

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

1st Floor, Devidas Lane, Off. S.V.Road, Near Devidas Lane Telephone Exchange, Borivali
(West), Mumbai – 400103.

E-mail : consumer.forum@cgrfrinfra.org.in Website : cgrfrinfra.org.in Tel.No.:022-30094247

Grievance Application No. 04/2018 Date : 07/04/2018

Ms Mumtaj Ahmed Shaikh, A-255, Ahilyabai Holkar Chawl, KGN Welfare Society, Annabhau Sathe Nagar, Chikhalwadi, Near Saibaba Mandir, Mankhurd, Mumbai 400 043.

Account No. 152299962, Residential, East Division

Mumtaj Ahmed Shaikh Applicant / Complainant

Reliance Infrastructure Ltd. Respondent (Distribution Licensee/Utility)

Minutes of the Hearing dated. 3rd July 2018

PRESENT

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

On behalf of M/s. Reliance Infrastructure Limited

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

On behalf of the Applicant / Complainant

1.Mr.Dhruv Malhotra (Representative)

- 1) The Applicant / Complainant has filed the present application alleging there in that he had applied for new electric connection for his room situated at Annabhau Sathe Nagar, Mumbai. He alleged that the utility (RInfra) has kept his application pending. He prayed to provide new electric connection for his room at the earliest.

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- 2) Initially he moved an application before IGRC.
- 3) Being aggrieved by the order passed by IGRC he filed the present grievance application before this Forum. In this application he has also contended that he had moved an application for the new electric connection but he has not received electric connection so far. In this application also he prayed to give electric connection at the earliest.
- 4) Nodal Officer filed reply. In short it is the contention of the Nodal Officer that the utility (RInfra) is ready to give electric connection but the residents of Siddhivinayak Chawl, Annabhau Sathe Nagar did not allow the company workers to lay the cable which is required to give connection. It is the contention that without laying cable it is not possible to give electric supply to applicant. It is his contention that four attempts were made to lay the cable by taking the police aid.
- 5) Heard the Representative of the Applicant, Nodal Officer and Representative of the utility (RInfra).
- 6) It is not disputed that the utility (RInfra) tried to lay the cable to give supply to the premises of the Applicant/Complainant. The Representative of the applicant fairly admitted that the resident of Siddhivinayak Nagar, Annabhau Sathe Nagar did not allow the company workers to lay the cable which is very much necessary to give supply to premises of the Applicant / Complainant. It is almost admitted fact that even the police aid was also taken when the workers of the utility (RInfra) were trying to lay the cable to give supply to the premises of the Applicant / Complainant. They physically obstructed the execution of the work despite Police Protection.

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- 7) Nodal Officer also submitted that the supply to the premises of the Applicant /Complainant can be given if the workers of the utility (RInfra) are allowed to lay the required cable.
- 8) Under these circumstances, this Forum is of the opinion that, there is no any intentional delay on the part of utility (RInfra) to give electric supply to the premises of the Applicant / Complainant.
- 9) Under these circumstances, this Forum feels that the present application deserves to be disposed of, but before disposing of the application, the Forum feels it necessary to give certain directions. In view of this, following order is passed:-

ORDER

Application stands disposed of.

The Applicant / Complainant as well as the utility (RInfra) should make Joint efforts once again to complete the job of laying cable to give necessary supply to the premises of the Applicant / Complainant.

No Order as to cost.

Dated : 03/07/2018.

Place : Mumbai

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Vilas S. Dikshit
Chairman - CGRF

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Rajiv Nakhare
Member – CGRF