



Consumer Grievance Redressal Forum, Kalyan Zone  
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**NO. K/E/1535/1809 to K/E/1537/1811 of 2018-19**    Date of registration : 22/01/2019  
Date of order : 27/02/2019  
Total days : 36

**IN THE MATTER OF GRIEVANCE NO. K/E/1535/1809 to K/E/1537/1811 of 2018-19 OF MRS.MANASI NERENDRA NAIK, S.NO.92/5 B, VILLAGE CHON, BADLAPUR (W), PIN CODE-421 503. REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN ABOUT BILLING DISPUTE.**

**Mrs.Manasi Nerendra Naik, K/E/1535/1809 OF 2018-19**

S.No.92/5 B, Village Chon,  
Badlapur (W), Pin Code-421 503  
(Consumer No. 021810001167)

**Mrs.Manasi Nerendra Naik, K/E/1536/1810 of 2018-19**

S.No.92/5 B, Village Chon,  
Badlapur (W), Pin Code-421 503  
(Consumer No.021810001141)

**Mr. Nerendra Achyut Naik, K/E/1537/1811 of 2018-19**

S.No.92/5 B, Village Chon,  
Badlapur (W), Pin Code-421 503  
(Consumer No.021810633805) . . . (Hereinafter referred as Consumer)

V/s.

Maharashtra State Electricity Distribution  
Company Limited

Through it's Nodal Officer/Addl.EE.

Kalyan Circle-II, Kalyan . . . (Hereinafter referred as Licensee)

Appearance : For Licensee - 1) Shri.S.D.Suradkar, Dy.EE, Badlapur (W) S/dn.  
2) Shri,A.S.Gosavi, AA, Badlapur (W) S/dn.

For Consumer - 1) Shri.Ketan Padhye (C.R.)  
2) Shri.Narendra Naik (C.R.)

[Coram- Shri A.M.Garde-Chairperson, Shri A.P. Deshmukh-Member Secretary  
Mrs. S.A.Jamdar- Member (CPO)].

1) Maharashtra Electricity Regulatory Commission, is, constituted u/s. 82 of Electricity Act 2003 (36/2003). Hereinafter for the sake of brevity referred as 'MERC'. This Consumer Grievance Redressed Forum has been established as per the notification issued by MERC i.e. "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006" to redress the grievances of consumers vide powers conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, (36/2003). Hereinafter it is referred as 'Regulation'. Further the regulation has been made by MERC i.e. Maharashtra Electricity Regulatory Commission. [Electricity Supply Code and other conditions of supply Regulations 2005]. Hereinafter referred as 'Supply Code' for the sake of brevity. Even, regulation has been made by MERC i.e. 'Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply & Determination of Compensation) Regulations, 2014.' Hereinafter referred 'SOP' for the sake of convenience.

2) The consumer herein are **i) Mrs.Manasi Nerendra Naik, Consumer No. 021810001167, and Agriculture connection. ii) Mrs.Manasi Nerendra Naik, Consumer No.021810001141 and Agriculture connection iii) Mr. Nerendra Achyut Naik, Consumer No.021810633805 and Residential connection** At village chon Badlapur (W). All the consumer complaint about erratic supply at their premises. Consumers complained with Mr. Ranpise (Lineman), Mr.Dhagle (Jr.Engineer) and Mr. Suradkar, they have given online complaints from time to time, which is unclosed with the grievance. In addition to this consumer contends as follows:

*We are given several reasons, pole broken, conductor stolen, wires entangled, transformer down and so forth. Generally they say that a lot of material is required which is not available in the office and very difficult to procure. We showed our ready ness to spend for the material and applied accordingly. However, the estimate given to us was for 1.5 lakh and that too will solve only the lighting problem and not the water problem.*

*In case of on-line complaints, the system is totally useless, since the complaint is in invariable closed within 2 to 4 hours of the complaint as 'Resolved' without verifying with us and even without a visit of the lineman. When asked, the operator tells us that the office has said so and she cannot help it.*

*Sir, we have 4 Gir cows with 5 calves. One of the above connections is near the river, used for fetching water to our farm. Now the cows have to be taken to the river front, 2 KM away, daily for their water intake. Their toes get injured calling for medical assistance, which you can check we have closed our poly house of gerbera flowers. All new mango plantation of last year has dried, which you can visit and see. We are not planting anything in the farm, since we have lost it several times due to want of water.*

*A part from this, there is always the danger of snake bite in the dark. One of our cows and also wife of the caretaker has already suffered from the snake bite, which also can be verified with doctors and clinics.*

*Under the situation, we find your service people are simply heart less, they give false promises or excuse bit verifiable by us. We find it difficult to retain the caretaker and the family. We are even ready to dispose off the farm altogether for a reasonable price.*

*The government is boasting of total electrification even in remote areas. However, we are not getting electricity in a place close to city. We have been paying our electricity bills regularly, our water bills regularly and still suffering from lack of water and electricity.*

*This is a high time now. We request you to find a stable solution for our problem, which we believe to be man-made. We have in the past come to you with same complaint, when the then JE Mr.Rathod promised us that such situation will not arise in future and asked us to withdraw the complaint. Now, we promise that this will not happen this time. If we do not get satisfactory and lasting solution, we shall proceed for further escalation and even legal action for all our losses so far.*

Consumer demands continuous supply with stable arrangement.

3) Notice was given to Licensee vide Letter no. EE/CGRF/Kalyan /033 dt.23/01/2019 to which Licensee appeared on date 05/02/2019 with reply dated 02/02/2019.

4) In its reply Licensee contended that during the inspection of connections of complaints it is noticed that one phase conductor of L.T. electric line is missing due to theft, hence consumer is not getting three phase supply. The connection of consumers are on 38<sup>th</sup> pole from transformer, hence consumer is getting low voltage. Licensee suggested that the H.T. line is passed at the distance of 0.24 km (5 pole) from consumer premises and there is an ongoing HVDS scheme for erection of separate transformer for farmers. Consumer can be given benefit of the scheme by giving separate 16 KVA transformer. Accordingly Licensee has prepared a technical estimate vide outward no.DYEE/BDL/West/Tech/DDF/120 dt. 01/02/2019 and submitted it to division for sanction.

5) We have gone through the documents filed by complainant and reply filed by Distribution Licensee. The main issue involved is erratic supply to consumer. Here Distribution Licensee officer has given remedy for the same by proposing new distribution transformers. During the hearing it revealed that, one pole of existing L.T. line is broken since one year, also the lineman of that area is not cooperating with consumer.

6) Since the distribution Licensee already has the solution for the problem we feel that licensee to carry out the work of new transformer within 3 months as suggested by them. Also Licensee to carry out the replacement work of broken pole, laying of stolen conductor and maintenance of complete 38 pole line within 1 month from order date to insure uninterrupted supply to consumer. Licensee to give suitable instructions to their lineman of the area to cooperate with consumer during interruption of supply.

Hence the Order

**ORDER**

1) The Grievance application of the consumer is allowed.

- 2) Licensee to carry out maintenance of L.T line within one month as explained in paragraph no.5.
- 3) Licensee to carry out work of new transformer under HVDS scheme or any other scheme as per technical criteria within 3 months.
- 4) Compliance be made within 45 days and report be made within 60 days from the date of receipt of this order.

Date: 27/02/2019

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

(A.P.Deshmukh)  
MemberSecretary  
CGRF, Kalyan.

(A.M.Garde)  
Chairperson  
CGRF, Kalyan

**NOTE**

- a) The consumer if not satisfied, may file representation against this order before the Hon. 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".
- b) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission for non-compliance, part compliance or
- c) 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"
- d) It is hereby informed that if you have filed any original documents or important papers you have to take it back after 90 days. Those will not be available after three years as per MERC Regulations and those will be destroyed.