

CONSUMER GRIEVANCE REDRESSAL FORUM

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

Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,

NAGPUR – 440 013

SHRI V.R.Khobragade,IAS(Retd)
Chairman

PH.(R)2457651(M)9923136412 (O) 0712- 2022198

Shri M.G.Deodhar,
Member

(M)9422805325

NO. CGRF/NZ/R/

Date :

Certified copy of order dtd 5th March,2009 in Case No. 76/2009 is enclosed herewith.

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

Copy to:-

1. Shri Ramchandra Suryabhan Dewase, At-Morshi, Post -Thanegaon, Tah-Karanja(Ghadge),Dist-Wardha.
2. The Chief Engineer,Nagpur Zone (Rural)MSEDCL, Vidyut Bhavan,Katol Road, Nagpur.
3. The Exe.Engineer/N.O., O&M Circle Office, MSEDCL.Wardha, --
4. The E.E.,C.C.O&M Dn., MSEDCL, Arvi.for information and necessary action.

Address of **the Electricity Ombudsman** is given as below.

Office of - **The Electricity Ombudsman,**

Maharashtra Electricity Regulatory Commission,
606-608, Keshava Building,
Bandra-Kurla complex,
MUMBAI- 400 051

TEL.- 022 - 26592965 (Direct)
022 - 26590339 (Office)

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
M. S. ELECTRICITY DISTRIBUTION CO.LTD.**

(NAGPUR ZONE – RURAL) NAGPUR.

Application/Case No. CGRF/NZ/Rural/ **76** of 2009

Applicant : Shri Ramchandra Suryabhan Dewase, At-Morshi,
Post -Thanegaon, Tah-Karanja(Ghadge), Dist-Wardha.

-- VS --

Non-applicant : 1.Executive Engineer/Nodal Officer, I.G.R.C,
Circle Office,M.S.E.D.C.L., Wardha.
2.Executive Engineer,C.C.O&M Dn., M.S.E.D.C.L., Arvi.

Present : 1.Shri V.R.Khobragade,Chairman
2.Shri M.G.Deodhar,Member
3.Shri D.K.Choudhari,Member/Secy.

Appearance. : 1. Shri Ramchandra Dewase,
Applicant present.

1. Shri M.B.Dhabarde,AE.
For Non-Applicants.

ORDER

(Passed this 5th day of March,2009)
(Per Shri V.R. Khobragade, CHAIRMAN)

1. Being no communication in response to the application filed to IGRC, Wardha, the representative nominated by Applicant came to Forum on 13/1/2009 requesting to grant of compensation for delay in getting power connection and excess amount paid toward demand note.
2. After receipt of his application, the Forum issued acknowledgement to Applicant, called parawise comments of the non-applicants(hereinafter called 'DL'/'NA'), a copy of the parawise comments was sent to the Applicant, issued notices to both the parties, finally heard both the parties on 26/2/2009. Forum thus, offered a fair, reasonable and adequate opportunity to both the parties for submission of their say in the matter.

3. According to the Applicant, the matter in brief is that he applied to company on 30/5/2004 for grant of power connection to agricultural pump, paid required amount on 30/4/2007 and submitted test report on 3/5/2007 but he did not get power connection till filing the application e.g. 13/1/2009.
4. Both the parties were present and they were heard. The Applicant presented the case personally and reiterated the same points contained in the application. The non-applicants was represented through A.E., Karanja. He also reiterated the same points mentioned in parawise comments submitted to Forum and promised to supply power connection by the end of March,2009 and stated further that the said application was received to the office of J.E. and it was sent to A.E. after duly compliance of spot survey on 31/3/2007.
5. On perusal of the papers, it reveals that application was filed on 30/5/2004 and submitted spot survey report on 31/3/2007. The J.E. concerned is held responsible for delay of 112 weeks for spot survey and is responsible for payment of compensation of Rs. 11200/- to the Applicant. A.E., Karanja submitted his report to E.E., Arvi on 22/10/2006 for approval of installation of transformer. E.E., Arvi accorded sanction on 13/12/2006. Delay occurred for approval comes to 5 weeks. EE.,Arvi is held responsible and shall pay compensation of Rs. 500/- to the Applicant. In response to letter dtd. 25/4/2007, the Applicant made payment for demand note on 30/4/2007 and submitted test report on 3/5/2007. This delay in issuing of demand note by A.E. caused delay of 12 weeks. The A.E. shall pay compensation of Rs. 1200/-. No power connection is given to the Applicant till filing of the application though he produced test report on 3/5/2007. There has been a delay of 77 weeks till filing the application. In this case, installation of transformer was to be set up and, therefore, period of 12 weeks is given to company. Considering the fact, company shall pay compensation to the Applicant for period of 65 weeks that comes to Rs. 6500/- This amount shall be recoverable from the concerned officials in default. As

regards refund paid to demand note, an amount of Rs.4310/- is refundable to the Applicant.

6. With the above observations, the Forum unanimously pass the following order.

-: ORDER :-

1. The application is allowed.
2. Compensation of Rs. 11200/- + Rs. 500/- + Rs. 1200 + Rs. 6500/- shall be recovered from the officials concerned as discussed in the order and be paid to the Applicant, within 3 months from the date of order received. Applicant shall be further entitled for compensation till power connection is given to his agricultural pump.
3. Excessive amount of Rs. 4310/- is to be refunded to the Applicant.
4. Parties to bear their own costs.
5. Parties be informed accordingly.

SD/
(V.R.KHOBRADE)
CHAIRMAN

SD/
(M.G.DEODHAR)
MEMBER

SD/
(D.K.CHOUDHARI)
MEMBER/SECY

CONSUMER GRIEVANCE REDRESSAL FORUM
M.S.E.D.C.L.(NAGPUR ZONE – RURAL)NAGPUR

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