

**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

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NO. CGRF/NZ/R/

Date :

**Certified copy of order dtd 20<sup>th</sup> July,2009 in Case No. 111/2009 is enclosed herewith.**

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

Copy to:-

1. Shri Madhukar Mahadeo Hulke, 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/ **111** of 2009

Applicant : Shri Madhukar Mahadeo Hulke, 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.

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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 M.M.Hulke - the applicant. .  
1. Shri P.R.Ghorude, A.E. .  
Present for Non-Applicants.

**ORDER**

( Passed this 20<sup>th</sup> 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 **28<sup>th</sup> May,2009** requesting to grant of 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 **9/7/2009**. 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 thrice for electric connection on 16/11/2006, paid demand note amount on 3/12/2007 and submitted test report on 3/12/2007. Electricity connection, however, was not supplied to the Applicant.. Applicant further contended that he has objection on demand note being excessive.
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 16/11/2006. Demand note was issued on 20/11/2007. Applicant has paid demand note amount on 3/12/2007 and test report was submitted on 3/12/2007. The representative contended that electricity connection was not supplied to the Applicant.. Applicant further contended that he has paid an excessive amount towards demand note issued to him and lastly requested for of Rs. 10,000/- towards mental harassment and Rs. 5000/- towards expenditure incurred on travelling.
5. Shri P.R.Ghorude, A.E. was present on behalf of non-applicants. Shri Ghorude contended that Applicant has applied for power supply to Rural sub/division office, Hinganghat on 16/11/2006. The A.E., (R)Sub/Dn, Hinganghat sanctioned work order on 16/11/2007 and issued demand note on 16/11/2007 to the Applicant. The Applicant has paid demand note amount on 3/12/2007 and submitted test report on 3/12/2007. Electricity connection was supplied to the agricultural pump of the Applicant on 22/5/2009. Shri Ghorude further contended that an excessive amount of Rs. 2110/- towards demand note will be refunded to the Applicant as per provisions in force. D.L. contended that there is no intentional delay on the part of D.L. to release electric connection to the Applicant hence the D.L. is not responsible for any loss occurred to the Applicant.
6. On going through the record, following facts have been noticed by Forum that the Applicant has applied for electric connection on 16/11/2006 to Rural Sub/Dn. Hinganghat. The A.E. sent the application to J.E. for spot inspection on 19/12/2006.

The J.E. submitted spot inspection report to the office of A.E., Hinganghat on 3/11/2007, hence there is a delay of 40 weeks(excluding 10 days) on the part of J.E. concerned. The Applicant is, therefore, entitled for compensation of Rs. 4000/- to be paid by the J.E. concerned. The A.E., Hinganghat issued demand note on 16/11/2007 and the delay of only 2 weeks is noticed on the part of D.L. Hence the D.L. has to pay Rs. 200/- for delay in issuance of demand note to be recovered from the official concerned. Applicant has paid demand note amount on 3/12/2007 and submitted test report on 3/12/2007. Electric connection was supplied to the Applicant on 22/5/2009 as per Panchnama made by J.E. on 10.7.2009. The D.L. is directed to pay compensation of Rs. 100 x 15 = Rs. 1500/- to the Applicant. The Applicant is entitled to get refund of Rs. 2110/- an excessive amount paid towards demand note. For want of reliable supporting evidence, request for grant of compensation for 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. 4000/-- + Rs. 200/- + Rs. 1500/- shall be paid to the Applicant within three months from receipt of this order.
3. The Applicant is entitled to get refund of Rs. 2110/- an excessive amount paid towards demand note which be paid to the Applicant within three months from receipt of this order.
4. No order to costs.
5. Parties be informed accordingly.

SD/-  
(V.R.KHOBRAGADE)  
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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