

CONSUMER GRIEVANCE REDRESSAL FORUM,
AKOLA ZONE, AKOLA.

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

ORDER

Dt:- 01.02.2019

Complaint No: - 64/2018 Dated 31.12.2018

In the matter of grievance pertaining to closer of account and refund of security deposit and credit balance with interest and SOP Compensation for delay.

Quorum

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

1. M/s Jalaram Agro Industries :- Complainant
Akot. Consumer No -318739063180
% Shri. Ashish S. Chandarana
Flat No-302, Satguru villa Apartment,
Agrasen Nagar Gorakshan Road Akola.

....Vrs.....

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

1) On being aggrieved by the fact of not providing any remedy by IGRC Akola on grievance submitted to IGRC Akola on 11/10/2018 the complainant M/S Jalaram Agro Industries Akot approached this Forum under clause 6.4 of MERC CGRF (OMBUDSMAN) Regulation 2006 for resolving the grievance.

2) Complainant's case in brief is that the complainant was Industrial consumer of N.A M.S.E.D.C.L till applied for permanent disconnection and closer of account on 11/10/2018. According to complainant the electric supply to the Industrial premises of complainant is disconnected on 06/08/2018 and it was obligatory on the part of N.A M.S.E.D.C.L to settle the account within 30 days as per SOP Regulation 2014 clause 6.9. According to complainant they approached IGRC Akola on 11/10/2018 and IGRC Akola failed to redress the grievance compelling complainant to approach CGRF Akola. Complainant prays to refund the credit balance with interest at the rate of PLR of SBI from the date of P.D. and security deposit with applicable interest up to the date of refund and SOP Compensation for delay in settlement of account. Complainant also prays to recover the revenue loss from the guilty officers of MSEDCL. Complainant annexed letter dated 27/07/2018, copy of P.D. report, refund voucher for Rs. 6,95,882.67/-, Dy/EE/Akot/letter/2709 dated 03/10/2018 and IGRC Notice dated 16/10/2018 along with the complaint.

3) Reply came to be filed belatedly by N.A M.S.E.D.C.L on 22/01/2019 with copy to complainant. According to N.A M.S.E.D.C.L the permanent disconnection is effected on 06/08/2018 as per request of complainant and account is closed and balance proceeds against security deposit Rs. 95000/- and credit balance Rs. 6,95,392/- is refunded through cheque No. 288728 dated 31/12/2018 and resolved the grievance.

4) Being satisfied with the remedy provided by N.A M.S.E.D.C.L vide their reply EE/Akot/209 dated 21/01/2019 complainant's authorised representative by E-mail dated 21/01/2019 intimated Forum and sought permission to withdraw the complaint filed by M/s Jalaram Agro Industries Akot, at the hearing stage.

5) Having gone through the complaint, reply filed by N.A M.S.E.D.C.L and request of complainant to withdraw the complaint, Forum allowed complainant M/s Jalaram Agro Industries to withdraw the complaint No. 64 dated 31/12/2018, at the hearing stage.

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

ORDER

1. That the Complaint No. 64 of 2018 dated 31/12/2018 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/33

Dt :- 01.02.2019

To,
The Nodal Officers
Executive Engineer
MSEDCL O&M,
Akot Division,

The order passed on **01.02.2019** in the Complaint No.
64/2018 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) M/s Jalaram Agro Industries Akot, % Shri. Ashish S.
Chandarana Flat No-302, Satguru villa Apartment, Agrasen
Nagar, Gorakshan Road Akola.