

CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR (RURAL)

COMPLAINT NO. 358/2011

Shri Suresh Ramaji Daf
At-Kachangaon, Post- Arvi(Chhoti),
Taluka 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 Shri B.V.Betal .

Respondents represented by 1) Shri V.M. Hedau, Asstt.Engineer, Hinganghat.
2) Shri P.B.Ingle, Jr.Engineer, Hinganghat.

CORAM:

Shri T. M. Mantri, Chairman.

Shri M. G. Deodhar, Member.

Ms. S. B. Chiwande, Member-Secretary.

ORDER

(Per Chairman Dtd. 26th March, 2012)

The complainant's grievance is that he has submitted application for Ag.Pump connection on 4/1/2011. In spite repeated follow up, Demand Note belatedly received on 14/07/2011, amount deposited in cash on 19/07/2011. Demanded compensation for delay in giving demand note but nothing was done. Then consumer approached to IGR Cell on 3/8/2011 but no order received till date, hence compelled to approach this Forum. The complainants case is that no electric supply was provided in prescribed time limit and in spite approaches to the authorities nothing was done, hence complaint for seeking Redressal of the grievance.

2. As per the Rules, notice was given to the concerned office of the Distribution Licensee which in terms has filed parawise comments dtd. 13/12/2011, narrating about erection of line & sanctioning of estimate and then issuing of Demand Note on 14/07/2011 and submission of test report on 12/09/2011. It is alleged that the list of the consumers given test report from 1/4/2010 to 31/03/2011 has submitted to Head Office and for other remaining paid consumers, constantly following it. It is lastly stated that the work of providing electric connection is totally depend upon the planning target of the Head Office and so also on availability of material. Hence the connection will be provided as per paid pending seniority list and there is no intentional delay for providing connection.

3. Heard Shri Betal Representative for complainant & Ld. Shri V.M. Hedau, Asstt.Engineer on behalf of Distribution Licensee. During course of submission it has been practically admitted that there is delay in issuing demand note to the complainant. During course of submission Ld. Representative of Distribution Licensee Co. admitted that the concerned J.E. is responsible for not giving Demand Note, in time. Except reply no documents came to file on behalf of the Respondent Licensee. Though the complainant has asked for providing of electric supply in the application, however during course of submission it has been submitted by the Ld. Representative of the Licensee Co. that electric connection will be provided as early as possible. In view of such material on record the complainant's grievance for giving delayed Demand Note has to be accepted. Likewise delay in providing electric supply the reason put forth from the side of the Respondent Licensee are not at all convincing. Though Regulation provides time period for Standard of Performance of various acts to be carried out by the Respondent Licensee and apparently Respondent Licensee has failed in fulfilling the time period provided therein. The Regulation is binding on the Respondent Licensee. Admittedly the Demand Note was issued on 14/07/2011 and on 19/07/2011 the amount was deposited. The complainant's case of delay in supply of demand note is not disputed in reply so also in submission on the contrary the concerned J.E. was blamed. As per the period provided in the Regulation,2005 in Appendix 'A' the maximum period of 30 days for intimating the charges to the consumer. Admittedly there is abnormal delay. The complainant's grievance in that respect seems to be justified. From the record and the further submissions it is clear that the work of providing electric connection is yet not done. As per Respondent Licensee, availability of material and seniority list of paid pending consumers and ultimately the energy will be supplied. However no documents have been

CONSUMER GRIEVANCE REDRESSAL FORUM
NAGPUR ZONE (RURAL) M. S. E. D. C. L.
 Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,
NAGPUR – 440 013

Shri T.M.Mantri
 Chairman
 (Mb)9673215771

(O) 0712- 2022198

Shri M.G.Deodhar,
 Member
 (M)9422805325

NO. CGRF/NZ/R/

Date :

**Certified copy of order dtd 26th March,2012 in Case No. 358/2011 is
 enclosed herewith.**

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

To,

Shri Suresh Ramaji Daf, At Kachangaon, Post- Arvi (Chhoti),Tq-Hinganghat,Dist. Wardha

Copy S.W.Rs.to :-

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

Copy F.W.Cs.to:

1. The Executive Engineer/Nodal Officer., O&M Circle Office, MSEDCL.Wardha, --
2. The 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
 Ph.No.0712-2022198.

