

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM

M. S. ELECTRICITY DISTRIBUTION CO.LTD.

(NAGPUR ZONE – RURAL) NAGPUR.

Application/Case No. CGRF/NZ/Rural/ **54** of 2008

- Applicant : Shri Netram Vitthalsrao Deshmukh, r/o Rahati, Post Kajli,
Taluka-Karanja(Ghadge), District-Wardha.
-- VS --
- Non-applicants. : 1.Executive Engineer,C.C.O&M Dn., MSEDCL, Arvi,
2.Executive Engineer/Nodal Officer, Internal Grievance
Redressed Cell, Circle Office, MSEDCL, Wardha.
- Present : 1.Shri V.R.Khobragade,Chairman
2.Shri M.G.Deodhar,Member
3.Shri S. J. Bhargava,Member/Secy.
- Appearance. : 1. Shri N.V.Deshmukh, Applicant present.
2. Shri Prashant Paradkar, JE
For Non-Applicants.

ORDER

(Passed this 18th day of Sept.,2008)
(Per Shri V.R. Khobragade, CHAIRMAN)

1. Being aggrieved with the order passed on 22/5/2008 by I.G.R.C. Wardha, Applicant filed an instant application. By this impugned order I.G.R.C. rejected monetary claim and prime prayer of the Applicant for supply of electricity to agricultural pump in his field survey No. 206/3. Thus, Applicant came to Forum.
2. The case in brief is that Shri N.V.Deshmukh, resident of Rahati, Post Kajli, Taluka-Karanja, District-Wardha has filed grievance application in form Schedule 'A' on 24.07.2008 as per MERC (CGRF&EO) Regulations,2006 (hereinafter called the 'Regulations').
3. His grievance is regarding non providing power connection to agricultural pump in Survey No. 206/3 at Rahati despite completing all formalities on 3-May-2007. 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 28/8/2008/ Forum thus offered a fair, reasonable and adequate opportunity to both the parties for submission of their say in the matter.

4. Shri N.V. Deshmukh, Applicant was present for hearing whereas Shri Prashant Paradkar, JE appeared for non-applicants. No any communication for non-appearance of non-applicants 1&2 was made by them.
5. Applicant pleaded that on 28/02/2007 he has submitted application for supply of power to his agricultural pump at Village Rahati, paid necessary charges on 3/5/2007 and submitted test report but till today power supply is not released to this agricultural pump. In the meantime, he visited non-Applicant's office to enquire about releasing of connection but no positive reply was given. One of the concerned officers of non-Applicant's office advised him to transport 3 cement poles available at 2 k.m. away from the work site. He has arranged transportation and paid Rs.1200/- for the same. Later he was asked to arrange for pit digging for erection of pole which he refused, hence connection is not released to him. He approached to I.G.R.C. Wardha on 22/5/2007. I.G.R.C.Wardha on 15/7/2007 passed an order that connection should be released as per seniority list. He further stated that in I.G.R.C. has not mentioned in order about payment of Rs. 1200/- expenditure incurred by him for transportation of pole and direction is given to D.L. to release connection as per seniority only which is against as per S.O.P. norms. Lastly he prayed for compensation as per Standard of Performance, 2005 approved by MERC which came into force from 20.01.2005. He also requested to verify the itemwise details of Rs. 7261/- amount paid by him on 3/5/2007 and refund suitably as per D.L. policy and direct the non applicants to refund an amount of Rs. 1200/- also incurred by him for transportation of 3 poles. Shri Paradkar, JE on behalf of non-applicants agreed that Applicant has completed all formalities on 3/5/2007. His connection requires L.T. line of three poles (0.18 km) hence his application stands at Sr.No.85 on the seniority list prepared for releasing connection. Non applicants stated that he has no knowledge about instruction given by D.L. staff to the Applicant to arrange transportation of 3 poles at his own cost. Shri Paradkar being no attached to the

office of non-applicants he expressed his inability to explain delay for releasing power connection to agricultural pump to Applicant.

6. After hearing of both the sides and perusal of record, the Forum observes that electric connection has not been released to Applicant due to pending seniority list. Forum enquire with the non-applicants that if consumer has lifted poles at his own accord and transported it, who no action has been taken against Applicant by D.L. Forum also asked about date of inspection of site. The non-Applicant could not answer the queries and found unprepared. As per SOP,2005 20/1/2005 time period is given for doing activities like inspection, issue of firm quotation and release of supply after completing formalities otherwise compensation is liable to be paid to Applicant. the J.E. has submitted work order on 4.4.2008 to higher authority for sanction hence date of inspection is taken as 30-31 March which is 21 days late hence compensation of Rs. 100/- per week amounting to Rs. 300/- is payable. Date of issue of demand note is 25/4/2007 which is late by 28 days and hence amount of Rs. 400/- is payable. After completion of all the formalities connection is to be released in three months. Hence from 3/8/2007 to 28/8/2008, compensation of Rs.100/- per week is payable which comes to Rs. 5500/- It is noticed that Applicant has transported poles but he has not produced any receipt for payment hence, reasonably Rs.600/- (Rs.200/- per pole) shall be paid to him as non-applicants did not take any action for transportation of 3 poles against the applications which prove that D.L. was fully aware of action initiated of moving poles as directed by concerned of D.L. Non Applicants should see that amount is recovered from concerned and paid to the Applicant within ninety days after receipt of this order. The demand note of Rs. 7261/- is scrutinized. As per schedule of charges approved by M.E.R.C. (Case No.70 of 2006) while releasing new connection cost of meter is to be borne by non Applicant. Further agreement is not necessary upto 67 H.P.T.R. form is not issued by Non-Applicant hence cost of 1/- should not be charged. It is itself written on demand note that terminal pole is not needed. Hence cost of T.P. Rs. 1000/- to be refunded. First time installation checking/testing is to be carried out by non applicants without charging anything,

hence capacitor testing charge is not liable for recovery. In total following amount should be refunded to consumer.

1.	Cost of Meter	-	3110/-
2.	Cost of T.R.	-	1/-
3.	Cost of Agreement	-	100/-
4.	Cost of capacitor testing	-	1000/-

			4311/-

The S.E., Wardha and the concerned E.E. are directed to connect Electricity supply to agricultural pump in survey No. 206/3 of village Rahati as early as possible and compensation shall be paid by the D.L. till connection is given to the Applicant.

7. Forum observed that Shri Paradkar, JE attended hearing unprepared. He was not properly briefed and guided by his senior to represent the case properly. Forum further observed casual approach of Non-applicants is not attending the hearing. Forum is well aware of tight schedule of field officers in attending various aspect to remain absent without giving pre-intimation or communication. This approach needs to be checked at D.L.'s end. No responsible person having knowledge in this case was deputed by the concerned authority of non-applicants which is a matter of concerned and D.L. authorities should look into it.

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

:- ORDER :-

1. Application is allowed.
2. Compensation of Rs. 6200/- should be paid to him within ninety days from receipt of this order.
3. Payment of Rs. 600/- for transportation of poles should be paid to him.
4. As per above excess Rs. 4311/- collected by non-Applicant in new service connection charge should be refunded to consumer.
5. Parties to bear their own cost.

Sd/-
CHAIRMAN

Sd/-
MEMBER

Sd/-
MEMBER/SECY

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

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