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

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

Date

Case No. 536

Hearing Dt. 17/06/2014

**Shri. Manoj Kanji Hariya**

- Applicant

Vs.

**M.S.E.D.C.L., Bhiwandi, Torrent Power Limited, Bhiwandi - Respondent**

Present during the hearing

A - On behalf of CGRF, Bhandup

- 1) Shri S.K. Choudhary, Chairman, CGRF, Bhandup.
- 2) Shri Zafar B. Khan, Member Secretary, CGRF, Bhandup.
- 3) Dr. Smt. Sabnis, Member, CGRF, Bhandup.

B - On behalf of Applicant

- 1) Shri Manoj Kanji Hariya, Consumer Representative.

C - On behalf of Respondent No. 1

- 1) Shri. S.K.Dhope, Assistant Engineer, Nodal Office Bhiwandi.

### **ORDER**

Shri. Manoj Kanji Haria, having service number 13010249923 (Chavanlal Napa Haria) and 13010249907 (Chaganlal Haria) has filed this complaint before us, being unsatisfied with the order of IGRC, Bhivandi.

In the A Form the complainant has stated as; "The government Licensiee is MSEDCL and his agent is Torrent Power Ltd (Francises). The letter is already given to both and also to central electricity authority at Delhi which the both the respondents knows very well. As is the part of MSEDCL the above consumer representative as all the right to servey as per the section of electricity act 2003 which both has failed to follow it. No information up to now. The above complainant or applicant us already to pay the fee as per the rule."

It is not possible to find out the nature of grievance and the relief sought by the complainant. At the time oral arguments, a query was put to him regarding the nature of his grievance, but he was unable to satisfy us and was non-comprehensive.

It was understood by this Forum that the complaint might have been about handing over some information to the complainant.

Grievance as is defined under the Act as “any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by a Distribution Licensee in pursuance of a license, contract, agreement or under the Electricity Supply Code or in relation to standards of performance of Distribution Licensee as specified by the Commission and includes inter-alia a) safety of the distribution system having potential of endangering of life or property, and b) grievances in respect of non-compliance of any order of the Commission or any action to be taken in pursuance thereof which are within the jurisdiction of the Forum or Ombudsman, as the case may be”.

The complainant has not proved any loss suffered by him due non-handing over the said documents to him by the Utility. It is thus clear that handing over some documents, especially when they are not related to the consumer, and when there is no loss/ damage suffered by the consumer due to it; will not come under the ambit of this definition. We therefore are of the opinion that this consumer should approach the utility and demand the said documents under the Right of Information.

The fact that there are no specific charges/ grievances and the complaint matter is not covered under Sec of EA.

Thus the Forum is of the view that the complaint should be dismissed.

### **ORDER**

1. Complaint no. 13010249923, 13010249907 stands dismissed.

No order as to cost.

Both the parties be informed accordingly.

The order is issued under the seal of Consumer Grievance Redressed Forum M.S.E.D.C. Ltd., Bhandup Urban Zone, and Bhandup on 30/06/2014.

Note:

1) If Consumer is not satisfied with the decision, it may proceed 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.

**DR. ARCHANA SABNIS**  
**MEMBER**  
**CGRF, BHANDUP**

**S. K. CHOUDHARY**  
**CHAIRMAN**  
**CGRF, BHANDUP**

**Zafar B.Khan**  
**MEMBER SECRETARY**  
**CGRF, BHANDUP**