

**CONSUMER GRIEVANCE REDRESSAL FORUM,
AMRAVATI ZONE, AKOLA.**

*“ Vidyut Bhavan ”
Ratanlal Plots,
Akola : 444001
Tel No.2434476*

Dt.16/06/2014

Complaint NO.105 / 2014

In the matter of grievance about delay in giving agriculture connection, etc.

Quorum :

Shri T.M.Mantri, Chairman
Shri P.B.Pawar, Secretary
Shri A.S.Gade, Member

Ramdas Sitaram Kothalkar, Jamod, Tq.Jalgaon Jamod, Dist. Buldhana.

.... Complainant

...VRS....

The Executive Engineer Mulkapur Dn.

..... Respondent

Appearances :

Complainant Representative : Shri D.M Deshpande.

Respondent Representative : Shri V.P.Chaudhary, A.E. Jalgaon Jamod.

1. The complainant has approached this forum in respect of his grievance about delay for providing electric connection though he has applied for new connection on 20.1.2011. It is alleged that inspection was carried out in July 2011, so also Quotation was given in July 2011, payment of which has been made on 13.7.2011 by depositing Rs.5750/- 13.7.2011, but connection was not released. Even allegations has been made that seniority has not been maintaind so also the chronology has been violated, hence claimed compensation as well as relief of

release of immediate connection. Alongwith the complaint, copies of documents came to be filed.

2. As per the record, notice was sent to the N.A. for submitting parawise comments, inspite of that no reply was filed from the side of the N.A. The matter was then posted for arguments. On the date of hearing the reply came to be filed from the side of the N.A. stating that Electric connection has been released to the Complainant on 26.5.2014 and he has given in writing that he has no complaint about the connection. But it has been admitted that the complainant has paid amount of new connection on 13.7.2011 and the Office of the N.A has given information to the Division Office for connection. According to the N.A. the work order for carrying out the L.T. line work was issued to D.K.Electricals, Motala vide NO.EE/MKL/T/P/398, dated 20.1.2014, however, the said agency has not taken the work in time, hence the said work was allotted to other agency i.e. Suyog Engineer, Khamgaon, vide No.EE/MLK/T/1216, dated 4.3.2014. After completion of the work satisfactorily, connection has been released on 26.5.2014. Alongwith the reply copy of letter of the complainant has been filed on record.

3. Herd Shri D.M.Deshpande, Learned Representative for the complainant and Mr.V.P.Chaudhari, Assistant Engineer, Learned Representative on behalf of N.A. It is pertinent to note that the reply from the side of the N.A. is filed by the Assistant Enngineer, Jalgaon Jamod and during the course of submission, the Learned Representative of the N.A. has submitted that as per the instructions and direction of the Executive Engineer, Malkapur, vide letter dated 22.5.2014, he has signed on the reply and submitted the same before this Forum. At this stage, it will be just and proper to point out to all concerned to take note that as per the Regulation,

the concerned Executive Engineer is the Nodal Officer and the Nodal Officer has to submit reply, he cannot delegate powers of signing reply. In fact as per the Regulation, the said officer has to attend hearing also but on some occasion he can authorize the competent officer but it is not by way of general practice. Here in the present case, the concerned Executive Engineer/Nodal officer has even avoided to sign reply but given the said work to the Assistant Engineer, who has done this act on behalf of the Executive Engineer, not in consonance with the provisions of the Regulation. The concerned Officers to take note.

4. From the record, it is clear that inspite of making application for new connection in January 2011 and depositing an amount of Rs.5750/- on 13.7.2011, there has been delay in providing connection. No doubt as per the submission made during the course of argument that connection has been provided to the complainant on 26.5.2014, N.A. has brought on record the letter given by the complainant, the Learned Representative for the complainant has not disputed about the same and made submission that there is apparent delay in providing connection and he has also referred to the documents filed on record alongwith the complaint, pointing out that the N.A. has violated the chronology and connection has been provided to other, who have made application for connection later in point of time than the complainant. He has further pointed out that Rs.3000/- has been recovered from the complainant as Security Deposit which is excessive and in reply filed by the N.A. nothing has been stated about the violation of chronology and recovery of excess amount of Security Deposit. The learned representative of the N.A. has submitted that in the letter given by the complainant he has no more grievance as made in the complaint, in view of providing electric connection. The Learned Representative for the complainant

has submitted that atleast excess security deposit to be refunded or adjusted in the bill payable by the complainant.

5. Here, it is pertinent to note that only after approach made to CGRF, the N.A. has taken action and has provided connection on 26.5.2014. Even the concerned Officer and Office of the N.A. would have taken prompt action, the complainant could have got connection much earlier. However, in view of the letter of the complainant, produced by the N.A. it has to be held that he has no grievance as far as claim for compensation etc. However, it seems apparently that the amount of security deposit of Rs.3000/- recovered in excess. The concerned officer of the N.A. to refund or adjust excess amount of Security Deposit if any to the complainant in terms of Regulation. With such observations, the Forum proceeds to pass the following unanimous order:-

ORDER

1. The complaint No.105/2014 is disposed off in view of providing connection to the complainant, with the observation that the excess amount of Security Deposit if any is to be refunded or adjusted in the forthcoming bills of the complainant.
2. In the circumstances, no order as to costs.
3. The compliance report be submitted within a period of one month.

Sd/-
(A.S.Gade)
Member

Sd/-
(P.B.Pawar)
Secretary

Sd/-
(T.M.Mantri)
Chairman

No.CGRF / AMZ/

Dt. /06/2014

To
The Nodal Officer / Executive Engineer,
MSEDCL,
Mulapur Division,

For information & necessary action.

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

Copy To:
Ramdas Sitaram Kothalkar, Jamod, Tq.Jalgaon, Dist. Buldhana.
Copy s.w.r.to:-
The Superintending Engineer, O & M Circle Office Buldhana.