

**Before Maharashtra State Electricity Distribution Co. Limited Consumer  
Grievances Redressal Forum, Pune Zone, 925, Kasabapeth Building, 11nd  
flr. Pune-11**

**Case No. 6 of 2007**

**Date: 16 / 05 / 2007**

**In the matter of Shri A. V. Dixit**

**- Complainant**

**V/S**

**M.S.E.D.C.L. Parvati Division**

**- Opponent**

<b>Corum</b>	Chair Person	Mr. A.V. Bhalerao
	Member	Mr. T. D. Pore
	Member/Secretary,	Mrs. N.D.Joshi,

Shri A.V.Dixit (Complainant for short) made a complaint to Dy. Ex. Engineer, MSEDCL, Wadgaon S/Dn. on 19.12.06 contending that supply of electricity to his premises was not at specified voltage. The supply of electricity being low it was not possible for him to work electrical appliances. The complaint was referred to 1<sup>st</sup> Appellate Authority, Pune Zone, Pune. While hearing the said complaint under Right to Information Act, the 1<sup>st</sup> Appellate Authority referred the said complainant to this Forum to decide it according to the provisions contained Maharashtra Electricity Regulatory Commission (Consumers' Grievance Redressal and Electricity Supply) Regulation 2005.

On receiving the said complainant a notice was served upon MSEDCL represented by its Executive Engineer (Opponent for short). The Opponent submitted its say dtd. 16.4.07 contending that on receiving complaint from the complainant an attempt was made to improve the voltage of electricity by diverting the load of the existing transformer feeding Poornanand Society wherein is the complainant's premises to the nearby DTC. However due to lengthy L.T. circuit and faulty L.T. cable crossing the concrete road it was not possible to get the improved voltage. It further contended that a new L.T. cable was being laid across the concrete road, however there was obstruction to cross the concrete road due to which it was impossible to lay cable. It contended that if the trench was dug across the concrete road a new cable would be laid down to improve the voltage. In order to give an opportunity to the Opponent to improve the voltage a matter was adjourned to 30.4.07.

The Opponent on 30.4.07 submitted a report that after laying new L.T./U.G. (185 sq. mm.) cable from Food World DTC and connecting to the L.T. Circuit towards Poornanand Society the voltage at metering point of complainant was improved at peak hours from 190 volts to 206 volts. The voltage more than 206 volts could not be improved as incoming voltage at Food World DTC was 10.2 KV against 11KV.

While having discussions across a table at the time of hearing it was explained to Executive Engineer, Parvati Division, Pune that, with whatever incoming voltage of 20.2KV at Old Parvati Sub Station it was possible for him to make supply of electricity to the complainant's premises at the specified voltage. The Opponent was again given time to improve voltage of electricity i.e. supply to the complainant's premises and the matter was adjourned to 16.5.07.

The Opponent submitted his 2<sup>nd</sup> report dtd. 15.5.07 stating that incoming voltage of Food World DTC through which electricity is supplied to the complainant's premises was augmented from 100KVA to 200KVA and the supply of electricity at metering point of the complainant's premises was improved to 225 volts during off peak hours and 215 volts during peak hours. Though the voltage was improved and complainant's inconvenience was redressed to a large extent, he insisted upon having supply as specified even during peak hours. The Opponent suggested to make available a place for installation of transformer.

The complainant submitted his say dtd. 16.5.07 and admitted that quality of supply of electricity to his premises was improved from 195 volts to 225 volts during off peak hours and from 185 volts to 215 volts during peak hours. He also admitted due to improvement in supply the working of all his electrical appliances even during peak hours was improved. The complainant in his say agreed to provide a suitable place to the Opponent for installation of a transformer after discussing the matter with Chairman and Secretary of his Society and also of the two nearby Societies. He promised that if the Society would not agree to make suitable place available for installation of a transformer he would make place available within his premises, after obtaining proper NOCs from the office bearers that erection of transformer will not be hazardous to his health.

Under Regulation 5.3 read with Appendix 'A' (3) (i) of Maharashtra Electricity Regulatory Commission (Standards of Performance period for giving supply and determination of compensation) Regulation 2005 the Opponent is to make supply of electricity to the complainant at 240 volts within 6% of the declared low voltage. The Opponent made all efforts and was successful in making supply at the specified voltage during off peak hours. Though the supply of voltage at peak hours is less than specified voltage it is not causing any inconvenience to the complainant. To improve the supply of electricity to specified voltage the installation of a transformer is necessary. The complainant has agreed to make available a place to the Opponent for installation of transformer. The complainant has claimed relief of having supply of electricity to his premises at specified voltage. The Opponent made all efforts within its control. The

Opponent has shown readiness and willingness to supply electricity at the specified voltage on the complainant making available suitable place for installation of new transformer, hence the Order.

**ORDER**

- 1) The Complainant is directed to make available a suitable place to the opponent as per the provisions of Regulation 5.5 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other Conditions of Supply) Regulation 2005.
- 2) The Opponent on or before completion of 3 months from the date on which the complainant shall deliver the possession of a suitable place to it for installation of transformer, shall install the transformer and continue the supply of electricity with voltage as prescribed in Regulation 5.3 read with Appendix 'A' (3) ( i ) of MERC Standards of Performance of Distribution Licensees period for giving supply and determination of compensation ) Regulation 2005, failing which the Opponent shall pay compensation as provided in Regulation 3.2 read with Appendix 'A' (3) (i) of the above referred Regulation to the complainant from the last date on which the Opponent is expected to install the transformer till date on which the supply of electricity as per Regulation is made even during peak hours.

Sign:

Mrs. N.D. Joshi,  
Member/Secretary

Mr. T. D. Pore  
Member

Mr. A.V. Bhalerao  
Chair Person

Date: 16/5/2007