



Consumer Grievance Redressal Forum, Kalyan Zone  
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301  
Ph: – 2210707, Fax – 2210707, E-mail Id : cgrfkalyan@mahadiscom.in

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**IN THE MATTER OF GRIEVANCE NO. K/N/079/587 OF 2011-2012 OF M/S. GANESH ENTERPRISES, NALLASOPARA (EAST) REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT NEW CONNECTIONS.**

M/s. Ganesh Enterprises  
Survey No. 29, Lata Kunj  
Sarvodaya Vasahat, Tulinj,  
Taki 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 21/02/2011 regarding the New Connections. The details are as follows: -  
Name of the applicant : M/s. Ganesh Enterprises  
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/0143, dt. 21/02/2011 to the Nodal Officer of the Licensee, and the Licensee filed reply vide letter No. SE/ VC/ Tech/ 2105, dt. 23/03/2011.
- 4) The Members of the forum heard both the parties at length on 24/03/2011 @ 17.30 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) That the applicant is a proprietor of M/s. Ganesh Enterprises situated at S. No. 29, Lata Kunj, Sarvodaya Vasahat, Tulinj, Taki Road, Nalasopara (East), Tal : Vasai, Dist : Thane.

- b) He has applied for 43 Nos. of new connections.
- c) The applicant has further stated that the old chawl at Survey No. 29 Lata Kunj was dismantled and four storied building has been constructed on the same plot.
- d) The applicant further stated that he has already paid the processing fees of Rs. 1075/- for 43 Nos. of new connections vide Receipt No. 0523326 dated 27/01/2010.
- e) It is the contention of the applicant that at the time of dismantling the old chawl the old electronic meters of the then consumers were temporarily disconnected. Now the construction of the building is completed and inspite of complying all the formalities licensee have not released new connections as prayed. The applicant therefore approached the Forum and prayed to direct the licensee to release the electric supply to the building situated at the above address.
- 6) In response to the notice licensee have appeared before the Forum and filed their say on 24/03/2011.
- a) The licensee has stated that though F. Q. was issued for 41 Nos. of new connections the applicant has not paid the quotation charges till 11/02/2010. Hence they have intimated to the applicant vide letter No. 232, dt. 11/02/2011 to submit fresh application. Accordingly applicant has submitted fresh applications. The license have further stated that after processing the applications and payment of quotation connections will be released as per chronology.

- 7) We have gone through the record placed before us and it is seen applicant has paid the amount of Firm quotation on 06/04/2011 and test certificate was issued on 11/05/2011. However, connections are not released till date. Hence we feel it proper to direct the licensee to release the connections as prayed by the applicant within three months from the date of issue of test certificate i.e. 11/05/2011.
  - a) Licensee has also submitted the estimate for giving L.T. connections to the applicant, however it is still not sanctioned by Competent Authority.
  - b) When the matter was closed for order licensee have submitted a letter No. 780, dt. 27/04/2011 signed by Dy. Executive Engineer Nalasopara (East) Sub-Division stating that licensee have released 14 Nos. of temporarily disconnected consumer connections on 19/04/2011.
- 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) The Grievance application is partly allowed.
- 2) Licensee is directed to release the remaining connections as mentioned in the grievance application within three months from 11/05/2011 as per Regulation and S.O.P. and compliance should be reported within four months to the Forum.

3) 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.

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” 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