

A Govt. of Maharashtra Undertaking)
CIN : U40109MH2005SGC153645

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Consumer Grievance Redressal Forum
"Vidyut Bhavan", Gr. Floor,
L.B.S.Marg,Bhandup (W),
Mumbai – 400078.

REF.NO. Member Secretary/CGRF/MSEDCL/BNDUZ/

Date

Case No. 01

Hearing Dt. 30.05.2016

In the matter of misbehavior by ATP operator at counter

M/s. Bankim Textile Chemicals Pvt. Ltd.,

- Applicant

Vs.

M.S.E.D.C.L., Pannalal Sub Division.

- Respondent

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri. Anil Bavthankar, Chairman, CGRF, Bhandup
- 2) Shri.Ravindra S. Avhad, Member Secretary, CGRF, Bhandup.
- 3) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B - On behalf of Applicant

- 1) Shri. Bhagwan M. Karia - Consumer

C - On behalf of Respondent No. 1

- 1) Shri.S.H.Nemade, The Nodal Officer, IGRC, Thane Circle.
- 2) Shri. P.P.Borkar,Addl. Executive Engineer,Pannalal Sub Division.

Consumer No. 100000831471

1. Above named consumer filed this complaint against the respondent utility raising objection against the ATP operator in the premises on the Bhandup Zone office and his really in missing when he appropriate to deposit the payment of energy bill dated11.08.2015. According to consumer no satisfactory replied from

Assistant General Manager (F&A) to his complaint removed date to the office. Consumer submitted that he requested Bio-data ATP operator Boy and his tenure period as a ATP operator on counter. But respondent utility not gave any reply of provided any information about details of agency Address, Sale tax number, Pan card number of the agency. In spite of new correspondence made by the consumer there for consumer pray for giving proper direction to the respondent utility and taking action against the ATP operator Boy on the counter.

2. Above said consumer raised this dispute to IGRC vide case No.135/2016 IGRC gave opportunity of hearing to the consumer on 16.02.2016 and 6.04.2016 IGRC issued order rejected the complaint of the consumer on the ground a dispute raising grievance regarding of miss behavior of ATP operator does come under the per view of IGRC hence the grievance was stands dismiss IGRC also directed to consumer to furnish receipt of ATP counter in case No. 134 an furnish the details being dissatisfied with the order consumer approach to this Forum and filed the similar complaint. Stating that when he approach to the ATP counter on 11.08.2014 the attendance of ATP operator Boy miss behave with him by giving physical quashes and dash of his hands when his senior citizen old person could not stands for the force and filed insulted and man handled against which he wanted to take action but non furnishing of details of ATP operator Boy to committed miss behavior was not given therefore he raised dispute against the respondent utility. After filing the said complaint notice was given to the respondent utility. respondent utility appeared and filed reply on 11.05.2016 and submitted that consumer pried various compliant against the respondent utility in case No. 134 alleging the requested to change ink of thermal paper for M/s. Add Technology India Pvt. Ltd., and ATP counters appointment of operation of ATP counter is done by M/s. Add technology India Ltd., and not by MSEDCL incident dated 11.08.2015 was required to be raised before appropriate authority respondent utility is not having any instruction from

M/s. Add Technology India Pvt. Ltd., unable to take details of ATP operator who was attending on 11.08.2015. Therefore the dispute is outstanding of the jurisdiction of this Forum shall not mentionable liable to be dismiss with cost.

3. After perusing the all relevant documents, following points arose for our consideration.

1. Whether the dispute raised by the consumer of miss behavior of the ATP operator person he within the perview of jurisdiction of this Forum.

2. What order?

Reasons

4. We have given opportunity to raised the dispute filed by this consumer. According to consumer ATP operator Boy on 11.08.2014 misbehave with him when he approach for depositing the energy bill the consumer requested Assistant General Manager for obtaining bio data of concerned operator. It was not given no furnish any information about the agency. It address and particular order giving by IGRC in case No. 135 is without any reply of utility. The administrative work under section by respondent utility more particularly facility of ATP counter at Zone place its management and operation is given at out sources agency according to reply of respondent utility. M/s. Add Technology India Pvt. Ltd., functioning the operation of ATP counter the details of employee appointed by this agency and the record is also maintain by the said office this consumer appears to be over sensitive and action of respondent utility officer and found raising huge complaint. But here in this case no proper action at appropriate time taken by the consumer against the appointing authority of ATP operator nor seek any information from appointing authority M/s. Add Technology India Pvt. Ltd.,. In absence of any details this forum unable to take any action. I found the objection raised by respondent utility the jurisdiction allow this Forum to slow the dispute which is defined in the section 42 (6)of Ombudsman Regulation 2005 personal complaint against this staff his within the jurisdiction of authority and not contravention of SOP or not concern to the billing

dispute. Therefore it is outstand the jurisdiction of this Forum. Hence consumer complaint No.01. Stands dismiss with cost.

ORDER

1. The consumer complaint No. 01/2016 is stands dismiss with cost.

Proceedings closed.

Note:

1) If Consumer is not satisfied with the decision, he may file representative 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 file representation before the Hon. High Court within 60 days from receipt of the order.

I Agree/Disagree

I Agree/Disagree

DR. ARCHANA SABNIS
MEMBER
CGRF, BHANDUP

ANIL P. BHAVTHANKAR
CHAIRPERSON
CGRF, BHANDUP

RAVINDRA S. AVHAD
MEMBER SECRETARY
CGRF, BHANDUP