

**BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
RELIANCE INFRASTRUCTURE LIMITED**

**Sr.No. 02/2015 Mr. Ramzan Abdul Sattar Shaikh, Ahilyabai Holkar Chawl,
R.No.125, Annabhau Sathe Nagar, Mankhurd, Mumbai 400 089.**

B.P.No. 904672751, East Division, LT-I.

Minutes of the Meeting dated. 19th October, 2015.

PRESENT

1. Mr. Vilas S Dikshit,- Chairman
2. Mr. Rajiv Nakhare, Vice President (RInfra) - Member
3. Mr. Satyanarayan Rajhans, Member

On behalf of M/s. Reliance Infrastructure Limited

- 1.Mr. Mritunjay Jha, Sr.Manager (Corporate Legal) Nodal Officer
- 2.Mr. Sanjay Desai, Sr.Manager, East Division.

On behalf of Consumer

- 1.Mr. Ramzan Abdul Sattar Shaikh
- 2.Mrs.Shahana Ramzan Shaikh

The complainant Mr. Ramzan Abdul Sattar Shaikh has filed present application alleging there in that in 2011 he had made an application for getting new electric connection to this premises situated at Ahilyabai Holkar Chawl, Room No.125 Annabhau Sathe Nagar, Mankhurd, Mumbai 400 089. It is his grievance that although he has made an application in 2011 till today RInfra has not provided him the new electric connection.

We have heard the applicant in person and also the nodal officer.

Nodal officer Mr. Mritunjay Jha has submitted that the premises of the applicant is situated where no electric connection is supplied so far. It is his contention that unless and until new substation is erected, it is not possible for the company to give supply to the premises of the applicant. It is his contention that the premises of the applicant is situated more than 200 meters from the place where the present service line is situated. The nodal officer also submitted that the premises of the applicant is situated on the Collector land. The main contention of the nodal officer appears to be that the

premises of the applicant is situated more than 200 meters away from the existing network and it is not possible for them to provide new electric connection to the premises of the applicant.

The applicant submitted that he is in need of only 100 Watt connection and for that purpose no new substation is required. To this the nodal officer submitted that it is not the question of giving supply of 100 Watt, but if this is so the company will have to give supply to other premises in the nearby area which according to him more than 1000 hutments and obviously the load of the present substation would be increased beyond its capacity which is technically not feasible.

The applicant also draws our attention to various photographs that theft of electricity is going on in that area which is also increasing the load on the existing network. To this the nodal officer as well as Mr. Desai, the representative of the company submitted that they are also concerned about this problem and they take action against those persons committing the theft of electricity through their vigilance department.

The applicant also submitted that the tapping meters are provided and he should be given new electric connection through tapping meter. To this the nodal officer and the representative of the company replied that they have provided the tapping meters where there is already existing network and the meter is installed in the existing meter cabin. It is the contention, that where there is absolutely no network, they cannot provide such type of tapping meters. The applicant admitted that at present there is no electric network nearby their premises.

It is also the contention of the applicant that PWD has given direction to the company to provide the electric connection to certain premises. The applicant drew our attention towards one letter 20.8.2002 written by Office of Electrical Inspector, Bandra addressed to Shri Satwant Dhondu, 2) Shri Daru Ulum 3) Shrimati Razia Begum and others. The applicant fairly considered that his name is not there in this letter. We have carefully gone through the said letter.

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Desai

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We would like to make it clear that this letter is dated 20.8.2002 and admittedly the applicant has given an application for new connection in 2011. After going through the said letter no doubt the Electrical Inspector allowed the application of those applicants, however it is specifically mentioned in the operative order that the company should consider the existing capacity of transformer and they should give supply as per the rules and regulations.

The nodal officer submitted that the distance between the premises of the applicant and the existing four way LT pillar i.e. last distribution point is 625 meters away and the complainants premises is at a distance of 200 meters from the nearest service point and as such they are not in a position to give new electric connection to the premises without commissioning of new substation and laying new network.

After considering the submission of the applicant as well as the nodal officer and representative of the company, one thing is certain that the company is not in a position to provide new electric connection to the premises of the applicant without the erection of the new substation because if they give supply to one premises they will have to give supply to other premises also which will certainly over load on the existing transformer.

From the submission, and from the documents supplied by the nodal officer it appears that the company is trying their level best to get land in that area for the erection of substation and they have also written to the collector in this regard. The nodal officer also drew our attention towards Regulation 4.10 of MERC (Standard of Performance of Distribution Licenses, Period for Giving Supply and Determination of Compensation) Regulations, 2014. which says, "The distribution Licensee shall not be held responsible for the delay, if any, in giving supply on account of problems relating to statutory clearances, right of way, acquisition of land or the delay in consumer's obligation which is beyond the reasonable control of the Distribution Licensee."

The nodal officer submitted that although they are trying their level best to get the land in that area for the erection of substation, they are not in a position to erect the substation, as no land is allotted to them so far which is certainly not in their hand and

company should not be held responsible for the same. The nodal officer also submitted that this fact is also admitted by the applicant in his rejoinder dated 15.10.2015.

After considering the submission of the applicant and the nodal officer as well as the representative of the company, it is clear that the company is not in a position to release new electric connection to the applicant as it is not feasible for them to do so unless a new substation is erected in that locality. Under these circumstances the forum is also of the opinion that it will not be just and proper on the part of the forum to give direction to the company to give electric connection to the premises. At the most this forum can direct the company to expedite their efforts to get the land in that area for the erection of substation.

With the above observation the following order is passed:-

Order:-

Application stands disposed off.

Dated: 19.10.2015
MIDC, Mumbai

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Sarab

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Sd/-

Vilas S Dikshit,
Chairman - CGRF

Sd/-

Rajiv Nakhare
Member - CGRF

Sd/-

Satyanarayan Rajhans
Member - CGRF