

CONSUMER GRIEVANCES REDRESSAL FORUM;
MSEDCL NAGPUR (RURAL) ZONE NAGPUR

COMPLAINT NO. 14/2013

- 1) Shri Devladhari Tulshiram Bhondave
At., Po.Nara, Tq.Karanja
District - Wardha.

COMPLAINT NO. 15/2013

- 2) Shri Dattobaji Pandurangji Dhandale
At., Po.Nara, Tq.Karanja
District - Wardha.

COMPLAINT NO. 16/2013

- 3) Shri Motiram Bhuraji Girale
At. Po. Nara, Tq. Karanja
Dist-Wardha

Complainant

„VS..

1. Executive Engineer,
MSEDCL,O&M Division,
Arvi.
2. Executive Engineer/Nodal Officer,
I. G. R. C., Circle Office,
MSEDCL,Wardha.

Respondents

Applicant represented by 1) Shri L.D.Dhandale

Respondents represented by 1) Shri S.M.Wankhade, Assistant Engineer, Karanja.

CORAM:

Shri Vishnu S. Bute, Chairman.

Adv. Gauri D. Chandrayan, Member

Ms. S. B. Chiwande, Member-Secretary.

JUDGEMENT

(Delivered on 10th day of April, 2013)

All the three applicants are agriculturists. They have pump sets to irrigate their

land. It is alleged that the power supply to their agricultural pumps was interrupted during the period from 31-08-2012 to 30-10-2012. So they claim compensation on the ground that the respondent failed to attend their fuse off call within the stipulated time. They approached the IGRC Wardha. Their applications were dismissed vide separate orders passed on 08-02-2013. These applications are directed against the orders passed by the IGRC Wardha. As issues involved in all the three applications are common, all the applications were heard together. Now we dispose of these applications by this common judgement. The respondent submitted parawise replies.

2) The cases were fixed for personal hearing on 08-04-2013. Shri Liladhar Dattobaji Dhandale R/o. Nara represented the applicants. Shri S.M.Wankhade, Assistant Engineer, Karanja, represented the respondent. Arguments of both the parties were heard.

3) Shri Liladhar Dhandale, the representative vehemently argued that the power supply to the pump sets of all the three applicants was interrupted w.e.f.31-08-2012. The applicants gave written intimation to the respondent on 01-10-2012, 16-10-2012, 20-10-2012, 23-10-2012 and 30-10-2012. However the respondents have not taken any action. Finally the power supply was restored on 30-10-2012 in the evening. Since the respondents failed to perform the standards as per the SOP Regulations 2005, compensation may be given to the applicants. In addition to this Rs.60,000/- may be awarded towards a loss to the agricultural produce and Rs.10,000/- may be awarded for mental harassment. The order passed by the IGRC Wardha is improper. It may be set aside.

4) Shri S.M.Wankhade, Assistant Engineer, Karanja, who represented the respondents refuted the allegations. It was stated that it not true that the power supply to the agricultural pumps of the applicants was interrupted w.e.f.31-08-2012. It was denied that the applicants informed on 01-10-2012, 20-10-2012, 23-10-2012 and 30-10-2012. It was also denied that power supply was restored on 30-10-2012. Shri Wankhade further stated that the applicants never registered any complaint. They have not made any entry in the complaint register. It was also stated that the respondent received one complaint application dated 16-10-2012. It bears the signatures of the applicants. However at the beginning of the application the name of the applicant is mentioned as Shri Liladhar Dattobaji Dhandale con. no.405007001533. So enquiry was done and Shri Liladhar Dhandale had been informed accordingly. In view of the above the applications have no force. All the three applications may be dismissed.

5) We have perused the record. We have heard the contentions of both the parties carefully. The respondent specifically stated that the applicants have not any way informed about the alleged power failure. The applicants say that they registered the complaint by an application dated 16-10-2012. We have perused the application. In the beginning of the application the name of applicant is mentioned as Shri Liladhar D. Dhandale. It is true that the application bears the signatures of all the three applicants. However the application did not speak anything about their complaint. Much less the application give full details about the grievance of Shri Liladhar D. Dhandale only. The respondent say they enquired about the grievance of Shri Liladhar D.Dhandale. They took appropriate action and also informed Shri Liladhar.

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

Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,

NAGPUR – 440 013

(O) 0712- 2022198

Email.id- cgrfnz@mahadiscom.in

cgrfnz@gmail.com

NO. CGRF/NZ/

Date :

Certified copy of order dtd 10th April, 2013 in Case No.15/2013 is enclosed
herewith.

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

To,
Shri Dattobaji Pandurangji Dhandale, At., Po.Nara, Tq.Karanja, 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. The Executive Engineer,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,
12, Srikrupa, Vijay Nagar,
Chhaoni, Nagpur-440 013
0712-2596670