

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

“ Vidyut Bhavan” Ratanlal Plots, Akola : 444001 Tel No 0724 .2434476

Dt.26/10/2015

Complaint No.17 / 2015

In the matter of grievance pertains to refund of infrastructure cost etc.

Quorum

Shri T.M.Mantri, Chairman

Shri D.M.Deshpande, Member

Shri. R.A. Ramteke ,Member-Secretary

Shri. Gajanan Cotax (Consumer no.HT-I 318779027020).....

Complaint No.17/2015

R/o Mahan Ta:Barshitakli

Complainant

.....Vrs.....

Superintending Engineer, MSEDCL.....

Respondent

(O&M Circle) Akola

Appearances :

Complainant : Shri. Ashish Chandarana Representative

Respondent : Shri. R.V.Kulkarni Manager (F&A), MSEDCL O&M Circle Akola.

1. The complainant has approached this forum being not fully satisfied by order of I.G.R.C. The complainant claim was for non receipt of infrastructure cost under NON-DDF-CCRF, Cubicle meter so also claimed interest on account of delay. According to the complaint cubicle meter was purchased for Rs.108000/- so also paid 7200/- towards transportation charges. The complaint also claimed 10% labour charges for installation etc.
2. According to the complainant has per say of N.A. the complainant is required to procure the cubicle meter for the amount stated, however

the N.A. has given credit of Rs.84,144.25 only for cubicle meter in WCR. The said act of N.A. is totally unjustified as it has paid full amount as per bill to Tapdiya Stone Crusher and subsequently other charges have been directed to be paid as per C.G.R.F. to the said consumer.

3. That providing of infrastructure is the responsibility of the N.A. but it is harassing in refunding of the amount, hence sought the reliefs prayed for. Along with the complaint copies of documents came to be filed.
4. After receipt of notice of the forum, the N.A. has filed reply to the complaint stating that the infrastructure cost Rs.87,10,52 is fed to I.T. and refund has been started from billing month of Aug-2015 so also cubicle cost of Rs. 84144 is refunded as per schedule of charges. It is stated that the complaint has not submitted authorised transportation bill. It is stated that no interest be levied as I.G.R.C order is complied with, Along with reply copies electricity bills of July/Aug-2015. Have been filed.
5. Heard shri. Ashish Chandarana, the learned representative of the complainant and shri.R.V.Kulkarni, Manager (F&A), the learned representative of the N.A. Admitted the infrastructure cost spent by the complainant under NON-DDF-CCRF. has been adjusted in the electric bills, may be after complainant approached to the forum. The learned representative of the complainant has fairly submitted about non claiming of interest on the said amount. However his grievance is for reducing the amount of cubicle meter and interest there on. The complainant has produced on record the documents about making payment of Rs.108000/- whereas the N.A. is claiming cost there of for Rs.84,144/-. The complainant's submission that the N.A. itself has refunded the amount, as per bill to other consumers such as the Tapdiya Stone Crusher but incase of the complaint for no reason the amount is being reduced. The N.A. has not given any reply to the complainant averments in para no.6 of the complaint in this respect. It amounts to admission. In this case as per direction of this forum copy of W.C.R has been produced on record, it also shows that it was for Rs. 107382.74/- . But no justification has been given for reducing it to 84,144/-. Infact as per, provision, it is for the N.A. to provide infrastructure. Instated of that they are compelling the consumer to spend under NON-DDF-CCRF. and

there after reducing the amount while making refund on one or the other pretext, that too after lapse of sufficient time. Such action on the part of the N.A. cannot be justified, therefore the complainant is rightly entitled for the difference amount of the cubicle meter cost, so also interest for delay. The submission made on behalf of the complainant that even the N.A. is paying more cost of cubicle meter when it makes purchase, has not been disputed from the side of N.A. So the complainant is entitled for the amount spent for purchase of cubicle meter.

6. The complainant filed on record the transportation bill of shri. Janata Goods transport for Rs.7200/- which has been claimed by the complaint. As per N.A. as the said bill was not produced so it was not paid. The N.A. is ready to pay those charges.
7. The complainant has claimed cost of Rs. 5000/- as it is required to approach various authorities of the N.A. including I.G.R.C and lastly this forum. The N.A. has opposed the claim. That upon considering the facts and the approach of the N.A. this forum thinks it proper to award reasonable cost to the complainant. With such observations this forum proceed to pass the following unanimous order.

ORDER

1. That the complaint is partly allowed. The N.A. is directed to refund the balance amount of Rs. 23,856 of cost of cubicle meter alongwith interest at the rate of 9% P.A. so also to pay Rs. 7200/- towards transportation charges to the complaint. This refund/payment is to be made by way of adjustment in the forthcoming electric bills of the complainant.

2. The N.A. is also liable to pay Rs.2000/- toward cost.

3. That the compliance report to be submitted within a period of a month from the date of this order.

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

Sd/
(D.M.Deshpande)
Member

Sd/-
(T.M.Mantri)
Chairman

No.CGRF / AMZ/ Akola/

Dt. 27 /10/2015

To
The Nodal Officer/ Superintending Engineer,
O&M Circle MSEDCL,
Akola

The order passed on 26-10-2015 in the Complaint No. 17/2015, is enclosed herewith for further compliance and necessary action.

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

Copy to:

Gajanan Cotex c/o Smita Boob Prashant Colony, Akola. Akot Road. Dist.Akola.

Copy fwc to:

The Superintending Engineer, O & M Circle, Akola for information.