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nj/ouh Ø-% 0253&2591031
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E.Mail : cgrfnsk@rediffmail.com

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vrxr xkgd rØkj fuokj.k I ferhdMs rØkj nk[ ky dsh- i.k vrxr xkgd rØkj fuokj.k I ferh P; k fu.kz kus I ek/kku u >KY; kus vki ys xkúgk.ks R; kauh vuq ph ^v\* e/; s epkdMs I knj dys rs epkdMs Øekad 33 vUo; s fn- 05@03@2019 jkst h ukno.; kr vkys

epkP; k fn- 08@03@2019 P; k cBdhr gs idj.k I pko.khl ?ks; kpk fu.kz ?ks; kr vkyk- xkúgk.ks vt kph I pko.kh epkP; k dk; ky; kr fn- 05@04@2019 jkst h nq1-00 oktrk fuf'pr dj.; kr vkyh- ; k I ca/khph I puk rØkjnkj xkgd o forj.k dá uhp; k I af/kr vf/kdkú; kau fn- 11@03@2019 jkst hP; k i=kUo; s ns; kr vkyh- ; kp i=kl ker rØkj vt kph ir ukMy vf/kdkjh] eMG dk; ky; ] ekysko ; kau nou rØkj vt kú kj e] fugk; vfHki k; 15 fnol kr epkdMs I knj dj.; kker o R; kph ir xkgdkyk i kkpfo.; kker I fpr dj.; kr vkys

ijarq xkgdkus I pko.khph rkjh[k cnyu feGkoh Eg.ku fourh dY; keGs I nj I pko.kh fn- 24@05@2019 jkst h ?ks; kps fu' phr dj.; kr vkys

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- 2- dl j dysys I ol vf/kdk&; koj dMd dkjokbz djkos
- 3- xkgd vt hkiyk udl ku Hki kbps vkns k Ogor-

**forj.k dā uhp ckt%**

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**vrxt rdkj fuokj.k d{k kph dk; bkgh**

vrxt rdkj fuokj.k d{k ekysxkō eMy dk; kzy; ; Fks fn-24@10@2018 jksth ikr >ky; k rdkjhph l ūko.kh fn- 28@11@2018 jksth l ūko.kh gkoū fn- 27@12@2019 jksth iŋhyizk.ks fu.kz ns; kr vkyk-

egkforj.k dā uhp; k ekysxkō xkeh.k mi foHkkxh; dk; kzy; kps i= dā Dy.Ex./RSD/S/Dn/Tech/00025 dt. 04/01/2019 uĤ kj vl s fnl ū ; rs dh] xkgdkus oht ekx.kh vtz dsk R; koGĤ jkgh= {kerkok<hpk iLrko foHkkfx; dk; kzy; kdMs eatjhl kĤ ikBfoysyk gkrk- rjh rdkjnkjkl R; kauh R; kp lykW ua o xV ua iRuhP; k ukokus ufou oht tkM.kh ekx.kh vtz l knj dsk- foHkkfx; dk; kzy; kdMū jkgh= {kerkok< iLrko eatj >KY; koj jkgh=kph {kerkok< d#u rdkjnkj R; kP; k ufou oht ekx.kh vtz dĤ kj R; kP; k iRuhP; k ukokus oht dks/s ku noū oht tkM.kh ns; kr vkysyh fnl rs

rjh mi dk; ĩdkjh vfHk; rk ekysxkō xkeh.k foHkkx ; kauh vkiY; k Lrjkoj e-jk- fo-fo- dā uh e; kĤ P; k fu; ekuĤ kj ; kX; dk; bkgh djkoh rlp dsk; k dk; bkghpk ri'khy 30 fnol kr ; k dk; kzy; kl l knj djkok-

**epkps fu'd'kz %**

Heard both parties it has come to the notice that Mr. Javid Anwar Wahiduzzaman of Malegaon has applied 3 Phase connection for power loom on 27/03/2015 on his own name and the said consumer also submitted application for power supply for power loom in the name of his wife Mrs.

Jamilabanu Javid Anwar on 06/03/2018 in the same premises i.e in S.No. 57/1+2, Plot No. 69, Ramjanpura, Malegaon.

Even after many requests by the consumer, the Dist. Co. neither sanctioned, released connection to both applicants nor communicated the facts to the consumer.

When consumer complained time and again to higher office also and issued hunger strike notice the Dist. Company seems to have been awakened and sanctioned power supply to the 2<sup>nd</sup> applicant i.e. Jamilabano Javid Anwar, stating that validity of papers submitted by 1<sup>st</sup> applicant was over, with additional excuse of Dist. T/F being overloaded so power supply to 1<sup>st</sup> consumer cannot be sanctioned.

After going through in detail it is observed that power supply to 2<sup>nd</sup> applicant was sanctioned on the basis of sanction of augmentation of said dist. T/f and released power supply to 2<sup>nd</sup> applicant, But during hearing the consumer brought to the notice that the capacity of Dist. Transformer from which these two connections are being fed is not yet augmented . Only sanction is taken from Divn. Office. It is also brought to the notice that augmentation of 6 nos. of Dist. T/f. is taken from Division office, out of which 5 nos. of dist T/F/ are augmented except the T/F on which above two consumers lies from which it seems that said transformer is not augmented yet .

2<sup>nd</sup> thing the forum could not understand how the validity of documents submitted by consumer for demand of power supply get over when no limitation is provided in the Act or guidelines of MERC.

Again the claim & contention in rebuttal it is submitted by the Dist. Co. that they no intention or deliberate act or delay on its behalf but it was only due to un available circumstance beyond human control .

Considering the facts & circumstance we are of opinion that awarding damages & compensation as prayed against field officers would unjust & improper

**The complainant demand for...**

1. Immediate release of 1<sup>st</sup> connection with augmentation of Dist. T/f.
2. SOP be given for the delay in releasing connection .
3. Stringent action be taken against fraudulent/erring official of Dist. Company as per the provision of 5.2 of Indian Elect. Act. 2006 and Electricity Supply Code & other Conditions of Supply regulations 2005(Clause 16)

After considering the representation submitted by the consumer, comments and arguments by the Distribution Licensee, all other records available, the grievance is decided with the observations and directions as elaborated in the preceding paragraphs and the following order is passed by the Forum for implementation:

**ORDER**

1. Application partly allowed with parties to bear their own cost.
2. The Dist. Transformer be augmented immediately and connection be released with 15 days.
3. As per regulation 8.7 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 , order passed or direction issued by the Forum in this order shall be implemented by the Distribution Licensee within the time frame stipulated and the concerned Nodal Officer shall furnish intimation of such compliance to the Forum within one month from the date of this order.
4. As per regulation 22 of the above mentioned regulations , non-compliance of the orders/directions in this order by the Distribution Licensee in any manner whatsoever shall be deemed to be a contravention of the provisions of these Regulations and the Maharashtra Electricity Regulatory Commission can initiate proceedings *suomotuor* on a complaint filed by any person to impose penalty or prosecution proceeding under Sections 142 and 149 of the Electricity Act, 2003.
5. If aggrieved by the non-redressal of his Grievance by the Forum, the Complainant may make a representation to the Electricity Ombudsman, 606, 'KESHAVA', Bandra Kurla Complex, Bandra (East), Mumbai 400 051 within sixty (60) days from the date of this order under regulation 17.2 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.

**(Smt. Vaishali V. Deole)**

Member

**(Prasad P. Bicchal)**

Member Secretary

**(Vivekkumar R. Agarwal)**

Chairman

**Consumer Grievance Redressal Forum Nashik Zone**

Copy for information and necessary action to:

- 1 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. ,  
VidyutBhavan, Nashik Road 422101 (For Ex.Engr.(Admn)
- 2 Chief Engineer , Nashik Zone, Maharashtra State Electricity Distribution Company Ltd. ,  
VidyutBhavan, Nashik Road 422101 ( For P.R.O )
- 3 Superintending Engineer, Maharashtra State Electricity Distribution Company Ltd. ,  
Circle office, Malegaon .

