



- 1) Consumer Grievance Redressal Forum has been established under regulation of “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” to redress the grievances of consumers. This regulation has been made by the Maharashtra Electricity Commission vide powers confirmed 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 L.T. consumer of the licensee connected to their 415-volt network.  
The details are as follows.  
*Name of the consumer: Mrs. Sampada (Vijaya) Pramod Vartak*  
*Address : Same as above*  
*Consumer No. : 003040007325*
- 3) The consumer has approach to ICGRF Kalyan, and sent a reminder for the same 17/12/2005 copy of with also received by forum on 29/12/2005 inward number 0321.
- 4) The forum has returned to Nodal Officer licensee Vasai Circle on 29/12/2005 and requested to him to take the necessary action in the mater, and informed to forum. The letter remains unreplied.

- 5) As there was no progress since in the matter the forum has written a letter no. 0467 dated 02/03/2006 to the consumer advising him to register her grievance in the prescribed proforma within 7 days.
- 6) The consumer grievance was registered by the forum on dated 28/03/2006 for Reference No. KLNZ/CGRF/Kalyan/0497
  - 1.Change of name
  - 2.Installation of meter and sending the bills.
  - 3.Shifting of high tension line or pay compensation by licensee.
- 7) Forum wrote a letter No. KLNZ/CGRF/Kalyan/0498 dated 28/03/2006 to the Nodal Officer Vasai Circle, with relevant copy of papers and ask for this parawise comments/reply within 15 days. The letter remains again unreplied.
- 8) The first hearing was scheduled on 17/04/2006 at 16.00 hrs at forums office and both the parties were advised to attend the same. The consumer remain absent on 17/04/2006 therefore the hearing was adjourn and second hearing was scheduled on 27/04/2006 at 16.00 hrs.
- 9) The second hearing was held on 27/04/2006 at forums office attended by forum member Member secretary Shri R.G.maheshwari and Member Sau V.V. Kelkar licensee representative Shri D.M. Shivramwar Assistant Engineer

Palghar and Shri P.L. Gundare Junior Engineer Palghar consumer representative Shri Pramod Vartak attended the hearing.

- 10) At the time of hearing the consumer stated that two of his grievances (Para 6, (1,2)) has been resolved by licensee. Consumer has also given a letter to forum accepting the Redressal of his grievance by licensee on 27/04/2006 and only one grievance about shifting of HT line, compensation is pending.
- 11) In reply of a question from forum members consumer stated that he had purchased the agricultural land and 132 KV HT line with a transmission line tower was already existing on the above land at time of purchase.
- 12) The licensee representative submitted a copy of letter no. I +3@ik@lkizfo ua @ 1087 written to consumer about the findings of the inspection report of the HT line at consumers premises the above transmission line is supplying power to the railway on 132 KV and it come under the jurisdiction EHV line division Bhiosar. The licensee representative also advised to the consumer to get in touch with the Bhiosar Division for the same.
- 13) Forum's finding
  - i) From the copy of reminder letter dated 17/12/2005 it is clear that the consumer has been following up with the licensee's office for resolving his grievance but there was no action taken by licensee.

- j) Licensee has not taken any action on the forum's letter No. 408 dated 29/12/2005 therefore the forum registered consumer grievance the consumer grievance was solved only after forum intervention.
- k) As the consumers two grievances (about three) has been solved and consumer has been advice to get in touch with EHV line division Bhoisar to resolving his third grievance
- l) As the EHT line is in question coming under the jurisdiction of Bhoisar transmission Line-Division the case out of the preview of the forum and therefore the case is being dismissed unanimously.
- 14) No order being passed.

***Date: - 10/05/2006 licensee***

**(V.V.Kelkar)**  
**Member**  
**CGRF Kalyan**

**(R.G.Maheshwari)**  
**Member Secretary**  
**CGRF Kalyan**