completed by the applicant, however connections are not released till date. Hence applicant is entitled for compensation as per Appendix A (iii) of Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations 2005 amounting to Rs. 3,200/- at the rate of Rs. 100/- per week (32 weeks X Rs. 100 = Rs. 3,200/-). We also feel it proper to direct licensee to give compensation to the complainant at the rate mentioned above till the release of new connections.
- 8) Licensee filed necessary documents to the Forum at a very late stage though repeatedly intimated and it was not possible to arrive at the proper conclusion for want of documents hence delay is caused in deciding this case. We therefore unanimously pass the following order :

ORDER

- 1) Grievance application is allowed.
- 2) Licensee is directed to release the new connections immediately as per Regulation and SOP and compliance should be reported to the Forum.
- 3) Licensee is directed to pay compensation of Rs. 3,200/- (Rs. Three Thousand Two Hundred) to the applicant within 90 days and compliance

should be reported within 100 days from the date of receipt of this decision to the Forum.

- 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 : 24/05/2011

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

(R.V.Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan