

Amalendu Ghosh, Nabagram, Murshidabad, West Bengal, India

Amalendu Ghosh of Murshidabad district under Nabagram Customer Care Centre Office (CCCO) had applied for a new domestic connection and had submitted the required quotation amount for the same. His father was suffering from high blood pressure and cardiac problems. Hence having an electricity connection was very important to him so that his father could get some relief while at home. However, even after six months from the date he submitted the amount, no action was taken by the utility staff. He participated at one of the Capacity Building Workshops under the CONASC project where he came to know about the procedure for grievance redressal. He accordingly approached the Station Manager of Nabagram CCO with a written complaint. Unfortunately this did nothing for him and continued to do turns of the utility office without any results. Then his case was taken up by the CONASC Cell in Nabagram and was discussed at the Regional Office Meeting at Berhampore in presence of the RGRO, who gave required directions to the station manager to immediately effect his connection. Following this, the Station Manager took appropriate action and released the order for effecting his connection. His woes, however, did not end with that. The contractor's men who were in charge of effecting the connection kept delaying things, probably in the hope of extorting some more money from him, as reported by Ghosh. He called up the CONASC cell when the contractor's men were dillydallying. The CONASC coordinator for Nabagram then spoke to the Station Manager and within the next two hours his connection was effected. He expressed his gratitude and went on record to promise that he will make sure that his neighbours also know about the basic procedures so that they don't have to face similar harassment in future.