

Asraf Hosen, Goror, Nabogram, Murshidabad, West Bengal, India

Md. Asraf Hossein was present for the first phase of the GIMs at Baharampur, Murshidabad. He helped his friend register a complaint at the local group electricity supply office. His friend Md. Mahidur meter was damaged (burnt) and following that, the utility send a bill amounting to Rs. 480/-, which was unusually high in comparison to a Rs. 75/- bill that he normally runs up. On his friend's advice he approached the local supply office and tried lodging a complaint with them. in this case again the supply office initially refused to officially accept his complaint and did so only when told that the consumer will approach the GRO otherwise. Following that, a new meter was installed at his premises by the supply office within a month. After installation of the new meter his bill has gone back to the usual range of Rs. 65-75/-.