



Consumer Grievance Redressal Forum, Kalyan Zone
Behind "Tejashree", Jahangir Meherwanji Road, Kalyan (West) 421301
Ph- 2210707, Fax – 2210707, E-mail : cgrfkalyan@mahadiscom.in

IN THE MATTER OF GRIEVANCE NO. K/EB/001/488 OF 2010-2011 OF
SHRI E. N. ARUNKUMAR, AMBERNATH (WEST) REGISTERED WITH
CONSUMER GRIEVANCE REDRESSAL FORUM KALYAN ZONE, KALYAN
ABOUT EMPLOYEES' BEHAVIOR.

Shri E. N. Arunkumar
Gauri Niwas,
Behind Gomez Apartment,
Vandrapada, Ambernath (West)

(Here-in-after
referred
as Consumer)

Versus

Maharashtra State Electricity Distribution
Company Limited through its
Dy. Executive Engineer
Ambernath (West) Sub-Dn.
Ambernath , Dist. Thane.

(Here-in-after
referred
as licensee)

- 1) Consumer Grievance Redressal Forum has been established under "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006" to redress the grievances of consumers. This regulation has been made by the

Maharashtra Electricity Regulatory Commission vide powers conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, 2003. (36 of 2003).

- 2) The consumer is a single phase L.T. consumer of the licensee with C. D. 0.50 KW. The Consumer is billed as per residential tariff. Consumer registered grievance with the Forum on 13/10/2010 for Employees' behavior. The details are as follows: -
Name of the consumer :- Shri E. N. Arunkumar
Address: - As given in the title
Consumer No : -
Reason of dispute: Employees' behavior.
- 3) The batch of papers containing above grievance was sent by Forum vide letter No EE/CGRF/Kalyan/639 dated 15/10/2010 to Nodal Officer of licensee. The licensee filed reply vide letter No. Nil, dated 23/10/2010.
- 4) The Member Secretary and Member of the forum heard both the parties on 23/11/2010 @ 15.30 Hrs. in the meeting hall of the Forum's office. Shri Anil Kumar, Shri Arun Kumar & Shri T. N. Subhash representatives of the consumer & Shri Purohit, Nodal Officer, Shri J. T. Ingale, Dy. Ex. Engr. Ambernath S/Dn., Shri Kale Asstt. Engr., Mrs. U. P. Deshpande, U.D. Clerk, representatives of the licensee, attended hearing. Minutes of the hearing including the submissions made by the parties are recorded and the same are kept in the record. Submissions made by each party in respect of each grievance shall be referred while deciding each of the grievances to avoid repetition.
- 5) The consumer has taken electricity connection from the Distribution Licensee (DL) to the

- 10) Since large number of cases filed by the consumers from Vasai Circle this Forum was busy with those cases in addition to this members of the Forum had to hold sittings at Vasai also, therefore delay is caused in deciding this case. Hence the order.

O-R-D-E-R

- 1) The grievance application is
2) The Consumer can file representation against this decision with the Hon. Electricity Ombudsman within 60 days from the date of this order at the following address.

“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Bldg, Bandra Kurla Complex, Mumbai 51”.

- 8) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission for non-compliance, part compliance or delay in compliance of this decision issued under “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” at the following address:-

“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”

Date :

(Mrs. S.A. Jamdar)
Member
CGRF Kalyan

(R.V.Shivdas)
Member Secretary
CGRF Kalyan