

MANUAL OF

CONSUMER

GRIEVANCE

REDRESSAL FORUM

B.E.S.&T. Undertaking 2020-21

Information under section 4 of chapter II of Right to Information Act 2005

CHAPTER II - (Right to information and obligations of public authorities)

4.(b)(i) : The particular of its organization, functions and duties

The particulars of department :-

Name of the department	Consumer Grievance Redressal Forum
Address	Multistoried Annex Bldg., Ground floor, Colaba, Mumbai - 400 001.
Contact No. (Tel.)	22799528, 22799535

The Functions and duties of department :-

The Consumer Grievances Redressal Forum formed by the BEST Undertaking is dealing with the consumer grievances pertaining to the provisions, restoration, quality and billing of electricity of supply etc.

4.(b)(ii) : The powers and duties of its officers and employees :-

Sr. No.	Designation	Grade	No. of Posts
1.	Divisional Engineer	A3	1
2.	Superintendent Engineer (ES)/ Asst. Engineer	A4/A5	2*
3.	Asst. Adm. Officer	AGVIII	1
4.	Supervisor (P)	AGVII	1 Vacant
5.	Sr. Steno (Eng) (P)	AGVII	1**
6.	Jamadar (P)	AGII	1***
7.	Sepoy	AGI	1

* - Two nos. of Superintendent Engineer are superannuated & Asst. Engineer is posted on loan basis from DCEHR&S Office since 28/01/2020.

** - Sr. Steno(P) is on loan basis from DGM(ES) Office since November 2011.

*** - One Jamadar (P) Resigned in July 2019 and one is working with DEPLN.

1. The powers and duties of Divisional Engineer :-

- a. Overall in charge of Technical and Administrative Head of the CGRF Dept & responsible for the smooth functioning of the department. He is reporting to Chief Engineer (Regulatory).
- b. Functioning as a member CGRF (licensee) and conduct / attend the hearings.
- c. Functioning as Public Information Officer of CGRF Dept.
- d. To report the management regarding matters of MERC & other platforms pertaining to

CGRF.

- e. Reporting to the BEST management about consumer grievance redressed by the CGRF through monthly MIS.
- f. Any other responsibilities/duties that may be assigned by the General Manager / Deputy General Manager (ES) / Chief Engineer (Regulatory) from time to time.

**2. The powers and duties of Superintendent :-
(At present Asst. Engr. is working in place of Supdt.)**

- a. Functioning as a secretary to the Consumer Grievance Redressal Forum.
- b. To provide necessary assistance to the Forum during the hearing and drafting the orders.
- c. To guide the consumers whenever they approach to the Forum for registering their grievances & arrange to register their grievances after scrutinizing the relevant documents submitted by the complainant.
- d. To arrange to forward the grievances received through an E-Mail from the consumers directly addressed to CGRF without approaching the concerned Customer Care Ward / ICRS cells & to inform the consumers accordingly.
- e. To prepare the Quarterly report as per the prescribed format issued by MERC regarding the cases registered with CGR Forum.
- f. To prepare the MIS.
- g. To prepare a brief history of the case registered with CGRF & discuss the case with DECGRF before hearing.
- h. To arrange to upload the important information about the working of the CGRF on the CGRF website. Also, to arrange uploading of CGRF orders on the website.
- i. To arrange to update the information related with the working of the CGRF on the website www.cgrfbest.org.in & to supervise the up to date hosting of the CGRF website.
- j. To create awareness among the staff/officers of the Customer care wards for effective redressal of consumer grievances, effective representation of cases in CGRF, providing prompt service to the consumers.
- k. To arrange to send reports of grievances received/redressed as per the prescribed format to MERC.
- l. To ensure receipt of the compliance report of the CGRF orders with in the stipulated time frame mentioned in the CGRF order.
- m. Any other responsibilities/duties that may be assigned by the General Manager / Deputy

General Manager (ES) / Chief Engineer (Regulatory) / Divisional Engineer CGRF from time to time.

3. The powers and duties of Assistant Admin. Officer :-

- a. To prepare of revenue budget and capital budget and variation in establishment schedule of the department.
- b. To file the copies of orders, hearing, Regulations, Records and Proceedings and important Judgments given by High Court & Supreme Court pertaining to provisions of Electricity Act, 2003 and MERC Regulations.
- c. To follow up with various depts. of BEST Undertaking for timely submission of information to CGRF and MERC.
- d. To prepare a proposals of establishment, administrative sanction of the dept.
- e. To keep records of various orders of CGRF, important orders issued by High court & Supreme court pertaining to provisions of Electricity Act, 2003 and MERC Regulations.
- f. To check the inventory register of the dept and periodical check thereof.
- g. To handle the imprest cash and prepare the bill vouchers and J.E. etc. and keep its records.
- h. To coordinate and to make necessary arrangement for the hearing of the CGRF cases.
- i. To scrutinize the cases pertaining to the grant of reward / letter of appreciation to the members of the staff of the undertaking under service Regulation on the occasion of BEST DIN on 7th August every year and also arrange to issue memento for completion of 25 years of services.
- j. To check all correspondence as regards to the CGRF & its staff.
- k. To prepare Administrative report of the dept. in English & Marathi & to maintain and update the departmental manual in consultation with DECGRF.
- l. Any other responsibilities/duties that may be assigned by DECGRF from time to time.

4. The duties of Supervisor (P) :- Post vacant

- a. To maintain complaint register.
- b. To register the complaints after getting clearance from the Secretary, CGRF and acknowledge the same.
- c. To intimate the date of hearing to the complainant and the concerned ward in consultation with Supdt. CGRF.
- d. To prepare bills of honorarium for Chairman CGRF & Independent Member.

- e. To prepare TDS statements and forward to Accounts Dept.
- f. To forward the Xerox copies of the certified orders to the complainant and the Respondent.
- g. To update the statistical data regarding cases received, attended and pending with CGRF.
- h. To send reminders to concerned ward for compliance report.
- i. To write name, complaint no., date and time of hearing on the white PP board of Chairman CGRF & Member CGRF.
- j. To attend the consumer queries on telephone.
- k. Any other duties that may be assigned by the superiors / senior officers of the dept. from time to time.

5. The responsibilities assigned to the Sr. Steno (P) (Eng) :

- a. To take dictation from Chairman , Members, Secretary CGRF & AAO.
- b. To do other typing work related to CGRF dept.
- c. To assist office assistant in maintaining various monthly reports pertaining to Consumer Grievance Redressal Forum.
- d. To check and forward the e-mails received by the consumers to the concerned depts. in consultation with Secretary CGRF
- e. To handle e-office, CGRF's website and portal..
- f. To assist Secretary CGRF/AAO CGRF in arranging workshops/training programme.
- g. To monitor servicing / maintenance schedule of CGRF PCs.
- h. To take minutes of the meeting.
- i. Any other duties that may be assigned by the superiors / senior officers of the dept. from time to time.

6. The responsibilities assigned to the Jamadar / Sepoy :

- a. Attending to the bells / calls from the officers.
- b. To dispatch / deliver letters to Wards and other departments.
- c. Make connections of the PCs & Laptops under the supervision of the supervisor.

- d. Any other duties that may be assigned by the superiors / senior officers of the dept. from time to time.

4.(b)(iii) The procedure followed in the decision making process including channels of supervision and accountability :

Procedure for Grievance Redressal :

- 1 The procedure given below is formulated in accordance with Maharashtra Electricity Regulatory Commission's (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020.

Any electricity consumer of BEST having any grievance may submit the complaint with Internal Complaint Redressal System (ICRS) of BEST via email IDs given at Home - ICRS - Address of ICRS or submit a hard copy or on their portal (Link to be provided whenever it is activated).

If the consumer is not satisfied with the remedy or no remedy has been provided by the ICR System to his/her grievance within three (3) working days in case of complaints related to non-supply, connection, re-connection or disconnection of supply and fifteen (15) working days for all other complaints, from the date of registering the complaint, she/he can approach the Consumer Grievance Redressal Forum (CGRF).

Alternatively, the consumer may approach the Forum, if the complaint is closed without the consent or satisfaction of the Complainant or after expiry of 3 days (for complaints related to non-supply, connection, re-connection or disconnection of supply) or 15 days (for all other complaints) from the date of registration of complaint, whichever is earlier:

The Consumer may also directly approach the Forum, even if no complaint has been registered at respective Customer Care Dept.

The grievances may be submitted in writing to the Forum in the format given as "Schedule A". (You may download the Form from www.cgrfbest.org.in) In case of any difficulty in filling-in the form, the Forum will render all reasonable assistance orally to the person making the Grievance.

a) The Complainant or his / her duly authorized representative, can submit his/her Grievance on the web portal or directly to the Forum.

b) The Complainant can also submit his/her Grievance at the nearest complaint-receiving centre (i.e. concerned Customer Care Ward of BEST).

c) The Grievance may be submitted either in person or through post, email or through the web-based portal.

d) Grievances falling within the purview of any of the following provision of the Electricity Act, 2003 are excluded from the jurisdiction of the Forum:

- i. Unauthorized use of electricity as provided u/s 126 of the Act.
- ii. Offences and penalty as provided u/s 135 to 139 of the Act.
- iii. Accident in the distribution, supply or use of electricity as provided u/s 161 of the Act.
- iv. Recovery of arrears where bill amount is not disputed.

2 Every grievance to the Forum must be submitted in writing in the format set out in schedule 'A' or register on the portal.

3 The Complainant shall be issued acknowledgement of the receipt of Grievance by the complaint receiving centre bearing a serial number and date:

Provided that in case of submission of the Grievance in person, the acknowledgment shall be issued immediately:

Provided further that in case of receipt of Grievance by post, or email , the acknowledgment shall be despatched latest by the next working day:

Provided also that where the Grievance is submitted by email to the Forum, acknowledgment of the receipt of the Grievance shall be by return email as promptly as possible but not later than two (2) working days:

Provided also that in case of issuance of acknowledgment by a complaint-receiving centre, the contact details of the relevant Forum shall also be issued along with the acknowledgment.

4 A copy of the grievance shall be forwarded within 3 working days of receipt of the grievance simultaneously to the Nodal officer designated by the Distribution Licensee for redressal or to file its reply to the grievance.

5 In case the Nodal Officer repeatedly fails to submit the reply within the prescribed time limit, the Chairperson of the CGRF may bring such failure to the notice of the concerned reporting officer of the Nodal Officer for initiating appropriate administrative action.

6 A consumer, Distribution Licensee or any other person who is a party to any proceeding before the Forum may either appear in person or authorize any person other than an Advocate (within the meaning of the Advocates Act, 1961) to present his case before the Forum and to do all or any of the acts for the purpose.

7 The forum shall notify in writing to the parties, the date of hearing of the grievance, giving sufficient advance notice.

Provided that the hearing may also be held through video-conferencing or similar arrangements, as appropriate, provided the Complainant has access to such facilities.

8 Where the consumer fails to appear on the date of hearing as may be fixed by the Forum, the

Forum shall decide the grievance as ex-parte on merits. Provided that no adjournment shall be ordinarily granted by the Forum unless sufficient cause is shown and the reasons for the grant of adjournment have been recorded in writing by the Forum.

- 9 The Forum shall complete the inquiries as expeditiously as possible and every endeavour shall be made to pass appropriate order on the grievance within a maximum period of two (2) months from the date of receipt of the grievance by the Forum provided that in the event of grievance been disposed off after the completion period of the said two (2) months, the Forum shall record in writing the reasons for the same.
- 10 The Forum shall not be bound by the code of civil procedure, 1908 (5 of 1908) or the Indian Evidence Act, 1872 (1 of 1872).
- 11 Notwithstanding anything to the contrary contained above, the Forum may initiate any proceedings *suo motu*, and give such orders and directions as may be deemed necessary including, *inter alia*, for service of notices to the affected parties and invite reply in the issues involved in the proceedings in such form as the Forum may direct.
- 12 As per Regulation 10 (Review of Order of Forum), any person aggrieved by an order of the Forum, including the Distribution Licensee may apply for review of such order within thirty (30) days of the date of the order of the same Forum.

4.(b)(iv) : The norms set by it for the discharge of its functions :-

Procedure followed by the Forum during hearing :

- 1 Normally the complainant is first asked for deposition/pleading before the Forum. The BEST representative's can take a note of the points raised by the complainant. After completion of the deposition of the complainant the deposition of the BEST representative is heard. The complainant is again permitted to say if he wants to clarify or speak in detail on the issues before the Forum. Thereafter the members of the CGRF ask questions to the consumer or the BEST's representative to focus on the points and to find out facts. This is the procedure being followed by the Forum during hearing.
- 2 Thus it becomes very important to produce all the relevant documents regarding that particular account and installation by the concerned department of the undertaking.
- 3 Any person aggrieved by an order of the Forum, including the Distribution Licensee, may apply for a review of such Order within thirty (30) days of the date of the order to the same Forum, under the following circumstances :

- (a) Where no appeal or Representation has been preferred;
- (b) on account of some mistake or error apparent from the face of the record;
- (c) upon the discovery of new and important matter or evidence which, after the exercise of due diligence, was not within his knowledge or could not be produced by him at the time when the order was passed.

4 Once the case is decided, order of the Forum is sent to the consumer along with a letter informing him that if he is not satisfied with the order of the CGRF he can approach within 60 days from the date of passing of CGRF order to the electricity ombudsman appointed by MERC whose name, address and other contact details are provided. The present address of the Electricity Ombudsman of Maharashtra is as under:

Office of the Electricity Ombudsman,
Maharashtra Electricity Regulatory Commission
606, Keshava Building,
Bandra-Kurla Complex,
Bandra (East),
Mumbai - 400 051
Tel Nos: 022-2659 2965 / 2659 0339, 30680528

4(b) (v) : The rules, regulations manuals and records held by it or under its controls or used by its employees for discharging functions :-

1. Electricity Act 2003
2. MERC Regulations, 2020
3. Electricity Supply Code & SoP of Distribution Licensee including Power Quality Regulation, 2021.

4(b) (vi) : The statement of the categories of documents that are held by it or under its control :

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1. Establishment files such as attendance, correspondence of the department.
2. Case registers for the complaints registered under CGRF.
3. Complaint received by post.
4. Case files
5. CGRF website

4(b) (vii) : The particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy or implementation thereof :

The Electricity Act, 2003 :

The Electricity Act, 2003 was enacted from 10th June, 2003. Under sec.42(5) to (7) & 181 of

Electricity Act, 2003 Maharashtra Electricity Regulatory Commission (MERC) has notified the 'Consumer Grievance Redressal Forum & Ombudsman Regulation 2006. As per the clause 3.1 of Chapter 1 of the regulation it is obligatory on the part of every distribution licensee to establish the Consumer Grievance Redressal Forum (CGRF)

4.(b)(viii) : A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public or the minutes of such meetings are accessible for public :-

Formation of CGRF :

- 1 The Forum has been established in BEST and started functioning w.e.f June 2004 onwards. The office of the Forum is located at Ground floor, Multistoried Annex Bldg, BEST's Colaba Depot, Mumbai-400001, Tel no 2285 6262 Ext. 532 /535. The Forum consists of 3 members i.e. a Chairman and one member of the licensee and one member from Consumer Protection Organization.
- 2 Present details of the CGRF BEST members are given below:
 1. Shri. S. A. Quazi Chairman
 2. Shri. S.S. Bansode Member (Technical)
 3. Smt. A.A. Acharekar Member (Independent)

The secretarial assistance is provided for smooth and efficient working of the Forum. The Forum receives the complaints / grievances from the consumers and the cases are being heard from time to time.

4(b) (ix) : A directory of its Officers and employees :-

Sr. No.	Name of the Officer/Staff	Designation	Grade	Ch.No.& P.S.
1	Shri S.S. Bansode	Div. Engineer	A-3	216133, 131/01
2	Shri S. G. Kamdar	Asst. Engineer	A-5	214473, 114/01
3	Shri S. M. D'sa	Asst. Admin. Officer	A/GVIII	212607, 118/01
4	Smt S.P. Mhatre *	Sr.Steno (P)	A/GVII	215976, 101/01
5	Smt S.S. Tare	Sepoy	A/GI	280927, 118/01

* On loan from DGM(ES) Office

4(b) (x) : The monthly remuneration received by each of its Officers and employees including the system of compensation as provided in its regulations :-

Sr. No.	Title	Name of Officer/Staff	Designation	Basic Pay (Rs.) July, 2021	Monthly remuneration (Basic + Allowances) (Rs.)
1	A-3	Shri S.S. Bansode	Div. Engr.	80,350/-	1,11,609/-
2	A-5	Shri S. G. Kamdar	Asst. Engineer	62,150/-	86,459/-
3	A/GVIII	Shri S. M. D'sa	Asst. Admin. Officer	51,650/-	71,558/-
4	A/GVII	Smt S.P. Mhatre	Sr. Steno (P)	36,345/-	50,258/-
5	A/GVI	Smt S.S. Tare	Sepoy	22,955/-	31,755/-

4(b) (xi) : The budget allocated to each of its agency, indication the particulars of all plans, proposed expenditures and reports on disbursements made :-

The budget allocation :- Revenue & Capital Budget for 2020-21 being updated.

4(b) (xii) : The manner of execution of subsidy programmes including the amounts allocated and the details of beneficiaries of such programmes :-

(Not Applicable)

4(b) (xiii) : Particular of recipients of concessions, permits or authorizations granted by it :-

(Not Applicable)

4(b) (xiv) : Details in respect of the information, available to or held by it, reduced in an electronic form :-

The information in respect of the department and officers and staff is also available in the electronic form on the website viz. www.bestundertaking.com

4(b) (xv) : The particulars of facilities available to citizens for obtaining information including the working hours of a library or reading room, if maintained for public use :-

The general information regarding the CGRF Dept. and procedure to register complaints is available for public on our website i.e. www.cgrfbest.org.in

4.(b)(xvi) : The names, designations and other particulars of the public information as may be prescribed and thereafter updates these publications every year :-

The name of Public Information Officer for CGRF is as below :-

Shri Sanjay S. Bansode (Public information officer),
Divisional Engineer,
Consumer Grievance Redressal Forum
Multistoried Annex Bldg., Ground floor,
Accommodation Road,
Colaba, Mumbai - 400 001.

4(b) (xvii) : Such other information as may be prescribed :- Already explained in 4(b)(i) above.

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