

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

Case No. CGRF(NUZ)/054/2005

- Applicant : Shri Manohar Govindrao Bhudke,
Koradi Power House Colony,
Type 8/7/76,
Koradi,
Nagpur representing his wife Mrs.
Shakuntalabai Manohar Bhudke.
- Non-Applicant : The Nodal Officer,
Assistant Engineer,
O&M Dn. – II,
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 has been filed by the applicant on 31.08.2005 before this Forum in the prescribed schedule “A” 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 applicant is in respect of non-provision of electricity connection to the applicant's house for domestic purpose.

The matter was heard by on 23.09.2005 when both the parties were present. Both of them are heard by us. Documents produced by both of them are 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 19.09.2005 before this Forum on 23.09.2005. A copy thereof was given to the applicant on 23.09.2005 before the case was taken up for hearing and he was given opportunity to offer his say on this parawise report also.

Before approaching this Forum, the applicant had approached the Internal Grievance Redressal Unit headed by the Executive Engineer (Adm) in the office of Superintending Engineer, Nagpur Urban Circal, MSEDCL, Nagpur by filing his application dated 09.07.2005 in the prescribed annexure "X" under the said Regulations for redressal of his grievance. However, no remedy, whatsoever, was provided to the applicant by this Unit. Hence, this grievance application.

The applicant's wife Mrs. Shakuntlabai Bhudke owns a house in the village limits of Bhokara, Tahsil Nagpur, Dist, Nagpur and an application was made to the non-applicant for providing electricity connection to this house

on 12.03.2004. However, till to-day the electricity connection sought for is not provided to the applicant.

The applicant added that in response to his application, the non-applicant carried out the survey of the area and that an estimate of about Rs.40,000/- was prepared by the non-applicant for the purpose of erection of five poles and for laying the service line. He was also informed by the non-applicant that if he forms a group of 5/6 adjacent residents for supply of electricity to them, the total expenditure of Rs.40,000/- could be apportioned between the members of the group and in that case, the applicant would not be required to bear the whole expenditure. According to the applicant, a letter of consent of as many as 12 residents including the applicant was given to the non-applicant on 07.10.2004. However, the electricity connection sought for by the applicant has not yet been released to the applicant. He requested that his grievance may be removed immediately.

He has produced copies of various documents to prove that the house in question is owned by his wife.

The non-applicant has stated in his parawise report dated 19.09.2005 that the estimate of Rs.40,000/- was prepared for laying the service line and erection of five electricity poles for the purpose of granting the request of the applicant. This estimate was prepared in the later half of the year 2004. The applicant was asked to form a group 4/5 residents so that the total expenditure can be apportioned between the members of this group. However, subsequently applications for 18 new connections were received on 24.12.2004 from the residents of the locality. The area was, therefore, surveyed again and an estimate for Rs.1,67,270/-

was prepared for erection of 12 electricity poles and for laying the service line. This estimate was prepared under 100% Outright Contribution Scheme. The estimate was also sanctioned by the competent authority on 14.09.2005. The applicant was informed about this development. Although, earlier an estimate of Rs. 40,000/- was prepared in the year 2004 for a group of 5/6 residents desiring to have new electricity connections, the applicant submitted a letter of consent of as many as of 12 residents. Therefore, it was not possible to execute the work in the estimated cost of Rs.40,000/-. Had the applicant submitted consent letter of about 6 residents earlier, his grievance would have been removed much earlier. Subsequently as many as 18 residents of the layout filed their applications for new connections to the non-applicant and hence a revised estimate of 1,67,270/- came to be prepared and sanctioned.

We have carefully gone through the record of the case, documents produced by both the parties and arguments advanced before this Forum by both of them.

During the course of hearing the applicant stated that he would file a consent letter of about six residents of the area including the applicant afresh so that quantum of expenditure to be incurred by the non-applicant for providing new electricity connections to this group of six residents would be limited to around Rs.40,000/-. He admitted that consent letter of as many as 12 residents was filed before the non-applicant on 04.07.2004 and that because of this, the non-applicant was not able to restrict the cost of the estimate to Rs.40,000/-. The non-applicant also agreed before us that if the applicant forms a group of six persons including the

applicant and complete the requisite documentation, a fresh estimate would be prepared in respect of this group only. In that case, the members of this group will have to pay the entire expenditure of erecting electricity poles and laying the service line etc and also that a demand note would be prepared accordingly. The applicant agreed to this proposal and stated before us that he would form a group of six residents afresh and complete all the formalities and also file the consent letter of members of this group.

In the light of above, we do not see any objection to accept the arrangement purposed by the non-applicant and agreed to by the applicant.

Both the parties should now proceed to execute the proposal as agreed to by both of them.

The non-applicant assured us that if all the formalities are completed by the applicant as mentioned above, he would ensure that the houses of members of this group are electrified before the ensuing Diwali season.

In view of above, the applicant's grievance application is disposed off accordingly.

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**