

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
B.E.S. & T. UNDERTAKING

(Constituted under section 42(5) of Electricity Act 2003)

Ground Floor, Multistoried Annex Building,
BEST's Colaba Depot
Colaba, Mumbai – 400 001

Telephone No. 22853561

Representation No. S-B-98-2010 dt. 23/3/2010

M/s. Alif Construction Builders & DevelopersComplainant

V/S

B.E.S. & T. UndertakingRespondent

Present

Quorum

1. Shri. R.U.Ingule, Chairman
2. Shri. S. P. Goswami, Member
3. Smt. Varsha V. Raut, Member

On behalf of the Complainant

Not Present

On behalf of the Respondent

1. Shri. R.R. Patil, Supdt. CC 'B' ward
2. Shri. P.G. Hire, AOCC 'B' ward
3. Shri. M.S. Bagul, OA CC 'B' ward

Date of Hearing: 13/05/2010

Date of Order : 11/06/2010

Judgment by Shri. R.U.Ingule, Chairman

M/s. Alif Construction Builders & Developers, 3, Dontad Street, Khadak, Mumbai – 400 009, approached to CGR Forum for his Grievance regarding delay in providing electricity connection. He has prayed that loss due to delay in providing electricity connection be compensated.

Complainant's contention in brief are as under

1. Complainant **M/s. Alif Construction Builders & Developers**, has approached to Internal Grievance Redressal Cell of respondent (BEST) on 7/1/2010 for his grievance regarding delay in giving electricity supply at Bldg no. 1809, 1815, 1817 & 1818 Jail Road.
2. In response to his grievance in IGR Cell, Respondent vide letter dtd. 9/03/2010 has informed that his request of submitting NOC from CFO, lift at the time of giving electric supply is accepted & necessary work order is forwarded to erection department on 9/2/2010.
3. Unsatisfied by the reply of respondent's IGR Cell, complainant approached CGR Forum in Schedule 'A' format on 19/3/2010, informing that he has made application for electricity connection to respondent on 23/6/2009, however till date meters are not installed. He also informed the harassment done by the officers of Customer Care Dept ('B' Ward) of the respondent.
4. He has prayed necessary compensation & penalty to the concerned for delay in providing electricity connection in spite of regular follow-up & compliances.

In counter Respondent, BEST Undertaking has submitted its contention *inter alia* as under

5. Complainant has applied for Temporary Electric Supply for construction purpose for redevelopment of the said plot vide requisition No 2086539 dtd. 31/08/2007 and supply was given on 19/09/2007 after following due procedure. Complainant is supposed to take extension for temporary supply every month as per present practice. In case of redeveloped buildings, applicant should register requisition for permanent electric supply well in advance. In spite of our further reminders at the time of extension of Temporary Electric Supply consumer has applied for permanent electric supply for redeveloped Ground + 7th Floor tenant building on 23/06/2009 vide requisition number 2100547, when proposed building construction was almost completed. In case of redeveloped buildings, applicant should register requisition for permanent electric supply well in advance. Appointment was taken by representative of "Noble Electric on 8/9/2009 for site inspection. It was noticed that proposed meter room was not marked in EEBP approved plans. Then LEC himself make correction in the plans and which was not certified by him. After certification of correction in the plans. "Technical Clearance was obtained from Planning Department on 28/10/2010. Delay has occurred in initiating TC is completely on the part of LEC appointed by the applicant.
6. Service quotation can be given only after deciding the location and existence of proposed room where meters for measuring electricity are to be installed. Complainant failed to show the constructed meter room as agreed at the time of site visit on 01/12/2009. For deciding proposed location of meter in spite of showing same in EEBP approved plans site visits were arranged along with complainant representative on 10/12/2009 and 29/12/2009. Then service quotation was given to applicant on 6/1/2010. Delay has occurred in giving service quotation has occurred is on the part of LEC appointed by the complainant.
7. Before sending work order site compliances as per terms and conditions of service quotation are to be checked. During the site visit along with representative of "Noble Electric on 8/1/2010, site compliances are not as mentioned in service quotation. Hence letter was sent to complainant on 13/1/2010 for the same. During fresh visit on 5/2/2010 site compliances are as mentioned in service quotation and then work order was engaged on 8/2/2010. Delay has occurred in giving sending work order has occurred is on the part of LEC appointed by the complainant.
8. Action taken by complainant was based on vague information given by LEC appointed by complainant, which was not required at all.
9. Laying of service cable after sending work order to executing department is totally internal activity. The follow up by applicant/LEC appointed by the applicant is required.
10. Doubts in the mind of complainant is baseless.
11. As the delay has occurred on the part of complainant there is no need of imposing penalty. On the contrary complainant had not followed the laid down procedure for the same.
12. In view of the above, complainant prayed the Hon'ble Forum requested to give suitable order as deemed fit.

REASONS

13. The aforesaid complaint was posted for hearing before this Forum on 13/5/2010. However, neither in the entire day any one appeared on behalf of the complainant consumer, nor any adjournment application has been placed before us till this date.
14. Under such facts & circumstances, we therefore find the complainant consumer being not interested in prosecuting his instant complaint before this Forum. We therefore find it expedient to pass the following order.

ORDER

1. The complaint no. S-B-98-2010 dt. 23/3/2010 stands dismissed for want of prosecution.
2. Copies be given to both the parties.

(Smt. Varsha V. Raut)
Member

(Shri.S.P.Goswami)
Member

(Shri. R.U. Ingule)
Chairman