

CONSUMER GRIEVANCES REDRESSAL FORUM; NAGPUR (RURAL)

COMPLAINT NO. 373/2012

Dr. Radheshyam H. Agrawal,
C/o Bindal Plaza, Gortal 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 byAbsent.....

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. 14th May, 2012)

1 The complainant has approached the Forum in respect of the grievance alleging that though applied for reduction in load on 18.1.2011 but it was not effected till Oct.2011. Grievance is also made in respect of adjustment of excess payment in energy bill as well as non crediting the amount of interest on excess payment made. In spite orders and direction of the Nodal Officer Gondiya, same has not been complied, requiring the complainant to approach this Forum for redressal of grievance. Alongwith complaint, copies of certain document including the order of IGRC Gondiya and letter dt.5.12.2011 with other documents came to be filed.

2 As per Regulations notice was given to the Respondent Licensee who in turn filed reply stating that the Nodal Officer has passed the order to penalize the concerned officer/staff but did not mention specific names. Committee has been formed to fix up the liability for execution of the order and as per report of the committee, action of penalizing, will be taken. However, the amount of fine, as per order will be credited in next energy bill and stated that copy of details of adjustment made in the bill is enclosed with the reply. lastly it stated that subsequent accrued credit, will be given as per rules of the Company.

3 Heard Mr.Kurekar, Dy.Executive Engineer the learned representative for the Respondent Licensee. The complainant as well as his representative remained absent on the dates of hearing but on behalf of the complainant it was submitted that he has already made his submission in the complaint with annexed documents and the same be considered as argument.

4 From the records as well as submission made by the learned representative of the Distribution Licensee, it is clear that though application for reduction of load from 53.5 KVA to 49 KA was made on 18.1.2011 and inspite approaches, reminder, nothing was done, resulting in approach made to IGRC Gondiya. Both the parties were heard by the said authority and order dt.5.11.11 came to be passed, wherein directions have been given to recover fine of Rs.2000/- from the concerned officer/staff so also to initiate action against the concerned officer/staff, as per rules of the Company.

5 Complainant's grievance is that in spite such order by IGRC nothing was done. The learned representative of the Distribution Licensee has referred to the details of the adjustment made in pursuance to the order in the form of statement with the reply. So also copy of the CPL filed on record. He has submitted that as per the said statement the total credit to be given has been arrived at Rs.14,658.50 and pointed out that this was to be given credit in the month of Sept.2011. But it seems that it was not done so. He has then pointed out copy of CPL produced on record and pointed out that for the month of Oct.2011 the said amount of Rs.14,658.50 is shown as adjustment against energy bills. The CPL clearly shows that there is entry of " (-) 14658.50" in the column of Oct.11. The Complainant's grievance is that till filing of the complaint, nothing was done and no such statement or intimation of adjustment was given to him. Had the concerned office of the Respondent Licensee taken steps, in time and properly, even after order passed by IGRC, then complainant would not have approached this Forum for his grievance. His grievance was not settled in spite order of the IGRC.

6 Here it is pertinent to note that the learned representative for Distribution Licensee has further submitted that amount of interest as per rules will be credited to the energy bill of the complainant. So also made submission that the now the regular bills are issued under reduced load of 49 KVA. As far as other direction of IGRC in respect of taking action against the concerned officer/staff, it has been stated that committee has been formed and after its report, appropriate action will be taken. It is rather strange to raise defense on behalf of the concerned office of the Respondent Licensee that there is no specific name of officer/staff given in the order of IGRC. The respondent is very well aware or it can be very well gathered from the office record, as to who were concerned officer or staff, at the relevant time. The fact remains that even amount of fine as mentioned in the order of IGRC is not recovered. It is thus apparently clear that apart from failure to fulfill the standard of performance as per Regulations, the concerned office has also failed to comply with the order of IGRC, resulting in filing of the present grievance. The Complainant as thus succeeded in making out the case, so as to pass appropriate order. In result following order is passed.

Order:

1. Complainant No.373/2012 is hereby partly allowed.
2. The Respondent Licensee is directed to comply with order of IGRC, Gondiya in respect of recovery of fine, taking action against concerned officer/staff so also it is directed to credit the amount of interest payable to the complainant as per rules in the energy bill.
3. Compliance report to be submitted within three months from the date of receipt of this order.
4. In the circumstances, cost of Rs.500/- is awarded, payable to the Complainant which Distribution Licensee may recover from the concerned officer/staff.

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.: 14th 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 14th May,2012 in Case No. 373/2012 is enclosed
herewith.**

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

To.

Dr. Radhyshyam 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.

