

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

**Sr.No. 11/2016      Mr. Jesuraj Arokaiswamy Joseph, Shop, New Pali, Near  
Dr.Ambedkar Statue, Dr.Ambedkar Road, Near Silver Rock Bldg, Khar West,  
Mumbai 400 052.**

**C.A.No. 151993180, LT-II (A),South Division.**

**Minutes of the Meeting dated. 1<sup>st</sup> September, 2016.**

**PRESENT**

1. Mr. Rajiv Nakhare, Vice President (RInfra) - Member
2. Mr.Rajhans Satyanarayan, Member

**On behalf of M/s. Reliance Infrastructure Limited**

- 1.Mr. Mritunjay Jha, Dy.General Manager (Corporate Legal) Nodal Officer
- 2.Mr.Rajeev Laxman Agharkar, Dy.General Manager, South Division

**On behalf of Consumer**

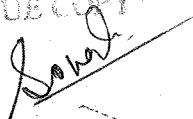
1. Mr.Ramzan Shaikh ( Representative of the Consumer )

The Consumer representative Mr. Ramzan Shaikh submitted that they have applied for a new electric connection for the Shop at New Pali, Near Dr.Ambedkar Statue, Dr.Ambedkar Road, Khar West, Mumbai 400 052 under LT2 (a) category. It is further submitted that they have deposited the required processing fees with the Respondent but the Respondent has not released the new electric connection to their premise till date.

The Respondent is represented through the Nodal Officer and Mr. Agharkar. It is submitted on behalf of the Respondent that after receipt of the payment towards the new connection, the file was processed and advice was given to the service department for laying of service cable. However, the laying of cable work could not be done as the excavation permission from MCGM was required. As per the standard practice, the excavation permission are not issued by MCGM during monsoon period.

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It is further submitted that the premise / shop of the complainant is situated on the footpath and the respondent has received a letter from the office of the MCGM Commissioner with a request not to release any electric connection to the shops / stalls on the footpath without their permission. The respondent has also annexed the letters of the MCGM in support of their submission with Nodal Reply.

It is further contended by the Representative of the Respondent that they have approached the MCGM for laying of cable but they have not received any reply thereof.

We have heard the submissions made by both the parties perused the documents on record and we are of the opinion that this Forum cannot pass any order to lay the cable without obtaining permission from the concerned department and hence passed the following order.

- 1) The Respondent may re-approach the MCGM to obtain permission to excavate to lay cable to provide electric connection to the complainant.
- 2) The Respondent may share the correspondences with the Complainant so that he may also pursue with the MCGM department for their permission.

The Case Stands disposed off.

**Dated: 01.09.2016**  
**MIDC, Mumbai**

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*Sd/-*

**Rajiv Nakhare**  
**Member - CGRF**

*Sd/-*

**Rajhans Satyanarayan**  
**Member**