

**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

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NO. CGRF/NZ/R/

Date :

**Certified copy of order dtd 9<sup>th</sup> July,2009 in Case No. 105/2009 is enclosed herewith.**

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

Copy to:-

1. Shri Sanjay Natthuji Nasare, At & Post-Daroda, 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/ **105** of 2009

Applicant : Shri Sanjay Natthuji Nasare, At & Post-Daroda,  
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.

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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. Shri S.N.Nasare - the applicant. .  
1. Shri P.R.Ghorude, A.E. .  
Present for Non-Applicants.

**ORDER**

( Passed this 9<sup>th</sup> 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 **21<sup>st</sup> 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 **25/6/2009**. 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 22/1/2007. Demand note was issued on 5/4/2008. Applicant has paid demand note amount on 8/5/2008 and test report was submitted on 9/5/2008. Electricity connection is not given to the Applicant till the date of application to Forum i.e. 21-5-2009. Applicant further contended that D.L. has issued demand note in violation of the instruction as laid down in D.L.'s policy.
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 22/1/2007. Demand note was issued on 5/4/2008. Applicant has paid demand note amount on 8/5/2008 and test report was submitted on 9/5/2008. Applicant further contended that demand note amount is excessive and therefore admissible amount be refunded to him. Applicant has also demanded Rs. 10,000/- towards mental harassment and Rs. 5000/- towards expenditure on travel by bus. 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 22/1/2007. Asstt. Engineer,Rural Sub/Dn.Hinganghat sent application for spot inspection to J.E. on 2/2/2007. J.E. has sent spot inspection report to A.E. on 29/3/2008. On receipt of report, the A.E. has sanctioned an estimate for demand note on 29/3/2008 and given to the Applicant on 5/4/2008. The Applicant paid demand note amount on 8/5/2008 and submitted test report on 9/5/2008. N.A. also contended that D.L. has carried out power connectivity on Key turn contract basis and energy connection is given as per seniority list as maintained by D.L. The A.E., Hinganghat also assured to release connection to the Applicant's agricultural pump by the end of July,2009.
5. On going through the record, following facts have been noticed by Forum that the Applicant has applied for electric connection on 22/1/2007 . A.E. sent proposal to J.E.

for spot inspection on 2/2/2007 and J.E. submitted spot inspection report to A.E. on 29/3/2008. There is a delay of 58 weeks from 2/2/2007 for submission of spot inspection report (excluding 7 days period) and Applicant is liable to get compensation of Rs. 5800/- . This amount is to be recovered from the concerned J.Es/J.E. and paid to the Applicant. The A.E. sanctioned demand note on 29/3/2008, given to the Applicant on 5/4/2008, the Applicant paid demand note amount on 8/5/2008 and submitted test report to Rural Sub/Division, Hinganghat on 9/5/2008. It is noticed that no connection is supplied to the Applicant till filing an application to this Forum i.e. 21/5/2009. In this case, there is a delay of 46 weeks (excluding admissible period) on the part of D.L. for not connecting supply to the Applicant till date of filing of application, hence the Applicant is entitled to get compensation of Rs. 4600/- (100 x 46 weeks = Rs. 4600/-). On scrutiny of demand note it is noticed that D.L. has to recover an amount of Rs. 1500/- -from the Applicant. In absence of evidence and supporting documents, request for compensation towards mental torture and traveling expenditure is rejected

6. 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. 5800/- + Rs. 4600/- shall be paid to the Applicant within three months from receipt of this order.
3. Applicant is also entitled to get compensation till the connection is released to him.
3. Applicant has to pay Rs. 1500./- towards demand note on demand from D.L.
3. No order to costs.
4. Parties be informed accordingly.

SD/-  
(V.R.KHOBRADE)  
CHAIRMAN

SD/-  
(S.F.LANJEWAR)  
MEMBER/SECY  
CONSUMER GRIEVANCE REDRESSAL FORUM  
M.S.E.D.C.L.(NAGPUR ZONE – RURAL)NAGPUR

