

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

Case No. CGRF(NUZ)/81/2014

Applicant : Haji Mohd. Aslam s/o Haji Fajul,
Rahim Raeen, Thr:- Mohd. Adil,
Plot No. N-32,
Suryanagar, Opp. NIT Garden,
Kalamna Market Road,
Nagpur.

Non-applicant : Nodal Officer,
The Executive Engineer, O&M Dn. I,
MSEDCL,
NAGPUR.

Quorum Present : 1) Shri Vishnu S. Bute,
Chairman.
2) Adv. Subhash Jichkar
Member.
3) Shri B.A. Wasnik,
Member Secretary.

ORDER PASSED ON 28.4.2014.

1. The applicant filed present grievance application before this Forum on 29.3.2014 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. The applicant's case in brief is that applicant's father applied for new service connection on 2.6.2012 for IP category to

Asstt. Engineer, Mouda Sub-Division. He was then aged 64 years old. However, he approached Mahalgaon D.C. several times after which estimate was prepared for Rs. 66,800/-. He paid the amount to the Line staff. However the connection was not released. In the mean time applicant's father died on 30.8.2013. Hence applicant filed present grievance application for refund of amount paid and payment of compensation.

3. Non applicant denied applicant's case by filing reply dated 21.4.2014. It is submitted that Augmentation of existing 63 kVA Transformer to 100 kVA Transformer was required to release the IP connection to the applicant. Estimate was prepared and sanctioned vide No. EE-I/NGP/T/ESST/SI/13-14/01 Dt. 23.4.2013 under DPDC system improvement scheme. The work was completed and connection was released on 11.10.2013. Hence Grievance application may be dismissed.

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

5. Forum has observed that there is no mention of date of filing of application for new service connection in the reply of non applicant. In the grievance application the applicant has mentioned that the applicant has applied on 2.6.2012. The estimate was prepared after 4 months and sent to Sub-Division Office on 18.10.2012. Forum has also observed that no action was taken since then in spite of repeated follow up by the original applicant. It is

further surprising to note that the applicant was asked to submit fresh application on Dt. 1.8.2013. Demand note was issued on 7.9.2013 and connection was released on Dt. 11.10.2013. Forum finds that during the period from the date of submission of application for new service connection i.e. 2.6.2012 to 1.8.2013, the applicant was unnecessarily harassed by the non applicant for some reason or the other. Even when the original applicant died on Dt. 30.8.2013 after more than one year from the date of application, the connection was not released. Hence it is observed that the non applicant has failed to perform as per SOP regulations and therefore the applicant deserves compensation for inordinate and unnecessary delay in release of connection. The applicant has mentioned that he has paid Rs. 66800/- towards the cost of estimate. However, there is no documentary evidence on record to show that the applicant has paid the said amount.

7. For these reasons, Forum proceeds to pass following order: -

ORDER

- 1) Grievance application is partly allowed.
- 2) The non applicant is directed to pay the compensation as per SOP regulations to applicant for the period from 2.6.2012 to 1.8.2013 amounting to Rs. 5600/-.
- 3) Non applicant is further directed to fix the responsibility on the concerned staff who are responsible for this inordinate

delay in release of connection and take suitable action against them.

- 4) Non applicant is directed to submit the compliance within 30 days from the date of this order.

Sd/-
(B.A. Wasnik)
MEMBER
SECRETARY

Sd/-
(Adv. Subhash Jichkar)
MEMBER

Sd/-
(Vishnu S. Bute),
CHAIRMAN