

**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 16<sup>th</sup> July,2009 in Case No. 107/2009 is enclosed herewith.**

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

Copy to:-

1. Shri Vitthal Bapuraoji Gujarkar, 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/ **107** of 2009

Applicant : Shri Vitthal Bapuraoji Gujarkar, 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 V.B.Gujarkar - the applicant. .  
1. Shri P.R.Ghorude, A.E. .  
Present for Non-Applicants.

**ORDER**

( Passed this 16<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 15/5/2006. Demand note was issued on 25/2/2008. Applicant has paid demand note amount on 3/3/2008 and test report was submitted on 15/3/2008. Electricity connection was not supplied to the Applicant.. Applicant further contended that he made excessive payment for demand note and therefore he is entitled to get admissible amount refund.
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 15/5/2006. Demand note was issued on 25/2/2008. Applicant has paid demand note amount on 3/3/2008 and test report was submitted on 15/3/2008. Applicant further contended that he paid excessive amount which be refunded to him. Applicant has also requested to grant compensation of Rs. 10,000/- towards mental harassment and Rs. 5000/- towards expenditure incurred on travelling.
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 15/5/2006. Asstt. Engineer,Rural Sub/Dn.Hinganghat sent application for spot inspection to J.E. on 9/6/2006. J.E. has sent spot inspection report to A.E. on 28/11/2006. Division office has prepared group estimate and sanctioned on 29/10/2007. Demand note was issued to the Applicant on 25/2/2008 and the Applicant paid the demand note amount on 3/3/2008 and submitted test report on 15/3/2008. Electricity connection was supplied to the agricultural pump of the Applicant on 18/5/2009. . N.A. also contended that Applicant's application was out of zone of consideration for want of application for formation of group estimate. On receipt of applications, viable group was formed and group estimate was sanctioned.

6. On going through the record, following facts have been noticed by Forum that the Applicant has applied for electric connection on 15/5/2006. A.E. sent proposal to J.E. for spot inspection on 9/6/2006 and J.E. submitted spot inspection report to A.E. on 28/11/2006. There is a delay of 22 weeks from 9/6/2006 for submission of spot inspection report (excluding 7 days period) and Applicant is liable to get compensation of Rs. 2200/- . Sub/Division office has prepared group estimate and E.E. sanctioned on 29/10/2007. Demand note was issued to the Applicant on 25/2/2008, thus there is a delay of 11 weeks on the part of D.L. and the Applicant is therefore entitled to get Rs. 1100/- as compensation. The Applicant paid the demand note amount on 3/3/2008 and submitted test report on 15/3/2008. Electric connection was supplied to the Applicant on 18/5/2009. In this case, there is a delay on the part of D.L. of about 56 weeks (excluding one month period from 15/3/2008) for releasing connection to the agricultural pump of the applicant, hence the Applicant is entitled to get compensation of Rs. 5600/- (100 x 56 weeks = Rs. 5600/-)
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. 2200/- + Rs.1100/- + Rs. 5600/- shall be paid to the Applicant within three months from receipt of this order.
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

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