

**CONSUMER GRIEVANCE REDRESSAL FORUM
AMRAVATI ZONE, AMRAVATI**

'Vidyut Bhavan', Shivaji Nagar, Amravati: 444603, Tel. No. 0721 2551158

Dt. 22.06.18

ORDER

Case No. 18/2018

In the matter of grievance pertaining to unlawful disconnection of supply.

Quorum

Dr. Vishram Nilkanth Bapat, Chairman
Miss. M.H. Ade, Member Secretary
Sau. Sushama Joshi, Member (CPO)

Complainant

Shri Sahadeo Gangaram Wankhade
R/o- Karla, Teh.- Anjangaon Surji, Dist Amravati

Versus

Respondent

The Executive Engineer/Nodal Officer
MSEDCL, Achalpur Division, Achalpur.

Appearances:-

Complainant Representative:- Self

Respondent Representative:- Shri M.S. Kokate, Dy. EE, MSEDCL,
Anjangaon Surji Subdivision

Being aggrieved by the decision of IGRC Amravati and also by non compliance of the same Complainant Shri Sahadeo Gangaram Wankhade (Consumer number:- 359870001817) approached the Forum on date 24.04.2018.

Complainant submits his grievance as under:

1. Complainant had approached IGRC Amravati on date 23.03.2017. The complaint was regarding disconnection of supply to connection no 359870001817 without prior intimation.
2. IGRC Amravati held the hearing in the case and decided the case on date 12.06.2017. AS per Order of IGRC,
 - a. The complaint was granted three installments for the payment of arrears of Rs 3080/- as on date.
 - b. Immediately after payment of first installment the concerned MSEDCL officers was directed to reconnect the supply without taking any charges.
- 3) The complainant also brought before the Forum the internal correspondence from the Executive Engineer Achalpur Division to the Deputy Executive Engineer Anjangaon sub division. This correspondence is about instructing the Dy.EE to resolve the complaint of this complainant. Copies of three such letters dated 18.04.17, 02.05.2017 and 20.09.2017 are placed on record by the complainant.

Prayer of the Complainant:

1. Due compensation against
 - a. Permanent disconnection without any prior notice.
 - b. Due compensation as per SOP under MERC regulations in this behalf.
2. Reconnection of the supply.

The reply filed by N.A.MSEDCL before the Forum is as under:

1. That Shri Sahadeo Gangaram Wankhade Consumer No. 359870001817 -PC-5, resident of Karla had arrears of Rs. 3080/- and also having not paid his bills since 9.1.2016, his supply was permanently disconnected.
2. As per IGRC order dated 12.6.2017, the complainant was given three installments to pay his arrears. The IGRC order also directed to resume complainant's supply immediately after payment of the first out of three installments of the arrears. However since nobody was available in the consumer premises, the supply could not be reconnected till 04.06.2018.
3. The complainant has current arrears of Rs.2120/-.

Submission during the hearing

By Applicant

NIL

By Non-Applicant

NIL

Having heard both the parties and examining record placed before this forum, the Forum holds the following opinion.

1. The permanent disconnection by N.A. MSEDCL was without any prior intimation to the complainant hence it was unlawful disconnection. The N.A. could not produce any record to prove otherwise.
2. The gross negligence on part of the concerned officer the Dy.EE of Anjangaon Surji Subdivision of N.A. MSEDCL is evident in this case as he did not bother to act upon his superior's written instructions and further reminders to resolve the grievance.
3. The N.A. MSEDCL failed to provide reconnection of the supply within stipulated time of 2 days as per MERC SOP Regulations 2014. Hence the N.A. MSEDCL is liable to pay the SOP compensation with reference to the date of such demand by the complainant on 24.04.2018 when the grievance was still continuing.
4. As no evidence of actual reconnection of supply was placed before the Forum by N.A. MSEDCL and moreover the complainant denied reconnection till date, the Forum is of the opinion that the supply to the complainant is still to be reconnected.

ORDER

The Forum passes the following unanimous order

1. The complaint is allowed.
2. The N.A. MSEDCL is directed to reconnect the supply of the complainant immediately without taking any charges whatsoever.
3. The N.A. MSEDCL is directed to pay SOP compensation for delayed reconnection as per section 12.1 Appendix A of MERC SOP Regulations 2014 at Rs.100/- per week from 24.2.2018 till the date of actual reconnection. The same may be adjusted in the forthcoming bills of the complainant. The SOP compensation so paid to the complainant be recovered from the concerned erring officer of N.A. MSEDCL after due process of enquiry in this regard.

4. The N.A. MSEDCL is directed to submit compliance report of this order within one month of its issue.

Sd/-

(M.H.Ade)
Member Secretary

Sd/-

(Smt. S.P.Joshi)
Member (CPO)

Sd/-

(Dr.V.N.Bapat)
Chairman

Contact details of Electricity Ombudsman appointed under regulation 10 of MERC(CGRF & EO) REGULATIONS 2006:

THE ELECTRICITY OMBUDSMAN,
Office of Electricity Ombudsman (Nagpur)
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