

CONSUMER GRIEVANCE REDRESSAL FORUM,
AKOLA ZONE, AKOLA.

“Vidyut Bhavan” Ratanlal Plot ,Akola. Tel No 0724.2434475

O R D E R

Dt:- 03.06.2019

Complaint No :- 18/2019 Dated 04.04.2019

In the matter of grievance pertaining to low voltage at Hariom nagar of Jalgaon Jamod.

Quorum

Dr.V.N.Bapat- Chairman

Shri.D.M.Deshpande, Member (CPO)

Shri. R.A.Ramteke, Member – Secretary

1. Shri Shashank Prakash Datey. :- Complainant
Consumer no. LTI -290010169842
25, HARIOM Nagar, Near Bhople
Hostel Jalgaon Jamod Dist- Buldana
Pin code 443402.

.....Vrs.....

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

Appearances

1. Shri. V. D. Sontakke - Dy. Executive Engineer,
MSEDCL, Malkapur.

1) On being aggrieved by the fact of not providing any remedy by NA MSEDCL on complaint grievance dated 08.02.2016, 15.03.2016, 04.04.2016 and 17.12.2018 which is deemed grievance before IGRC Buldana, the complainant Shri Shashank Parkash Datey from Jalgaon Jamod approached this Forum under section 6.2 of MERC CGRF and OMBUDSMAN Regulation 2006 for resolving the grievance.

2) Complainant's case in brief is that complainant is residential consumer of NA MSEDCL at Hari om Nagar Jalgaon Jamod and facing low voltage ranging from 100V to 110V since last two years. According to complainant despite complaint dated 09.02.2016, 15.03.2016, 04.04.2016, and 17.12.2018 NA MSEDCL did not take any cognizance of complaint and continued to supply electricity at low voltage resulting in damages of electrical equipments such as refrigerator, water pump and other home appliances putting loss of Rs. 20,000/- in addition to loss due to mental and physical harassment. According to complainant NA MSEDCL is bound by standard of performance to supply electricity at proper voltage and required to compensate complainant for failure to follow standard of performance and claimed SOP compensation. According to complainant electric meter is also suspected to be damaged due to low voltage for which complaint is lodged on 17.12.2018. Complainant prays for supply of electricity with proper voltage as per law replacement of meter and compensation for failure to maintain proper voltage level. Complainant annexed complaint dated 09.02.2016, 15.03.2016, 04.04.2016 and 17.12.2018 alongwith the complaint.

3) Reply came to be filed belatedly by NA MSEDCL on 22.04.2019. According to NA MSEDCL first complaint was lodged by complainant in Feb-March 2016 which was attended and since then upto 17.12.2018 there was no complaint about the subject matter. According to NA MSEDCL meter was replaced as per complaint dated 17.12.2018 and complaint was resolved. According to NA MSEDCL it is fact that consumers from Hari om Nagar layout are facing low voltage problem because of excessive demand and load on the system. According to NA MSEDCL on inspection of site by Assistant Engineer Urban section 2 it was noticed that consumers from Hari Om Nagar layout are being fed with the electric supply on single phase two wire distribution system causing load on one phase. According to NA MSEDCL the cognizance of the complaint is immediately taken and estimate for conversion of system to 3 phase 5 wire and augmentation of transformer substation was sanctioned and work was allotted to contractor vide EE/MLK/T/507 dated 12.02.2018 and thus complaint is attended and requested Forum to dismiss the complaint.

4) Shri. V. D. Sontakke, Dy. Executive Engineer, Malkapur learned representative for MSEDCL was present for the hearing held on

08.05.2019. The complainant preferred to remain absent on 08.05.2019 and filed on record a letter dated 30.04.2018 through NA MSEDCL requesting Forum to withdraw the complaint at hearing stage as subject complaint is attended by NA MSEDCL by providing remedy of conversion of single phase system to three phase system on 26.04.2019. Shri. V. D. Sontakke, Dy. Executive Engineer MSEDCL filed on record complainant's letter dated 30.04.2019 and requested Forum to dispose off the complaint.

5) Having heard NA MSEDCL represented by Shri. V. D. Sontakke, Dy. Executive Engineer and considering the request of complainant to withdraw the complaint at hearing stage since resolved by NA MSEDCL, the Forum allows complainant to withdraw the complaint at hearing stage with no liability on either side and unanimously disposed off the complaint.

ORDER

1. The Complaint No. 18/2019 Dated 04/04/2019 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/119

Dt:- 03.06.2019

To,
The Nodal Officer
Executive Engineer,
MSEDCL, O. & M.
Malkapur Division.

The order passed on **03.06.2019** in the Complaint No. **18/2019** is enclosed herewith for further compliance and necessary action.

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

Copy s.w.r. to:-

- 1) Chief Engineer, MSEDCL, Akola Zone, Akola.
- 2) Superintending Engineer MSEDCL, O. & M. Circle, Buldana.

Copy to :-

- 1) Shri Shashank Prakash Datey, 25 HARIOM Nagar, Near Bhople Hostel Jalgaon
Jamod, Dist-Buldana - 443402.