

**CONSUMER GRIEVANCES REDRESSAL FORUM;**  
**MSEDCL NAGPUR (RURAL) ZONE NAGPUR**  
**COMPLAINT NO. 1 /2015**

Shri Bhujang Anandrao Thakare  
At.Amboda Po.Pimpalgaon(Lute)  
Tq.Deoli  
District - Wardha.

**Complainant**

,,VS.,

1. Executive Engineer,  
MSEDCL,O&M Division,  
Wardha.
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 V.D.Navghare, Dy.Exe. Engineer Deoli

**CORAM:**

Shri Vishnu S. Bute, Chairman.  
Adv. Gauri D. Chandrayan, Member  
Ms. S. B. Chiwande, Member-Secretary.

**JUDGEMENT**

**(Delivered on this 16<sup>h</sup> day of February, 2015)**

2. Shri Bhujang Anandrao Thakare, At.Amboda, Po.Pimpalgaon Tq.Deoli, Dist.Wardha had applied to the distribution licensee MSEDCL for new connection to agricultural pump set (for the sake of convenience, the parties are being referred to as the applicant and the respondent.). According to the applicant, inspite of the fact that all the formalities were completed, the respondent had not released the connection within the stipulated period prescribed under the MERC (standards of performance of Distribution Licensees, period for giving supply and determination of compensation) Regulations, 2014. The applicant presented an application to the IGRC Wardha. The

applicant presented the instant application under the provisions contained in Regulation 6.4 of the MERC (CGRF and E.O.) Regulations 2006 on 01-01-2015.

3. The respondent submitted reply to the application under no.EE/O&M /Wr. Dn/14-15/Tech/454 dated 28-01-2015. The case was fixed for personal hearing on 16-02-2015. Both the parties were represented by their authorized representatives. Both the parties were heard.

4. It was contended on behalf of the applicant that the applicant submitted an application for connection to his agricultural pump on 05-06-2012. A demand note was received on 08-08-2012. The amount as per demand was deposited on 05-12-2012. The test report was submitted on 15-01-2013. In spite of the fact that the application was complete in all respect the respondent failed to release the connection till today. So the compensation as provided under the SOP Regulations may be awarded.

The applicant's prayer was as under,

i) The applicant may be awarded compensation as provided under SOP Regulations. The applicant may be awarded compensation of Rs.2.00 Lakhs towards the loss to agricultural produce, Rs.70,000/- and Rs.60,000/- respectively may be awarded for physical and mental harassment, Rs.5,000/- and Rs.10,000/- may be awarded for travel expenses & the cost of the instant proceeding.

ii) The respondent may be directed to release the connection immediately.

5. This claim of the applicant was contested by the respondent. According to them the applicant submitted the application on 05-06-2012. A demand note was issued on 08-08-2012. The applicant deposited the amount on 05-12-2012. The test report was

submitted on 15-01-2013. To provide the connection to the applicant augmentation to the existing network i.e. laying of LT line admeasuring 0.24 k.m. is necessary. Applicant's name is entered in the paid pending list. The prayer for compensation is not acceptable. The agricultural connections are already issued to the applicants who have deposited the amount till March 2012. The order to give connections to the applicants who have deposited the amount after April 2012 had been issued to a contractor M/s Rudrani Infrastructure Ltd., by name. Applicant's name is included in the order. The connection will be released as per seniority. In such circumstances the application may be dismissed.

6. The technical member of the forum submitted a note as under,

I have gone through the documents on record & submissions made by both the parties, it is not disputed that the complainant has completed all the formalities for getting electric connection to his Ag pump. At present, there appears pendency of agricultural pump applications in Wardha Division. The respondent stated that the work of laying HT/LT lines & T/F for supplying connection is entrusted to the agency & is being carried out as per the seniority of the applications/applicants who have deposited the demand amount & completed the formalities in all respect. The respondent further stated that the works of supplying electricity to all Ag. pumps who had paid upto March 2012 have been completed. The works for the period of April 2012 onward have been entrusted to M/s Rudrani Infrastructure Ltd. The works are being completed as per seniority list. The complainant requires 0.24 k.m. LT line extension for his Ag. pump connection, accordingly connection would be released as per seniority list.

In view of circumstances mentioned above, we can not held the respondent responsible for the delay in providing electric connection to the complainant's Ag. pump. The respondent shall provide the connection to the complainant's Ag pump as per the seniority list, otherwise it will cause great injustice on the part of other applicants who have paid the demand prior to the complainant.

Moreover the complainant's cause of grievance about payment of compensation for delay in giving supply will arise only when supply is given to him. In this case the supply is not yet given. The complainant's prayer for compensation for delay in giving supply is premature, in view of the order passed by Hon'ble Electricity Ombudsman, Mumbai in representation No. 32/2010 & other representations where similar issues were involved.

In view of above I am of the opinion that the respondent is not responsible for delay in giving supply & any losses caused to the complainant. Hence in my opinion the complainant is not entitled for compensation.

7. After hearing the concerned parties and upon perusal of the record, it reveal that the applicant submitted the application in the prescribed form. The respondent received the amount as per rule. The applicant submitted the test report. Name of the applicant is also entered in the paid pending list prepared by the respondent. So it is clear that the application submitted by the applicant is complete in all respect.

It would be appropriate to reproduce Regulation 4.8, which read thus,

*“ Where the supply of electricity to a premise requires extension or augmentation of distributing mains, the Distribution Licensee shall give supply to such premises within*

*three (3) months from the date of receipt of the completed application and payment of charges. The extension or augmentation of distributing mains includes the extension of HT, LT lines and augmentation of distribution transformer substation.”*

After hearing the parties and upon perusal of the record it reveal that the applicant had submitted the complete application. So it was necessary to release the connection within a period of three (3) months from 15-01-2013. The respondent has not released the connection till today. So the applicant is entitle for compensation as provided under Regulation 12 and appendix A item1 (iii) attached the said Regulations.

8. Other claims of the applicant are not cogent, correct and legal so we are not inclined to accept them.

9. The respondent is bound to abide by the SOP Regulations and on its failure to do so the respondent is liable to pay compensation. So the note submitted by technical member can not be considered in toto.

10. In view of the position discussed above we pass the following order, by majority,

### **ORDER**

- i) Grievance application No.1 of 2015 is partly allowed. The applicant is entitle for compensation from 16-04-2013 till the connection is released.
- ii) The respondent MSEDCL is directed to pay compensation @ Rs.100/- per week from 16-04-2013 to 16-02-2015. The payment shall be made within ninety days from the date of receipt of this order.
- iii) In the facts and circumstances of the case there shall be no order to costs.

<b>Sd/-</b> <b>(Adv.Gauri D.Chandrayan)</b> <b><u>MEMBER</u></b>	<b>sd/-</b> <b>(Ms.S.B.Chiwande)</b> <b><u>MEMBER SECRETARY</u></b>	<b>sd/-</b> <b>(Vishnu S. Bute)</b> <b><u>CHAIRMAN</u></b>
<b><u>CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR</u></b> <b><u>(Nagpur Dtd.16<sup>th</sup> day of February, 2015)</u></b>		

**CONSUMER GRIEVANCE REDRESSAL FORUM**  
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[cgrfnz@gmail.com](mailto:cgrfnz@gmail.com)

**(O) 0712- 2022198**

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NO. CGRF/NZ/

Date :

Certified copy of order dated 16<sup>th</sup> February, 2015 in Case No.1 / 2015 is enclosed herewith.

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

To,  
Shri Bhujang Anandrao Thakare, At.Amboda, Po.Pimpalgaon, Tq.Deoli  
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, Wardha.  
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

