

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

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

Date :

Case No. 192

Hearing Dt. 06/06/2008

In the matter of non furnishing of CPL to the consumer

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.

OBSERVATION :

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.

It was clarified to the applicant Association that under Electricity Act 2003 and as various regulation there is no metioned of CPL. It is merely record keeping with various details useful for utility.

The MSEDCL has for some years being maintaining such CPL (Consumer personal ledger). However, M/s. Torrent Power Ltd. is preparing to CPL manually as software is still in process.

It is clarified that the applicant Association on behalf of consumer interesting to approached ICGRU, CGRF and Ombudsman to get his grievance redress can get the presently manually prepared CPL from the franchisee but not on mass scale

For that the consumer's authorized representative's request letter is necessary.

The utility shall especially shall attend this work.

ORDER

With the above observations the case is 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