

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

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

**ORDER**

**Dt:- 11.10.2019**

**Complaint No :- 46 of 2019 Dated 11.09.2019**

**In the matter of grievance pertaining to load reduction and SOP compensation for delay.**

**Quorum**

**Dr. V. N. Bapat - Chairman**  
**Shri. D. M. Deshpande - Member (CPO)**  
**Shri. Ajit K. Patil - Member Secretary**

1. M/s Dwarka Cattle Feed                                 :- Complainant  
Post box no. 17, Akola bazar 17,  
Old MIDC, Khamgaon Pin- 444303  
Consumer No. HT-I-B - 297019003399.  
c/o Shri. Ashish S. Chandarana,  
Flat no. 302, Satguru villa apartment,  
Sahakar nagar, Gorakshan road,  
Akola - 444004.

.....Vrs.....

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

**Appearances**

1. Ashish S. Chandarana                                 - Representative for Complainant  
2. Shri. P. L. Helode                                     - Executive Engineer MSEDCL,

1) On being aggrieved by the fact of not providing any remedy on application dated 11/04/2018 by NA MSEDCL, the complainant approached this Forum under regulation 6.2 (Proviso) of MERC CGRF and OMBUDSMAN regulation 2006 for resolving the grievance. "According to which intimation dated 11/04/2018 online given to MSEDCL shall be deemed to be intimation to IGR cell unless such official forthwith direct the consumer to IGR cell".

2) Complainant's case in brief is that complainant is HT consumer of NA MSEDCL from 08/12/1982 with contract demand as 107 KVA. Complainant applied for load reduction to 51 KVA on dated 11/04/2018 vide application no. 14488671 and consent under Non-DDF for new connection on 09/04/2018. According to complainant NA MSEDCL directed to take new LT connection instead of load reduction. According to complainant NA MSEDCL sanctioned estimate under DDF when application is for Non-DDF connection. According to complainant the effect of load reduction has not been provided by NA MSEDCL though second billing cycle is completed on 30/05/2018. According to complainant to maximum demand is never exceeded by the complainant and hence requested Forum to allow load reduction with SOP compensation for delay.

### **Complainant's Prayer**

1. Direct NA MSEDCL allow load reduction from second billing cycle with revision of bill.
2. Direct NA MSEDCL to adjust security deposit of HT in new connection.
3. Direct NA MSEDCL to refund excess amount with interest.
4. Direct NA MSEDCL to pay SOP compensation at Rs. 100/- per week.
5. Direct NA MSEDCL to pay cost Rs. 2000/-.

3) NA MSEDCL filed belated reply on 09/10/2019 which is not take on record.

4) Shri. Ashish S. Chandarana learned representative for complainant and Shri. P. L. Helode, Additional Executive Engineer, MSEDCL, Khamgaon were present for the hearing held on 11/10/2019. Shri. Ashish S. Chandarana learned representative of the complainant by written

communication dated 11/10/2019 sought permission of the Forum at hearing stage to withdraw the complaint for approaching the IGRC Buldana with liberty to approach Forum in case not satisfied with the verdict of IGRC Buldana.

5) Considering the application for withdrawal of complaint to approach IGRC Buldana, Forum hereby allowed complainant to withdraw the complaint for approaching IGRC Buldana with liberty to approach CGRF Akola in case not satisfied with the decision of IGRC Buldana.

**ORDER**

1. That the Complaint No. 46 of 2019 Dated 11/09/2019 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/226

Dt :- 11.10.2019

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

The order passed on **11.10.2019** in the Complaint No. **46 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 Buldana.

**Copy to :-**

M/s Dwarka Cattle Feed, Post box no. 17, Akola bazar 17, Old MIDC, Khamgaon  
Pin- 444303. C/o Shri. Ashish S. Chandarana, flat no. 302, Satguru villa apartment,  
Sahakar nagar, Gorakshan Road Akola - 444004.