

**CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR (RURAL)**

**COMPLAINT NO. 372/2012**

Dr. Radheshyam H. Agrawal,  
C/o Bindal Plaza, Goral Chouk,  
Gondiya

**.. Complainant**

.,VS.,

1. Executive Engineer,  
MSEDCL, O & M Division,  
Gondiya

2. Executive Engineer/Nodal Officer,  
I. G. R. C., Circle Office,  
MSEDCL, Gondiya

**Respondents**

Applicant Represented -----Absent-----.

Respondents represented by 1) Shri A.V.Kurekar,Dy.E.E., Gondiya.

**CORAM:**

Shri T. M. Mantri, Chairman.

Shri M. G. Deodhar, Member.

Ms. S. B. Chiwande, Member-Secretary.

**ORDER**

**(Per Chairman Dtd. 14<sup>th</sup> May, 2012)**

1 The complainant has approached the Forum in respect of the grievance about non crediting of the amount spent under Non-DDF CCR&F scheme by not crediting in energy bill inspite approaches made to the concerned office of the Respondent Licensee. It is alleged that under the said scheme estimated cost of scheme Rs.4,95,283/- has been spent on the equipments line, T/f etc. Complainant alleged that the amount is required to be credited in energy bills at the earliest, responsibility for causing delay needs to be fixed so also interest needs to be given on the bill payment made by complainant from August 2010 onwards, as the regular credit are not given in energy bills. Along with the complaint copies of the document annexed.

2 As per Regulations notice was given to the Respondent Licensee who in turn has submitted short reply stating that as per scheme Non-DDF CCR&F scheme amount will be

credited at the earliest. With regards to claim of interest made by the complainant it is stated that subsequent accrued credit will be given as per the rules of the company and as far as claim for responsibility for delay to be fixed it is stated that committee is formed for fixing responsibility. Though the matter was fixed for hearing neither complainant nor his representative remained present but only message was sent that complaint be treated as their argument.

3 Whereas on behalf of the Respondent Licensee, heard Mr.Jain, Asstt.Engineer so also Mr.Kurekar,Dy.EE. The learned representative for the Respondent Licensee has produced copy of bill of Jan.2012. Though it is stated annexed document bill of Feb.2012 and CPL, however, only copy of bill has been enclosed therewith and no copy of CPL was attached. According to the learned Representative of the Respondent Licensee, that amount has been started crediting in the energy bill, Copy of the electricity bill for Jan.2012 placed on record. On going through the said bill it is clear that amount of Rs.14,495/- has been shown as adjustment towards Non DDF CCR&F refund, and during the course of argument the learned representative has made such submission. According to him after finalization of WCR, the adjustment in the bill for refund under the said scheme has been started. That complainants averments of submission of the original bills of 14.6.2010 are not disputed in reply. Likewise the averments made by the complainant that from August 2010 onwards he is required to pay electricity bill, as the regular credit are not given in the energy bill, this statement is also not disputed in the reply. As already pointed above, the reply is not only short but it is too vague also. In fact it was necessary for the concerned office of the Respondent Licensee to plead/submit necessary details for proper adjudication in the matter. That has not been done so, for the reasons best known to it. It is not disputed that the complainant has spent Rs.4,95,283/- for the infrastructure and as per the said scheme the amount is to be refunded, by crediting in the energy bill.

4 During the course of argument the learned representative for the Respondent Licensee has vaguely submitted that 50% amount of the energy bill is to be adjusted by crediting in bill, but nothing has been filed on record in support thereof. Even the learned representative for Respondent Licensee could not substantiate the same during the course of argument. However it was admitted that under the said scheme the amount spent by the consumer is required to be adjusted in energy bills. In view thereof there seems to be substance in the grievance of the complainant that from August 2010 onwards it was required to pay the electric bill regularly as credit of refund of infrastructure cost was not done in the energy bills. The action on the part of the Respondent Licensee is contradictory even according to its own stand as well as the above referred scheme. Amount of the energy bill ought to have been adjusted, Such adjustment has been started from Jan.2012, as per copy of the bill produced by the learned representative for Respondent. So there seems to be

substance in the grievance of the complainant that there was delay on the part of concerned office of the Respondent Licensee, so also for demand of interest for amount paid by it on the energy bill because of non crediting in the energy bill by the Respondent Licensee. It is thus clear that concerned officer/staff of the concerned office of the Respondent Licensee is responsible for such delay. It is for respondent Licensee to take appropriate steps in that regard and in the reply it is stated that committee is formed for fixing such responsibility. One has to be hopeful that ultimately responsibility will be fixed on the concerned persons thereby for loss and defame cause to the Respondent Licensee, can be avoided. With such observations this Forum proceed to pass following order....

**Order:**

1. Complainant No.372/2012 is hereby allowed.
2. The Respondent Licensee is directed to give credit of the amount spent by the complainant under Non-DDF CCR&F Scheme through energy bills till adjustment of the entire amount spent by him.
3. The Respondent Licensee is directed to pay interest for the amount of energy bill required to be paid by the complainant from August 2010 onwards because of not crediting in bill till Jan.,2012.
4. The Respondent Licensee is also directed to take appropriate action for the concerned officer/staff responsible for delay and latches.
5. Compliance report to be submitted within three months from the date of receipt of this order.
6. In the circumstances, parties to bear their costs.

Sd/-  
(M.G.Deodhar)

Sd/-  
(Smt.S.B.Chiwande)

Sd/-  
(T.M.Mantri)

**MEMBER**

**MEMBER SECRETARY**

**CHAIRMAN**

**CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR (RURAL)**

**(Order Per Chairman Dtd.: 14<sup>th</sup> May, 2012)**

**CONSUMER GRIEVANCE REDRESSAL FORUM**  
**NAGPUR ZONE (RURAL) M. S. E. D. C. L.**  
 Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,  
NAGPUR – 440 013

Shri T.M.Mantri  
 Chairman  
 (Mb)9673215771

**(O) 0712- 2022198**

Shri M.G.Deodhar,  
 Member  
 (M)9422805325

NO. CGRF/NZ/R/

Date :

**Certified copy of order dtd 14<sup>th</sup> May,2012 in Case No. 372/2012 is enclosed  
 herewith.**

Member-Secy/ Exe.Engineer,  
 C.G.R.F.(NZ-R)MSEDCL  
N A G P U R

To.

Dr. Radheshyam H. Agrawal, C/o Bindal Plaza, Goralal Chouk, Gondiya.

Copy S.W.Rs.to :-

1. The Chief Engineer,Nagpur Zone (Rural)MSEDCL, Vidyut Bhavan,Katol Road, Nagpur.

Copy F.W.Cs.to:

1. The Executive Engineer/Nodal Officer., O&M Circle Office, MSEDCL.Gondiya  
 2. The Executive Engineer,C.C.O&M Dn., MSEDCL, Gondiya.  
 for information and necessary action.

Address of **the Electricity Ombudsman** is given as below.

Office of - **The Electricity Ombudsman,**  
 12, Srikrupa, Vijay Nagar,  
 Chhaoni, Nagpur-440 013  
 Ph.No.0712-2022198.

