BEFORE THE ELECTRICITY OMBUDSMAN (MUMBAI)

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

REPRESENTATION NO. 39 OF 2025

In the matter of release of new electric connection

Ramashish Fulgan Maurya.… …… …. …….. …. …. …… … … …… ….Appellant

V/s.

Maharashtra State Electricity Distribution Co. Ltd., Virar …… …. ……. Respondent No.1 (MSEDCL)

Vicky Kapoor…….. Respondent No.2

Appearances:

Appellant : Ramashish Fulgan Maurya

Respondent No. 1: Umesh Lele, Executive Engineer

Respondent No. 2. None

Coram: Vandana Krishna [IAS (Retd.)]

Date of hearing: 13th August 2025

Date of Order : 21st August 2025

ORDER

This Representation was filed on 6th June 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 16th April 2025 passed by the Consumer Grievance Redressal Forum, MSEDCL, Vasai Zone (the Forum) in Case No. 104/2024. The Forum, by its order, rejected the grievance as per

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Regulation 7.8 of the CGRF & EO Regulations, 2020 which is beyond two years from the cause of action.

2. The Appellant has filed this representation against the order of the Forum. An online hearing was conducted via video conference on 13.08.2025. The Appellant appeared in person, while the Respondent joined through video conference. Both 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' where needed.]*

(i) The Appellant, Ramashish Fulgan Maurya, applied on 18.02.2018 for a single-phase residential electricity connection with a load of 0.5 kW. Following a site survey, the Respondent issued a firm quotation of Rs.1,671/-. The Appellant made a payment of Rs.1,680/- on 21.02.2018. The particulars of the new connection applied for are provided in Table 1.

Table 1:

Name	Consumer No.	Address	Load Applied	Application Date	Purpose	Firm Quotation Details (Rs.)		Firm Quotation paid Details
Ramashish Fulgan Maurya	001882672065	Room No- 1, Chawl No-2, Vadari Chawl, Katkaripada, Chandansar, Virar (East)	0.4 KW	12.02.2018	Res.	Service connection Charges	950	Rs. 1680/- paid on 21.02.2018
						Processing Fee	50	
						Good & service Tax	171	
						First Security Deposit	500	
						Total Amount	1671	

(ii) One Vicky Kapoor has taken official written objection on 03.01.2019. A dispute exists regarding the ownership of Room No. 1, Chawl No. 2, Vadari Chawl, Katkaripada, between the Appellant, Shri Ramashish Fulgan Maurya, and Shri Vicky Kapoor. According to him, the matter is pending before the Hon. Civil Court, Vasai, in Civil Case No. 282/17. Documents submitted by Shri Vicky Kapoor indicate that the original owner of the above Katkaripada room admeasuring 170 sq. ft., was Smt. Drishti Amit Lathiganra. As per a notarized agreement dated 05.07.2012, Shri Vicky

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Kapoor purchased the said room for a consideration of Rs.1,75,000/-. This room has been in use by the Appellant for residential purposes.

(iii) The Appellant's Advocate Shri Pankaj Dixit sent a notice on 09.08.2022 for release of the connection on top priority, or otherwise face legal action. Owing to the pendency of this dispute, the Assistant Engineer, Virar–Rural Section, did not release the electricity connection.

(iv) The Appellant filed Civil M.A. Case (No. 102/2022) against MSEDCL Vasai & Others. However, this case was withdrawn suo-moto as per Order dated 14.10.2024 of Jt. Civil Judge J.D. Vasai. The Court in its order stated that

"The Misc. Application is disposed as withdrawn vide application Exh. 28."

(v) On 13.12.2024, the Appellant, Shri Ramashish Fulgan Maurya, filed a grievance before the Forum for release of the new electric connection. The Forum, by its order, rejected the grievance as per Regulation 7.8 of the CGRF & EO Regulations, 2020 which is beyond two years from the cause of action (the application for connection), which in this case expired in December 2019. However, the Appellant approached the Forum only on 13.12.2024, well beyond the limitation period. Hence, the representation does not conform to the said Regulations.

(vi) Since no final order has been passed by the Hon. Court in the property dispute, the Assistant Engineer, Virar–R Section, visited the premises on 04.07.2025 to verify possession. It was found that Shri Ramashish Fulgan Maurya was in possession of Room No. 1, Chawl No. 2, Vadari Chawl, Katkaripada, Chandansar, Virar (E). Photographs and video recordings of the premises were taken as proof and attached via email.

(vii) Subsequently, Shri Ramashish Fulgan Maurya submitted a fresh online application on MSEDCL WSS Portal on 06.07.2025, along with an undertaking on Rs. 200/- stamp paper that he shall be responsible to address any lawful objections in the future. The Appellant also submitted an assessment notice of Vasai Virar City Municipal Corporation dated 20.01.2023 which is on record. After payment of the requisite charges, a single-phase residential energy meter was installed, and the connection was

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released on 17.07.2025 at the said premises in the name of Shri Ramashish Fulgan Maurya. The firm quotation and new service connection report are kept on record. The details of the new connection are charted as below:

Table 2:

Name	Consumer No.	Address	Firm Quotation Payment	San. Load (KW)	Date of Supply
Ramashish Fulgan Maurya	001881118064	Room no.1, Chawl no. 2, Varhadi Chawl, Katkaripada, Virar (East)	Paid Security Deposit: Rs. 3000/- & Processing Fee Rs. 120/- on 07.07.2025	0.5 KW	14.07.2025

(viii) In view of the above, the grievance stands resolved. It is therefore requested that the representation be disposed of.

3. The Appellant's submissions and arguments are stated as below.

(i) The Appellant, Ramashish Fulgan Maurya, initially applied for a residential connection on 06.12.2017 and later submitted an online application via MSEDCL's WSS Portal on 18.02.2018 for a 0.5 kW single-phase connection. Following a site visit, the Respondent issued a firm quotation of Rs.1,671/-, and the Appellant paid Rs.1,680/- on 21.02.2018, as shown in Table 1. However, the Respondent withheld release of the connection, citing a third-party property claim.

(ii) In 2022, the Appellant filed **Civil Application No. 102 of 2022** before the Civil Court, Junior Division, Vasai. The Court issued notice to the concerned MSEDCL officer, who replied that the Appellant should approach the Consumer Grievance Redressal Forum (CGRF) under the CGRF & EO Regulations, 2020. The Appellant accordingly withdrew the case, and the Court permitted withdrawal by order dated 14.10.2024.

(iii) On 13.12.2024, the Appellant filed a grievance with the Forum seeking release of the new connection. By order dated 06.04.2025, the Forum rejected the grievance under

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Regulation 7.8 of the CGRF & EO Regulations, 2020 (being beyond 2 years from the date of payment i.e. 21.02.2018), overlooking that the Appellant was in settled possession of the premises.

(iv) The Appellant filed a representation before the Electricity Ombudsman (Mumbai) on 06.06.2025, and notice was issued to the Respondent on 09.06.2025 for submission of reply.

(v) Following discussions with MSEDCL Authority on 06.07.2025, the Appellant submitted a fresh application via the WSS Portal, along with a Rs. 200/- stamped undertaking accepting future legal responsibility, and produced an assessment notice from the Vasai Virar City Municipal Corporation dated 20.01.2023 to prove occupancy. Upon payment of charges, **a single-phase residential meter was installed, and the connection was released in his name on 17.07.2025**, as detailed in Table 2.

(vi) By letter dated 13.08.2025, the Appellant informed the office of the Electricity Ombudsman that his basic grievance of non-release of the new connection had been resolved, and sought withdrawal of his representation.

(vii) The Appellant prays that the Respondent be advised to refund Rs.1,280/- from the earlier payment, in accordance with MSEDCL's rules and regulations.

Analysis & Ruling

4. The parties were heard, and the documents on record were duly examined. The Appellant Ramashish Fulgan Maurya applied for a 0.5 kW residential connection on 06.12.2017 and again via WSS Portal on 18.02.2018. Despite payment of Rs.1,680/-, connection was withheld due to a third-party claim. In 2022 (i.e. after 4 years), he filed Civil Application No. 102/2022; later withdrew it as per Court order dated 14.10.2024, following MSEDCL's advice to approach the Forum. The Appellant filed a grievance in the Forum on 13.12.2024 which was rejected by the Forum by its order on 06.04.2025 under Regulation 7.8 of CGRF & EO Regulations 2020. Actually, the matter could have been easily settled much earlier through a fresh application based on physical occupancy.

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5. As per the advice of MSEDCL, on 06.07.2025 Appellant re-applied with a Rs.200/- undertaking, taking responsibility to address any lawful objections in the future, and an assessment notice of Vasai Virar City Municipal Corporation dated 20.01.2023 in the name of the Appellant proving his occupancy. A new electric connection was released on 17.07.2025 after payment. During the hearing on 13.08.2025, the Appellant confirmed that the basic grievance of non-release of new connection is resolved, and sought withdrawal of the representation.

6. Considering the request of the Appellant, it is permitted to withdraw this grievance, as the basic grievance relating to release of a new connection is now resolved.

7. The Respondent is advised to immediately process the refund of the earlier payment of Rs.1,280/- in accordance with MSEDCL rules. The Respondent has also assured to refund this amount as per the rules in force.

8. The representation of the Appellant is accordingly disposed of.

Sd/
(Vandana Krishna)
Electricity Ombudsman (Mumbai)

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(Dilip Dumbre)
Secretary
Electricity Ombudsman Mumbai

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