

**BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
ADANI ELECTRICITY MUMBAI LIMITED**

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

E-mail : Consumerforum.Mumbaielectricity@adani.com Website : cgrf.adanielectricity.com
Tel.No.:022-30094247

Grievance Application No. 23/2018 Date : 23/07/2018

**Mr. Shankar Balkrishna Yeram , T-1, KD Kumbhar Chawl, Govindwadi Talao,
Andheri Kurla Road, Mumbai- 400093. Contact : 9324333849**

Account No. 152455953, Residential, South Central Division

Shankar Yeram Applicant / Complainant

**Adani Electricity Mumbai Ltd. (AEML) Respondent(Distribution
Licensee/Utility)**

Order of Hearing dated. 18th September, 2018

PRESENT

1. Mr. Vilas Dikshit, Chairperson.
2. Mr. Rajiv Nakhare, Sr.Vice President (Adani Electricity Mumbai Ltd.) – Member.
3. Mr. Milind Gandbhir – Member , (CPO).

On behalf of Adani Electricity Mumbai Limited (AEML)

1. Mr. Mritunjay Jha, Dy.General Manager (Corporate Legal) Nodal Officer)
2. Mr. Prem D'souza , Additional V.P.,AEML

On behalf of Applicant / Complainant

1. Mr.Shankar Balkrishna Yeram (Applicant)
2. Mr. Ravi Kumar Barkunte (Representative)
3. Mr. Suresh Pillai (Representative)
4. Mr.Veerbahadur Shersingh (Representative)
5. Mr.Jeetendra O: Singh. (Representative)

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Being aggrieved by the order passed by IGR, the Applicant / Complainant filed the present application before this Forum.

Contentions of the Applicant/ Complainant :

1. The Applicant / Complainant and his representatives contended that they had applied for meter shifting of C.A. No. 152455953... for 7 residents of Mangal Murti Seva Sangh.
2. The Applicant / Complainant stated that he wrote letter to the Utility / Distribution Licensee (DL) dtd 07/05/2016 regarding laying new cable connection as they had been facing power fluctuation/ load fluctuation . He also complained to the Utility / Distribution Licensee (DL) about power theft and locked meter cabin on 08/02/2018

Contention of the Nodal Officer of Utility/Distribution Licensee :

1. The Nodal Officer of Utility/Distribution Licensee stated that the Complainant has filed the present grievance, related to shifting of electric meter no. 8770218 meters C.A. 152455953 under LT-1 (B) category installed at T-1 K D Kumbhar Chawl, Govindwadi Talad Andheri Kurla Road, Mumbai -400093.
2. The Nodal Officer of Utility/Distribution Licensee stated that the (Respondent) Utility/DL stated that on 23/02/2018 the Complainant submitted an application for shifting of his meter no. 8770218 from the existing meter cabin which has been fixed decades ago, and the space suggested / provided for shifting of meter was not meeting the criteria of single point isolation and hence the application of the Complainant and other 6 residents of the Kumbhar chawl were rejected. Pursuant thereto the Complainant and other representative persuaded the personnel of Respondent for site visit, even upon re site visit on 10th May'18

it was confirmed that the above mentioned criteria raised by the Respondents holds good.

3. The Nodal Officer of Utility/Distribution Licensee further stated that subsequently the Complainant filed grievance before the Internal Grievance Cell (IGR Cell), during hearing it was submitted by the that there are seven (7) residents of Kumbhar Chawl (including the Complainant) who are facing problem due the disturbance caused by a person named Mr. Kumbar, and requested for a separate meter cabin, which would be accessible to them. The Respondent clarified the Complainant that partial shifting of meter is not feasible due to safety reasons; nevertheless it was informed to the Complainant that considering his submissions the (Respondent) Utility/DL would lay separate electric cable from different location. The minutes of the meeting recorded by the Internal Grievance Redressal Cell in accordance with the law.
4. The Nodal Officer of Utility/Distribution Licensee further stated that further in accordance with the MoM of IGR Cell, the (Respondent) Utility/DL have raised the estimate on 29/08/2018, and advised the Complainant to pay the charges to proceed with his request. It is submitted that the payment of estimate amount of Rs. 22,438.00 has been made on 04/09/2018 and request of the Complainant is under process.
5. It is the contention of the Nodal Officer of Utility/Distribution Licensee that Respondent deny each and every allegation, contention and submission made against them in the complaint.

6. It is further stated by the Nodal Officer of Utility/Distribution Licensee that the Respondent humbly submits that with the permission of this Hon'ble Forum, the Respondent reserves its right to submit and rely upon the additional documents as and when required during the course of hearing.
7. It is further stated by the Nodal Officer of Utility/Distribution Licensee that the Respondent specifically denies that Complainant is entitled for any compensation as prayed for. It is submitted that Complainant has to fulfill all the formalities and obtain permissions and NOC to enable the Respondent to lay cable.

Heard the Applicant / Complainant , representatives of the Applicant / Complainant, the representatives and the Nodal Officer of the Utility / Distribution Licensee (DL).

1. In short, it is the contention of the Applicant / Complainant that they had moved an application for shifting of the meter but the Utility was not doing so.
2. During the course of hearing, the Applicant / Complainant and his representatives submitted that they were asked to get necessary permission. The representative of the Applicant / Complainant drew our attention to the letter of the Utility / Distribution Licensee (DL) dtd. 10/03/2018 in which they were informed that their application for shifting of the meters stands cancelled in view of clause No.:12(1) related to Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations 2010. Whatever this may



be, from submission made before us, it appears that the application of shifting the meters were moved on 29/08/2018, the estimate was raised on the same day i.e. 29/08/2018. The payment was made on 04/09/2018 and the shifting of meters was done on 08/09/2018.

3. This Forum feels that when the meters are already shifted for which the Applicant / Complainant had moved an application, the cause of action does not survive. Hence, we are inclined to dispose of the application.

Hence, the following Order is passed.

ORDER

1. The application stands disposed of.
2. No order as to cost.

Date : 18/09/2018.
Place : Borivali, Mumbai

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Vilas S. Dikshit
Chairperson – CGRF

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