

Before the Ombudsman, K.E.R.C. Bangalore

Present: Shaik Ahmed,
Ombudsman
Case No.OMB/G/G-25/2007/3820
dated 04.02.2008

Applicant :

Shri Ashok
H.NO.4-209, Holikatte,
Maktampura
GULBARGA

Respondents:

1. The Executive Engineer(EI)
O & M Consumer Service,
Center Division,
GESCOM,
Gulbarga.
2. The Consumer Grievance Redressal Forum,
GESCOM,
Opp Hotel Parivar
GESCOM
GULBARGA-585102

This is a Complaint against the Order passed by the CGRF, GESCOM on 22.3.2007 in file No.1/2007. The Complainant had filed a Petition before the 2nd Respondent seeking a direction to the 1st Respondent for permanent disconnection of the power supply to his flour mill which he did not want to run, and payment of a suitable compensation for not providing the service he sought for. The 2nd Respondent, after hearing both the parties, has rejected the Petition of the Complainant on the ground that the 1st Respondent has already disconnected the power supply during May 2005 itself. Aggrieved by the Orders of the CGRF, the Complainant has filed this Complaint to set aside the Orders of the 2nd Respondent and to grant all the relief sought in his original petition.

I have gone through the records placed by both the parties. The 1st Respondent in his written reply has stated that the installation in question was not in the name of

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the Complainant and, therefore, he had no authority to ask the Licensee to disconnect the power supply. He has further submitted that the power supply has been disconnected as per Law and that the allegations made by the Complainant are false and the same are liable to be rejected.

I have heard the Complainant on 26.11.2007. He has stated that the flour mill has come to his share by a Registered Gift Deed executed by its owner Shri Narayan Rao and, therefore, he had all authority to request the 1st Respondent for disconnection of the power supply to the said flour mill. He admits that the 1st Respondent has disconnected the power supply but only after several requests and visits to the office of the 1st Respondent. He has further stated that he has undergone lot of harassment at the hands of the 1st Respondent who made him to incur unnecessary expenditure towards travel etc. for getting the installation disconnected. He, therefore, claims a sum of Rs.5000/- as compensation for undergoing harassment and a sum of Rs.2000/- towards the legal expenditure incurred by him to pursue his case.

I see from the records that the disconnection was not carried out in time as the installation was in the name of some other person and the 1st Respondent certainly required some time to verify the documents and registered instruments through which the Complainant had acquired the title. Hence, I do not see that there was an intentional delay on the part of the 1st Respondent in providing services to the Complainant. Therefore, the impugned order dated 22.3.2007 passed by the 2nd Respondent in file No. CGRF/1/2007/ needs no interference.

The Complaint is, therefore, rejected.

(Shaik Ahmed)
Ombudsman

To:

1. Shri Ashok, H.NO.4-209, Holikatte, Maktampura, Gulbarga

2.The Executive Engineer(EI), O & M Consumer Service, Center Division, GESCOM, Gulbarga.

3. The Consumer Grievance Redressal Forum, GESCOM, Opp Hotel Parivar
GESCOM GULBARGA-585102

4. The Managing Director, GESCOM Corporate Office, Opp Hotel Parivar, Main
Road, Gulbarga-585102

5. PS to Hon.Chairman 6. PS to Hon.Member-I 7. PS to Hon. Member-(Tech)

8. Secretary 9, Consultant (O.C.A.) 10. Chairpersons of all CGRF 11. Director(Tariff)