

**CONSUMER GRIEVANCE REDRESSAL FORUM,
AMRAVATI ZONE, AKOLA.**

*“ Vidyut Bhavan ”
Ratanlal Plots,
Akola : 444001
Tel No.2434476*

Dt.04/04/2014

Complaint NO. 30 to 35 / 2014

In the matter of grievance about taking no steps after submission of
the applications.

Quorum :

Shri T.M.Mantri, Chairman

Shri P.B.Pawar, Secretary

Shri A.S.Gade, Member

- | | |
|-----------------------------------|-------------------------------------------|
| 1.Smt. Jaymala Satyavijay Nipane. | Complainant in Complaint No.30/2014 |
| 2.Govind Ganeshrao Deshmukh. | Complainant in Complaint No.31/2014 |
| 3.Ramesh Shri Mahokar. | Complainant in Complaint No.32/2014 |
| 4.Krushnarao Ramchandra Kashikar. | Complainant in Complaint No.33/2014 |
| 5.Shankarrao Ganpatrao Kavre. | Complainant in Complaint No.34/2014 |
| 6.Bajrang Mahadev Dhole. | Complainant in Complaint No.35/2014 |

...vrs....

The Executive Engineer, Achalpur Dn

..... Respondent

Appearances :

Complainant Representative : Shri Pradeep A. Nimakade.

Respondent Representative : Shri M.P. Chandurkar, Asst. Engineer, Daryapur

1. In this group of complaints, there is a common grievance involved and as per the submissions made on behalf of the parties, the matters have been taken together for hearing and decision as the common controversy / issues are involved for consideration. In nutshell, the complainant's case is that inspite of submitting of applications for connection in Agricultural field, nothing has been

done from the side of the N.A. hence written communication was sent, but to no effect. Though approached to IGRC Amravati on 8.4.13, but inspite of passing of the period of 2 months, no decision was taken but called for hearing on 3.10.2013. The concerned Office of the N.A. has sent letter on 30.9.2013, informing that there is no source of water in the field, the application is pending. It is alleged that IGRC Amravati has passed order that Electric connection cannot be provided as there is no entry on 7/12 extract about the existence of well or bore. It is alleged that generally the N.A. Licensee is providing Electric connection after 2/3 years to the agriculturist and in view thereof and some of the agriculturists have been required to undergo for bore again. It is alleged that the Complainant is ready to show the place of bore and on that basis estimate is to be provided by the N.A. for connection at that place. It is alleged that before providing the connection, to the complainant would get the work of bore done in the agricultural field. Alongwith the complaint, copies of documents came to be annexed.

2. As per the regulations, notice was issued to the N.A. for submission of reply, which was filed, belatedly stating that after receipt of applications, survey was carried out and it was found that there is no source of irrigation available in the field of the complainant, hence it was not possible to fix the point of supply and estimate could not be prepared. It is stated that this was communicated to the Complainants in September 2013, but till today the complainant did not inform about the availability of source of irrigation. It is further stated that hence the application has been canceled on 27.1.2014, requesting the consumers to resubmit the applications and pressed for setting aside the complaint with cost of Rs.5000/-

3. The matter was then posted for argument. Herd Shri Pradip Nimkale, the Learned Representative for the complainants and Shri M.P. Chandure, Asst. Engineer Ld. Rep. of the N.A. It is pertinent to note that alongwith the reply of the N.A. no document has been filed on record. During the course of argument, it has been vehemently disputed from the side of the Complainants about the alleged survey. The Learned Representative of the N.A. submitted that he cannot give the date of survey. Here, it is pertinent to note that the present complaint came to be filed in the first week of January 2014. Notice was issued for submitting parawise reply and after receipt of the notice, it seems that the applications of the complainants have been cancelled asking them to resubmit applications as stated in reply of the N.A. There is no communication in writing given to any of the complainants in that behalf. No document is filed on record to substantiate the same, this Forum finds substance that after receipt of the notice of the Forum staff / officer of the N.A. has taken alleged steps of cancellation of applications. When enquiry was made with the Ld. Rep. of the N.A. as to whether any of the complainant was informed about the requirement /compliance on that behalf, answer was in the negative. The Ld. Rep. of the Complainant has submitted that they are ready to show the point of bore / well and on that basis, estimate can be prepared. The Ld. Rep. of N.A. has agreed therefor. Accordingly, both the parties agreed to have joint survey and to fix the point of supply.

4. Accordingly for site inspection, preparation of estimate etc the matter was accordingly adjourned for reporting the steps taken on behalf of both the parties. The matter was kept further hearing. As per the communication dated 21.3.2014 of N.A. came to be filed on 24.3.14 before this forum, the NA by giving supplementary reply intimated the sanction estimates of the Complainants. Not only this , thereafter on behalf of the N.A. Demand Notes dated 25.3.14 came to be issued to the Complainants and the payment has been made on 25.3.14. The

relevant documents have been filed on record from the side of the N.A. During the course of Argument, Ld. Rep. of the Complainant has submitted that in view of issue of estimates and making of payments by them, their grievance is practically resolved and only now question remains about the providing of electric supply. According to the LR of the complainants, the N.A. to give intimation of one month before providing of electric supply, so that the complainants can take proper steps, the Ld. Rep. of the N.A. has agreed therefor and in view of such developments taken place during proceeding, grievance has been resolved so, the Forum proceeds to pass the following unanimous order:

ORDER

1. The Complaints No.30 to 35 / 2014 are hereby disposed of as the grievance of the Complainants for not giving the estimate, not carrying out inspection etc; have been resolved.
2. As per the understanding between the parties, the N.A. to give intimation to the complainants, one month in advance before providing Electric connection to the complainants
3. In the circumstances no order as to costs.

Sd/-
(A.S.Gade)
Member

Sd/-
(P.B.Pawar)
Secretary

Sd/-
(T.M.Mantri)
Chairman