



2. Admittedly application of enhancement of the load was made on 25.01.2016 and in the letter, there is reference of circular issued by the Head Office Licensee with regards to revised guidelines of standards of performance bringing down the prescribed time period for disposing application of industrial connection. The copy of the said circular is also annexed which clearly shows that the time period has been lowered down then that prescribed under SOP regulation 2014. This was issued to provide expeditious service to consumers. In spite thereof even inspection was not done, till approach to IGRC but nothing fruitful has happened and during the pendency of matter for hearing, only copy of sanction of estimate was made available without issuing demand note. In spite thereof, so also non following of commercial circular No. 240, the IGRC has passed the order and thereby tried to protect the guilty officer. It is alleged that even the order of the IGRC has not been complied thus compelling to seek reliefs prayed for. Alongwith the complaint copies of documents came to the filed.

3. Even after receipt of notice of this forum, the N.A. failed to file reply on the due date & later on the date of hearing, the reply came to filed with application to condone the delay, which was granted. As per reply most of the facts are not in dispute including that of filling of application till sanctioning of the estimates. Further it is stated that after issuing of quotation of security deposit on 22.03.2016, the payment there was made but no Test Report has been submitted. The N.A. has admitted taking of time of 57 days for sanction of estimate at the same time tried to blame the complainant for not submitting Test Report with averment that the complainant application will be considered as feasible only after submission of Test Report. It is further stated that the N.A. is still ready to release additional load to the complainant within 90 days i.e. within 33 days after submission of Test Report and opposed the claim for imposing of SOP charges, with request to dismiss the complaint.

4. Heard Shri Ashish Chandarana and Shri S.T.Kohad,Dy.E.E.the learned representative for the parties. It is pertinent to note that except reply no document has been produced on record from the side of the N.A. Nothing has been brought on record in any form any material /evidence in support of defense & contention of the N.A. On the contrary the complainant has produced documents with the complaint as well as form A-1,

(Industrial), power supply application which in fact amounts to agreement between the consumer & the licensee. On page No.2 thereof the relevant clause is as under.

- “ Undertake to avail supply within one month from the date the MSEDCL intimates that it is ready to supply to our premises failing which I/we undertake to pay the MSEDCL the fixed charges as may be applicable.”

5. Admittedly as per regulation & supply code at the time of service connection the amount is to be deposited & admittedly the security deposit have been deposited. The learned representative of complainant has drawn attention towards “ Remarks” of sanctioned estimate & the same is as under

“ Work will be carried out as per allotment of funds in next financial year “ The learned representative of the N.A. has no words to give any explanation specially as per provisions of the regulation & more particularly commercial circular No.240. Though the complainant has claimed SOP compensation for delay caused by the N.A. in the complaint, however during course of arguments it has been submitted by learned representative of the complainant that the complainant interested in getting power supply in view of its plan & investment of huge amount in infrastructure. According to him if the N.A. gives intimation about installation of infrastructure for release of the additional load within period mentioned in the reply, the complainant is ready to forgo its claim of compensation. To this fair offer the learned representative of the N.A. has given commitment about completing the requisite formalities, within that period and complainant to give Test Report immediately thereafter. Both parties have arrived at such mutual understanding during the course of arguments. This could have been done earlier at least, when the matter was before IGRC. That would have avoided this litigation. In any case the N.A. & its officer to look into the grievance of the consumer positively and to take all appropriate steps for maintaining smooth relationship between the consumer & the licensee, instead of adopting rigidity & technicality. With such observations, this forum proceeds to pass following unanimous order.

## **ORDER**

1. The complaint No.6 & 7 are here by disposed of in terms of the order.
2. That as per mutual understanding between the parties the N.A. to complete all the formalities of its readiness to provide additional load to the complainant within period of 40 days by giving intimation in writing about it to the complainant and where by complainant to forgo the claim for SOP compensation for delay caused by the N.A. If the N.A. fails to fulfill its commitment, then it shall be liable to pay SOP compensation for the delay caused as per MERC regulation.
3. That in the circumstances no order as to cost.
4. That the compliance report to be submitted within period of two months from this order.

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/ AKL/ 88**

**Dt. 15.06.2016**

**TO**

The Nodal Officer,  
Executive Engineer  
MSEDCL,Akot Division Akot.

The order passed on 15/06/2016 in the Complaint No. 6 & 7 /2016, is enclosed herewith for further compliance and necessary action.

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

**Copy fwc to:-**

1. Laddha Agro Industries, Telhara, Plot No. A-31, MIDC, Telhara Distt. Akola

2. Laxmi Agro Industries, Telhara, Plot No. A-31, MIDC, Telhara Distt. Akola
3. The Superintending Engineer, O&M Circle, MSEDCL, Akola.

period of 40 days by giving intimation in writing about its readiness to supply of electricity of additional load to the complainant and where by complainant to forgo the claim for SOP compensation for delay cause by the N.A. If the N.A. fails to fulfill its commitment, then it shall be liable for SOP compensation for the delay cause as per MERC regulation.

3. That in the circumstances no order as to cost.
4. That the compliance report to be submitted within period of two month from this order.

s/d  
Member/Secretary

s/d  
Member (CPO)

s/d  
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/ AKL/ 88**

**Dt. 15.06.2016**

**TO**

The Nodal Officer,  
Executive Engineer  
MSEDCL,Akot Division Akot.

The order passed on 15/05/2016 in the Complaint No. 6 & 7 /2016, is enclosed herewith for further compliance and necessary action.

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

**Copy fwc to:-**

1. Laddha Agro Industries, Telhara, Plot No. A-31, MIDC, Telhara Distt. Akola

2. Laxmi Agro Industries, Telhara, Plot No. A-31, MIDC, Telhara Distt. Akola
3. The Superintending Engineer, O&M Circle, MSEDCL, Akola.

S.R.Chitale  
Member/Secretary

D.M.Deshpande  
Member (CPO)

T.M.Mantri  
Chairman

s/d  
Member/Secretary

s/d  
Member (CPO)

s/d  
Chairman