

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

*"Vidyut Bhavan" Ratanlal Plot, Akola. Tel No 0724.2434475*

**ORDER**

**Dt:- 01.02.2019**

**Complaint No: - 63/2018 Dated 28.12.2018**

**In the matter of grievance pertaining to threat of disconnection  
withdrawal of disconnection notice and bill correction.**

**Quorum**

**Dr. V. N. Bapat- Chairman**  
**Shri.D.M.Deshpande, Member (CPO)**  
**Shri.R.A.Ramteke,Member(Secretary)**

1. Shri.Ranchhod Rathi :- Complainant  
Son of Laxminarayan Rathi  
Consumer No. LT1-310077003451  
Birla gate Akola, % Shri. Mukesh  
Laxmichand MER Flat No. 302,  
Kalpna ARCH Apartment Adarsh  
Colony Akola.

**....Vrs.....**

Executive Engineer , :- Respondent  
MSEDCL, O&M Akola Urban  
Division.

**Appearances**

1. Mukesh Laxmichand Mer - Representative for Complainant.

1) On being aggrieved by the the threat of disconnection issued on SMS dated 26/12/2018 treating it as disconnection notice under section 56 of EA 2003, the complainant Shri. Ranchhod Rathi of Tapdiyanager approached this Forum under section 6.5 of MERC CGRF (OMBUDSMAN) Regulation 2006 for resolving the grievance and interim relief under section 8.3 of MERC CGRF Regulation 2006.

2) Complainant's case in brief is that complainant is occupier of the premises and consumer of N.A M.S.E.D.C.L from year 2004. According to complainant N.A M.S.E.D.C.L issued energy bill for the month of Sep 2018 amounting Rs 1,110/- on 06/10/2018 which is paid by complainant on 16/10/2018. N.A M.S.E.D.C.L issued energy bill for Oct 2018 on 09/11/2018 showing paid bill as arrears with DPC and interest amounting Rs 1,170/-. According to complainant despite approaching N.A M.S.E.D.C.L authorities in Nov 2018 and Dec 2018 the defect is not rectified by N.A M.S.E.D.C.L and continued to show paid bill as arrears in Dec 2018 also. According to complainant N.A M.S.E.D.C.L issued disconnection notice dated 26/12/2018 despite energy bill is paid. According to complainant N.A M.S.E.D.C.L violated clause No.15.5.3 of supply code 2005 so also clause No 7.5 and 8.8 of SOP Regulation 2014. Complainant prays for interim relief under section 8.3 against disconnection, Correction of bill, SOP compensation and cost of Rs 5000/- before this Forum. Complainant Annexed energy bill for Sept 2018, Oct 2018, Nov 2018, and disconnection notice on SMS for Rs 1,630/- dated 26/12/2018 with the complaint.

3) Complainant remain present on the date of sitting on 31/12/2018 and made out a case against threat of disconnection. Interim order passed by the Forum on 31/12/2018 directing N.A M.S.E.D.C.L not to disconnect the electric supply by notice returnable 16/01/2019.

4) Reply came to be filed by N.A M.S.E.D.C.L on 17/01/2019. According to N.A M.S.E.D.C.L the grievance of the complainant is resolved. According to N.A M.S.E.D.C.L it is punching of receipt of energy bill

amount in other account head of ORC which resulted in the grievance and on withdrawing interest Rs. 20.06/- and DPC Rs. 5.95/- bill is corrected and complaint resolved and intimated to complainant.

5) Being satisfied with the remedy provided by N.A M.S.E.D.C.L vide their reply dated 17/01/2019, authorised representative Shri Mukesh L. Mer intimated Forum by written submission of 01/02/2019 and sought permission to withdraw the complaint filed by Shri. Ranchhod Rathi Akola.

6) Having gone through the complaint, reply filed by N.A M.S.E.D.C.L and requested of complainant to withdraw the complaint, Forum allowed complainant to withdraw the complaint no. 63 dated 28/12/2018 at the hearing stage.

With this observation Forum unanimously proceeds to disposed off the complaint.

**ORDER**

1. That the Complaint No. 63 of 2018 dated 28/12/2018 is hereby disposed off.

S/d/-  
Member Secretary

S/d/-  
Member (CPO)

S/d/-  
Chairman

Contact details of Electricity Ombudsman appointed by MERC (CGRF&EO) Regulations 2006 under Regulation 10:

THE ELECTRICITY OMBUDSMAN,  
Office of Electricity Ombudsman (Nagpur)  
Plot No.12, Shrikrupa, Vijaynagar,  
Chhaoni, Nagpur-440 013. Phone:- 0712-2596670

No. CGRF/AKZ/Akola/34

Dt :- 01.02.2019

**To,**

The Nodal Officers  
Executive Engineer Urban  
MSEDCL O&M,  
Urban Division, Akola.

The order passed on **01.02.2019** in the Complaint No. **63/2018** is enclosed herewith for further compliance and necessary action

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

Copy to :- 1) Superintending Engineer MSEDCL, O&M Circle, Akola.  
2) Shri. Ranchhod Rathi Son of Laxminarayan Rathi Birla gate Akola,  
% Shri. Mukesh Laxmichand MER Flat No. 302, Kalpna ARCH  
Apartment Adarsh Colony Akola.