

CONSUMER GRIEVANCES REDRESSAL FORUM;

MSEDCL NAGPUR (RURAL) ZONE NAGPUR

COMPLAINT NO. 83/2015

Shri Namdeo Shravan Chouhan
At.Tadgaon, Po.Mangrul
Tq.Samudrapur
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

2) Shri V.M.Hedao, Dy.Exe.Engineer, Samudrapur

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 Namdeo Shravan Chouhan, At.Tadgaon, Po.Mangrul, Tq.Samudrapur, 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/4711 dated 07-08-2015. He approached this forum under the

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 an agriculturist. The power supply to the agricultural pump of the applicant was given in June 2014. Five poles were erected to lay the supply line. The contractor did not execute the work properly. So the poles were bent in July 2014. The wires were broken. The power supply to the pump set of the applicant interrupted since then.

It was requested that the compensation under the provision of fuse off call may be awarded to the applicant. The respondent may be directed to erect the poles and restore the power supply immediately.

4. Shri Hedao, Dy. Executive Engineer, Samudrapur referred to the written reply dated 11-09-2015. Shri Hedao further stated that a power supply to the pump set of the applicant was given by erecting the supply line of five poles. Due to storm the poles and the supply line fell down. Three poles were broken. The poles were not available in the store. Now new poles are available. However when the employees went to erect the poles, the adjoining land owners objected to the execution of the work. So it was not possible to erect the supply line. It is not true that the supply was interrupted as the fuse blew off. There is no force in the application. The application may be dismissed.

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 of the present case in light of the aforesaid definition it is seen that the supply to the pump set of the applicant was interrupted as the poles fell down. So it is clear that the supply can not be restored by replacement of fuse but the interruption is due to other failure. It is clear that the request of the applicant will not fall within the four corners of the definition of fuse off call. As such the applicant is not entitle for any compensation. The respondent may take necessary action to erect the poles and restore the supply as soon as possible.

6. So we pass the following order,

ORDER

- i) Application No.83 of 2015 is hereby dismissed.
- ii) The parties to bear their own cost.

Sd/- (Adv.Gauri D.Chandrayan) <u>MEMBER</u>	sd/- (Mrs.D.D.Madelwar) <u>MEMBER SECRETARY</u>	sd/- (Vishnu S. Bute) <u>CHAIRMAN</u>
<u>CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR</u>		
<u>(Nagpur Dtd.23th day of September, 2015)</u>		

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.83 / 2015

is enclosed herewith.

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

To,

Shri Namdeo S. Chouhan, At.Tadgaon, Po.Mangrul,, Tq.Samudrapur
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