

CONSUMER GRIEVANCES REDRESSAL FORUM;
MSEDCL NAGPUR (RURAL) ZONE NAGPUR
COMPLAINT NO. 67/2015

Shri Atmaram Ramji Gurnule
At.Tadgaon, Po.Mangrul
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 H.M.Patil, Assistant Engineer Samudrapur

CORAM:

Shri Vishnu S. Bute, Chairman.
Adv. Gauri D. Chandrayan, Member
Mrs. D.D.Madelwar, Member-Secretary.

JUDGEMENT

(Delivered on this 14th day of August, 2015)

2. The applicant presented this application on 29-06-2015 under the provisions contained in Regulation 6.4 of the MERC (CGRF & EO) Regulations 2006. It is the contention of the applicant that the respondent failed to attend his fuse off call complaint within the prescribed time limit. So he claims compensation.

On 11-08-2015 both the parties were present. They were heard.

Shri Betal, an authorized representative for the applicant contended that the electricity supply to the agricultural pump was discontinued from 18-04-2015. He submitted the complaint applications on 27-04-2015, 02-05-2015, 05-05-2015, 22-05-

2015 & 02-06-2015. The power supply was restored on 04-07-2015. He made the compliance of the provisions of Regulation 12.2 on 03-08-2015. So the compensation as prescribed in SOP Regulations may be awarded to him.

Shri H.M.Patil, Assistant Engineer, Samudrapur replied for the respondent. He referred to the written reply dated 07-07-2015. It was further stated that the respondent received the complaint for the first time on 05-05-2015. There was a fault in 11 kv supply line. The fault was immediately repaired and the power supply was restored on 07-05-2015.

Due to the rain and the storm the supply was again discontinued for some time. However the disruption was for a short period only. So a patrolling was carried out. The fault was repaired and from 26-05-2015 there was continuous power supply without any disruption.

We have perused the record. We have heard the arguments advanced by both the parties.

According to the applicant the power supply was discontinued w.e.f. 18-04-2015. However there is no reliable evidence on record in this regard. As per the respondent they keep and maintain complaint book in every Grampanchayat. There is no convincing explanation as to why the complainant or any other agriculturist, atleast having the motor pump has not recorded the complaint in the complaint book.

In application in, form A dated 29-06-2015, applicant's prayer no.1 is, the respondent may be directed to restore the power supply which is discontinued w.e.f. 01-05-2015. The respondent say that they got the complaint on 05-05-2015. They restored

the supply on 07-05-2015. The say of the respondent appears convincing that the power supply was restored within the time limit prescribed under Regulation 6.3 of the 2014 Regulations.

According to respondent due to the rain and the storm the supply was discontinued for a very short period. However the patrolling was done. The faults were repaired and there was continuous power supply from 26-05-2015. In absence of any contrarily evidence we accept the statement of the respondent

In view of the facts and circumstances discussed above, we pass the following order,

ORDER

- i) Application no.67 of 2015 is hereby dismissed.
- ii) No order as to cost.

Sd/- (Adv.Gauri D.Chandrayan)	sd/- (Mrs.D.D.Madelwar)	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.14th day of August, 2015)</u>		

CONSUMER GRIEVANCE REDRESSAL FORUM
NAGPUR ZONE (RURAL) M. S. E. D. C. L.
Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,
NAGPUR – 440013

Email.id- cgrfnz@mahadiscom.in
cgrfnz@gmail.com

(O) 0712- 2022198

NO. CGRF/NZ/

Date :

Certified copy of order dated 14th August, 2015 in Case No.67 / 2015 is enclosed herewith.

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

To,
Shri Atmaram Ramji Gurnule, At.Tadgaon, Po.Mangrul
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

