

**CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR (RURAL)**

**COMPLAINT NO. 365/2012**

Smt. Shardaben D. Patel,  
C/o Vinayak Agarbatti Works,  
Near Railway Station, Rail Toly,  
Gondia.

**.. Complainant**

„VS..

1. Executive Engineer,  
MSEDCL, O & M Dn.Gondiya.
2. Executive Engineer/Nodal Officer,  
I. G. R. C., Circle Office,  
MSEDCL, Gondiya .

**Respondents**

Applicant's Representative Shri Sudhir Rathod

Respondents Representative : 1) Shri Anand M. Jain, Asstt.Engineer, Gondiya.

**CORAM:**

Shri T. M. Mantri, Chairman.  
Shri M. G. Deodhar, Member.  
Ms. S. B. Chiwande, Member-Secretary.

**ORDER**

(Per Chairman Dtd. 7th May, 2012)

1 The complainant has approached the Forum in respect of his grievance about issuing demand note late, as well as delay in providing electric connection. The complainant's case in substance, is that application was submitted on 25.10.2010 for residential connection and inspite making several requests to the concerned authority for issue of demand note, it was issued late on 5.7.2011 i.e. after about 8 months. The payment was made immediately on 6.7.2011. The complainant approached IGRC on 30.8.2011 and after hearing the parties order dt.1.11.2011 was passed directing Respondent Licensee to pay Rs.3600/- to the complainant with further direction to recover the same from defaulting staff. The supply has been provided on 26.11.2011 though IGRC directed for immediate supply. In view of such delay, complainant is required to approach for Redressal of the grievance and claim direction to the Respondent for paying compensation of Rs.3600/- as awarded by IGRC with 18% interest so also claimed penalty for delay in providing electric supply at the rate of Rs.1000/- per day and this amount to be recovered from the defaulting staff, who are responsible for negligence in duties, alongwith other prayer.

2 Notice was issued to the Respondent Licensee for appearance and accordingly it appeared to sought time for submitting reply. Later on, reply came to be filed stating therein that actually there were group of seven members of applicant who submitted application for the hosue/bunglows built up by Jahan Contruction. As per instruction of higher authorities, at the relevant time continuously special theft drive, continuous special recovery drive was undertaken & because of that there was delay, but it was not because of ill means. However, connection has been immediately released after test report, upon making payment. It is further stated that request letter was sent for reviewing order passed by IGRC and outcome thereof is still awaited. Further it is stated that committee had been formed for fixing responsibility, action will be initiated as per IGRC order.

3 Heard both the parties, written notes of submission given on behalf of the complainant, whereas on behalf of Respondent Licensee Mr.Jain, Asstt.Engineer has made submission so also written arguments. Relevant copies of the documents came to be filed with the complaint. Complainant has also relied upon order passed by the Hon'ble Commission in case No.77/2010. Admittedly the application was submitted on 25.10.2010. According to the Respondent Licensee the construction was made by one builder for about seven houses/bungalows. Assuming it was so, how the matter was different, one cannot understand. As per regulations after receipt of the application A-1, the Regulations 2005 and SOP provides prescribed period time limit for issue of quotation/ demand note, so also for providing electric connection after completion of application by making the payment of the demand note and submission of Test Report. Admittedly the complainant approached IGRC Gondia and said authority after hearing parties has passed order dt.1.11.11 wherein direction has been given for recovery of Rs.3600/- from the concerned officer/staff so also for taking appropriate action against them and to provide electric connection to the complainant immediately. Though the complainant has claimed Rs.12000/-. The claim made by the complainant in the present complaint for compensation in that respect is exorbitant i.e. @Rs.1000/- per day. There is no such provision. The IGRC has arrived its figure of the compensation payable but it seems that there is minor mistake in calculations. In fact the delay is of 8 month so the complainant is entitled for compensation as per Regulation for that period which comes to 32 weeks i.e. Rs. 3200/- and in the written notes of submission filed on behalf of the Respondent Licensee in para No.3 it has been stated that said amount will be credited in the next energy bill. Admittedly after passing of the order on 1.11.2011 the electric connection to the complainant has been made on 26.11.2011. The complainant cannot claim double compensation. That for providing connection installation of DP was required and those submissions of the Respondent Licensee has not been contraverted from

the side of the complainant. It is thus clear that providing of electric supply on 26.11.11 is in time limit fixed under SOP Annexure "A" so there is in fact no delay in supply of energy. IGRC Gondiya has already awarded compensation. Complainant's remaining claims on other ground cannot be entertained and granted. As far as complainant's claim for interest, if the Respondent Licensee fails to make compliance of the order, in that event only same needs to be granted. Order of the Commission in case No.77/2010 though supports complainant's case, therein, also compliance was already made. In view thereof this forum proceeds to pass following order...

**: Order :**

1. Complainant No.365/2012 is hereby partly allowed.
2. The Respondent Licensee is directed to pay compensation of Rs. 3200/- as per order above, else will be liable to pay interest at the rate of Nationalized Bank so also to comply with other direction given by IGRC. As the energy connection is already provided to the complainant immediately after order of IGRC, the other claim of compensation made by the complainant is turned down.
3. Compliance report to be submitted within three months from the date of receipt of this order.
4. In the circumstances, parties to bear costs.

Sd/-

**MEMBER**

Sd/-

**MEMBER SECRETARY**

Sd/-

**CHAIRMAN**

**CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR (RURAL)**

**(Order Per Chairman Dtd.: 7th May, 2012)**

**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 7<sup>th</sup> May,2012 in Case No. 365/2012 is enclosed  
 herewith.**

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

To,

Smt. Shardaben D. Patel, C/o Vinayak Agarbatti Works, Near Rly.Station, Rail Toly, Gondiya.

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.Gondiya

2. The Executive Engineer,C.C.O&M Dn., MSEDCL, Gondiya.

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.

