

BEFORE THE ELECTRICITY OMBUDSMAN (MUMBAI)

(Appointed by the Maharashtra Electricity Regulatory Commission
under Section 42(6) of the Electricity Act, 2003)

REPRESENTATION NO. 124 OF 2025

In the matter of Interruptions in Power Supply

Bhavna Ramashray SinghAppellant
(Cons. No. 020425132068)

V/s.

Maharashtra State Electricity Distribution Co. Ltd. Kalyan East Dn..... Respondent

Appearances:

Appellant : 1. Siddharth Singh, Brother of the Appellant

Respondent: 1. Gajanan Patil, Executive Engineer / Nodal Officer, Kalyan Circle I
2. Jagdish Bodkhe, Executive Engineer, Kalyan East Dn.
3. Girish Bhagat, Addl. Executive Engineer, Kalyan East S/Dn. III
4. Padmakar Hatkar, Dy. Ex. Engineer


Coram: Vandana Krishna [IAS (Retd.)]

Date of hearing: 27th January 2026

Date of Order: 17th March 2026

ORDER

This Representation was filed on 30th December 2025 under Regulation 19.1 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 (CGRF & EO Regulations 2020) against the Order dated 10th September 2025 in Case No. 63 of 2025 passed by the Consumer Grievance Redressal Forum, MSEDCL, Kalyan I (the Forum). The Forum allowed the grievance application as below:


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- 1) Respondent to ensure proper maintenance or up gradation of its infrastructure (if required) to avoid frequent power supply outages. The action taken in this regard is to be communicated to the Applicant under intimation to this Forum.
- 2) Compensation as per the SOP norms is to be paid to the Applicant for the outages that falls within the norms period, except for the period as mentioned under provision 18.1 of the MERC Supply Code Regulation 2021.
- 3) Intimating of the planned outages on Applicants registered contact number is to be followed.

➤ We note that the Forum issued a general or broad order to pay compensation as per SOP norms, without going into specific calculations, or specifying the actual payable compensation amount. This has led to the escalation of the grievance to the Electricity Ombudsman level, which was avoidable.


2. The Appellant has filed this Representation against the order passed by the Forum. An e-hearing was held on 27.01.2026 through Video Conference. The parties were heard at length. The Respondent's submissions and arguments are stated as below. *[The Electricity Ombudsman's observations and comments are recorded under 'Notes'.]*

- (i) The Appellant is a residential Consumer. The details of this connection are tabulated as below:

Table 1:

Name	Consumer No.	Address	Sanctioned load	Date of Supply
Bhavna Ramashray Singh	020425132068	Flat No 603,Shree Vitthal Darshan, Near Baman Dev Mandir, Nandivali Tekdi, Dombivali East, Pin code:421204	1 kW	09.11.2017


- (ii) The Appellant is facing frequent and prolonged power outages (lasting 7-8 hours or more, multiple times in a week) since April 2025. The Appellant has filed complaints regarding power failure through the online system mainly for the month of June 2025. This single-phase residential connection receives supply from the 22 KV Nandivali


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feeder originating from the 220 KV /22 KV Pal Receiving Station. The length of this 22 KV Feeder is 7 Km. *[Note: Ideally, in order to ensure reliable power supply, the length of the feeder should not exceed 3 km. This aspect relates to basic infrastructure, and should be prioritized by the Respondent especially in rapidly urbanizing areas such as in the current case.]*

- (iii) The repair and maintenance work of the said feeder has been taken up on 10.07.2025. Appropriate care will be taken from this office to reduce the above complaints. The enclosed power failure sheet of the Respondent shows 21 power supply related online complaints from the Appellant from 05.04.2025 to 27.06.2025, i.e. **at least 21 interruptions occurred within 84 days**. The Respondent further stated that there were issues at EHV level which were out of their control as the EHV lines are under the jurisdiction of MSETCL. The Forum directed the Respondent to provide a detailed analysis and action taken report before the next hearing. Accordingly, the Respondents fetched the power failure details by taking MRI of one of the 3 Phase meters connected on the same LT network as that of the Appellant, and submitted the report vide letter dated 28.07.2025.
- (iv) The Respondent has carried out regular maintenance works on the 22 kV Nandivali Feeder from June 2025 to October 2025. The preventive and breakdown maintenance works were undertaken as per the PM/BM scheme to improve supply reliability. Copies of the relevant maintenance orders are kept on record.
- (v) SOP Compensation for Eligible Outages (Except Uncontrollable Events):- The Respondent has already provided complete details regarding the interruptions, including dates, duration, and reasons for outages. The same have been elaborated in detail in the Table given below. Upon scrutiny of each interruption with reference to the Standard of Performance (SOP) Regulations, it is evident that:
- Several interruptions were due to EHV load shedding, which is beyond the control of this office and hence non-applicable for SOP compensation.
 - Certain outages were due to planned maintenance, for which prior intimation was duly given to consumers.


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- The remaining interruptions in this rainy season were caused by faults such as fuse calls, falling of tree branches, crow faults, Gang Operated Device (GOD)/ Isolator operations, etc., all of which were restored well within the permissible 4-hour limit prescribed under SOP norms.

Accordingly, none of the interruptions qualify for SOP compensation as per the prevailing regulations.

Table 2

Sr. No	Power Failure Occurrence Date	Power Failure Occurrence Time (Hrs)	Power supply restored Date	Power supply restore Time (Hrs)	Duration of Interruptions (Hrs)	Remark	As per SOP Guidelines	SOP Applicability
1	03.06.2025	13.29	03.06.2025	14.01	0.32	LA Blast	4 Hrs	No
2	03.06.2025	15.47	03.06.2025	16.23	0.36	G.O.D Open	4 Hrs	No
3	06.06.2025	12.48	06.06.2025	13.52	1.04	Fuse Call	4 Hrs	No
4	10.06.2025	9.59	10.06.2025	14.12	4.13	Maintenance work	Prior intimation given	No
5	12.06.2025	22.54	12.06.2025	1.08	2.14	G.O.D Open	4 Hrs	No
6	16.06.2025	5.09	16.06.2025	7.07	1.58	RYB Earth fault/cable fault	4 Hrs	No
7	18.06.2025	0.52	18.06.2025	2.46	1.54	Tree branch felt on line	4 Hrs	No
8	19.06.2025	8.52	19.06.2025	9.58	1.06	G.O.D maintenance work	4 Hrs	No
9	21.06.2025	9.08	21.06.2025	9.48	0.4	Jump reconnection work	4 Hrs	No
10	22.06.2025	23.18	22.06.2025	0.33	1.15	Fuse Call	4 Hrs	No
11	24.06.2025	10.54	24.06.2025	12.31	1.37	Fuse Call	4 Hrs	No
12	26.06.2025	17.11	26.06.2025	17.41	0.3	Fuse Call	4 Hrs	No
13	27.06.2025	8.5	27.06.2025	9.59	1.09	Tree branch felt on line	4 Hrs	No
14	29.06.2025	11.51	29.06.2025	12.25	0.34	Tree branch felt on line	4 Hrs	No
15	30.06.2025	11.14	30.06.2025	14.51	3.37	HT pole felt/cut point work	4 Hrs	No
16	30.06.2025	21.05	30.06.2025	21.39	0.34	Fuse Call	4 Hrs	No
17	04.07.2025	15.28	04.07.2025	16.09	0.41	Crow fault	4 Hrs	No
18	05.07.2025	8.56	05.07.2025	9.48	0.52	Load Shedding by EHV	4 Hrs	No
19	07.07.2025	18.43	07.07.2025	19.26	0.43	Fault tripping	4 Hrs	No
20	08.07.2025	6.58	08.07.2025	7.35	0.37	Fault tripping	4 Hrs	No
21	08.07.2025	21.44	08.07.2025	22.19	0.35	G.O.D Closing work	4 Hrs	No
22	09.07.2025	19.01	09.07.2025	19.36	0.35	Crow fault	4 Hrs	No
23	10.07.2025	10.17	10.07.2025	15.50	5.33	Shut down for maintenance	Prior intimation given	No
24	10.07.2025	18.39	10.07.2025	20.06	1.27	Load Shedding by EHV	N.A.	No
25	14.07.2025	12.36	14.07.2025	13.17	0.41	Load Shedding by EHV	N.A.	No
26	21.07.2025	16.45	21.07.2025	18.10	1.25	Load Shedding by EHV	N.A.	No


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In view of the above, the Respondent prays that the representation of the Appellant be rejected.

[Note: From the above table, it is seen that on some occasions the power cut was for more than 4 hours, and in many cases, no prior intimation notices were provided.]

3. The Appellant's submissions and arguments are as follows: -

- (i) The Appellant is a residential consumer of the Respondent. The particulars of the electricity connection are provided in Table1.
- (ii) **Despite lodging repeated complaints through the Maha Vitaran mobile application, the residents of the concerned area have been subjected to frequent and prolonged power outages, often lasting 7 to 8 hours or more, several times a week. [Note: From the data submitted by the Respondent, it is seen that generally the outages ranged from about ½ an hour to 1½ hours, while on 6 occasions they ranged from about 2 to 5½ hours.]** The interruptions are routinely attributed to “maintenance work”; however, no specific justification, prior intimation, or permanent corrective measures have been communicated by the Respondent. **Such recurring and extended outages have caused serious inconvenience to the residents, thereby causing financial loss and hardship.**
- (iii) The continued occurrence of such interruptions amounts to deficiency in service on the part of the distribution licensee and is contrary to its statutory obligation to provide reliable and uninterrupted electricity supply in accordance with the provisions of the Consumer Protection Act, 2019 and the applicable regulatory framework governing standards of performance. The Appellant has, therefore, consistently sought immediate remedial action and a permanent solution to prevent further disruption of electricity supply in the affected area.
- (iv) Aggrieved thereby, the Appellant filed a grievance application before the Consumer Grievance Redressal Forum on 23.06.2025, praying for directions to the Respondent to ensure stable and uninterrupted electricity supply at Vitthal Darshan Building, Nandivali Tekdi, Dombivli (East); to award compensation for inconvenience and financial losses suffered due to repeated and prolonged outages; and to declare such


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frequent and unjustified interruptions as deficiency in service under the Consumer Protection Act, 2019. The Forum, by its order dated 10.09.2025, partly allowed the grievance application. The operative portion of the said order is reproduced above in the first para.


(v) Being aggrieved by the partial relief granted and continued non-compliance, the Appellant respectfully prays that this Hon'ble Ombudsman may be pleased to direct the Respondent to:

- a) Strictly comply with the Forum's order dated 10.09.2025 in letter and spirit;
- b) Compute and pay full Standards of Performance (SoP) compensation in respect of all 27+ eligible outages, along with a detailed calculation sheet;
- c) Undertake comprehensive infrastructure up-gradation in the affected area and submit a detailed Action Taken Report; and
- d) Pay additional compensation of Rs. 10,000/- towards continued deficiency in service, inconvenience, and mental harassment suffered by the Appellant.

4. The Respondent initially submitted a reply wherein its preventive maintenance report was not submitted. During the course of the hearing, the Respondent was directed to furnish a comprehensive report of the total resurvey of the 22 KV Nandivali Feeder, of preventive maintenance work, and maintenance carried out till date.

5. As per the above directions, the Respondent submitted a detailed reply vide its email dated 09.03.2026, the contents of which are summarized below:-

Preventive Maintenance Report of 22KV Nandivali Feeder upto 05.03.2026					
Sr. No.	Nature of work	Unit	Target as Per Survey	Target Achieved till date on 05.03.2026	% Achieved
1	Patrolling & Tree cutting	Span	1240	1240	100
2	Replacement of pin insulators	Nos	35	35	100
3	Replacement of Disc Insulator	Nos	13	13	100
4	Replacement of faulty DTC lightning arrester	Nos	6	6	100
5	Cleaning/repairing of LT distribution box	Nos	12	12	100
6	Oiling / greasing of GOD contact	Nos	4	4	100
7	Installation of new GOD	Nos	4	4	100
8	Replacement of jumpers	Nos	27	27	100
9	Restraining of loose spans HT	Spans	12	12	100
10	Restraining of loose spans LT	Spans	25	25	100
11	Replacement of deteriorated/Old conductor	KMS	2	2	100
12	Repairing of 4 /6/8 way LT feeder pillar	Nos	22	22	100
13	Installation of Bird Guard	Nos	280	280	100


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The following proposed works will be carried out in the next 6 months: -

1. 2 new feeders emanating from 22 /22 KV Runwal Mycity Switching Station will be set up, so that the feeder length will be reduced by 50%. Consequently, reducing fault level by 50%.
2. Interlink between 22 KV Sagaon feeder & 22 KV Nandivali feeder will provide redundant power supply.


Analysis and Ruling

6. Heard the parties and perused the documents on record.

7. The Appellant is a residential consumer. His building falls in a peri-urban and rapidly urbanising area, with its consequent overload on the infrastructure. The Nandivali area was earlier part of a rural jurisdiction; however, it is presently within the limits of the Kalyan-Dombivli Municipal Corporation. The area receives electricity supply through a 22 kV/430 V distribution transformer, which is fed by the 22 kV Nandivali Feeder originating from the 220/22 kV Pal Receiving Station. The length of the said feeder is approximately 7 km.

8. The grievance of the Appellant primarily pertains to frequent power interruptions specially since April 2025, sometimes lasting 7–8 hours or more several times in a week, causing inconvenience and hardship to the residents of Vitthal Darshan Building, Nandivali Tekdi, Dombivli (East).

9. The Respondent has stated that the interruptions were mainly due to various operational reasons such as EHV load shedding, planned maintenance works, fuse calls, tree branches touching lines, crow faults, and Gang Operated Device (GOD) operations, particularly during the rainy season. It is further contended that the EHV related outages were beyond the control of the Respondent, as the Extra High Voltage network is under the jurisdiction of MSETCL. The Respondent has also stated that repair and maintenance works of the said feeder were undertaken from 10.07.2025 onwards and that preventive as well as breakdown maintenance works were carried out during the period June 2025 to October 2025 under the PM/BM scheme to improve supply reliability.


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10. The details of interruptions including date, duration and cause of outages were analyzed with reference to the Standards of Performance (SOP) Regulations. According to the Respondent, several interruptions were due to EHV load shedding, which are classified as uncontrollable events and therefore not eligible for SOP compensation. Certain outages were also attributed to planned maintenance activities, for which prior intimation was stated to have been given to consumers. The remaining interruptions were reportedly restored within the permissible time limit of 4 hours prescribed under the SOP Regulations. On this basis, the Respondent has contended that none of the interruptions qualify for SOP compensation. However, the data in Table 2 indicates that on some occasions the duration of power interruptions was equal to or exceeded four hours.

11. During the course of the hearing before this authority, it was noticed that the preventive maintenance report and the detailed feeder resurvey report were not initially placed on record. Therefore the Respondent was directed to furnish a comprehensive report regarding the total resurvey of the 22 kV Nandivali Feeder along with details of preventive maintenance works carried out till date. From the overall material placed on record, it appears that though several interruptions were indeed reported during the relevant period, the Respondent has attributed the same to maintenance works, seasonal faults, and certain upstream EHV related issues. At the same time, the number of interruptions reflected in the complaint records indicates that the supply reliability on the said feeder required attention and improvement through appropriate maintenance and infrastructure strengthening measures.

12. It is pertinent to note that under the Standards of Performance Regulations, compensation is payable only when interruptions exceed the prescribed limits and are attributable to reasons within the control of the distribution licensee. Interruptions caused due to uncontrollable events or upstream transmission failures do not qualify for such compensation.

13. In the present case, the Respondent has placed on record the feeder interruption analysis and maintenance details to substantiate that most interruptions were either beyond its control or restored within the prescribed time limit. However we find that on 10.06.2025 and


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10.07.2025, the power interruptions exceeded the prescribed limit of 4 hours, and hence are eligible for compensation as a special case, given the repeated interruptions.


14. Pursuant to the directions issued during the course of hearing, the Respondent has submitted a Preventive Maintenance Report of the 22 kV Nandivali Feeder up to 05.03.2026. The report indicates that a detailed feeder survey was undertaken and various preventive maintenance activities were carried out to improve the reliability of electricity supply. From the said report, it is observed that the Respondent has completed several maintenance works with 100% achievement against the targets fixed in the survey, which include patrolling and tree cutting over 1240 spans, replacement of 35 pin insulators, 13 disc insulators, 6 faulty DTC lightning arresters, cleaning and repairing of 12 LT distribution boxes, oiling and greasing of 4 GOD contacts, installation of 4 new GODs, replacement of 27 jumpers, restringing of 12 HT spans and 25 LT spans, replacement of 2 km of deteriorated conductor, repair of 22 LT feeder pillars, and installation of 280 bird guards.


15. The Respondent has further submitted that additional infrastructure strengthening works are proposed to be undertaken within the next six months, which include:

- a) Commissioning of two new feeders emanating from the 22/22 kV Runwal Mycity Switching Station, which would reduce the feeder length by approximately 50% and consequently reduce the fault level on the feeder; and
- b) Providing an interlinking between the 22 kV Sagaon Feeder and the 22 kV Nandivali Feeder, thereby ensuring redundant power supply in the event of faults or contingencies.

16. The Respondent is directed to continue undertaking necessary preventive maintenance and infrastructure strengthening works, including the proposed commissioning of additional feeders and interlinking arrangements, so as to improve the reliability and continuity of electricity supply in the concerned area.

17. So far as the issue of compensation for prolonged outages is concerned, the Regulatory provision as specified in Regulation 25 of Supply Code & SoP Regulations, 2021 is produced below:


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25. Determination of Compensation


25.1. The compensation to be paid by the Distribution Licensee to the affected person is specified in Annexure 'II' of these Regulations.

25.2. The Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in Annexure 'II' to these Regulations:

Annexure - II: Level of Compensation Payable to Consumer for failure to meet Standards of Performance			
Supply Activity/Event	Standard	Compensation Payable	Automatic/Manual
2. Restoration of Supply			
3kV/ 22kV/ 11kV/400 V Overhead line breakdown	Four (4) hours (Urban Areas)	Rs 50 per hour or part thereof of delay subject of maximum of Rs 500 for LT Consumer and Rs 100 per hour or part thereof of delay subject of maximum of Rs 1000 for HT onsumer.	Manual
	Twenty-four (24) hours (Rural Areas)		Manual

Provided further that the automatic compensation mechanism shall be implemented within Six (6) months of the date of notification of this Regulations: Provided further that any person who is affected by the failure of the Distribution Licensee to meet the Standards of Performance specified under these Regulations for the parameters not entitled for automatic compensation as per Annexure 'II' and who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of Sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance :

.....Such compensation is to be paid automatically for notified parameters and, in other cases, on a claim made within 60 days. The Licensee must adjust the compensation in the consumer's bill within 90 days and provide confirmation. If not paid, the consumer may approach the Forum and if upheld, compensation becomes twice the amount specified in Annexure-II.


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In view of the facts and circumstances of this case, and the outages data on record as per Table 2, particularly frequent unplanned outages, we find that indicative compensation of Rs.1500/- would be fair. Regrettably the Forum did not specify the exact compensation amount, leaving it to this Forum to do the needful.

18. So far as the claim for additional compensation is concerned, as per Supply Code & SoP Regulations, 2021, the consumer is not entitled to receive indirect, consequential, incidental, punitive cost. The same is reproduced as below:

“18.4 The Distribution Licensee shall not be liable for any claims against it attributable to direct, indirect, consequential, incidental, punitive, or exemplary damages, loss of profits or opportunity, whether arising in contract, tort, warranty, strict liability or any legal principle which may become available, as a result of any curtailment of supply under the circumstances or conditions mentioned in this Regulation 18.”


19. Considering the facts and circumstances of the case, the order of the Forum is modified as under:

The Respondent is directed to:

- i. Pay indicative compensation of ₹1,500/- to the Appellant, which shall be adjusted in the ensuing electricity bill.
- ii. Continue undertaking necessary preventive maintenance and infrastructure strengthening works, including commissioning of additional feeders and inter-linking arrangements, so as to improve the reliability and continuity of electricity supply in the concerned area.
- iii. Submit compliance within two months from the date of issuance of this order.
- iv. The other prayers of the Appellant are rejected.

20. The Representation is disposed of accordingly

Sd/
(Vandana Krishna)
Electricity Ombudsman (Mumbai)


(Dilip Dumbre)
Secretary
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