

CONSUMER GRIEVANCES REDRESSAL FORUM;
MSEDCL NAGPUR (RURAL) ZONE NAGPUR
COMPLAINT NO. 43/2013

Sau.Alka Rajkumar Patil
Mata Mandir Ward,
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) Shri B.V.Betal

Respondents represented by 1) Shri M.S.Vaidhya, Executive Engineer, Hinganghat
2)Shri C.G. Chavan, Assistant Engineer,Hinganghat.

CORAM:

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

JUDGEMENT

(Delivered on this 10th day of July, 2013)

2) Feeling aggrieved and dissatisfied with the order passed by the IGRC Wardha under No.SE/Wardha/Tech/2510 dated 28-04-2013, Sau. Alka Rajkumar Patil R/o. Hinganghat (hereinafter referred to as, the applicant) has presented this grievance application. . It is the contention of the applicant that the respondent MSEDCL failed to give her electricity connection within the time frame provided under the MERC (standards of performance of distribution licensees, period for giving supply and determination of compensation) Regulations 2005. So she is entitle for compensation. She approached the IGRC Wardha. Her application was dismissed by the aforesaid

order. So she presented this grievance application under the provisions of Regulation 6.4 of the MERC (CGRF & E.O.) Regulations 2006.

3) A notice was given to the respondent MSEDCL. The respondent submitted parawise reply to the application under No.EE/O&M/H'ghat/Tech/2941 dated 14-06-2013. The case was fixed for personal hearing on 08-07-2013. Shri B.V.Betal, authorized representative was present for the applicant. Shri M.S.Vaidya, Executive Engineer, Hinganghat and Shri C.G. Chavan, Assistant Engineer, Hinganghat represented the respondents. Both the parties were heard.

4) Shri B.V.Betal contended that the applicant submitted an application for supply of electricity for residential purpose on 15-09-2012. The applicant deposited the amount as per demand note on 02-11-2012. She submitted the test report on 09-11-2012. Naturally the application was complete in all respect and the applicant was entitle for connection within the time frame prescribed by the Regulations.

Shri Betal further stated that as soon as the applicant submitted the application one Shri Badkhal, Junior Engineer demanded Rs.24,000/-, for giving her the supply. The applicant refused to give this illegal amount. So the Junior Engineer unnecessarily prepared the estimate of 2 poles to harass the applicant.

The respondent recovered Rs.500/- in excess of the legitimate amount payable towards security deposit. The respondent harassed the applicant for a long time. Finally the connection was released on 13-04-2013. The connection was not released within the prescribed time limit. So the applicant is entitle for compensation as

provided under Regulation 12 and appendix A item 1 (iii) attached to the said Regulations.

5) The respondent refuted the claim of the applicant. The respondent referred to the written reply dated 14-06-2013. It was further submitted that the allegation about the illegal demand of money is wrong and baseless. In fact the service wire necessary to give supply to the applicant was crossing two plots of other owners. So concerned Junior Engineer prepared the estimate of 2 poles and one stud pole. It was of Rs.24,000/-. The estimate was sanctioned under REC-OA-PIE scheme. Nobody demanded any amount to the applicant and the erection of 2 poles was essential.

The respondent denied the recovery of any excess amount. It was stated that the security deposit and the supervision charges were recovered as per the company's order bearing no.CE/Dist-III/SOC/24500 dated 30-08-2012.

The respondent further stated that in the demand note dated 23-10-2012, it is clearly mentioned, ~~3/2½~~ ~~enVj I kluw~~ ~~fot tks.kndjrk ykx.kj~~ ~~sl oZI kfgR;~~ ~~vki .kl~~ ~~fodr vk.kosy~~ ~~xy-p~~ So as soon as the applicant procured the material, the connection was released to her. There is absolutely no delay in the release of the connection. So the application may be dismissed.

6) We have perused the record. We have heard the arguments advanced by both the parties. The applicant admitted that she deposited Rs.1120/- only. So the allegation about the demand for illegal gratification is baseless. It deserve no consideration. The respondent stated that they prepared the estimate of 2 poles. The estimate was sanctioned under REC-OA-PIE scheme. So

the applicant can not have any grievance about it. The applicant admitted that she deposited the amount of Rs.1120/- only. The xerox copy of the demand note is on record. The demand note give a detail bifurcation of the amount. The respondent also submitted the copy of the circular bearing no.CE/Dist-III/SOC/24500 dated 30-08-2012. On perusal of the circular it is seen that the demand is given as per the existing orders of the company. So it can not be said that the respondent recovered any excess amount. It is also seen from the copy of the demand note that the material such as service wire and G.I. wire was to be procured by the applicant. So as and when she procured the material the respondent released the connection.

The respondent failed to establish that the connection was not released within the prescribed time.

7) In view of the aforesaid discussion, we pass the following order,

ORDER

- i) Application No.43 of 2013 is hereby dismissed.
- ii) In the facts and circumstances of the case we order no cost.

Sd/- (Adv.Gauri D.Chandrayan)	Sd/- (Ms.S.B.Chiwande)	Sd/- (Vishnu S. Bute)
<u>MEMBER</u>	<u>MEMBER SECRETARY</u>	<u>CHAIRMAN</u>
<u>CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR</u>		
<u>(Nagpur Dtd.10th day of July, 2013)</u>		

CONSUMER GRIEVANCE REDRESSAL FORUM

NAGPUR ZONE (RURAL) M. S. E. D. C. L.

Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,

NAGPUR – 440013

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(O) 0712- 2022198

cgrfnz@gmail.com

NO. CGRF/NZ/

Date :

Certified copy of order dated 10th July,,2013 in Case No.43 / 2013 is enclosed herewith.

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

To,

Sau. Alka Rajkumar Patil, Mata Mandir Ward, 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. The 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

