

**Maharashtra State Electricity Distribution Co. Ltd.'s  
Consumer Grievance Redressal Forum  
Nagpur Urban Zone, Nagpur**

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**Case No. CGRF(NUZ)/110/2015**

Applicant : Shri Abhimanyu B. Chawla,  
Krupa – 557 – Opp. Play  
House School,  
New Colony,  
Nagpur : 400 001.

Non–applicant : Nodal Officer,  
The Superintending Engineer,  
(Distribution Franchisee),  
MSEDCL,,  
NAGPUR.

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Applicant :- In person.

Respondent by 1) Shri Rody, Nodal Office.  
2) Shri Dahasahastra, SNDL Nagpur.

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Quorum Present : 1) Shri Shivajirao S. Patil,  
Chairman.

2) Adv. Subhash Jichkar  
Member.

3) Shri Anil Shrivastava,  
Member / Secretary.

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**ORDER PASSED ON 28.8.2015.**

1. The applicant filed present grievance application before this Forum on 1.7.2015 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal

Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as said Regulations).

2. Applicant's case in brief is that his supply was illegally disconnected with removal of meter on 28.4.2015. After intervention of I.G.R.C. his meter was reconnected on the same day i.e. 28.4.2015 in late hours of evening. While installing the meter the concerned technician has wrongly connected the phase wire to neutral terminal and neutral wire to phase terminal. Due to this wrong wiring at meter terminals, phase to neutral voltage shot up to 440 volts and due to this high voltage some of the appliances and lighting accessories were burnt. He has immediately made a complaint with concerned Area Manager who in turn visited the site and carried out the inspection and agreed the mistake done by company's technician and assured the applicant for reimbursement of damages caused to the appliances. But so far no compensation was paid to the applicant. Therefore he filed grievance application with I.G.R.C. and claimed compensation amounting to Rs. 70000/- towards cost of damages and cost of harassment. I.G.R.C. directed to pay the compensation of Rs. 27,487/- to the applicant as per order Dt. 19.6.2015. Being aggrieved by the said order applicant approached to this Forum.

3. Non applicant denied applicant's case by filing reply Dated 13.7.2015. It is submitted that as per order passed by Learned I.G.R.C. Dt. 19.6.2015 compensation of Rs. 27,487/- is already paid to the applicant and grievance application deserves to be dismissed.

4. Forum heard arguments of both the sides and perused record.

5. Most of the facts are admitted facts so far as damages caused to the applicant due to wrong wiring at meter terminals and liability to pay compensation. Only disputed point is how much damage is caused to the applicant and he is entitled for how much compensation. Learned I.G.R.C. ordered to pay Rs. 27,487/-. We have to consider whether this amount is insufficient or justified.

6. Area Manager visited the spot, verified the situation and prepared list of appliances damaged item wise. This list is Dt. 29.4.2015 duly signed by both the parties. Therefore it is crystal clear that the appliances and electrical equipments which are described in this list signed by Area Manager of SNDL are burnt due to wrong wiring and hence non applicant is liable to pay cost of these articles.

7. Applicant produced several bills on record. We have scrutinized these bills so also we have tallied these bills with particular items given in the admitted list Dt. 27.4.2015. It appears that in the bills submitted by the applicant some of the items are excessively added which are not included in the admitted list Dt. 29.4.2015 and therefore those suspicious bills are to be excluded from the consideration.

8. It is noteworthy that in bill of M/s. Anil Electricals Dt. 2.5.2015 two tube lights, 13 CFLs, 7 spot lights and 7 CFL (18 W) are

described and at the bottom, labour charges are shown Rs. 2000/-. In our considered opinion this amount of labour charges of Rs. 2000/- shown in the bill Dt. 2.5.2015 is suspicious or not genuine and mentioned as per sweet desire of the applicant. For installing the tube lights, CFLs and spot lights, it is impossible to have labour charges of Rs. 2000/-. Furthermore, in the bill of Silicon Dt. 2.5.2015 at Sr. No. 4, 2 stabilizers are purchased @ Rs. 1500/- each for amounting to Rs. 3000/-. However it is rather surprising to note that in bill of Multi Deal Corporation Dt. 30.4.2015, stabilizer repairing charges for 2 stabilizers @ Rs. 1200/- each is shown totaling to Rs. 2400/-. It is rather surprising to note that when applicant purchased two stabilizers for Rs. 3000/- as to why stabilizer repairing charges for two stabilizers is shown as Rs. 2400/-. If really stabilizers are repaired by paying charges of Rs. 2400/-, there is no necessity to purchase two stabilizers of Rs. 3000/-. We have simply pointed these instances to show certain bogus figures.

9. We have scrupulously and meticulously examined each and every entry in the admitted list by both the parties Dt. 29.4.2015 and in the light of that list we have considered genuine bills. In our considered opinion, appliances of the applicant worth Rs. 65000/- are burnt due to this wrong committed by the non applicant and therefore applicant is entitled to claim amount of Rs. 65000/- (Rs. Sixty Five Thousand) only, as a loss of burning of electrical instruments and appliances. Definitely the applicant suffered mental harassment and therefore in our opinion he is entitled for a compensation of Rs. 5000/- (Rs. Five Thousand) only for mental

harassment. Thus applicant is entitled for total compensation of Rs. 70000/- from the non applicant.

10. In the present grievance application, applicant claimed compensation of Rs. 1,35,000/-. However, that much compensation was even not claimed by the applicant before Learned I.G.R.C. We have carefully perused order passed by Learned I.G.R.C. Dt. 19.6.2015. In the said order on page No. 1 at the bottom, it is specifically mentioned that applicant claimed Rs. 70000/- compensation in I.G.R.C. While filing the grievance application before C.G.R.F. applicant can not exceed figure of compensation as Rs. 1,35,000/-. If really applicant would have suffered damages and would have entitled for compensation of Rs. 1,35,000/-, he would have definitely claimed that much amount to Learned I.G.R.C. but applicant claimed only Rs. 70000/- before Learned I.G.R.C. In our opinion, now applicant can not exceed his figure of Rs. 70000/- as per his sweet will and wishes without any foundation and documentary evidence on record. Therefore we hold that applicant is not entitled for compensation of Rs. 1,35,000/- as claimed. However, applicant is entitled for compensation of Rs. 70000/- from the non applicant as discussed above. Hence following order :-

#### ORDER

- 1) Grievance application is partly allowed.
- 2) Order passed by Learned I.G.R.C. Dt. 19.6.2015 in case No. 428/15 is hereby modified.

- 3) Non applicant is hereby directed to pay compensation of Rs. 70000/- to the applicant as cost of damages and cost of harassment. If this amount is not paid within 60 days from the date of order, in that eventuality applicant shall be entitled for interest at bank rate according to section 62 (6) of Electricity Act 2003.
- 4) Compliance should be reported within 30 days from the date of this order.

Sd/-  
(Anil Shrivastava)  
MEMBER  
SECRETARY

Sd/-  
(Adv. Subhash Jichkar)  
MEMBER

Sd/-  
(Shivajirao S. Patil),  
CHAIRMAN