

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

Case No. CGRF(NUZ)/022/2015

Applicant : Shri Sheshrao S. Deshpande,
Gali No. 2, Kasturba Nagar,
Jaripatka,
Nagpur.

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

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

2) Shri Anil Shrivastava,
Member / Secretary.

ORDER PASSED ON 3.3.2015.

1. The applicant filed present grievance application before this Forum on 27.01.2015 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. Applicant's case in brief is that his meter was burnt on 17.11.2014 and power supply went off. Therefore applicant complained on complaint center on 17.11.2014 for change of his burnt meter and immediate restoration of power supply. But concerned officers of SNDL refused to restore his supply and also refused to replace his burnt meter and directed to applicant first to pay outstanding dues of theft case which was detected in his premises in December 2011. However, it was the

contention of the applicant that he has already paid theft assessment of Rs. 20000/- on 8.2.2014 and nothing is in balance against him except current bill amount of October 2014. Therefore applicant filed grievance application to I.G.R.C. with a request to replace burnt meter and for immediate restoration of power supply. He also claimed compensation of Rs. 10000/-.

3. I.G.R.C. directed Commercial Manager to replace burnt meter and to restore electric supply immediately without further loss of time. I.G.R.C. however, rejected the prayer for compensation of Rs. 10000/-. Being aggrieved by the order passed by I.G.R.C. thereby rejecting the claim of compensation, the applicant approached to this Forum.

4. Non applicant denied applicant's case by filing reply Dt. 11.2.2015. It is submitted that theft of electricity was detected at the premises of the applicant in December 2011, but he did not pay compounding charges of Rs. 10000/-. There was no marking in CIS of the applicant regarding payment of compounding charges and therefore it was not possible to receive complaint of the applicant. Therefore demand note was not given to the applicant for new meter. Applicant approached to Learned I.G.R.C. and claimed compensation of Rs. 10000/-. However, Learned I.G.R.C. allowed prayer for replacement of meter but rejected the claim for compensation of Rs. 10000/-. As per order of Learned I.G.R.C. burnt meter was replaced on 24.11.2014 and supply was restored. Applicant is not entitled for compensation of Rs. 10000/-.

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

6. Meter of the applicant was burnt on 17.11.2014. On the same day, he complained to SNDL at 4.30 P.M. about replacement of burnt meter.

But on one pretext or the other, his burnt meter was not replaced and his supply was not restored. No other way was left with the applicant than to approach I.G.R.C. Ultimately he filed Case No. 1052/14. Learned I.G.R.C. decided the matter on 24.11.2014 and directed Commercial Manager to replace burnt meter and to restore the power supply, but rejected the relief of compensation. In reply of SNDL, it is specifically mentioned in last para that burnt meter was replaced and supply was restored on 24.11.2014. In the Nutshell, meter was burnt on 17.11.2014. There was complaint on the same day but meter was replaced on 24.11.2014. Therefore applicant was in dark for some period. Therefore, definitely he has to suffer physical, mental and economical loss. In our opinion, applicant is entitled for compensation as per MERC Supply Code Regulations, 2014. Hence following order :-

ORDER

- 1) Grievance application is allowed.
- 2) Non applicant is hereby directed to pay compensation to the applicant as per the provisions of MERC Supply Code Regulations 2014 for non replacement of meter, during the period 17.11.2014 to 24.11.2014.
- 3) Compliance should be reported within 30 days from the date of this order.

(Anil Shrivastava)
MEMBER/
SECRETARY

(Shivajirao S.Patil)
CHAIRMAN