

Before Maharashtra State Electricity Distribution Co. Limited Consumer Grievances Redressal Forum, Baramati Zone, Bhigwan Road, Urja Bhavan, Baramati.

Date: 21.5.14

In the matter of

Case No. 11/2014-15

Date:- 19/04/2014

Shri.Dasharath Maruti Sinnarkar
At-Post : Amale, ,
Tal. Shirur, Dist.-Pune.

Complainant
(Here in after referred As Consumer)

V/S

M.S. Electricity Distribution Co. Ltd. -
Executive Engineer, Kedgaon Division

Opponent
(Here in after referred As Licensee)

Quorum

Chair person	Mr. S.D. Madake
Member Secretary	Mr. V.M.Bhattad
Member	Mr. Suryankant Pathak

1. The complainant Shri.Dasharath Maruti Sinnarkar has filed an application for electricity supply for agricultural purpose before the officials of M.S.E.D.C.L. He deposited an amount of Rs.6950 (Rupees Six thousand nine hundred and fifty only) for the supply of electricity on 27.5.2013.
2. According to complainant, failure on the part of M.S.E.D.C.L. to give energy supply is deficiency in service. He claimed compensation for mental agony and loss of agricultural income. He submitted that disciplinary action be taken against the officials of M.S.E.D.C.L. who are responsible for delay in giving supply.
3. According to complainant, complaint filed on 19.12.2013 before IGRC was disposed of without giving opportunity of hearing him. He prayed for





compensation as well as immediate supply of electricity and appropriate action against the erring staff.

4. M.S.E.D.C.L. filed say and alleged that in order to give electricity supply to Shri.Sinnarkar, it is necessary to erect LT Line of 0.12 km. It is further submitted that due to water in the land it is difficult to erect poles and the poles will be erected when it will be suitable for erection of pole. It is an admitted fact that complainant paid deposit on 27.5.2013.
5. The following points arise for our consideration :
 - i) Whether the M.S.E.D.C.L. is justified to delay the electricity supply on the grounds mentioned in the written statement?
 - ii) What order?
6. Our findings are :
 - i) In the negative
 - ii) As per final order
7. We have heard both sides perused complaint and written statement. The Chairman, Internal Grievance Redressal Unit has directed the Asstt.Engineer to look into the matter personally and solve the case under intimation with this office. He further directed Asstt.Engineer to take steps for compliance within weeks time and the complaint of Shri. Sinnarkar should be solved within two months. He further directed that if compliance is not received within time matter will be held for hearing.
8. The M.S.E.D.C.L. has not produced on record any documents to show that what steps were taken as per letter of IGRC to Asstt.Engineer on 31.12.2013. The Chairman IGRC on 23.1.2014 informed complainant that the steps to give energy supply shall be taken as per seniority as the supply will be given on priority basis who paid money prior in point of time.
9. On perusal of the documents and hearing both sides it is evident that electricity supply is not given to complainant though he paid amount on date-27.5.2013.
10. As per MERC (Standard of performance of Distribution Licensees, period for giving supply and determination of compensation) Regulation-2005, "The

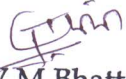
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Distribution Licensee shall maintain the standards of performance specified in the regulations.

11. As per Clause 12 where the Distribution Licensee finds that it has failed to meet the standard of performance, the licensee shall be liable to pay such compensation as per Appendix-A to these regulation.
12. As per Appendix-A (iii) Column time period for provision of supply from date of receipt of completed application and payment charges, the energy supply where extension or augmentation of distributing main is required the energy supply should be given within three months. The compensation is Rs.100/- per week as per Regulation.
13. On careful consideration of the documents it is clear that M.S.E.D.C.L. failed to give electricity supply within time limit prescribed by regulation without valid grounds. The complainant is entitle for compensation at the rate of Rs.100/- per week from 27.8.2013 till the date of giving of energy supply.

14. Member Secretary opinion :

The consumer was under an obligation to submit test report about installation readiness, however he failed to do so, hence he is not entitle for compensation. The complaint is liable to be dismissed.


Mr. V.M. Bhattad
(Member Secretary)


ORDER

1. M.S.E.D.C.L. is directed to pay compensation at the rate of Rs.100/- (One hundred per week) w.e.f. 27.8.2013 till the date of electricity supply.
2. M.S.E.D.C.L. is further directed to give electricity supply to the consumer within one month from the date of this order.

3. M.S.E.D.C.L. may recover the amount of compensation from the officials of M.S.E.D.C.L. who are responsible for causing delay in energy supply to consumer without valid grounds.
4. No order as to cost.

S.M. Madake
Mr. S.D. Madake
(Chairperson)


Mr. Suryankant Pathak
(Member)

Date: 21/05/2014