

approached this forum under the provisions contained in Regulation 6.4 of the MERC (CGRF and E.O.) Regulations 2006 on 20-08-2015.

The respondent submitted the written reply. The case was fixed for personal hearing on 22-09-2015. Both the parties were present. They were heard.

3. Shri B.V.Betal, an authorized representative, argued that the applicant is having an agricultural pump of 3 HP capacity. The power supply to the pump interrupted from 12-04-2015 as the fuse blew off. The applicant made complaint to Shri Patankar, Junior Engineer, of Girad D.C. However nobody took cognizance of the complaint. Finally the power supply was restored on 04-08-2015 at 1.00 p.m. The applicant may be awarded the compensation for the period from 12-04-2015 to 04-08-2015 under the provision of, "fuse of call".

4. Shri Hedao, Dy. Executive Engineer, Samudrapur referred to the written reply dated 09-09-2015. He further stated that there was a technical problem near the transformer. When the concerned employee put the fuse those were again blew off. The survey of the supply line was carried out. It was noticed that V crossarm on one pole was broken and there was a short circuit in one span. So the supply of the applicant as well as other consumers getting supply from this supply line was interrupted. The aforesaid repairs were carried out and the supply was restored on 23-06-2015. There was a fault in the motor and the installation of the applicant. So his motor was not working. The aforesaid problem can not be termed as the fault due to fuse off. The application has no force. It may be dismissed.

5. We have perused the record. We have heard the arguments advanced by both

the parties.

The definition of, “ fuse off call “ given under the MERC (standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations 2014, reads as under,

“ Fuse off call “ refers to a complaint handling procedure with regards to an individual consumer and involving restoration of supply by replacement of a fuse at such consumer’s premises, not simultaneous with any other failure;

In light of the aforesaid definition, if we examine the case put forth by the parties, it is noticed that the applicant say that the power supply failed as the fuse blew off. However he has not produced any evidence in support of his say. On the contrary the respondent stated that the power supply failed as the V crossarm on one pole was broken and there was a short circuit in one span. So it is clear that, the supply was not interrupted due to failure of the fuse but other failure was there. Secondly, the respondent also stated that the supply to all the consumers getting power from this supply line was disrupted. So it is also clear that the problem was not with regard to the applicant only but it was for all the consumers getting supply from this supply line.

In view of the aforesaid discussion, we agree with the respondent that the case of the applicant will not come within the purview of the definition of fuse off call. So the applicant is not entitle for any compensation.

6. In the facts and circumstances discussed above, we pass the following order,

ORDER

i) Application No.81 of 2015 is hereby dismissed.

CONSUMER GRIEVANCE REDRESSAL FORUM

NAGPUR ZONE (RURAL) M. S. E. D. C. L.

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(O) 0712- 2022198

cgrfnz@gmail.com

NO. CGRF/NZ/

Date :

Certified copy of order dated 23rd September, 2015 in Case No.81 / 2015

is enclosed herewith.

Member-Secy/ Exe.Engineer,
C.G.R.F.(NZ)MSEDCL
N A G P U R

To,

Shri Champat C. Choudhary, At.Tadgaon, Po.Mangrul,, Tq.Samudrapur
Dist.Wardha

Copy s.w.r.to :-

1. The Chief Engineer(NZ), MSEDCL, Vidyut Bhavan,Katol Road, Nagpur.

Copy f.w.cs.to:

1. The Executive Engineer/Nodal Officer., O&M Circle Office, MSEDCL.Wardha
2. Executive Engineer,C.C.O&M Dn., MSEDCL, Hinganghat.
for information and necessary action.

Address of the Electricity Ombudsman is given as below.

Office of - The Electricity Ombudsman,
12, Srikrupa, Vijay Nagar,
Chhaoni, Nagpur-440 013
0712-2596670

