

CONSUMER GRIEVANCE REDRESSAL FORUM,
AKOLA ZONE, AKOLA.

“ Vidyut Bhavan ” Ratanlal Plot,Akola. Tel No 0724.2434475

Dt.18/02/2017

Complaint No.1,2 & 3/2017

In the matter of grievance pertaining to disruption in electric supply,
compensation etc.

Quorum

Shri T.M.Mantri, Chairman
Shri. R.A. Ramteke ,Member-Secretar
Shri. D.M.Deshpande-Member (CPO)

Complainant :-

- 1) Case No. 1/2017
Shri Balkrishna Parashram Tade,
At Post Eklara(Banoda), Taq. Sangrampur
- 2) Case No. 2/2017,
Shri Ganpat Narayan Aswar,
At Post Eklara(Banoda), Taq. Sangrampur
- 3) Case No. 3/2017,
Shri Ganesh Kisan Gaiki,
At Post Eklara(Banoda), Taq. Sangrampur

.....Vrs.....

Non Applicant :- The Executive Engineer, O&M Division, Khamgaon

Appearances :-

Complainant :-Shri V. M. Dabre
Non Applicant :-Shri S. B. Navalkar, Dy. E. E., Sangrampur

1. In this group of complaints, the grievance being & same & identical,

this cases have been taken together for hearing & decision made on behalf of both the parties. By this common order all this complaints are being decided in substance the complainants' grievance is that in view of disruption of electric supply from 21/11/2016 till 10/11/2016 on account of burning of distribution box the complainants are entitled for compensation and each of the complainant has claimed Rs. 5/- lacs alleging that no steps have been taken to rectify the disruption in. In substance according to the complaint on account of sparking in D.P. distribution box there was disruption in electric supply. Reference has been made about intermittent disruption in supply because of problem in kitkat it is alleged that through approach has been made for changing the distribution box but it has not been done. Hence sought for relief including that of compensation and loss of agricultural income the claim of Rs. 5/- lacs has been made by each of the complainant. According to complainant the work of repairs has been made but temporary nature hence the complaint. Along with complaint copies of documents came to be filed.

2. After notice of this Forum the N.A. appeared & sought for time for reply. Thereafter N.A. filed reply which is of common nature stating that the concerned D.P. is of 8 consumers & the approved load of 38 H.P. There are kitkat fuse of 100 Amp. Therein. Only on account of problem in electric line there are chances of disconnection of supply on account of fuse. Reference has been made to daily log sheet of Warwat Bakal 33 Sub-Station about disruption of electric supply on account of breaking of 11 KV line wire at Eklara. IN pursuance to the application of consumjkers dated 22/01/2016 explanation was sought from concerned employee, Shri Shevalkar who informed about breaking of electric wire & repairs of said wire resulting in resumption of electric supply. Reference has been made to the complaint lodged by complainant, Shri Dipak Tade on date 12/03/2016 about disruption of electric supply on date 12/03/2016 at 3 O Clock resulting in disruption of supply which may be repaired early. The copy of the said complaint book has been annexed with reply. So also about complaint of other consumer, Shri Devidas Dharme on date 10/05/2016 the said work of repairs was carried out by shri Hanwate employee making endorsement in complaint book. Reference has been made to the statement of Shri Ganesh Laxman Misal stating that he has not carried out any work of repairs as alleged by the complainant. After 10/05/2016 no complaint of any consumer is received about disruption of electric supply from the said D.P. Even none other consumer has made any grievance of the complaint during the period. As per order of IGRC the 100 Amp. kitkat fuse has been replaced on 19/01/2017 so also repairs the N.A. has pressed for dismissal of the complainants complaint . Along with reply copies of documents came to be filed.

3. Heard Shgri V. M. Dabre, the learned representative of complainant & Shri Navalkar, Dy.E.E., the learned representative of N.A. It is pertinent to note that there is exchange of letter correspondence & from them it is clear that there is no cogent evidence from the side of complainants to establish that there was continuous failure/disruption of electric supply from 21/01/2016 to 10/11/2016 (for alleged period continuously) ON the contrary the order of IGRC, Buldhana filed by the complainant in complaint No. 24/2016 dated 03/01/2017 it is clear that the agriculture pump connection is with Zopadpatti Gaothan D.P. & on account of problem in kitkat of the distribution box there used to be frequent sparking resulting in frequent disruption of electric supply. The order of IGRC clearly shows that even according to the complainant because of interrupted supply the losses has been caused to agriculture income

4. The IGRC order also clearly refers to letter of Assistant Engineer, Samghrampur. The IGRC order clearly shows there is no reference or allegation of the complainant about continuous disruption of supply but the grievance is pertaining to improper fuse on the basis of complaint the A.E., Sangrampur has informed about repairs of fuse as well as maintenance of distribution box. The IGRC has observed on the basis of documents that even according to the complainant the distribution box was in impaired condition but it is not mentioned that there was no supply. Hence IGRC has observed that the complainant could not make continuous disruption of supply. Hence, it has given direction for changing of kitkat fuse of the said D.P. distribution box & rejected the claim of losses compensation. On going through the available material on record including the copy of complaint book kept at Centre it is clear that the different consumer on different date made complaint about temporary problem in electric supply. There is nothing on record to substantiate the claim of the complainants. Even there is statement of Shri Ganesh Laxman Misal stating that he has never done the repairs work of electric line & has never received any payment in cash from the complainant consume as well as others. The record further clearly shows that the Dy. E.E. has prepared a letter addressed to complainant, Shri Balkrishna Parasram Tade & others in pursuance to order of IGRC mentioning therein affixing of 100 Amp kitkat fuse in the said D.P. On the said letter there are signatures of all the three complainants in front of their respective names. So it appears from the record that the complainants have failed to prove there was continuous disruption of electric supply during the period 21/01/2016 to 10/11/2016. Consequently no case has been made out for getting the reliefs prayed for as claimed in the complaint.

5. In any case there is no iota of evidence to show that the complainants have suffered losses to the tune of Rs. 5/- lacs each. There is no document of any authority for such claim of losses. Consequently the complaint filed by the

complainants are liable to be dismissed. With such observation this Forum proceeds to pass following unanimous order :-

ORDER

1. Complaint No., 1/17, 2/17 & 3/17 filed by the complainants are hereby dismissed.
2. In the circumstances the parties to bear their own cost.

Sd/-
Member/Secretary

Sd/-
Member (CPO)

Sd/-
Chairman

Contact details of Electricity Ombudsman appointed by MERC (CGRF&EO) Regulations 2006 under Regulation 10:

THE ELECTRICITY OMBUDSMAN,
Office of Electricity Ombudsman (Nagpur)
Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,
Nagpur-440 013. Phone :- 0712-2596670

No.CGRF / AKZ/ Akola/ 35

Dt. 18/02/2017

To,
The Nodal Officer,
The Executive Engineer MSEDCL,
O&M Division, **Khamgaon**

The order dismissed on 18/02/2017 in the Complaint No. 1/2017, 2/2017 & 3/2017 is enclosed herewith for further compliance and necessary action.

**Secretary,
Consumer Grievance Redressal Forum,
MSEDCL, Akola Zone, Akola.**

Copy fwcs to:

1. The Superintending Engineer, MSEDCL, O&M Circle, Buldhana
- 2) Shri Balkrishna Parashram Tade, Shri Ganpat Narayan Aswar & Shri Ganesh Kisan Gaiki, At Post Eklara(Banoda), Taq. Sangrampur