

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

NO. CGRF/NZ/R/

Date :

Certified copy of order dtd 2ND July,2009 in Case No. 103/2009 is enclosed herewith.

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

Copy to:-

1. Sau Kalpana Vinod Dhage, R.o-Donduda, Post-Shekapur(Bai), Tah-Hinganghat, 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, Hinganghat .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/ **103** of 2009

Applicant : Sau Kalpana Vinod Dhage, R.o-Donduda, Post-Shekapur(Bai),
Tah-Hinganghat, Dist-Wardha.
-- VS --
Non-applicant : 1.ExecutiveEngineer/Nodal Officer, Internal Grievance Redressal Cell,
CircleOffice, M.S.E.D.C.L., Wardha.
2.Executive Engineer,C.C.O&M Dn., M.S.E.D.C.L., Hinganghat.

Present : : 1.Shri V.R.Khobragade,Chairman
2.Shri S.F.Lanjewar, Member-Secy.

Appearance. : 1. Shri B.V.Betal,
Representative of Applicant Present alongwith
2. Sau. Kalpana Dhage- the applicant. .
1. Shri P.R.Ghorude, A.E. .
Present for Non-Applicants.

ORDER

(Passed this 2nd day of July,2009)
(Per Shri V.R. Khobragade, CHAIRMAN)

1. Being aggrieved with the order of I.G.R.C., Wardha, the Applicant filed an Application in form schedule 'A' as per MERC (CGRF&EO) Regulations,2006 to this Forum on **14th May,2009** requesting to grant compensation for delay in providing of electricity connection to the agricultural pump of Applicant and refund of excess amount paid towards 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 **15/6/2009**. Forum thus, offered a fair, reasonable and adequate opportunity to both the parties for submission of their say in the matter.

3. The matter in brief is that the Applicant has applied for electric connection on 27/2/2007. Demand note was issued on 3/12/2007. Applicant has paid demand note amount on 3/3/2007 and test report was submitted on 3/3/2008. Applicant further contended that he has objection on demand note issued to him.
4. Both the parties were present and they were heard. Both the parties reiterated the same points as mentioned in the application and parawise comments. Representative of Applicant contended that Applicant has applied for electric connection to his agricultural pump on 27/2/2007, paid demand note amount on 3/3/2008 in response to demand note dtd. 3/12/2007, submitted test report on 3/3/2008. Applicant further requested for refund of excessive amount paid to demand note, Rs. 10,000/- towards mental harassment and Rs. 5000/- towards expenditure on travel by bus be compensated to him.
5. Shri P.R.Ghorude, A.E. was present on behalf of non-applicants and Shri Ghorude contended that Applicant has applied for power supply to Rural sub/division office, Hinganghat on 27/2/2007. Asstt. Engineer,Rural Sub/Dn.Hinganghat has prepared estimate for demand note and given to Sau. Dhage on 3/12/2007. Applicant had paid demand note amount on 3/3/2008 and submitted test report on 3/3/2008 to Rural Sub/Division, Hinganghat. D.L. has not shown any hesitation to release connection to the applicant and D.L. refuted the request for compensation as claimed for mental harassment and traveling expenses. N.A. lastely contended that the Applicant was in arrears of Rs. 990/- towards demand note. Power connection is released to the Applicant on 22/5/2009, the D.L. pointed out.
6. On going through the record, following facts have been noticed by Forum that the Applicant has applied for electric connection on 27/2/2007 . A.E. sent proposal to J.E. for spot inspection. There is a delay of 36 weeks from 27/2/2007 to issuance of demand note i.e. 3/12/2007(excluding 7 days period) and Applicant is liable to get compensation of Rs. 3600/- . Applicant has paid demand note amount on 3/3/2008

and submitted test report on 3/3/2008 to Rural Sub/Division, Hinganghat. Electric connection was supplied to the Applicant on 22/5/2009. In this case, there is a delay on the part of D.L. for connecting supply to the Applicant of about 59 weeks excluding one month period from 3/3/2008, hence the Applicant is entitled to get compensation of Rs. 5900/- (100 x 59 weeks = Rs, 5900/-). On scrutiny of demand note it is noticed that D.L. has to get an amount of Rs. 990/- from the Applicant towards demand note. During the course of hearing, Forum ascertained from the Applicant regarding an application furnished by Sau Dhage, the Applicant stated that the said application was signed by her under pressure of the local level personnels of D.L.

7. With the above observations, the Forum thus unanimously pass the following order.

-: ORDER :-

1. The application is allowed and order passed by IGRC,Wardha is set aside.
2. Compensation of Rs. 3600/- + Rs. 5900/- should be paid to the Applicant within three months from receipt of this order.
3. Applicant has to pay Rs. 990./- towards demand note within three months of this order.
3. No order to costs.
4. Parties be informed accordingly.

(V.R.KHOBRADE)
CHAIRMAN

(S.F.LANJEWAR)
MEMBER/SECY

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

-:00000:-

