



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/I/008/597 OF 2011-2012 OF SHRI POPAT MAHADEO HUNDEKARI, WAZARE WADI, PIMPALGAON, TAL : MURBAD REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT INTERRUPTION OF SUPPLY.

Shri Popat Mahadeo Hundekari,
Wazare Wadi,
Pimpalgaon, Tal : Murbad,
Dist. : Thane – 421 401

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Assistant Engineer
Murbad Sub-Division
Tal : Murbad, Dist. Thane.

(Here-in-after
referred
as licensee)

- 1) Consumer Grievance Redressal Forum has been established under "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 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 consumer is a L.T. Ag. consumer of the licensee. The Consumer is billed as per Agricultural tariff. Consumer registered grievance with the Forum on 19/04/2011 for Interruption of Supply. The details are as follows:

Name of the consumer :- Shri Popat Mahadeo Hundekari

Address: - As given in the title

Consumer No : - 1)019817000170

2)019322139899

Reason of dispute : Interruption of Supply

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/262 dated 19/04/2011 to Nodal Officer of licensee. The licensee filed reply vide letter No. AE/Murbad Sub.Dn/Tech/332, dated 13/05/2011.
- 4) The Members of the Forum heard both the parties on 23/05/2011 @ 15.00 Hrs. in the meeting hall of the Forum's office. Shri Popat M. Hundekari consumer and Purohit Nodal Officer, Shri Kale Asstt. Engr., Shri S. N. Bharmabe, Asstt. Engr. Murbad Sub/Dn. 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 each party in respect of each grievance shall be referred while deciding each of the grievances to avoid repetition.
- 5) The consumer has taken electricity connection from the Distribution Licensee (DL) in the year 2002 / 2009 resp. to the farm house situated in Wazare Wadi, Pimpalgaon, Tal : Murbad. It is contended consumer has

planted trees and by raising sheds keep his animals there so also his labours residing in the farm to perform agriculture activities with the water lifted from the electric pump. According to consumer due to frequent interruptions and low voltage problems he is unable to carry out agriculture activities and to maintain animals and laborers. Since 2005 he frequently requested by making correspondence to solve his problem by installing transformer at Wazarewadi Murbad instead giving connection from L. T. line Bhagdal Tal : Shahapur however, none responded thereby he is put to heavy loss and mental trouble. It is further the contention of consumer that he is not getting energy bills regularly for which many times he has to visit office of licensee to collect duplicate bills for which also by many letters he requested the officials of the licensee to send him bills regularly but as usual officials of the licensee did not pay heed. Consumer for all these complaints moved the I.G.R. Cell but in vain therefore lodged this grievance with prayer to direct the licensee to supply electricity without interruptions and to give him energy bills regularly.

- 6) Licensee filed reply dated 13/05/2011. It is contended that two connections of consumer are given from L. T. line fed by Bhagdal DTC of Shahapur Sub-Division. The said location is crossing river at the fag end of 22 KV Dhasai Feeder emanating from 22 KV Switching Station Shahapur which is 90 KM away. It is on bank of river Kalu in Murbad Taluka near Bhagdal DTC, thereby cause interruptions and low voltage. A separate DTC of 25 KVA is proposed under Infra – I Scheme from Murbad Sub-Division and the said work is being undertaken shortly to solve the problems. So far non getting energy bills it is contended bills are sent regularly but none from the consumer is made available to receive the bills. It is contended grievance of the consumer is being sorted out and hence it be disposed off.

- 7) From the voluminous correspondence as seen from the list enclosed since 2005 consumer is not getting supply continuously due to frequent interruptions and low voltage. Learned representative for the licensee submitted that the location of the consumer is at the fag end of 22 KV Dhasai Feeder emanating from 22 KV Switching Station Shahapur at a long distance of 90 KM and that crossing river Kalu supply is given therefore interruptions and low voltage occur. To solve this problem a separate DTC of 25 KVA is proposed under Infra – I Scheme from Murbad Sub-Division and the work is in progress. On installation of separate DTC we hope consumer will get electricity without interruption and with required voltage.
- 8) So far grievance of consumer that he is not getting energy bills regularly and he has to go to licensee's office to collect duplicate bills, in fact it is the right of the consumer to receive bills in order to deposit the bill amount within the stipulated time. To overcome this difficulty the consumer agreed to keep a letter box outside his farm house where the bills can be dropped by the messengers of the licensee. In view of this grievance application will have to be disposed off and hence the order :

O-R-D-E-R

- 1) The grievance application is disposed off.
- 2) Licensee is directed to complete the work of separate DTC of 25 KVA proposed under Infra – I Scheme from Murbad Sub-Division as mentioned in their reply dated 13/05/2011 as early as possible to solve the problem of consumer about frequent interruptions and low voltage and compliance be reported.

- 3) Consumer is directed to keep a letter box outside his farm house so as to enable the messengers of the licensee to drop therein energy bills and correspondence.
- 4) The Consumer can file representation against this decision with the Hon. Electricity Ombudsman within 60 days from the date of this order at the following address.

“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Bldg, Bandra Kurla Complex, Mumbai 51”.

- 5) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission 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” at the following address:-

“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”

Date : 31/05/2011

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

(R.V. Shivdas)
Member Secretary
CGRF Kalyan

(S.N. Saundankar)
Chairperson
CGRF Kalyan