



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

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**IN THE MATTER OF GRIEVANCE NO. K/O/001/657 OF 2011-2012 OF**  
**M/S. PALMS WATER CLUB (WEST) REGISTERED WITH CONSUMER**  
**GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT**  
**SHIFTING OF ELECTRIC POLE .**

M/s. Palms Water Club  
Near Roshan Petrol Pump  
Murbad Road,  
Kalyan (West)

(Here-in-after  
referred  
as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited through its  
Dy. Executive Engineer  
Kalyan West Sub-Division No. I

(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. consumer of the licensee. The Consumer is billed as per commercial tariff. Consumer registered grievance with the Forum on 21/12/2011 for shifting of electric pole having composite line (HT & LT). The details are as follows :

Name of the Complainant :- M/s. Palms Water Club

Address: - As given in the title

Reason of dispute : Shifting of electric pole

having composite line (HT & LT).

- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/727 dated 21/12/2011 to Nodal Officer of licensee.
- 4) A hearing was held on 31/01/2012 @ 15.30 hrs. Nobody from consumer side was present for the hearing. The Member Secretary and Member of the Forum heard licensee in the meeting hall of the Forum's office. Shri Taiwade, Nodal Officer and Shri P. M. Deore, Assistant Engineer 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.
- 5) The complainant M/s. Palms Water Club situated Near Roshan Petrol Pump, Murbad Road, Kalyan (West) has filed it's grievance application for shifting of electric pole having composite line (HT & LT).. The brief facts of

the grievance application according to the complainant are as follows :

- a) The complainant lodged the grievance with licensee's Consumer Facilitation Centre on dt. 24/01/2011. The consumer states that no action has been taken by the licensee till 17/12/2011. Hence consumer approached to Forum on 21/12/2011.
- b) The complainant further states that one H. T. pole is existing in front of their main gate, so it is very difficult to enter to their hotel premises. Further complainant is ready to pay necessary estimate charges to licensee to carry out the pole shifting work.
- 6) Notice was issued to the licensee who appeared and filed it's say / letter as under :
  - a) The licensee submitted that proposal for shifting of H. T. pole will be sanctioned after providing consent of appointment of Licensed Electrical Contractor. The same fact conveyed to complainant vide letter No. EE/Kalyan/West/Tech/2185, dated 16/06/2011. The licensee has sanctioned the estimate subject to providing consent of appointment of Licensed Electrical Contractor and the estimate copy is endorsed to the complainant vide letter No. SE/KCK-I/Tech/482, dated 21/01/2012.
- 7) After going through the submissions made by both the parties and the documents placed on record, we have observed that :
  - a) After receipt of complainant's grievance to the Forum, the Forum alongwith licensee representatives and the complainant inspected the site on 23/12/2011 and directed licensee to submit sanctioned estimate copy to the Forum as well as to the complainant. The revised estimate is sanctioned by licensee vide No. SE/KCK/Tech/482, dated 21/01/2012 and endorsed

the copy to the complainant and Forum on 21/03/2012.

- 8) When the matter was kept for order, the complainant has moved an application on 21/03/2012 stating therein that the matter has been settled between the parties and estimate has been sanctioned for shifting of H. T. pole and that he has no grievance in respect of the issues raised in the grievance application No. K/O/001/657 and he doesn't want to proceed further. Record shows that the copy of sanctioned estimate dated 21/01/2012 has been given to Shri Vijay G. Mogul and the withdrawal application has been signed by Shri Vijay G. Mogul on the letter head of Palms Water Club.
- 9) Licensee filed the sanctioned estimate copy on dated 21/03/2012 hence case is not settled within stipulated time.
- 10) In view of the above, we inclined to pass the following order :

**O-R-D-E-R**

- 1) The grievance application stands disposed of as withdrawn.

Date : 22/03/2012

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

(R.V.Shivdas)  
Member Secretary  
CGRF Kalyan