

CONSUMER GRIEVANCES REDRESSAL FORUM;
MSEDCL NAGPUR (RURAL) ZONE NAGPUR
COMPLAINT NO. 82/2015

Shri Anil Panjabrao Nasare
At.Po.Bopapur
Tq.Hinganghat
District - Wardha.

Complainant

,,VS..

1. Executive Engineer,
MSEDCL,O&M Division,
Hinganghat.

2. Executive Engineer/Nodal Officer,
I. G. R. C., Circle Office,
MSEDCL,Wardha.

Respondents

Applicant represented by 1) Shri B.V.Betal, Authorized representative
Respondents represented by 1) Shri M.N.Sirase, Executive Engineer Hinganghat

CORAM:

Shri Vishnu S. Bute, Chairman.
Adv. Gauri D. Chandrayan, Member
Mrs. D.D.Madelwar, Member-Secretary.

JUDGEMENT

(Delivered on this 23th day of September, 2015)

2. Shri Anil Panjabrao Nasare, At.Po.Bopapur, Tq.Hinganghat, Dist. Wardha (hereinafter referred to as, the applicant) is a consumer of the distribution licensee MSEDCL (hereinafter referred to as, the respondent). The applicant is an agriculturist. It is the contention of the applicant that the power supply to his agricultural pump interrupted as the fuse blew off. The respondent failed to restore the supply within the prescribed time limit. So he claims compensation. He approached the IGRC Wardha. The IGRC Wardha dismissed his application vide order passed under no.SE/Wardha/T/IGRC/4671 dated 05-08-2015. He approached this forum under the provisions

contained in Regulation 6.4 of the MERC (CGRF and E.O.) Regulations 2006 on 20-08-2015.

The respondent submitted the written reply. The case was fixed for personal hearing on 22-09-2015. Both the parties were present. They were heard.

3. Shri B.V.Betal, an authorized representative, argued that the applicant is having an agricultural pump set of 5 HP capacity. The power supply to the agricultural pump was interrupted w.e.f. 09-05-2015 as the poles of the supply line were bent and the fuse blew off. The applicant made oral and written complaints to the respondent. However the respondent did not take cognizance. Finally the power supply was restored on 23-06-2015. As there was no power supply to the pump the applicant may be awarded compensation for the period from 09-05-2015 to 23-06-2015.

Even as on today the poles are not erected properly. The earthing wire is not installed properly. So the respondent may be directed to carry out the maintenance of the supply line.

4. Shri M.S.Shirase, Executive Engineer, Hinganghat Division represented the respondent. He referred to the written reply dated 09-09-2015. It was further stated that a complaint from the applicant was received on 09-05-2015. After enquiry it was noticed that the wires of the LT line were broken from the poles. The broken wires were put in order and the supply was restored on 11-05-2015. The poles were bent due to storm. The maintenance of the LT line was taken up. The supply is in proper order now.

5. We have perused the record. We have heard the arguments advanced by both the parties.

The definition of, “ fuse off call “ given under, the MERC (standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations 2014 reads as under,

“ Fuse off call “ refers to a complaint handling procedure with regards to an individual consumer and involving restoration of supply by replacement of a fuse at such consumer’s premises, not simultaneous with any other failure;

If we examine the facts and circumstances of the case in the light of the aforesaid definition according to the applicant his power supply was interrupted as the poles were bent and fuse blew off. The applicant did not produce any evidence that his power supply was interrupted as the fuse blew off. The respondent produced the Xerox copy of the complaint received from the applicant. The application is dated 15-06-2015. In the application the applicant stated that the power supply interrupted as the poles are bent down. The applicant himself admitted that the interruption was due to other failure. So in our opinion the case will not fall within the four corners on the definition of fuse off call. Naturally the applicant is not entitle for the compensation.

6. In view of the facts and circumstances discussed above, we pass the following order,

ORDER

i) Application No.82 of 2015 is hereby dismissed.

ii) No order as to cost.

Sd/-
(Adv.Gauri D.Chandrayan)
MEMBER

sd/-
(Mrs.D.D.Madelwar)
MEMBER SECRETARY

sd/-
(Vishnu S. Bute)
CHAIRMAN

CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR
(Nagpur Dtd.23th day of September, 2015)

CONSUMER GRIEVANCE REDRESSAL FORUM

NAGPUR ZONE (RURAL) M. S. E. D. C. L.

Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,

NAGPUR – 440013

Email.id- cgrfnz@mahadiscom.in
cgrfnz@gmail.com

(O) 0712- 2022198

NO. CGRF/NZ/

Date :

Certified copy of order dated 23rd September, 2015 in Case No.82 / 2015

is enclosed herewith.

Member-Secy/ Exe.Engineer,
C.G.R.F.(NZ)MSEDCL
N A G P U R

To,
Shri Anil P. Nasare, At.Po.Bopapur, Tq.Hinganghat
Dist.Wardha

Copy s.w.r.to :-

1. The Chief Engineer(NZ), MSEDCL, Vidyut Bhavan,Katol Road, Nagpur.

Copy f.w.cs.to:

1. The Executive Engineer/Nodal Officer., O&M Circle Office, MSEDCL.Wardha
2. Executive Engineer,C.C.O&M Dn., MSEDCL, Hinganghat.
for information and necessary action.

Address of the Electricity Ombudsman is given as below.

Office of - The Electricity Ombudsman,
12, Srikrupa, Vijay Nagar,
Chhaoni, Nagpur-440 013
0712-2596670