

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

Case No. CGRF(NUZ)/008/2011

Applicant : Shri. Ashok R. Mowade
At Plot No. 1,
Ramkrushnanagar,
Umred Road, Dighori,
NAGPUR.

Non-applicant : MSEDCL represented by
the Nodal Officer-
Mahal Division,
Nagpur Urban Zone,
Nagpur.

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

2) Adv. Smt. Gouri Chandrayan,
Member,

3) Smt. Kavita K. Gharat
Member Secretary.

ORDER (Passed on 21.04.2011)

The applicant, Shri. Ashok R. Mowade, resident of Ramkrushannagar, Umred Road, Nagpur filed the present grievance application on dated 04.03.2011 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 here-in-after referred-to-as the said Regulations.

1. The applicant's case in brief is that since last 4 years MSEDCL is supplying electricity to the applicant. However, voltage is very low and therefore electric equipments are not working properly. The applicant submitted many applications to MSEDCL, but no cognizance is taken so far. Due to low voltage, some electrical equipments of the applicant worth of ` 50,000/- are damaged. Therefore applicant has suffered economical loss. The applicant filed present application for following relief:

- a) For direction to MSEDCL to provide proper voltage.
- b) To give compensation of Rs.50,000/- due to damage to electric equipments.

2. The non-applicant resisted the grievance application by filing reply on dated 24.03.2011. It is submitted that consumer no. 410016795414/5 is provided to the applicant since 18.02.2008 for double storied house. At the time of providing new connection, 0.50 kw load was sanctioned. As per complaint dated 04.03.2011 the premises was inspected and found that the applicant is using TV, Refrigerator, DVD player, Aqua guard, and other electrical equipments. Therefore utilization of load is more than sanctioned load. The applicant has claimed compensation for damage to the equipment, however he did not produce documentary evidence to that effect. Load utilized by the applicant is more than sanctioned

load, therefore electric supply is proper as per sanctioned load. The spot inspection was carried out by Dy. E.E., Nanadanwan S/Dn., on 22.03.2011 and 23.03.2011 and found that electric equipments of all neibourers are working properly but house of the applicant was locked. The application is false, therefore may be dismissed.

3. Forum heard arguments of applicant in person and by Shri. Waghmare, Nodal Officer. The applicant argued that it is general practice of MSEDCL not to provide proper voltage specially at evening time. The applicant frankly admitted that he is not claiming any compensation but it is requested that proper voltage should be maintained.
4. On the contrary, Shri. Waghmare, Nodal Officer, argued that applicant did not provide documents to show that any equipment are damaged. However he frankly admitted that it is necessary to provide single phase voltage of 230 - 240 volts. The distribution system in applicant's area is single phase two wire and in absence of any schemes no infrastructure development work is taken. If direction is issued they will try to provide 230 - 240 voltage within one month.
5. Forum perused entire record. The applicant himself admitted that he don't want any compensation but Forum should simple order to MSEDCL to provide proper voltage. It will serve his entire purpose. According to Regulation 5.3 (i) (a) of MERC (Standard of Performance

of Distribution Licensee, Period for Giving Supply and Determination of Compensation) Regulation 2005 “Except where otherwise previously approved by the Authority, the classification of installation shall be for A.C. system, Two wire, single phase, 240 volts general supply not exceeding 40 Amperes”. Therefore as per this provision MSEDCL has to provide proper voltage. Hence Forum proceed to pass the following order.

ORDER

The grievance application is partly allowed.

- 1) The non-applicant is hereby directed to provide 240 voltage, supply to the applicant according to Regulation 5.3 (i) (a) of MERC (Standard of Performance of Distribution Licensee, Period for Giving Supply and Determination of Compensation) Regulation 2005.
- 2) The non-applicant is directed to comply this order within one month i.e. on or before 11.05.2011.

Sd/- (Smt.K.K.Gharat)	Sd/- (Adv.Smt.GauriChandrayan)	Sd/- (ShriShivajirao S.Patil)
MEMBER SECRETARY	MEMBER	CHAIRMAN