

MAHARASTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.
KOKAN ZONE RATNAGIRI
Consumer Grievances Redressal Forum Ratnagiri

Consumer case No –51/2010

Date: 21.01.2010

- 1) Shri.Milind Vinayak Gawankar.
A/P Wilaye, Tal/Rajapur,
Dist/Ratnagiri
- 2) Shri. Janardan Kashinath Gawade.
A/P Wilaye, Tal/Rajapur,
Dist/Ratnagiri.

Complainant

V/S

- 1) Executive Engineer,
MSEDCL,
Ratnagiri Division .
- 2) Assistant Engineer,
MSEDCL,
Rajapur Sub-Division - I
Ratnagiri .

Opposite Party

Quorum of the Forum

Member

1) Mr.D. S. Jamkhedkar
Chairman

2) Mr. H.B.Soni
Executive Engineer.

On behalf of consumer

- 1) Shri.Rajesh D.Kumbhar.
- 2) Shri.Vasudeo T.More

On behalf of opposite party

- 1) Shri.S.P.Deshpande.
Dy.Ex.Engineer,
Ratnagiri Division.

**Maharashtra State Electricity Regulatory Commission Consumer Grievance
Redressal Forum and Ombudsman Regulation 2003 Vide Clause No.8.2**

- 1) Consumer applicant- No.1 Gawankar has applied to MSEDCL for getting Ag Connection of 10 HP in his agricultural land Sr. No.199/15 for the well located in it and also applied for 1 HP Connection in his agricultural land S.No.212/2 for the well located in it. Both these connections were sanctioned to him separately under sanction orders Dated 22/12/2008. Accordingly separate quotations were also given by MSEDCL to him and he deposited amount of Rs.3650/- and Rs.12700/- on 21/01/2009 of which receipts are produced on record.

- 2) Consumer applicant - No.2 Gawade has applied for agriculture pump connection of 1 HP in his agricultural land S.No.210/2 at wilaye for the well located in it. It was sanctioned by MSEDCL on 22/12/2008. Accordingly quotation was given to him and he deposited the amount of Rs.3650/- to the MSEDCL office on 21/01/2009, of which receipt is produced on record.
- 3) Both these applicants persuaded the MSEDCL office on several occasions for getting connection but in vein. So ultimately, they have moved this forum for getting redressed their grievance.
- 4) A notice of the complaint - application was given to Executive Engineer, Ratnagiri Division with a direction to file say within 10 days. Accordingly E.E.MSEDCL has appeared before the forum and filed it's say on 16/02/2010.
- 5) It is submitted by Executive Engineer MSEDCL under the say that the work was entrusted to Goutam Electrical, Chiplun , under the Backlog Scheme but he did not complete the work in time in spite of repeated reminders from the office of Executive Engineer, Ratnagiri. About 240 Ag connections are yet to be released. It is also submitted that the terrain in Rajapur area is also unfavorable and this also caused delay. The office is giving small orders to different contractors and getting the work completed. A waiting list of prospective consumers is prepared in which present consumers are at Sr.No.10 so the connection will be released in due course.
- 6) The matter was fixed for hearing from time to time but could not be heard till 13/05/2010 due to difficulties of parties. Ultimately it was heard on 13/05/2010 and again on 22/06/2010 as the parties wanted to file certain documents in support of their plea.
- 7) In the argument, MSEDCL has made similar submissions in keeping with the say. The consumer has requested to expedite release of connection.
- 8) During the hearing Executive Engineer, MSEDCL submitted that considering the unfavorable terrain and climate, there is delay in releasing connection for which he had to take various steps and the work is also of complicated nature. Finally he urged that office will release connection latest by 15th Oct 2010 and to this assurance the consumer has given consent.
- 9) With this background it will be proper and in the interest of both the parties to pass order with a specific direction. Hence order.

ORDER

The application is allowed ----

- 1) Executive Engineer is directed to release the Ag.Connections to both the consumer applicants as per the sanction orders on or before 15th Oct 2010, failing which it shall pay Rs.100/- per week to each of the applicant from 15th Oct 2010 till the date of releasing connection.
- 2) The MSEDCL shall also pay Rs.500/- each to both the applicants for the harassment and mental agonies caused to them, as compensation.
- 3) In case consumer desires to appeal against this order he should file his appeal to the following addresses.

Secretary- OMBUDSMAN Maharashtra State Electricity Regulatory Commission,
606/608 Keshava building,
Bandra Kurla Complex,
Mumbai- 400051.
Phone No. 022-26592965

Shri.H.B.Soni.
Ex. Engineer
Consumer Grievances Redressal Forum
Kokan Zone, Ratnagiri

Shri D.S. Jamkhedker
President
Consumer Grievance Redressal Forum
Kokan Zone, Ratnagiri. .

Place: Ratnagiri

Date: 22.06.2010