**BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION NO.0I VISAKHAPATNAM: AP**

**CONSUMER COMPLAINT NO. /2022**

**IN THE MATTER OF:**

1. Monisha Mazumdar

w/o Dipankar Mazumder, aged 49 years,

MIG-A-131, 1st floor, Sagar Nagar,

Visakhapatnam-530045

… **COMPLAINANT**

**AND**

1. Assistant Engineer, Operation,

APEPDCL, Subdivision Sagar Nagar,

Visakhapatnam-530045

1. Executive Engineer, Operations,

APEPDCL, Subdivision Madhurawada,

APEPDCL Zone-3,

Visakhapatnam-530045

1. Final Assessing officer,

(Executive Engineer, Assessments), APEPDCL,

Corporate Office, ATC Building 2nd floor,

P&T Colony, Seethammadhara,

Visakhapatnam-530013

1. The General Manager-CSC, APEPDCL,

P&T Colony, Seethammadhara,

Visakhapatnam-530013

… **OPPOSITE PARTIES**

**COMPLAINT UNDER SECTION 35 of THE CONSUMER PROTECTION ACT, 2019**

**RESPECTFULLY SHOWETH:**

1. The address of the Complainant for the purpose of service of summons, notice etc is as shown in the cause title above.
2. The address of the Opponents for the very purpose is the same as shown in the cause title above.
3. The complainant submits that she is a APEPDCL consumer (Consumer No 1165825009000993 paid the entire outstanding charges Rs.20,117 as per APEPDCL Bill dated 16/09/2021 as per the original electrical bill dated 16/09/2021 for the month of sept 2021 where monthly Electric Consumption 546 units, monthly bill amount Rs.5468 along with earlier electricity related penal charges Rs. 14,649 (as per Final Assessment order dated 12/07/2021) both merged and the total due amount was Rs.20,117 (Rs.5,468 plus Rs.14,649) reflected in the electrical bill dated 16/09/2021/
4. The complainant further submits that she paid an amount of Rs.17,117 vide APEPDCL Receipt dated 07/10/2021, Rs.3,000 vide online payment receipts of Rs.1,000 dated 14/09/2021, 23/09/2021 and 04/10/2021 respectively total amount paid Rs.20,117 as per the bill dated 16/09/2021 and that even after clearing the payment of the said electrical bill of Rs.20,117 shockingly that on 13/10/2021, one APEPDCL, Sagar Nagar Staff arrived at Complainant’s house desperately without any mask without maintaining any covid protocol during the pandemic period as per instructions of the 1st opposite party and demanded for the payment of the electricity bill of Rs.20,117 which was already paid by the complainant on 07/10/2021.
5. The complainant further submits that on 22/10/2021 some APEPDCL, Sagar Nagar appeared at the complainant’s house as per the said instruction of 1st opposite party with the old bill asking to pay the outstanding bill of Rs.20,117 whereas the same was already paid.
6. The complainant further submits that during crucial phase and painful daily life’s juncture of the complainant when she was staying at Gitam Hospital with her husband who was suffering from “Oral Cancer” and she was under trouble and mental trauma and before his surgery on 07/10/2021 at that moment on 06/10/2021 the 1st opposite party warned her daughter that if the total outstanding of Rs.20,117 was not paid within time they would disconnect the power supply.
7. The complainant further submits that on 23/10/2021 the complainant lodged complaints by registered post with acknowledgement due addressed to the concerned APEPDCL authority along with Commissioner of Police, Visakhapatnam and other stakeholders with regard to Sub Complaint against concerned AE (operation) and other associates of APEPDCL, Sagar Nagar for creating mental pressure and to humiliating the complainant continuously despite having cleared all the dues of the electrical bill dated 16/09/2021.
8. The complainant further submits that the opposite parties aforesaid inhuman acts and such “deficiency of service” along with “unfair trade practices” attempting to destroy complainant’s consumer rights and deliberately damaging complainant’s fundamental rights of peaceful daily life with human dignity. Hence the complainant filed this complaint.
9. **CAUSE OF ACTION**: The cause of action in the present case
10. **JURISDICTION**: The consideration amount of the dispute is less than Rs. 50 lakhs and the complainant resides within the territorial limits of this Hon’ble Commission. Hence this Hon’ble Commission has jurisdiction to try and entertain this complaint.
11. **LIMITATION**: That the present complaint is being filed within the period of limitation as prescribed under section 69 of the Act, 2019.
12. **COURT FEE**: As per Rule 7 of Consumer Protection (Consumer Dispute Redressal Commission) Rules 2020, the requisite court fee has been paid.

**EVIDENCE:**

A1- Electricity Bill vide SC No.116582S009000993

A2- Receipt issued by APEPDCL bearing No. 2110703217323

A3- APEPDCL Electricity Bill

A4- Letter issued by AP Women’s COmmission

A5- Photograph of APEPDCL staff who appeared on 13/10/2021 without mask to delivery said copy of old notice

A6- Complaint letter along with Electronic documents

A7- Letter issued by Deputy Executive Engineer, Madhurwada to the complainant

A8- Complaint against concern AE(Operation) before the Commissioner of Police, Visakhapatnam

**PRAYER**:

The complainant therefore prays to direct the opposite party :-

i) To stop any kind of inhuman activities against consumer cum complainant by way of creating mental pressure or disturbing her to grab excess money.

ii) To pay a sum of Rs.2,00,000/- towards compensation for deficiency of service and unfair trade practice.

iii) To refund said excess penal charges which was calculated and imposed from March 2020 to August, 2020 when the complainants had no job/business and no earnings during countrywide lockdown and pandemic Covid-19 period.

iv) To pay Rs.25,000/- towards costs

iv) Such other relief or reliefs which the Honourable Forum deemed fit, just and proper in the circumstances of the case.

**PLACE**: Signature

**DATED**:

**VERIFICATION**:

I, Monisha Mazumdar w/o Dipankar Mazumder, aged 49 years, MIG-A-131, 1st floor, Sagar Nagar, Visakhapatnam-530045 do hereby declare that I have not misrepresented any facts nor have tried to hide any information in my above complaint. All the facts mentioned herein are true to the best of my knowledge.

Name & signature of the complainant