

**CONSUMER GRIEVANCES REDRESSAL FORUM;**  
**MSEDCL NAGPUR (RURAL) ZONE NAGPUR**  
**COMPLAINT NO. 22/2015**

Smt. Malan A. Gedam  
At.Waldhur  
Po.Tq.Hinganghat  
District - Wardha.

**Complainant**

,,VS.,

1. Executive Engineer,  
MSEDCL,O&M Division,  
Hinganghat.
2. Executive Engineer/Nodal Officer,  
I. G. R. C., Circle Office,  
MSEDCL,Wardha.

**Respondents**

Applicant represented by           1) Nobody present for the applicant  
Respondents represented by   1) Shri A.V.Tupkar, Dy.Exe. Engineer Hinganghat (R)

**CORAM:**

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

**JUDGEMENT**

**(Delivered on this 06<sup>th</sup> day of April, 2015)**

2. Smt. Malan A. Gedam, At.Waldhur, Po.Tq.Hinganghat, Dist.Wardha (hereinafter referred to as, the applicant) had applied to the distribution licensee MSEDCL (hereinafter referred to as, the respondent) for new connection to her agricultural pump set. It is the contention of the applicant that inspite of the fact that she completed all the formalities the respondent had not released the connection within the time limit prescribed under the MERC (standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations 2014. She approached the IGRC Wardha. The IGRC Wardha dismissed her application vide order

passed under no.SE/Wardha/Tech/IGRC/696 dated 06-02-2015. Feeling aggrieved by the aforesaid order, the applicant presented the instant application under the provisions contained in Regulation 6.4 of the MERC (CGRF and E.O.) Regulations 2006 on 10-03-2015.

3. A copy of the application was given to the respondent. The respondent was directed to submit parawise reply. The respondent submitted reply under no.EE/O&M/H'ghat/Tech/1515 dated 30-03-2015. The case was fixed for personal hearing on 06-04-2015. Neither the applicant nor her representative was present Shri A.V. Tupkar, Dy.Executive Engineer, Hinganghat (Rural), represented the respondent. Now we decide the case on merit.

4. As per the application, she submitted an application for connection to her agricultural pump on 14-06-2011. She received demand note on 01-10-2011. She deposited the amount as per demand on 03-10-2011. She submitted the test report on 04-10-2011. In spite of the fact that the application was complete in all respect the respondents have not released the connection till today. So she is entitle for compensation as provided under the SOP Regulations.

The applicant's prayer was as under,

i) The applicant may be awarded compensation of Rs.15,600/- as provided under SOP Regulations. The applicant may be awarded compensation of Rs.0.5 Lakh towards the loss to her agricultural produce.

5. Shri Tupkar, Dy.Executive Engineer, referred to the parawise reply dated 30-03-2015. It was further stated that the applicant submitted the application on 14-06-2011.

A demand note was issued on 01-10-2011. The applicant deposited the amount on 03-10-2011. She submitted the test report on 04-10-2011. To provide the connection to the applicant augmentation to the existing network i.e. laying of LT line admeasuring 0.42 k.m. is necessary. Her name is entered in the paid pending list of year 2011-12. The connections are released as per seniority in paid pending list. The applicant has not submitted any survey report of any competent authority. Her prayer is not acceptable. The connections to the agricultural pumps are released as per the orders from the higher authorities and availability of funds under SPA scheme. If she want the connection immediately, she may apply for connection under DDF scheme started by the MSEDCL. She is not entitle for any compensation. 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 her Ag pump. However supply of electricity to agricultural pumps is carried out under various schemes such as SPA –PE ,DPDC, Non Refundable DDF, Infrastructure scheme-II etc. At present, there appears pendency of agricultural pump applications in Hinganghat Division under various schemes. 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 paid pending list for the year 2010-11 &

2011-12 have been started. The works for the period of April 2012 onward have been entrusted to M/s Rudrani Infrastructure under Infrastructure-II scheme. The works are started by the agency & are being completed soon. The complainant requires 0.42 km LT line extension for her Ag. pump connection, accordingly connection would be released as per her seniority no. placed in paid pending list of the year 2011-12 as per demand paid by her.

MSEDCL issued revised guidelines for releasing of new agricultural connections vide CE(Dist.)/RE/Ag.pump/4900 dt.12-02-2014 which gives option to applicants to carry out work under Non refundable DDF scheme by incurring entire expenditure. It appears that the complainant has not opted for getting done her Ag. connection early under the said scheme, hence her name is placed in the seniority list of the year 2011-12 as per demand paid by her.

In view of circumstances mentioned above, we can not held the respondent responsible for the delay in providing electric connection to the complainant's 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 her. 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. We have perused the record. We have heard the arguments advanced by both the parties.

It is admitted position that the applicant submitted the application in the prescribed form. She deposited the amount as per rule. She submitted the test report. Her name 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.

Regulation 4.8 prescribe the time limit for release of connection, it reads as under,

*Where the supply of electricity to a premise requires extension or augmentation of distributing mains, the Distribution Licensee shall give supply to such premises 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 she is entitle for connection within a period of three (3) months from 04-10-2011. The respondents have not released the connection till now. So she is entitle for compensation as provided under Regulation 12 and appendix A item1 (iii) attached the said Regulations.

8. In absence of any evidence much less reliable and cogent evidence we are not inclined to accept other claims of the applicant.

9. The respondent can not deny binding effect of SOP Regulations. 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) Application No.22 of 2015 is partly allowed. The applicant is entitle for compensation from 05-01-2012 till the date connection is released to her.
- ii) The respondent MSEDCL is directed to pay compensation @ Rs.100/- per week from 05-01-2012 to 06-04-2015. The payment shall be made within ninety days from the date of receipt of this order.
- iii) The respondent shall pay the remaining amount of compensation as soon as the connection is released.
- iv) No order as to cost.

Sd/- (Adv.Gauri D.Chandrayan) <b><u>MEMBER</u></b>	sd/- (Ms.S.B.Chiwande) <b><u>MEMBER SECRETARY</u></b>	sd/- (Vishnu S. Bute) <b><u>CHAIRMAN</u></b>
<b><u>CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR</u></b>		
<b><u>(Nagpur Dtd.06<sup>th</sup> day of April, 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 06<sup>th</sup> April, 2015 in Case No.22 / 2015 is enclosed herewith.

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

To,  
Smt. Malan A. Gedam, At.Waldhur  
Po.Tq.Hinganghat, 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, Hinganghat.  
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