

CONSUMER GRIEVANCE RERESSION FORUM
M.S.E.D.C.L., PUNE ZONE, PUNE

Case No. 51/2019

Date of Grievance : 07.10.19

Date of Hearing : 06.11.19

Date of Order : 25.11.19

In the matter of change of name.

Smt.Rajanee Laxman Raut,

---- APPELLANT

Flat No.104, "E" Wing,

Idradhanu Society,

Paud Road, Kothrud,

Pune - 411038.

(Consumer No. 160261059069)

VS

The Executive Engineer,

---- RESPONDENT

M.S.E.D.C.Ltd.,

Kothrud Division,

Pune.

Present during the hearing:-

A] - On behalf of CGRF, Pune Zone, Pune.

- 1) Shri. A.P. Bhavathankar, Chairman, CGRF,PZ, Pune
- 2) Mrs. B.S. Savant, Member Secretary, CGRF, PZ, Pune

B] - On behalf of Appellant

- 1) Absent.

C] - On behalf of Respondent

- 1) Shri.R.S.Bhange, Dy.Manager (F&A)
- 2) Mrs.Aparna S.Munshettiwar
- 3) Shri.V.A.Phulmamdikar

The complaint was about delay in change of name caused by the Utility. The consumer has filed the initial application before IGRC on

dtd.5.7.2019 informing that, the consumer was filed the change of name application alongwith receipt of deposited amount of Rs.118/- & copy of the said bill alongwith relevant document etc. The change of name should have been effected in the next billing cycle as per Circular No.224 issued by the Respondent Utility. But the said change of name is not effected till filing the complaint before IGRC.

Thereafter the opportunity was given by IGRC on 30.07.2019 to both the parties. The matter was heard and on 27.8.2019, the IGRC was passed the order in favour of the consumer. In the order the directions was passed to make necessary arrangement in system to reflect the change of name in the next billing cycle. Even after passing this order, the change of name was not effected within reasonable time. Therefore the consumer was approached to this Forum and filed the grievance on 04.10.2019. After filing the said grievance, this office has issued the notice to the Respondent Utility directing to file the reply on or before 21.10.2019. After receiving the said notice, the Respondent Utility was appeared and filed their reply on 23.10.2019. Thereafter the date of hearing was fixed on 06.11.2019.

The consumer was remain absent and telephonically she said that "I shall not attend the case due to age factor & please consider my grievance which was submitted on the paper i.e. Schedule "A" form". The Respondent Utility was appeared and submitted the reply that, the application filed by the consumer which was under process & in consideration. The proposal was already sent to Head Office IT Department, Zone Pune for necessary changes as it is prepaid meter. Even though the reminder was also sent from the month of April to Sept.2019 for follow up of the said case. The approval of change of name was allowed and the change of name was effected in IT System but the new vendor code is to be created which was taken a lot of time. As there was software related issues for new creation of prepaid meters. The matter was solved by the programmer through IT Department but this delay is not intentional but due to Software issue.

The Respondent Utility was informed that, the change of name as per the effect has been carried out in the month of Nov.2019 & its stands in the

name of Rajanee Laxman Raut in the current bill. Therefore the grievance has been resolved in the month of Nov.2019. Hence, the Respondent Utility prays to dismiss the case accordingly.

After perusing rival contention, the following points arose for my consideration to which I have recorded my findings to the issue for the reason given below :-

1. Whether intentional inordinate delay caused by the Utility in considering application for change of name since 11.01.2019.
2. Whether consumer is entitled for any relief?

The consumer has attached the copy of application, copy of payment receipt, copy of bill etc.

Reasoning :-

I have given the opportunity to the consumer and the Respondent Utility on 06.11.2019. The consumer was remain absent & intimation given that she is unable to attend the hearing due to old age. The Respondent Utility , AEE, Kothrud Sub/dn. & Division appeared & submitted the copy of approval letter, copy of letter sent to IT Department on 11.04.2019, 02.05.2019, 07.08.2019, 24.09.2019 & copy of bill 30.10.2019 etc. & all these documents is also perused by this Forum.

It appears that, the consumer was made application on 11.01.2019 and deposited the amount of Rs.118/- on 16.01.2019. As per Circular No. 224 Commercial Circular & issued by MERC order regarding directions for change of name shall be effected in the next month billing cycle. But the said change of name admittedly but it was not effected in the energy bill within reasonable time. The reason for delay which is explains by Respondent Utility official that, they had sent various reminders to Head Office on 02.05.2019, 07.08.2019 & 24.09.2019 etc. but the problem arises due to prepaid meter such as change of name/new vendor code/technical problems etc. Therefore it was necessary to make the changes in the software with IT Dept. which was approved and solved in the month of Oct.-2019. Therefore the effect of change of name was carried out in the month of Oct.2019 which is

not intentionally delay but due to software problem in the fare interest of justice. The Addl. E.E. was informed to avoid such delay in other related matter henceforth I am satisfied that delay is not intentional but due to software problem beyond control of the Respondent Utility and for which the Utility cannot be blamed.

I was also found that the consumer not brought for any compensation or claim or any relief of action of breach of SOP. Hence due to absence of consumer the issue is not raised to grant of relief of compensation in the given case. To my view, now the dispute is already solved and the change of name is effected on Oct.-2019 as per the application of the consumer. Hence dispute is already solved. Therefore I am inclined to proceed to pass the following order:

ORDER

1. The Consumer Complaint No.51 of 2019 stands disposed off.
2. No order as to the cost.
3. As dispute is already solved in the month of Oct.-2019 and the consumer was informed about this order immediately alongwith copy of change of name effected.

The order is issued under the seal of Consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Pune Urban Zone, Pune 25th Nov. - 2019.

Note:-

- 1) If Consumer is not satisfied with the decision, he may file representative within 60 days from date of receipt of this order to the Electricity Ombudsman in attached "Form B".

Address of the Ombudsman
The Electricity Ombudsman,
Maharashtra Electricity Regulatory Commission,
606, Keshav Building,
Bandra - Kurla Complex, Bandra (E),
Mumbai - 400 051.

- 2) If utility is not satisfied with order, it may file representation before the Hon. High Court within 60 days from receipt of the order.

I agree / ~~Disagree~~

Sd/-

A.P.BHAVTHANKAR
CHAIRPERSON
CGRF: PZ:PUNE

Sd/-

BEENA SAVANT
MEMBER- SECRETARY
CGRF:PZ:PUNE