

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
AURANGABAD ZONE, AURANGABAD.**

**Case No. CGRF/ AZ/ AUR/ U / 628/ 2017 / 21
Registration No. 2017040069**

Date of Admission 19.04.2017
Date of Decision 06.06.2017

The Chairman,
Shri Gujrati Dasa Porwad Samaj Trust,
Kuwarphalli, Near Rajabazar,
Aurangabad 431001
(New Connection)

COMPLAINANT

VERSUS.

The Executive Engineer (Administration)
Nodal Officer, O/O Superintending Engineer ,
Urban Circle, MSEDCL, Aurangabad.

RESPONDENT

CORAM

Shri	Dr.Bhaskar G. Palwe	Chairman
Shri	Laxman M. Kakade,	Member/Secretary
Shri	Vilaschandra S.Kabra	Member.

CONSUMER GRIEVANCES REDRESSAL DECISION

The applicant the Chairman, Shri Gujrati Dasa Porwad Samaj Trust, Kuwarphalli, Near Rajabazar, Aurangabad is a consumer of Mahavitaran having Consumer No. 490011563071. The applicant has filed a complaint against the respondent, the Executive Engineer i.e. Nodal Officer, MSEDCL, Urban Circle, Aurangabad under Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Electricity Ombudsman) Regulation 2006 in Annexure(A) on 19.04.2017.

The brief details of the complaint are as under.

The Complainant is a Trust having a property situated at Gokulnath Mohalla, Aurangabad which is used for religious & social purposes. MSEDCL has installed a three phase meter having consumer No. 490011563071.

The complainant submits that in order to educate and promote computer education, the trust decided to start computer education class at above premises. Since the applicable tariff was different, the trust decided to take separate single phase LT connection and submitted an application on 21.10.2016.

As per the MERC SOP Regulations 2014, the inspection of the site survey has to be carried out within 7 days and the intimation for charges is required to be given within 15 days.

However, inspite of constant follow up, the complainant did not received information of charges (Quotation) nor any communication was received from the respondent. The complainant therefore filed a complaint with internal grievances redressal sale on 21.12.2016. The IGRC passed an order on 20.01.2017, inspite of that respondent did not released the quotation till today nor adjusted the access amt. in the bill.

The complainant has therefore submitted that the action of not to comply and intimate the charges for release of new connection is a violation of MERC SOP Regulations 2014 and the complainant is therefore required to be compensated for delay as per provision in MERC SOP Regulation from 6th November and onwards.

In view of the above submission, the complainant prayed as under :

- 1) The complaint may be allowed.
- 2) The respondent may be directed to pay Rs. 100/- per week from 05.11.2016 till actual date of intimation of charges as per provision in MERC SOP Regulations 2014.
- 3) The Respondent may be directed to pay Rs. 5000/- compensation towards depriving students from taking education.
- 4) Any other relief has deemed fit by Hon. Forum.

Say of Executive Engineer, Nodal Officer, Aurangabad Urban Circle.

On the behalf of the Executive Engineer / Nodal Officer, the Additional Executive Engineer, MSEDCL, Shahaganj Sub Division, Aurangabad vide his letter dated 30.05.2017 has submitted that, the applicant has submitted an application for new electricity connection at Gokulnath Mohalla. However, there is already an electricity connection

vide Consumer No. 490011563071. The applicant is having an arrears of Rs. 33,020/- in the bill of October 2016. Therefore the complaint was not given for new electricity connection. The complainant has paid Rs. 25000/- on 05.03.2017 and Rs. 17370/- on 19.04.2017. After this payment the complainant is given the quotation for new connection.

Observations of the Consumer Grievance Redressal Forum.

- 1) The complainant has applied for released of single phase LT connection for commercial purpose on 21.10.2016.
- 2) The complainant has not paid arrears of electricity bill of Rs. 33020/- for the month of October 2016.
- 3) The Respondent has not given quotation for new electricity connection because complaint was in default for payment of electricity bill of October 2016.

In view of the above submissions made by applicant, Respondent during the hearings and the observations of the CGRF, this Forum passes the following order.

ORDER

- 1) The applicant shall be given new electricity connection immediately.
- 2) The compliance shall be reported within 30 days

Sd/-
Dr. Bhaskar G. Palwe
Chairman

Sd/-
Laxman M. Kakade
Member / Secretary

Sd/-
Vilaschandra S. Kabra
Member