

CONSUMER GRIEVANCE REDRESSAL FORUM
NAGPUR ZONE (RURAL) M. S. E. D. C. L.

Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,
NAGPUR – 440 013

SHRI V.R.Khobragade,IAS(Retd)
Chairman

PH.(R)2457651(M)9923136412 (O) 0712- 2022198

Shri M.G.Deodhar,
Member

(M)9422805325

NO. CGRF/NZ/R/

Date :

Certified copy of order dtd 5th March,2009 in Case No. 83/2009 is enclosed herewith.

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

Copy to:-

1. Shri Gajanan Vitthalrao Dhandale, At-Sawardoh,Post- Nara, Tah-Karanja(Ghadge).
Dist-Wardha.
2. The Chief Engineer,Nagpur Zone (Rural)MSEDCL, Vidyut Bhavan,Katol Road, Nagpur.
3. The Exe.Engineer/N.O., O&M Circle Office, MSEDCL.Wardha, --
4. The E.E.,C.C.O&M Dn., MSEDCL, Arvi.for information and necessary action.

Address of **the Electricity Ombudsman** is given as below.

Office of - **The Electricity Ombudsman,**

Maharashtra Electricity Regulatory Commission,
606-608, Keshava Building,
Bandra-Kurla complex,
MUMBAI- 400 051

TEL.- 022 - 26592965 (Direct)
022 - 26590339 (Office)

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
M. S. ELECTRICITY DISTRIBUTION CO.LTD.**

(NAGPUR ZONE – RURAL) NAGPUR.

Application/Case No. CGRF/NZ/Rural/ **83** of 2009

Applicant : Shri Gajanan Vitthalrao Dhandale, At-Sawardoh, Post- Nara,
Tah-Karanja(Ghadge), Dist-Wardha.

-- VS --

Non-applicant : 1.Executive Engineer/Nodal Officer, I.G.R.C,
Circle Office,M.S.E.D.C.L., Wardha.
2.Executive Engineer,C.C.O&M Dn., M.S.E.D.C.L., Arvi.

Present : 1.Shri V.R.Khobragade,Chairman
2.Shri M.G.Deodhar,Member
3.Shri D.K.Choudhari,Member/Secy.

Appearance. : 1. Shri Gajanan Vitthalrao Dhandale,
Applicant present.

1. Shri M.B..Dhabarde,AE.
For Non-Applicants.

ORDER

(Passed this 5th day of March,2009)
(Per Shri V.R. Khobragade, CHAIRMAN)

1. The Applicant since not received any communication from IGRC, Wardha filed the application before Forum on 13/1/2009 requesting to allow compensation for delay in getting power connection and refund of excess amount paid to demand note and refund of expenditure incurred for transportation for electric poles.
2. After receipt of his application, the Forum issued acknowledgement to Applicant, called parawise comments of the non-applicants(hereinafter called 'DL'/'NA'), a copy of the parawise comments was sent to the Applicant, issued notices to both the parties, finally heard both the parties on 5/3/2009. Forum thus, offered a fair, reasonable and adequate opportunity to both the parties for submission of their say in the matter.

3. The matter in brief is that the Applicant applied to company on 21/1/2007, paid amount of demand note on 5/4/2007, produced test report on 15/5/2007 but did not get power connection to agricultural pump till filing the application to Forum. The Applicant, therefore, filed application to IGRC, Wardha for claim of compensation but nothing has been communicated on the application by IGRC, Wardha. Therefore, Applicant has come to Forum with a request to consider the claim of compensation for delay over a month from the date of completion of the application e.g. 15/5/2007.
4. On the date of hearing, both the parties were present. They were carefully heard. Applicant Shri Gajanan Dhandale was present in person and reiterated the same points as mentioned in the application. The non-applicants contended the same points as mentioned in parawise comments submitted to Forum.
5. On perusal of parawise comments, it reveals that the application was sent to JE for spot survey and it was submitted to AE on 20/3/2007. The JE is, therefore, responsible for delay of 5 weeks and liable to pay compensation of Rs. 500/- to the Applicant. In response to demand note date. 30/3/2007 issued by A.E., Karanja the Applicant made payment on 5/4/2007 and submitted test report on 15/5/2007.
6. In parawise comments of Non-applicants, it is contended that four poles with wiring were to be erected, the work to provide new power connection has been entrusted to private company on turn key contract and as per seniority list power connection was to be given to agricultural pump, the Applicant accordingly got power connection on 5/2/2009. Forum, opine that allotment of work on turn key contract does not cease responsibility of company to provide power connection in accordance with the regulation in force. The Applicant is, therefore, entitled to get compensation for delay for 78 weeks. The compensation of Rs. 7600/- shall be recovered from the officials concerned and paid to the Applicant. As regards amount paid to demand note, Rs. 2910/- is to be refunded to the Applicant in view of the instructions contained in circular No.43 date. 26/0/2006. The receipt date. 15/4/2000 produced

by the Applicant reveal that the Applicant paid Rs. 2000/- for transportation of pole to his field(Record Page 22) . The Applicant was directed for transportation of pole by Shri Naidu,J.E. the official from Karanja . Rs. 2000/- shall be therefore recovered from the contractor and paid to be Applicant.

7. With the above observations, the Forum unanimously pass the following order.

-: ORDER :-

1. The application is allowed.
2. Compensation of Rs. 8100/- (Rs. 500 +7600=Rs8100) shall be paid to Applicant within 3 months from the date of order received.
3. Rs. 2500/- shall be refunded to Applicant as excess payment towards demand note and Rs. 2000/- shall be paid as an expenditure incurred for transportation.
4. Chairman, IGRC, Wardha to submit compliance report within 3 months.
5. No order to costs.
6. Parties be informed accordingly.

SD/
(V.R.KHOBRADE)
CHAIRMAN

SD/-
(M.G.DEODHAR)
MEMBER

SD/-
(D.K.CHOUDHARI)
MEMBER/SECY

CONSUMER GRIEVANCE REDRESSAL FORUM
M.S.E.D.C.L.(NAGPUR ZONE – RURAL)NAGPUR

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