

CONSUMER GRIEVANCE REDRESSAL FORUM
AMRAVATI ZONE, AMRAVATI
'Vidyut Bhavan', Shivaji Nagar, Amravati: 444603, Tel. No. 0721 2551158

Dt :05.10.18

ORDER

Case No. 22/2018

In the matter of grievance pertaining to non compliance of IGR Cell order

Quorum

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

Complainant

Shri Mohsin Manzoor Ali Khan
Evergreen House, Paradise Colony,
Opp. A.M.C. Garden, Amravati

Versus

Respondent

The Executive Engineer / Nodal Officer
MSEDCL, Amravati Urban Division,
Amravati.

Appearances:-

Complainant Representative :- Self.

Respondent Representative:- Shri P.W.Andhare , Add.Executive
Engineer, Urban –II Sub Division,Amravati.

Being aggrieved by non compliance of IGRC order dated 21.05.18 in letter and spirit the complainant approached CGRF under clause 6.4 of MERC CGRF OMBUDSMAN Regulation 2006 for redressal of his grievance on dt. 08.08.2018 and filed his complaint which is registered as Case no.22/2018.

The complainant submits his grievance as under :-

- 1) The complainant is a consumer of N.A.MSEDCL with residential supply to his premise at Evergreen House Paradise colony, opposite A.M.C. Garden, (Consumer No : 366478424404).
- 2) The order of Internal Grievance Redressal Cell dated 21.05.18 explicitly states that the Company has to sanction the estimate for approximately five standard poles , appoint contractor and complete the task of replacement of private galvanised poles by standard MSEDCL poles till the end of June. However it is to be noted that only two standard poles are fixed in the 1 / 3 rd patch of the area whilst the 2/3 rd area is without standard poles and the galvanised poles of other consumers are not replaced. The said area has five houses and two vacant plots.
- 3) The sketch provided in annexure during the hearing shows that LT line from standard pole 'A' passes to point B,C &D while "B" is located at an angle of 90 degrees and is at the corner. Further all the three poles B,C and D are private galvanised poles. These three poles are prone to accidents through impact of animals , vehicles and visitors to the adjacent garden and thus public safety cannot be compromised
- 4) It is pertinent to note that the competent engineer of MSEDCL have surveyed the area and opined about the necessity of 5 standard poles which was confirmed by sanction of the estimate by the company. Further the reply of MSEDCL dated 17.09.18 is contradictory because the reply states three poles whilst the sketch rightly shows two poles.

Prayer of the Complainant :

Non compliance of Internal Grievance Redressal Cell in letter and spirit

Reply filed by N.A. MSEDCL before the Forum :

The reply by the N.A.MSEDCL was received belatedly.

1. In accordance to the IGRC order dated 21.05.2018 necessary estimate was prepared for erection of pole for removing long service connection wires and the same sanctioned vide no EE / U /Amt /Estt /T / Main/18-19 /35 dt 20.06.2018. It was the estimate to carry out the work as stated and only required quantity of items to be used to achieve the aim of the estimate. The required work of removing service connection wire more than 30 meters is completed by erecting 3 poles as per requirement of site. N.A.MSEDCL stated during hearing that the 3 rd pole is nothing but the support provided to the newly erected pole at the corner.
2. With regard to complainant Shri Mohsin Manzoor Ali Khan's say about erecting 5 nos of poles it is submitted that complainant's was stressing for removing lengthy service wire which are more in length than permissible limit as per his old correspondance. The work of removal of lengthy service line is completed in due time. Complainant's grievance for non completion of work as per sanctioned estimate is not right as per norms applicable at the concerned site.
3. It is admitted that there are 5 nos of houses in referred lane. Out of which poles are erected on side of two houses and two vacant plots for resolving lengthy service line problem. Remaining three houses are within 30 meter permissible limit for providing service connection wire.
4. The private poles erected are not for overhead L.T line but for support of service line of individual consumers whose service line are within permissible limit of 30 meter length.
5. The complainant has not attached any authority letter with grievance regarding pleading the grievance of other consumers before the Forum.
6. In regards to the complainant's plea concerning issue of safety the complainant should have approached the Electrical Inspector which is the Competant Authority in deciding individual cases under safety issue.

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.

- It is admitted by both the complainant and the N.A.MSEDCL that the estimate was sanctioned for erection of approximately 5 poles for reduction of service connection length within 30 m (free length).
- The Forum is convinced that the private poles erected are support poles for service connection wires to three nos of individual consumers other than the complainant and service lines are well within free length limit of 30 m.
- The required work of limiting service connection wire upto 30 meters is completed by the N.A. MSEDCL as per site conditions thus complying with the IGRC order dated 21.05.18.
- The Forum appreciates the complainant's concern for safety of the general public. However the Forum feels that as there appears no violation of norms existing in this behalf by N.A. MSEDCL in respect of existence of three private support poles, the Forum has no say whatsoever in this particular issue. Moreover, the applicant does not possess any formal authorization to plead grievance related to other consumers.

With above observations, the Forum unanimously passes the following order.

ORDER

- 1) The complaint no 22/2018 dated 08.08.18 is dismissed.

The order is issued under the seal of Consumer Grievance Redressal Forum
M.S.E.D.C. Ltd Amravati Zone , Amravati

Sd /-
(M.H.Ade)
Member Secretary

Sd /-
(Smt.S.P.Joshi)
Member C.P.O

Sd /-
(Shri 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)
Plot No.12, Shrikripa, Vijay Nagar, Chhaoni,
Nagpur-440013.
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