

**Consumer Grievance Redressal Forum
Maharashtra State Electricity Distribution Co. Ltd.
Bhandup Urban Zone, Bhandup**

Ref. No. Secretary/MSEDCL/CGRF/BNDUZ/

Date :

Case No. 185

Hearing Dt. 06/06/2008

**In the matter of service of utility's franchisee M/s. Torrent
Power Ltd.**

Maharashtra Elect. Consumer Association - Appellant

Vs.

MSEDCL, Bhiwandi - Respondent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri S.L. Kulkarni, Chairman, CGRF, Bhandup.
- 2) Shri S.B. Wahane, Member Secretary, CGRF, Bhandup.
- 3) Mrs. Manik P. Datar, Member, CGRF, Bhandup.

B - On behalf of Appellant

- 1) Shri Shakeel Ansari.

C - On behalf of Respondent

- 1) Mr. R.P. Choudhary, Ex. Engr., Bhiwandi circle.
- 2) Mr. Kele, Manager, Torrent Power Ltd.

ORDER

Maharashtra Electricity Consumer Association, Bhiwandi has approached this Forum on 9th April 2008, stating that MSEDCL franchisee M/s. Torrent Power Ltd. of Bhiwandi is not giving proper service to the consumer especially actual working hours, receiving complaints and making bill payments.

At the outset it was questioned that whether the applicant Association is a consumer itself? The reply to this, is observed is in negative as per definition of consumer given in E.A. Act 2003. However, the applicant feels that it represents as an Association of Electricity consumers and hence on their behalf enmass the grievance is put forth before the Forum.

However on perusal of section 8.2 of S.O.P. regulation which reads as under :

"The Distribution Licensee shall maintain, in every town and city within the area of supply, at least one consumer service center which shall be open for not less than eight (8) hours a day, on all days of the week, for essential services to be provided to consumers and with a collection facility for collection of sums from consumers".

In reply to the grievance raised the representative of the opponent i.e. M/s. Torrent Power Ltd. stated that :

A) They have opened 24 hrs. call center for the cognizance of supply break down complaint is immediately taken by telephonically communicated to concerned staff where the complaint is to be attended at any location.

B) As regards bill payments they are in a process of increasing bill collection centers. They agreed that since they are in Bhiwandi since 26/01/2007, they are in a process to adhere to the provisions of 8.2 mentioned above.

The case therefore stands closed. Both the parties should be informed accordingly.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, Bhandup on 13/06/2008.

Note : 1) If Consumer is not satisfied with the decision, he may go in appeal 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 go in appeal before the Hon. High Court within 60 days from receipt of the order.

MRS. M.P. DATAR
MEMBER
CGRF, BHANDUP

S.L. KULKARNI
CHAIRMAN
CGRF, BHANDUP

S.B. WAHANE
MEMBER SECRETARY
CGRF, BHANDUP