



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

Date of Grievance : 07/06/2012

Date of Order : 10/07/2012

Period taken : 34 days

IN THE MATTER OF GRIEVANCE NO. K/I/009/729 OF 2012-2013 OF
M/S. KHEMEE DYEING AND BLEACHING WORKS, ULHASNAGAR
REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM
KALYAN ZONE, KALYAN ABOUT VARIOUS TRIPPINGS .

M/s. Khemee Dyeing & Bleaching Works
Khatri Bhavan,
O. T. Section Road
Ulhasnagar : 421 003

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer
Ulhasnagar Sub-Division No. III

(Here-in-after
referred
as licensee)

- 1) This 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. The 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 H.T. consumer of the licensee. The Consumer is billed as per H. T. Industrial tariff. Consumer registered grievance with the Forum on 07/06/2012 for Various Trippings.

The details are as follows :

Name of the consumer :- M/s. Khemee Dyeing & Bleaching Works

Address: - As given in the title

Consumer No : - 021519013042

Reason of dispute : Various Trippings

- 3) The set of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/0460 dated 07/06/2012 to Nodal Officer of licensee. The licensee filed reply vide letter No. SE/KC-II/Tech/2725, dated 14/06/2012 through Nodal Officer Kalyan Circle – II.
- 4) We the Members of the Forum heard both sides in the meeting hall of the Forum’s office on 02/07/2012. Licensee represented by Nodal Officer Shri Giradkar, Shri V. H. Kasal, Asstt. Engr. Shri Shendge Dy. Executive Engineer and Consumer Shri C. K. Khatri was present.
- 5) This grievance is presented on 7th June 2012 referring to their grievance dt. 01/09/2010 followed by further letter dt. 30th Oct. 2010.

Dispute pertains to the loss caused to the consumer due to tripping every now and then. In letter dt. 30th Oct. 2010 ten instances are quoted

wherein period of tripping from 05/10/2010 to 26/10/2010 quoted and period ranges from 10 minutes to three hours and said tripping is experienced twice or once during those days. Accordingly it is contended that this has caused loss to their working.

As against it on behalf of Licensee it is pointed out that as per Clause 6.1 of Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005 there is a provision which takes care of such instances whereby within four hours of receiving a complaint in cities and within 24 hours in rural areas it is to be rectified and tripping in this matter has not exceeded four hours at any time and hence there is no any question now for further redressal.

Secondly grievance is quoted to the extent of voltage fluctuation causing loss of production. In this regard Clause No. 5.1 of SOP provides the requirement that in case of low medium voltage it should be more than 6% and in case of high voltage it should be more than 6% on higher side and more than 9% on the lower side. In this matter no such data is available. No doubt consumer states that this data can be made available. However, on behalf of consumer it is submitted that as the Licensee at this stage assures that further there will not be any such voltage fluctuation as far as possible and position will be remedied and hence consumer is not pressing this aspect at this stage and takes liberty to agitate this aspect if it occurs in future. Accordingly we find tripping and it's redressal is already there but not exceeded four hours time hence this matter is to be disposed of as no relief can be granted from this end.

Hence we pass the following order :

O-R-D-E-R

- 1) The present grievance of consumer towards tripping found not amenable for redress as the time of tripping is within limits hence no relief granted.
- 2) Grievance towards fluctuating voltage not pressed hence disposed of.
- 3) The Consumer if not satisfied 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”.

- 4) 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 : 10/07/2012

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

(R.V. Shivdas)
Member Secretary
CGRF Kalyan

(Sadashiv S. Deshmukh)
Chairperson
CGRF Kalyan