

**CONSUMER GRIEVANCE REDRESSAL FORUM
M.S.E.D.C.L., PUNE ZONE, PUNE**

Case No. 10/2018

Date of Grievance : 08.03.2018

Date of Order : 30.05.2018

Hearing Date : 08.05.2018

In the matter of complaint of non completion of underground cabling and breach of SOP.

Shri. Shreekrishna Ramchandra Deshmane - Complainant
Nisrag Hsg.Scoy. Dehugaon,
Tal.Haveli, Dist.-Pune.

Vs.

The Ex. Engineer,
MSEDCL, - Respondent
Bhosari Division.

Present during the hearing :

A] - On behalf of CGRF, Pune Zone,Pune.

- 1) Shri. A.P.Bhavathankar, Chairman, CGRF,PZ,Pune
- 2) Mrs.B.S.Savant, Member Secretary, CGRF, PZ, Pune
- 3) Mr.Anil Joshi, Member, CGRF, PZ. Pune.

B] - On behalf of Appellant

- 1) Shri.Shreekrishna Ramchandra Deshmane, Consumer.

C] - On behalf of Respondent

- 1) Shri.U.J.Kawade, Addl. Ex. Engr., Pradhikaran Sub/ dn.

Above named consumer filed grievance against the Respondent utility informing that underground cabling work was given to the Mahadiscom Agency since last 2 months. The underground cabling work is not started and connection through pole line is disconnected. Consumer requested to make enquiry and give direction to utility for taking appropriate action.

Consumer attached copy of bill dated 1.8.2017

Connected load - 1 KW, Residential, single phase, Date of supply 26.3.2010.

Initially consumer made complaint to the IGRC on 21.2.2017. IGRC registered the case but not decided matter within stipulated 2 months. Therefore consumer approached to the Forum and filed complaint on 8.3.2018 in Form - A.

After filing complaint, office of CGRF issued a notice to the Respondent utility Ex.Engineer, Bhosari Division on 8.3.2018 for filing their reply the CGRF on or before 22.3.2018. On dated 18.4.2018 respondent utility filed reply and informed to the Forum that LT cable is arranged by BVG during the work of Overhead to underground. But the cable was faulty. LT- single phase 2 core cable 20 meter is arranged for the said consumer. Respondent utility assured that to complete the work within 2 days further requested to pass appropriate order.

Notice was given to the consumer on 8.5.2018 for hearing. Accordingly the matter was placed before Forum. Respondent utility representative appeared but consumer informed that he was unable to attend the hearing. Respondent utility informed on 18.4.2018 that the work of consumer was completed having reliance of this report. The consumer was satisfied with the reply & hence no cause of action survives to grant any relief to the consumer. It is informed by consumer on telephone to the office & e-mail dated 17.5.2018 & also by MSEDCL has confirmed that, the work has been completed hence I proceed to pass the following order.

ORDER

Consumer complaint No.10 of 2018 stands disposed off as dispute resolved.

On request of complainant the date of hearing was postponed and hence time limit of sixty day could not be observed.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Pune Urban Zone, Pune on 30th May-2018.

Note:

- 1) If Consumer is not satisfied with the decision, he may file representative within 60 days from date of receipt of this order to the Electricity Ombudsman in attached "Form B".

Address of the Ombudsman

The Electricity Ombudsman,
Maharashtra Electricity Regulatory Commission,
606, Keshav Building,
Bandra - Kurla Complex, Bandra (E),
Mumbai - 400 051

- 2) If utility is not satisfied with order, it may file representation before the Hon. High Court within 60 days from receipt of the order.

I agree/Disagree

I agree/Disagree

I agree/Disagree

Sd/-
ANIL JOSHI
MEMBER
CGRF:PZ:PUNE

Sd/-
A.P.BHAVTHANKAR
CHAIRPERSON
CGRF:PZ:PUNE

Sd/-
BEENA SAVANT
MEMBER- SECRETARY
CGRF:PZ:PUNE