

CONSUMER GRIEVANCE REDRESSAL FORUM
AMRAVATI ZONE, AMRAVATI
'Vidyut Bhavan', Shivaji Nagar, Amravati: 444603, Tel. No. 0721 2551158

Dt: 27-09-2019

ORDER

Case No. 08/2019 dated 05.08.19

In the matter of grievance pertaining to load reduction

Quorum

Dr. Vishram Nilkanth Bapat (Chairman)
B.D.Augad, Member Secretary
Sau. Sushama Joshi, Member (CPO)

Complainant

Dr. Tapan Pralhadrao Rawat
c/o Bhavesh Harendra Somaiya A2-405, Rami Heritage Society Opp To old
RTO office, Murtizapur Road, Akola - 444004.
Consumer No:352921406588

Versus

Respondent

The Executive Engineer ,
MSEDCL, O&M Division,
Achalpur

Appearances:-

Complainant Representative :- Shri.Bhavesh Harendrabhai Somaiya

Respondent Representative :- Shri. D.B. Pote, Add. Exe. Eng. Achalpur

Consumer Details

Name	MSEDCL Office	Consumer No.	Category	Date of Connection
Tapan Pralhad Rawat	EE, Achalpur	352921406588	LT- CLF	19-10-2015

IGRC Proceedings

Application Date	Hearing Date	Order Date
20.06.2019	Not mentioned in IGRC order.	01-07-2019

CGRF Proceedings :

Application Date	Date of Serving Notice by CGRF	Due Date of Reply	Applicable Clause of MERC Regulation 2006 (CGRF & Ombudsman)
05-08-2019	16-08-2019	31-08-2019	6.4
Date of Reply by NA	28-08-2019		
Date of Hearing Notice	09-09-2019	Date of Hearing	19-09-2019

Gist of Grievance :

S.N.	Date	Description	Violation, if any
1	01-05-2019	Upon Application for online reduction of load and contract demand from 44 KVA to 25 KVA.	--
2	20-06-2019	Applicant approach to IGRC on date 20.06.2019 due to delay from NA side for reduction in load.	SOP Regulation.
3	01-07-2019	IGRC ordered to reduce load as per MSEDCL rules.	---
4	05-08-2019	Applicant approach to CGRF.	--SOP Regulation.

Prayer by Applicant:

S.N.	Description
1	Direct MSEDCL to effect requested load change and make correction of all bills from the month of June 2019 as per revised load and so also change tariff schedule.
2	Award SOP compensation of Rs. 100 per week for not effecting reduction before the expiry of the second cycle.
3.	Separate SOP compensation of Rs. 100 per week for not effecting change in tariff category from second billing cycle.
4.	Any other relief including the cost of representation of Rs. 5000/-

Gist of Reply filed by N.A.MSEDCL:

S.N.	Date	Description	Violation, if any
1	01-05-2019	Consumer applied online for load reduction	
2.	22-08-2019	Consumer paid the necessary charges for load reduction on date 22.08.2019 vide M.R no. 05909286	
3.		Effect of load reduction will be given from Sept 2019.	

Prayer by NA before the Forum:

S.N.	Description
1	NIL.

Gist of Applicant's submission during Hearing:

S.N.	Date	Description	Violation, if any
1	19-09-2019	Demands correction of all bills from the month of June 2019.	SOP Regulation.
2		SOP compensation of Rs. 100 per week for not affecting reduction before the expiry of the second cycle.	SOP Regulation.
3		SOP compensation of Rs. 100 per week for not affecting change in tariff category from second billing cycle	SOP Regulation.

Gist of NA's response during Hearing

S.N.	Date	Description	Violation, if any
1	19-09-2019	NA was directed by the Forum to submit detailed working of the refund amount in the present case by 26-09-2019.	NA submitted that they have given the effect of load reduction to the complainant from September 2019 bill. The respondent did not submit the details of working of refund.

Opinion of the Forum :

Examining all the records placed before the Forum and the facts brought before it during the hearing, the Forum observes as under

- a. It is very clear that after application received from consumer, all the internal sanction process should have been completed and benefit to consumer should have been given from the next billing cycle i.e in the energy bill issued in July 2019.
- b. However, NA has given the benefit of load reduction in the bill issued in Sept 2019.
- c. The Forum noted during hearing before it, NA has also agreed for the refund claim.

d. The Forum is of the opinion that the two SOPs claimed by the complainant are indeed for the delay in single aspect. Therefore Forum feels that the complainant is entitled for only single SOP.

ORDER

With the above observations, the Forum unanimously passes the following order.

1. The complaint in case no. 08/2019 is partly allowed.
2. MSEDCL is directed to refund the claim of the complainant on account of load reduction given to him from the month of June and July 2019.
3. MSEDCL is directed to pay SOP compensation at Rs. 100 per week on account of a delay of two months in giving the effect of load change.
4. MSEDCL is directed to submit compliance report of this order to this office within one month of the order.

Sd/-
(B.D.Augad)
Member Secretary

Sd/-
(Smt.S.P.Joshi)
Member (CPO)

Sd/-
(Dr.V.N.Bapat)
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, Shrikripa, Vijai Nagar, Chhaoni,
Nagpur- 440013.

NO. EE / CGRF/AMZ/ Amravati/ No./ 47

Dt. 01/10/2019

To,
The Nodal Officer /
The Executive Engineer,
MSEDCL, O&M Achalpur Division,
Amravati.

The order passed on in the Complaint No. 08/2019 is enclosed herewith for further compliance and necessary action.



Secretary

Consumer Grievance Redressal Forum,
MSEDCL, Amravati Zone, Amravati.

Copy f.w.c.to:-

The Chief Engineer, MSEDCL, Amravati Zone, Amravati.

Copy to:-

- 1) Dr. Tapan Pralhadrao Rawat, c/o Bhavesh Harendra Somaiya A2-405, Rami Heritage Society Opp To old RTO office, Murtizapur Road, Akola - 444004
- 2) The Executive Engineer,(Admin) Amravati circle.