

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

NO. CGRF/NZ/R/

Date :

Certified copy of order dtd 9th July,2009 in Case No. 104/2009 is enclosed herewith.

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

Copy to:-

1. Shri Rambhau Jago Shendurkar, At & Post-Daroda, Tah-Hinganghat, 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, Hinganghat .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/ **104** of 2009

Applicant : Shri Rambhau Jago Shendurkar, At & Post-Daroda,
Tah-Hinganghat, Dist-Wardha.
-- VS --
Non-applicant : 1.ExecutiveEngineer/Nodal Officer, Internal Grievance Redressal Cell,
CircleOffice, M.S.E.D.C.L., Wardha.
2.Executive Engineer,C.C.O&M Dn., M.S.E.D.C.L., Hinganghat.

Present : : 1.Shri V.R.Khobragade,Chairman
2.Shri S.F.Lanjewar, Member-Secy.

Appearance. : 1. Shri B.V.Betal,
Representative of Applicant Present alongwith
2. Shri R.J.Shendurkar - the applicant. .
1. Shri P.R.Ghorude, A.E. .
Present for Non-Applicants.

ORDER

(Passed this 9th day of July,2009)
(Per Shri V.R. Khobragade, CHAIRMAN)

1. Being aggrieved with the order of I.G.R.C., Wardha, the Applicant filed an Application in form schedule 'A' as per MERC (CGRF&EO) Regulations,2006 to this Forum on **21st May,2009** requesting to grant compensation for delay in providing of electricity connection to the agricultural pump of Applicant and refund of excess amount paid towards demand note.
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 **25/6/2009**. 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 has applied for electric connection on 26/12/2006, paid demand note amount on 28/11/2007 and submitted test report on 30/11/2007. No electricity connection was supplied to the Applicant till 15/5/2009. Applicant further contended for refund of excess amount paid towards demand note and admissible compensation to be paid as per Rules/Regulations in force.
4. Both the parties were present and they were heard. Both the parties reiterated the same points as mentioned in the application and parawise comments. Representative of Applicant contended that Applicant has applied for electric connection to his agricultural pump on 26/12/2006 in response to D.N. date. 26/11/2007 and test report was submitted on 30/11/2007. Applicant further contended that paid amount towards demand note is excessive in view of MSEDCL's policy recently introduced. The Applicant faced mental torture and conducted frequent journey for which Rs. 1000/- and Rs. 5000/- respectively be compensated to him.
5. Shri P.R.Ghorude, A.E. was present on behalf of non-applicants. Shri Ghorude contended that there is no dispute about date of application, issue of demand note, payment made for demand note and submission of test report by the Applicant. It was further contended that Asstt. Engineer, Rural Sub/Dn. Hinganghat sent application for spot inspection to J.E. on 5/1/2007. J.E. submitted spot inspection report to A.E. on 25/11/2007. The A.E. has sanctioned an estimate for demand note and given to the Applicant on 26/11/2007. On compliance of demand note and submission of test report, the connection was supplied on 16/5/2009. N.A. submitted that D.L. carried out this work on "Turn key contract basis and supply of power connection is to be given as per seniority list as mentioned by D.L.
6. On going through the record, following facts have been noticed by Forum that the Applicant has applied for electric connection on 26/12/2006 . A.E. sent proposal to J.E. for spot inspection on 5/1/2007 and J.E. submitted spot inspection report to A.E. on 25/11/2007. There is a delay of 45 weeks (from 5/1/2007) for submission of spot

inspection report (excluding 7 days period) and Applicant is liable to get compensation of Rs. 4500/- from the J.E.Concerned. The A.E. sanctioned demand note on 26/11/2007 and given to the Applicant and the Applicant paid demand note amount on 28/11/2007 and submitted test report to Rural Sub/Division, Hinganghat on 30/11/2007. Electric connection was supplied to the Applicant on 15/5/2009. In this case, there is a delay of about 70 weeks (excluding admissible period) on the part of D.L. for power supply to the Applicant. Hence the Applicant is entitled to get compensation of Rs. 7000/- (100 x 70 weeks = Rs, 7000/-). On scrutiny of demand note it is noticed that D.L. to refund an amount of Rs. 1610/- -to the Applicant. In absence of substantial evidence, request for compensation towards mental harassment and traveling expenditure is rejected.

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

-: ORDER :-

1. The application is allowed and order passed by IGRC,Wardha is set aside.
2. Compensation of Rs. 4500/- + Rs. 7000/- shall be paid to the Applicant within three months from receipt of this order.
3. Applicant is entitled to get refund of Rs. 1610./- towards demand note within three months of this order.
3. No order to costs.
4. Parties be informed accordingly.

SD/-
(V.R.KHOBRADE)
CHAIRMAN

SD/-
(S.F.LANJEWAR)
MEMBER/SECY

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

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