

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

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

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Dt. 02.04.2018

**ORDER**

**Case No. 12/2018**

**In the matter of grievance pertaining for providing new electric connection to Ag  
pump and grant of compensation**

**Quorum**

**Dr. Vishram Nilkanth Bapat, Chairman  
Shri. R. A. Ramteke, Member Secretary  
Sau. Sushama Joshi, Member (CPO)**

**Smt. Mamata Anandkumar Sangai  
At : Savkarpura, Anjangaon Surji , Distt :- Amravati**

**Complainant**

.....Vs.....

**The Executive Engineer  
MSEDCL, O & M Division ,Achalpur**

**Respondent**

**Complainant Representative:- Shri Anandkumar Sangai, Anjangaon Surji.**

**Respondent Representative:- Shri.M .S . Kokate , Dy. Ex. Engineer, Anjangaon Surji  
S/Dn**

Being aggrieved by non-release of the Ag connection after payment of necessary charges for it and after consistent follow up and representation to various authorities of NA MSEDCL and non redressal of his grievance by IGRC,Amravati, the complainant approached CGRF under clause 6.2 of MERC( CGRF & OMBUDSMAN) Regulations 2006, for redressal of his grievance on dt.05.02.2017 and filed his complaint which is registered as Case no.12/2018.

As per Complainant's complaint and verbal submission during hearing before Forum, Complainant submitted that:-

Applicant submitted application for new connection for his Ag pump in L.S.No 32, Mouja- Raipur Tq.- Achalpur to NA MSEDCL on 20.07.2016 and as per demand note issued by NA MSEDCL, necessary charges for new connection was paid on 01.08.2016. Then applicant repeatedly made follow up with authorities of NA MSEDCL for release of new connection and on Dt 03.06.2017 submitted application to NA MSEDCL for release of connection with immediate effect and pointed out that NA is not following deadlines for release of new connection as laid down in SOP of MERC and thus violating SOP regulations. Due to non release of Ag connection, applicant not in a position to take summer season crop and can not enhance his yield to meet out his financial needs for which NA MSEDCL is solely responsible. Due to non release of Ag connection within three months from date of application and after complying all formalities as per rules, applicant has filed his complaint to IGRC on 16.08.2017 but IGRC passed the order on Dt 02.11.2017 not following SOP regulations. Hence applicant has filed his complaint to Hon. Forum and prayed as :-

- i) Direct NA MSEDCL to release his Ag connection immediately.
- ii) Direct NA MSEDCL to issue SOP compensation for non release of New Ag connection to the applicant
- iii) Impose cost on NA MSEDCL of Rs 50000/- towards financial loss in Agri. yield And mental harassment
- iv) Any other relief deemed fit.

In response to present complaint and notice of CGRF, Amravati Zone dt. 08.02.2018 to NA MSEDCL to file their reply, Non-Applicant MSEDCL in its written statement dt. 16.03.2018 and oral submission before Forum submitted that :-

It is admitted that applicant have applied for new Ag connection and paid necessary charges for new connection on 01.08.2016. The release of new connection is pending due to requirement of erection of infrastructure for this connection. The pendency clearing is done as per availability of funds from Government of Maharashtra and according to chronological order of date of payment as per MSEDCL policy. It is a policy of MSEDCL to release new Ag connection to whom infrastructure is required in chronological order of date of payment, when insufficient fund is provided by GOM. As such there are still 761 nos. of Ag connections pending for release and 270 nos. of Ag connections are pending whose date of payment is prior to 01.08.2016. Hence the connection of applicant will be released as per chronological order of date of payment. Considering above facts it is requested to

- i) Dismiss the complaint of complainant with cost.
- ii) Any other relief may deem fit.

On going through the document placed on record and arguments advanced by both the parties, this Forum finds that complainant had filed complaint before CGRF for delay in providing electric connection in spite of lapse of time and complainant claimed for compensation apart from electric supply from NA MSEDCL. As applicant have paid necessary charges for release of New Ag connection on 01.08.2016 and NA MSEDCL admitted the same without any objection, deemed date for fixing *period for giving supply* as per regulation 4.8 of Maharashtra Electricity Regulatory Commission ( Standard of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 is date of submission of completed application to NA MSEDCL and in present case it is 01.08.2016, which is date of payment by the applicant.. Regulation 4.8 is “ *Where the supply of electricity to a premises requires extension or augmentation of distributing mains, the distribution licensee shall give supply to such premises within three (3) months from the date of receipt of the completed application and payment of charges. The extensions or the augmentation of distributing mains includes the extension of HT, LT lines and augmentation of distribution transformer substation.*”

But the SOP compensation demand from applicant side is to be checked in the provisions available in Maharashtra Electricity Regulatory Commission ( Standard of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 and in Regulation 12.1 of same with other provisions it is:-  
*“ Provided that any person who is affected by the failure of the Distribution Licensee to meet the standard of performance specified under these Regulations and who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the standard of performance”*

That is SOP compensation demand should be decided on Regulation 12.1 of Maharashtra Electricity Regulatory Commission ( Standard of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 Here in present case applicant first claimed SOP compensation on 03.06.2017 as per record.

Hence with above facts and observations, this Forum proceeds to pass the following order unanimously:-

### **ORDER**

- 1) The Complaint No. 12/2018 is hereby partly allowed.
- 2) The Respondent Licensee, MSEDCL in this case is directed to provide electric supply to the Ag connection of complainant within period of two months.

- 3) It is directed to NA MSEDCL to pay compensation to applicant @ Rs.100 per week from 02.04.2017, till the date of providing electric connection.
- 4) Compliance report of this order be submitted within period of two months (60 Days) from date of receipt of this order.
- 5) Parties to bear their own costs.

Sd/-  
(R.A.Ramteke)  
Member Secretary

Sd/-  
(Mrs.S.P.Joshi)  
Member(CPO)

Sd/-  
(Dr.V.N.Bapat)  
Chairman

Contact details of Electricity Ombudsman appointed by MERC(CGRF & EO)  
REGULATIONS 2006 under regulation 10:  
THE ELECTRICITY OMBUDSMAN,  
Office of Electricity Ombudsman (Nagpur)  
Plot No.12, Shrikripa, Vijay Nagar, Chhaoni,  
Nagpur-440013.  
Phone:-0712-2596670

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NO. EE / CGRF/AMZ/ Amravati/ No./ 49  
To,  
The Nodal Officer,  
Executive Engineer  
MSEDCL, O & M Division ,  
Achalpur.

Dt. 02.04.2018

The order passed on in the Complaint No.12/2018 is enclosed herewith for further compliance and necessary action.

Secretary  
Consumer Grievance Redressal Forum,  
MSEDCL, Amravati Zone, Amravati

Copy to:-

1)Smt. Mamata Anandkumar Sangai  
At : Savkarpura, Anjangaon Surji , Distt :- Amravati

Copy f.w.c.to:-

1)The Chief Engineer, MSEDCL, Amravati Zone, Amravati.  
2)The Superintending Engineer, O&M Circle, Amravati.