

Kousik Mondal, Dhantala, Nadia, West Bengal, India

Kousik Mondal was one of the participants at the GIM-I at Duttaphulia, Nadia. He had a problem in the form of having a meter with broken seal. Right after attending the GIM, he approached the group electricity office to register his complain regarding the same. As reported by him, the officials initially refused to receive his written complaint. However, when he told them that he will go to a higher authority, viz. the GRO in such a case, his complaint was received by the station manager. Thereafter his complaint was dealt with promptly and a registered electrician was sent to his house to re-seal the meter within three days form the date of the complaint.