

CONSUMER GRIEVANCE REDRESSAL FORUM,
AKOLA ZONE, AKOLA.

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

ORDER

Dt:- 20/07/2019

Complaint No :- 29 of 2019 Dated 12.06.2019

In the matter of grievance pertaining to billing complaint.

Quorum

Dr.V.N.Bapat- Chairman

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

1. Shri. Pandurang Shankar Gadge. :- Complainant
Consumer No. LTI - 311870194218
At Post. Sambhajinagar Hiwarkhed
Tq - Telhara Dist- Akola.

.....Vrs.....

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

Appearances

1. Shri. A. D. Uikey - Executive Engineer Akot
MSEDCL,

1) On being aggrieved by the fact of not providing any remedy by IGRC Akola on grievance complaint dated 08/04/2019, the complainant Smt Jyoti Sunil Gadge from Hiwarkhed approached this Forum under clause 6.4 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 Hiwarkhed from 01/04/1999. According to complainant NA MSEDCL disconnected the electric supply without giving any

notice hence requested Forum to grant interim order regarding reconnection of supply. According to complainant NA MSEDCL issued energy bill for Rs. 23,470/- for consumption of 1698 KWH for the month of Aug 2018 which is exorbitant considering average consumption and is illegal. According to complainant NA MSEDCL for earlier period of Jan 2018 to July 2018 also issued energy bill for average consumption of 93 KWH when actual consumption is not more than 50 KWH. According to complainant oral complaints were lodged with MSEDCL authorities at Hiwarkhed nearly 5 to 6 times but no cognizance was taken and bill not revised. According to complainant the supply was disconnected on 01/02/2019 without any notice. According to complainant despite written complaint by registered post dated 04/04/2019 addressed to all authorities of MSEDCL the grievance remain unsettled. According to complainant complainant grievance was lodged with IGRC Akola on 08/04/2019 which is not decided by IGRC Akola.

Complaints prayer

1. Direct NA MSEDCL to reconnect the electric supply within 4 hours.
2. Direct NA MSEDCL to correct the bill as per supply code 2005 clause 15.4.1.
3. Direct NA MSEDCL to pay SOP Compensation at Rs. 1200/- per day for illegal disconnection.
4. Direct NA MSEDCL to pay Rs. 10,000.00/- towards mental harassment.
5. Direct NA MSEDCL to pay cost of Rs. 10,000/-
6. Direction NA MSEDCL to pay SOP Compensation at Rs. 100/- per week for not taking reading bill.
7. Direct NA MSEDCL to pay compensation by cheque.

3) NA MSEDCL did not file a reply on record.

4) Forum have not entertained the grievance as per clause 6.7 of MERC CGRF and OMBUDSMAN Regulation 2006, as complainant has not complied with the procedure under Regulation 6.2 of MERC CGRF and OMBUDSMAN Regulation 2006 and has not submitted the grievance in the specified form signed by consumer to the Forum.

With these observation Forum proceeds to dispose off the grievance.

ORDER

1. That the complaint no. 29 of 2019 dated 12/06/2019 is hereby disposed off.

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/161

Dt:- 20.07.2019

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

The order passed on **20/07/2019** in the Complaint No.
29 of 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, Akola.

Copy to :-

Shri. Pandurang Shankar Gadge, at post Sambhaji nagar Hiwarkhed, Ruprao, tq.
Telhara, dist. Akola 444108.