

**CONSUMER GRIEVANCES REDRESSAL FORUM;**

**MSEDCL NAGPUR (RURAL) ZONE NAGPUR**

**COMPLAINT NO. 59/2015**

Shri Rajendra Govindrao Girade  
At.Po.Girad  
Tq.Samudrapur  
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, Authorized representative

Respondents represented by

1) Shri M.S.Vaidya, Executive Engineer, Hinganghat

2) Shri V.M.Hedao, Dy.Exe. Engineer, Samudrapur

**CORAM:**

Shri Vishnu S. Bute, Chairman.

Adv. Gauri D. Chandrayan, Member

Mrs. D.D.Madelwar, Member-Secretary.

**JUDGEMENT**

**(Delivered on this 29<sup>th</sup> day of July, 2015)**

2. Shri Rajendra Govindrao Girade, At.Po.Girad, Tq.Samudrapur, 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 his agricultural pump set. It is the contention of the applicant that inspite of the fact that he 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. He approached the IGRC Wardha on 17-05-2013. The applicant say that he did

not receive the order of the IGRC. The applicant presented the instant application under the provisions contained in Regulation 6.4 of the MERC (CGRF and E.O.) Regulations 2006 on 22-06-2015.

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/3285 dated 17-07-2015. The case was fixed for personal hearing on 27-07-2015. Shri B.V.Betal, authorized representative was present for the applicant. Shri M.S.Vaidya, Executive Engineer, Hinganghat & Shri V.M.Hedao, Dy.Executive Engineer, Samudrapur, represented the respondent. Both the parties were heard.

4. It was contended on behalf of the applicant that he submitted an application for connection to his agricultural pump in 2011. He received demand note on 03-02-2011. He deposited the amount as per demand on 18-03-2011. He submitted the test report on 15-04-2011. In spite of the fact that the application was complete in all respect the respondent failed to release the connection within the stipulated period given under SOP Regulations. He got the connection in May 2015. He submitted an electricity bill no.1474 dated 30-04-2015 (which is for the period from 16-12-2014 to 16-03-2015). So he is entitle for compensation as provided under the SOP Regulations.

The applicant's prayer was as under,

The applicant may be awarded compensation as provided under SOP Regulations. The applicant may be awarded compensation of 2.00 Lakhs towards the loss to his agricultural produce, Rs.10,000/- and Rs.15,000/- respectively may be awarded for physical and mental harassment, Rs.3,000/- and Rs.5,000/- respectively

may be awarded for travel expenses & the cost of the instant proceeding. Penal action may be ordered against the concerned officers of the MSEDCL.

5. Shri Hedao, Dy.Executive Engineer, referred to the parawise reply dated 17-07-2015. It was further stated that the applicant submitted the application for new connection. A demand note was issued on 03-02-2011. The applicant deposited the amount on 18-03-2011. He submitted the test report on 15-04-2011. To give connection to the applicant laying of LT line was necessary. The applicant has been given connection on 15-07-2013. The applicant has not submitted any survey report of any competent authority. His 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. Since the applicant has been given the connection he may not be awarded any compensation. So 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's application was complete in all respect on 15.04.2011, the day on which the test report had been submitted by him to the respondent's office. However the supply of electricity to the agricultural pumps is carried out under various schemes such as SPA –PE ,DPDC etc. The complainant's Ag pump application was sanctioned under SPA scheme. There was huge pendency of agricultural pump applications in Hinganghat Division under SPA scheme, hence the work of laying HT/LT lines & T/F for supplying connections was entrusted to the agency & being carried out as per the seniority of the applications/applicants who deposited the

demand amount & completed the formalities in all respect. The complainants name was included in the paid pending list of the year 2010-11. The list was given to the agency to carry out the work of Ag. pump. Accordingly the concerned agency completed the work & as reported the respondent has released the Ag. pump connection on 15-07-2013.

In view of circumstances mentioned above in my opinion there observed no intentional delay for providing electric connection to the complainant's agricultural pump on the part of respondent . The respondent can not be held responsible for the delay & is not liable for compensation to the applicant as per SOP regulation. The respondent has provided the connection to the complainant's Ag pump on 15.07.2013. As the connection is already given to the complainant's agricultural pump, no compensation needs to be awarded to the complainant.

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. He deposited the amount as per rule. He submitted the test report. His name is also entered in the paid pending list prepared by the respondent. So it is clear that the application submitted by the applicant was complete in all respect.

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

*4.8 Where the supply of electricity to a premise requires extension or augmentation of distributing mains, the Distribution Licensee shall give supply to such*

*premises within 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 he was entitle for connection within a period of three (3) months from 15-04-2011.

There is a dispute between the parties about the date of release of connection. The respondents say that the connection was released on 15-07-2013. However they have not submitted any documentary evidence, such as CPL account of the applicant. The applicant say that the connection was released in May 2015. The applicant himself produced one electricity bill bearing no.1474 dated 30-04-2015. It is for the period 16-12-2014 to 16-03-2015. The bill amount is Rs.150/-. The applicant deposited the bill on 20-05-2015. That means the applicant accepted the bill. On this bill date of release of supply is mentioned as 05-02-2015. When we asked the respondents to clarify this position, they could not dispute this date anyway. So we confirm that the supply was released on 05-02-2015. So he 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.59 of 2015 is partly allowed. The applicant is entitle for compensation from 16-07-2011 till the connection is released to him.
- ii) The respondent MSEDCL is directed to pay compensation @ Rs.100/- per week from 16-07-2011 to 05-02-2015. The payment shall be made within ninety days from the date of receipt of this order.
- iii) No order as to cost.

**Sd/-** (Adv.Gauri D.Chandrayan) **sd/-** (Mrs.D.D.Madelwar) **sd/-** (Vishnu S. Bute)  
**MEMBER** **MEMBER SECRETARY** **CHAIRMAN**  
**CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR ZONE NAGPUR**  
**(Nagpur Dtd.29<sup>th</sup> day of July, 2015)**

**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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cgrfnz@gmail.com

**(O) 0712- 2022198**

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NO. CGRF/NZ/

Date :

Certified copy of order dated 29<sup>th</sup> July, 2015 in Case No.59 / 2015 is enclosed herewith.

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

To,  
Shri Rajendra Govindrao Girade, At.Po.Girad, Tq.Samudrapur  
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