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

The order passed on in the Complaint No. 12/2019 is enclosed herewith for further compliance and necessary action.


Secretary

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

Copy s.w.rs.to:-

1. The Chief Engineer, MSEDCL, Amravati Zone, Amravati.
2. The Superintending Engineer, MSEDCL, Amravati circle, Amravati.

Copy to:-

- 1) The Executive Engineer (Admin), Amravati circle
- 2) M/s Khandelwal Ginning and Pressing Factory
C/o Survey no. 94/3 at Babhali Tq. Daryapur Dist Amravati

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

Dt: 07-10-2019

ORDER

Case No. 12/2019 dated 08.08.19

In the matter of grievance pertaining to refund of infrastructure cost

Quorum

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

Complainant

M/s Khandelwal Ginning and Pressing Factory
c/o Survey no. 94/3 at Babhali Tq. Daryapur Dist Amravati
Consumer No:359820004327

Versus

Respondent

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

Appearances:-

Complainant Representative :- Shri. Ashish S Chandarana

Respondent Representative :- Shri. C.N. Mohokar, Dy. Ex. Eng. Daryapur

A. Consumer Details

Name	MSEDCL Office	Consumer No.	Category	Date of Connection
M/s Khandelwal Ginning and Pressing	EE, Achalpur Division	359820004327	Industrial	10-11-2015

B. IGRC Proceedings

Application Date	Hearing Date	Order Date
23-05-2019	Not evident from records.	12-06-2019

C. CGRF Proceedings :

Application Date	Date of Serving Notice by CGRF	Due Date of Reply by NA	Applicable Clause of MERC Regulations 2004 (CGRF Ombudsman)
08-08-2019	16-08-2019	31-08-2019	6.4
Date of actual Reply by NA	29-08-2019		
Date of Hearing Notice	09-09-2019	Date of Hearing	19-09-2019

D. Gist of Applicant Grievance :

Sr. No.	Description
1	Applicant consumer is industrial consumer of MSEDCL having sanctioned load of 105 HP for which infrastructure was sanctioned under NDDF CC RF with estimate amounting Rs. 334359.24 (ANNEXURE-B) wherein centages are framed as 20 % instead of 24.5%.

2	Subsequently the load of consumer was augmented from 105 HP to 199 HP (increase by 94 HP) again under NDDF CC&RF scheme wherein the estimate was framed amounting Rs. 231672.83 wherein centenges are considered as only 10% instead of 24.5% (ANNEXURE-C)
3	Due to non-refund of the aforesaid amount, applicant approached IGRC for the refund amount of NDDF CCRF along with interest but no specific remedy has been provided by IGRC. It is pointed out that till the date of filling this grievance, applicant consumer have not received any refund of amount on account of Non-DDF & CCRF.
4	Also both the time, applicant is burdened with unlawful recovery of service connection Rs. 8000/- though it is allowed only 1.3% of 8000/- i.e. Rs. 105/- Only (ANNEXURE-D). Further transformer testing charges Rs.3000/- are collected in violation of approved schedule of charges both times.
5	Also the cost of metering is borne by the applicant consumer and the bill (ANNEXURE-E) of the same amounting Rs. 46211.00 also needs to be covered under WCR for the purpose of refund.
6	The extract of refund to be receivable on account of NDDF CCRF and other allied unlawful recoveries is Rs. 413114.86 (initial load of 105 HP) and Rs. 273106.52 (Load Augmentation from 105 HP to 199 HP)
7	In order to fulfill its obligation of duty to supply on request and thereby to provide required infrastructure to give electricity supply read with section 43 of EA 2003, MSEDCL have floated a scheme on 20.05.2008 vide its circular which is known as non DDF CCRF scheme wherein applicant consumer requires to spend cost first on behalf of MSEDCL and then get it reimbursed through energy bill. (CCRF means consumers contribution and refund thereof)

