

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. 02.

Hearing Dt. 30.05.2016

In the matter of proper receipt of payment at ATP Machine

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 non compliance by agency M/s. Add Technologies India Pvt. Ltd., issuing defective thermal paper print on cash receipt counter of ATP machine MSEDCL during the said period. According to consumer he approach to cash receiving counter ATP

machine at Bhandup and tender cash for payment of electricity bill. The receipt issued by agency using thermal paper print Ink (Fax Print) on machine which is defected. As the consumer unable to use they pay receipt which is the dispute raised with if any. This process until for more than Ten years as consequence not follow the consider by ATP machine agency till details of consumer are not visible. Many correspondence made to the respondent utility but no response is gave consumer pray that necessary direction to be issued to respondent utility agency of ATP counter by issuing proper receipt and follow the subject. Consumer remains letter issued by him in the month of Feb. 2016 August 2014, June 2013 December 2015 and sale tax commissioner Mr. Rajiv Jalota letter.

2. After filing the said dispute on 25.01.2016 notice was issued to respondent utility consumer also filed details of complaint and prayer order. Accordingly respondent utility appeared and filed reply according to consumer he approach to the IGRC and raised the dispute, IGRC gave opportunity of hearing on 16.02.2016 compliant No. 134. Directing utility to make necessary changes and move to competent authority till defect of consumer necessary all detail address name no of consumer and follow the Circular and also requested take proper action against the officer for not following the Circular and also report the compliance. Being dissatisfied the judgment of IGRC. Consumer goes to this Forum and requested to give proper direction to the respondent utility.
3. After filing the complaint respondent utility before IGRC not giving the reply. However consumer grievance to consider by this Forum after giving opportunity to the respondent utility officer.
4. This Forum during pendency of hearing visited the premises of ATP machine installed at the premises on gate and found the agency which is authorized by the respondent utility official M/s. Add technologies (India) Ltd., Benglore. on

verification of inspection report and quarry raised by the Forum. Respondent utility by letter dated 31.06.2013 issuing direction to the agency to change the paper used for printing. The respondent utility also filed letter issued to the consumer of compliance of direction issued to the ATP agency on our verification. It is found that respondent utility agency official already change the role of printing paper and the quality of him and as per direction present issue of his obtained by this Forum and verified . It is necessary of mention that as per decision of IGRC now the respondent agency letter M/s. Add technologies (India) Ltd., Benglore confirming there function by using correcting major and give us distance in printing of the paper since last two month therefore the circular issued by respondent utility official pleaded as complied. It is also reported by agency to the authority and complied the same on final hearing of the complaint the consumer still to satisfied. Therefore necessary direction giving by IGRC to solve the dispute raised by the consumer is properly solve. Therefore there is no reason for us to give any further direction consumer pray for giving financial loss and any compensation to the consumer in this case. However for the safe reason. I am in client to allow the said complaint and proceed to pass following order.

ORDER

1. The consumer complaint No. 02/2016 is allowed.
2. The respondent utility directed to make visit to the ATP counter regularly every 3 month and insure the functioning issuing the receipt properly and maintain the quality for the ink and print paper properly

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**