

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

Case No. CGRF(NUZ)/052/2005

Applicant : Shri Sanjay Pazare
Prop. Atul Computer Graphics &
Printers, C/o Shri Vasantrao Rahate,
House No. 3940, Amarjyoti Nagar,
Nagpur.

Non-Applicant : The Nodal Officer,
Executive Engineer,
Civil Lines Division,
Nagpur representing the MSEDCL.

Quorum Present : 1) Shri S.D. Jahagirdar, IAS (Retd),
Chairman,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

2) Smt. Gouri Chandrayan,
Member,
Consumer Grievance Redressal
Forum,
Nagpur Urban Zone,
Nagpur.

3) Shri M.S. Shrisat
Exe. Engr. & Member Secretary,
Consumer Grievance Redressal
Forum, NUZ, MSEDCL, Nagpur.

ORDER (Passed on 26.09.2005)

The present grievance application is filed by the applicant before this Forum in the prescribed schedule "A" on 25.08.2005 as per Regulation 6.3 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance

Redressal Forum & Ombudsman) Regulations, 2003 here-in-after referred-to-as the said Regulations.

The grievance of the application is in respect of fluctuation in the voltage resulting into loss to the applicant.

The matter was heard by us on 21.09.2005 and 23.09.2005 when both the parties were present. Both of them are heard by us. Documents produced by both the parties are also perused and examined by us.

After receipt of the grievance application in question, the non-applicant was asked to furnish before this Forum his parawise remarks on the applicant's application in terms of the Regulations 6.7 & 6.8 of the said Regulations. Accordingly, the non-applicant submitted his parawise remarks dated 21.09.2005. A copy thereof was given to the applicant on 21.09.2005 and he was given opportunity to offer his say on this parawise report also.

The applicant had earlier approached the Internal Grievance Redressal Unit headed by the Executive Engineer (Adm) in the office of the Superintending Engineer, NUC, MSEB, Nagpur by filing his grievance application in the prescribed annexure "X" on 06.07.2005 as per the said Regulations. However, no satisfactory remedy was provided by this Unit to the applicant. Hence, the applicant had to file this grievance application before this Forum for redressal of his grievance.

The applicant contended before us that he is running a Computer Institute styled as Atul Computer Graphics and Printers in house No. 3940, Amarjyoti Nagar, Nara Road, Nagpur. His meter number is 8000035888 while

his consumer number is 410013272313. He is running this Institute in a shop rented to him by the landlord one Shri Vasant Rao Shaymrao Rahate. He had complained to the non-applicant that his computer related equipments are being adversely affected resulting into a monetary loss to the applicant particularly because of the fluctuation in the voltage of the electricity on the lower side. These computer related equipments are being rendered un-serviceable because of the low voltage. He, therefore, requested the non-applicant by his application dated 22.12.2004 addressed to the Executive Engineer, MSEB, Jaripatka, Nagpur to change his meter and to sort-out his grievance but no action has been taken to redress his grievance to his satisfaction. He has enclosed alongwith his grievance application copies of the following documents in support of his contentions.

- 1) A copy of his application dated 22.12.2004 addressed to the Executive Engineer, Jaripatka, Nagpur.
- 2) Another application dated 14.06.2005 again addressed to the Executive Engineer, Jaripatka, Nagpur.
- 3) His application dated 07.07.2005 addressed to Internal Grievance Redressal Unit for redressal of his grievance.

The Internal Grievance Redressal Unit headed by the Executive Engineer under Nagpur Urban Circle, MSEDCL, Nagpur informed the applicant by its letter dated 12.08.2005 that his complaint is closed, it being in-correct. It is also informed by this Unit that there is a dispute between the

applicant and the house owner and further that there is no substance in his complaint.

Referring to the decision of the Internal Grievance Redressal Unit, the applicant vehemently argued that the voltage problem still exists and that the say of the Internal Grievance Redressal Unit that there is no problem in the voltage of electricity is false. He added that the voltage of electricity in his premises becomes low particularly after 7 PM in the evening and that this can still be verified.

He contended that the dispute, if any, between him and his landlord has nothing to do with the grievance of the applicant. He prayed that his grievance may be removed at the earliest.

The non-applicant in his para-wise report dated 21.09.2005 has stated that the complaint of the applicant was enquired into and it was found that the voltage was recorded as 227 Volts at the peak loading hours. Hence, there is no low voltage problem. The non-applicant further stated that there are other consumers similarly placed who are also fed from the same Transformer. However, nobody has so far made any complaint to him regarding low voltage. He further stated that the electricity meter is in the name of the landlord one Shri Rahate and it is found to be working satisfactorily. According to him, there is no substance in the applicant's complaint.

We have carefully gone through the record of the case, documents produced by both the parties and also submissions made before us by both of them.

The limited grievance of the applicant is about low voltage particularly after 7 pm.

With a view to testify the correctness of the applicant's grievance, we directed the non-applicant to carryout the inspection of the applicant's meter and also about incidence of low voltage being experienced by the applicant by visiting his premises after 7 pm once again and to enquire into the applicant's grievance in his presence. Accordingly, the non-applicant inspected the premises of the applicant on 22.09.2005 at 7:30 pm in the presence of the applicant and it was observed that the voltage recorded was 195 Volts. The applicant, accordingly, submitted his report before us on 23.09.2005.

The non-applicant admitted before us during the course of hearing that the low voltage problem does exist particularly after 7 pm.

This demonstrates beyond doubt that the applicant's grievance is genuine and it needs to be removed.

The non-applicant stated before us that capacity of the Transformer feeding the area in question needs to be augmented so as to resolve the applicant's problem. He also submitted that a proposal in this respect is already in the process and once the capacity of the Transformer is augmented or a new Transformer installed in between the location of the existing Transformer and the applicant's premises, the low voltage problem will not be experienced by the applicant.

When questioned by us as to the date by which the non-applicant will take the remedial action, the non-applicant assured us that the same will be taken immediately and that

the applicant's problem of low voltage will be solved on or before 30th November, 2005.

In the light of above, we accept the applicant's grievance application and direct that the non-applicant shall take remedial action to solve the applicant's problem either by augmenting the capacity of the existing Transformer or by installing a new one as proposed and agreed to by him on or before 30.11.2005 in any case.

The applicant seems to be satisfied with the assurance given by the non-applicant.

We also direct the non-applicant to report compliance of this order to this Forum on or before 10.12.2005.

Sd/-	Sd/-	Sd/-
(M.S. Shrisat)	(Smt. Gouri Chandrayan)	(S.D. Jahagirdar)
Member-Secretary	Member	CHAIRMAN

**CONSUMER GRIEVANCE REDRESSAL FORUM
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's
NAGPUR URBAN ZONE, NAGPUR**

**Member-Secretary
Consumer Grievance Redressal Forum,
Maharashtra State Electricity Distribution Co.Ltd.,
Nagpur Urban Zone, NAGPUR.**