

# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



GEPL/Power/2017-18/G453

7<sup>th</sup> July 2017

## Circular

**Subject:** Rules and Procedures of CGRF (Consumer Grievance Redressal Forum) for Gigaplex SEZ, Airoli

Greetings!!!

We would like to convey you that we have formed a CGRF (Consumer Grievance Redressal Forum) for redressing consumer's grievances if any. Gigaplex Estate Private Limited has established a single member CGRF allowed as per proviso 3 of clause 4.1 of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 with effect from 8<sup>th</sup> June 2017. The CGRF is formed in accordance with EA 2003 & Maharashtra Electricity Regulatory Commission ((Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006. The details of chairperson, CGRF are mentioned below. The same details can be seen at the back page of every month bill.

**Shri Manohar Narayanrao Munge (Chairperson, CGRF)**  
Gigaplex Electricity Distribution Licensee  
Division of Gigaplex Estate Pvt. Ltd.  
DL office, Airoli Knowledge Park  
Gigaplex SEZ, Airoli,  
Navi Mumbai - 400 708.

Please find attached herewith the draft rules and procedures of Grievance Redressal within license area in accordance with the procedure laid in Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006. It is kindly requested to send comments / suggestions if any via email to [gepldl@kraheja.com](mailto:gepldl@kraheja.com) by 14<sup>th</sup> July 2017.

Assuring you the best services.

Gigaplex Electricity Distribution Licensee  
Division of Gigaplex Estate Pvt. Ltd.

Authorized Signatory

## Draft Procedure for Grievance Redressal

Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 lays down the basis for addressing of consumer complaints and to facilitate the speedy Redressal of grievances of consumers and offer remedy in the event of failure or delay on the part of Gigaplex Electricity Distribution Licensee in redressing their grievance(s).

Gigaplex Electricity Distribution Licensee, a Division of Gigaplex Estate Private Limited (GEDL) is committed to maintain strong and sustained relationship with all its consumers. This enables GEDL to interact with all of its consumers in addressing their issues related to metering, meter reading, billing, quality and reliability of power supply, clarifications regarding various electrical system parameters and processes and issues relating to safe use of electricity at workplace.

GEDL establishes a mechanism of Grievance Redressal in Compliance to the regulation 3 & 4 of the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.

The grievance Redressal mechanism of GEDL constitute,

### A. "Internal Grievance Redressal Cell (IGR Cell)"

It is the first authority to be contacted by the consumer for Redressal of its grievance as notified by GEDL.

### B. "Consumer Grievance Redressal Forum (CGRF)"

It is the authority appointed by GEDL for Redressal of consumer grievance if consumer is not satisfied by the remedy provided by IGR cell or if no action is taken by IGR cell within a period of 02 months from the date of interaction with IGRC.

The consumer not satisfied with the remedy given by CGRF, may make representation of its grievance to Electricity Ombudsman.

### C. Electricity Ombudsman

It is an authority appointed or designated by the Commission, in pursuance of sub-section (6) of Section 42 of the Electricity Act 2003 and Hon'ble MERC Regulations, to whom any consumer, who is aggrieved by non-Redressal of his grievances by the Forum, may make a representation.

### Procedure for addressing grievance.

The complaints / grievance are categorized into broadly two groups i.e. technical and commercial / billing related:

#### **Technical Complaints/Grievance**

GEDL has established a 24 x 7 operating control room consisting of Engineers and skilled technicians for effectively solving the consumer complaints within shortest possible time.

Engineer – InCharge, Control Room.,

Phone : 9619901671

Email: gepoperations@kraheja.com

# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



## Commercial Complaint/Grievance

For any queries related to commercial matters, feel free to contact the below mentioned officials.  
Commercial complaints shall be addressed on below mentioned official.

Ms. Pallavi Khairnar – Executive (Billing)  
Contact No. - 022 – 27602927/28/30  
Mobile - 9167232533  
E-mail : [pkhairnar@kraheja.com](mailto:pkhairnar@kraheja.com)

### **A. Internal Grievance Redressal Cell :**

In the event, consumer is not satisfied with the remedy provided to its complaint by the above mentioned officials, consumer can submit the grievance to IGR Cell. The cell comprises of following members:

1. Sanket Kalbere (Assistant Manager) , +91 9619901671
2. Sanjay Koti (Assistant Manager), +91 9167904467

Email: [gepldl@kraheja.com](mailto:gepldl@kraheja.com)

Address: Gigaplex Electricity Distribution Licensee, DL Office, Gigaplex SEZ, Airoli Knowledge Park, Airoli, Navi Mumbai – 400 708.

The IGR cell of GEDL is located at above mentioned address. All applicants/consumers are requested to contact the GEDL IGR cell in case of grievance. The grievance has to be communicated either by post or in person or over telephone wherever possible to the respective Internal Grievance Redressal cell at above mentioned address. The receipt of such intimation of grievance shall be acknowledged by GEDL and in case grievance is received by post, the consumer will be acknowledged within 03 working days from the date of receipt. In case grievance submitted by e-mail, acknowledgment will also be sent via e-mail within 02 working days.

Based on the grievance submitted by the consumer and the documents produced IGR Cell shall conduct hearing and pass an order in writing giving relief to the grievance within 1 month of the receipt of grievance.

### **B. Consumer Grievance Redressal Forum (CGR forum):**

In the event, consumer is not satisfied with the remedy provided to its grievance by IGR cell within a period of 02 months from the date of intimation or where no remedy has been provided within such period, the consumer may present such grievance to CGR forum.

Application to the CGR forum should be made in the form **Schedule A** attached herewith.

# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



The CGRF for GEDL Constituted of a Single member Forum in accordance to the provision laid under Regulation 4.1(c).

## **Shri Manohar Narayanrao Munge (Chairperson, CGRF)**

Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.

DL office, Airoli Knowledge Park

Gigaplex SEZ, Airoli,

Navi Mumbai – 400 708.

The forum shall not admit any grievance unless it is filled within 02 years from the cause of action. The forum shall complete the enquiry as early as possible and every effort shall be made by the forum to pass appropriate orders on the grievance for its Redressal within a maximum period of 02 months from the date of receipt of grievance to the forum.

The order of the forum shall be binding on both the consumer and GEDL.

### **C. Electricity Ombudsman:**

Any consumer, who is aggrieved by the non-Redressal of his Grievance by the Forum, may make a representation for Redressal of his Grievance to the Electricity Ombudsman within sixty (60) days from the date of the order of the Forum.

The representation is to be made in the form specified and set out in **Schedule B** attached.

### **General conditions for admission of grievance to CGR Forum**

1. Generally, a Grievance will be admitted by the CGR Forum only when the consumer is aggrieved on account of his Grievance not being redressed by the IGR Cell within 02 months of his grievance registered with the Cell. However, a Grievance may be admitted by the Forum before the expiry of the period of 02 months, if the consumer satisfies the Forum that the GEDL has threatened or is likely to remove or disconnect the electricity connection, provided that the Forum has jurisdiction on such matters.
2. The Forum shall not admit any Grievance unless it is filed within two (2) years from the date on which the cause of action has arisen.
3. The Forum shall entertain a Grievance only:
  - (a) If the consumer has complied with the procedure under IGR Cell and has submitted his Grievance in the specified form, i.e., 'Schedule A' to the Forum;
  - (b) If the consumer is aggrieved on account of his Grievance being not redressed by the IGR Cell within the period of two months.
  - (c) If the Forum is satisfied that the Grievance is not in respect of the same subject matter that has been settled by the Forum in any previous proceedings; and

# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



(d) If a representation by the consumer, in respect of the same Grievance, is not pending in any proceedings before any court, tribunal or arbitrator or any other authority, or a decree or award or a final order has not already been passed by any such court, tribunal, arbitrator or authority.

4. The grievances falling in the following category are not in the jurisdiction of the Forum:

- (a) Unauthorized use of electricity as provided under section 126 of the Electricity Act 2003;
- (b) Offences and penalties as provided under sections 135 to 139 of the Electricity Act 2003;
- (c) Accident in the distribution, supply or use of electricity as provided under section 161 of the Electricity Act 2003; and
- (d) Recovery of arrears where the bill amount is not disputed.

5. The Forum may reject the Grievance at any stage after giving an opportunity of being heard if it appears to it that the Grievance is:

- (a) Frivolous, vexatious, malafide;
- (b) without any sufficient cause;
- (c) there is no prima facie loss or damage or inconvenience caused to the consumer;

6. Consumers are requested to go through the various provisions of the

- a) Maharashtra Electricity Regulation Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2006
- b) Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other conditions of supply) Regulations, 2005
- c) Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014
- d) The Electricity Act, 2003

7. Service Standards:

The following is the stipulated service standards for restoration of power supply in the event of the following.

**MERC's Standards of Performance:**

a) Fuse blowing	4 hrs
b) Underground Cable faults	12 hrs
c) Distribution transformer failure	24 hrs
d) Restoration of power supply in case of burnt meter	24 hrs

# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



Commercial:

#	Description	MERC Standards
A	Reading of Consumer's meters	Once every 2 months
B	For change of name after receipt of Request along with complete supporting documents	Second Billing Cycle
C	Reduction in Contract demand / Sanctioned demand	Second Billing Cycle
D	Change of Tariff Category	Second Billing Cycle
E	Payment of final dues to the consumer from date of receipt of application for closure of account	30 days
F	Reconnection of Power Supply to a consumer who has been disconnected for less than six months	24 hours

# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



## SCHEDULE-A

### APPLICATION TO CONSUMER GRIEVANCE REDRESSAL FRUM (CGRF) (REDRESSAL OF GRIEVANCE)

Date \_\_\_\_\_

1. NAME OF THE CLIENT: \_\_\_\_\_

2. CONTRACT ACCOUNT NO.: \_\_\_\_\_

3. DETAILS OF THE GRIEVANCE,  
(If space is not sufficient please enclose separate sheet)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. NATURE OF RELIEF SOUGHT FROM THE FORUM

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Please enclose any proof to support claim, if any)

5. LIST OF DOCUMENTS ENCLOSED

\_\_\_\_\_

(Please enclose copies of any relevant documents which support the facts giving rise to the Grievance, if any)

6. DECLARATION

(a) I/ We , the consumer /s herein declare that:

(i) the information furnished herein above is true and correct; and

(ii) I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

(b) The present Grievance has been intimated to the Distribution Licensee in the form and manner and within the time frame prescribed by the Distribution Licensee and I/ We am/are not satisfied by the

# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



remedy provided by the Distribution Licensee or no remedy was provided within a period of two (2) months from the date of original intimation.

(c) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

(d) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.

(e) The subject matter of my / our Grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator .

Yours faithfully

(Signature)

(Consumer's name in block letter)

**NOMINATION** – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt. \_\_\_\_\_, who is not an Advocate and whose address is \_\_\_\_\_

\_\_\_\_\_ as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

Contact No. \_\_\_\_\_

Email ID. : \_\_\_\_\_

ACCEPTED

(Signature of Representative)

(Signature of Consumer)



# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



## Schedule B REPRESENTATION BEFORE ELECTRICITY OMBUDSMAN

No. \_\_\_\_\_ of year \_\_\_\_\_

Date \_\_\_\_\_

**(TO BE FILLED UP BY OFFICE)**

To  
The Electricity Ombudsman  
(Address)

Dear Sir,

*SUB: please make a mention of the order of the Forum from which a representation to the Electricity Ombudsman is being made*

Details of the Grievance are as under:

1. NAME OF THE CONSUMER \_\_\_\_\_
2. FULL ADDRESS OF THE CONSUMER \_\_\_\_\_  
PIN CODE \_\_\_\_\_  
PHONE NO. \_\_\_\_\_  
FAX NO \_\_\_\_\_  
EMAIL ID \_\_\_\_\_
3. NAME AND FULL ADDRESS OF THE DISTRIBUTION LICENSEE, PIN CODE, PHONE NO. / FAX NO. \_\_\_\_\_
4. NAME AND FULL ADDRESS OF THE FORUM, PIN CODE, PHONE NO. / FAX NO. \_\_\_\_\_
5. PARTICULARS OF CONNECTION AND CONSUMER NO.  
*(Please state nature of connection)*  
\_\_\_\_\_
6. DATE OF SUBMISSION OF GRIEVANCE BY THE CONSUMER TO THE FORUM \_\_\_\_\_  
*(Please enclose three copies of the Grievance)*
7. SUBJECT MATTER OF THE REPRESENTATION \_\_\_\_\_
8. DETAILS OF THE REPRESENTATION, FACTS GIVING RISE TO THE REPRESENTATION  
*(If space is not sufficient please enclose separate sheet)*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



9. Whether the consumer has received the final decision of the Forum ?  
*(If yes, please enclose three copies of the Forum's order conveying its final decision)*
10. NATURE OF RELIEF SOUGHT FROM THE ELECTRICITY OMBUDSMAN  
*( Please enclose three copies of documentary proof, if any, in support of your claim)*
11. NATURE AND EXTENT OF MONETARY LOSS, IF ANY, CLAIMED BY THE CONSUMER (IF ANY) BY WAY OF COMPENSATION  
Rs \_\_\_\_\_  
*(Please enclose documentary proof, if any, to show that such loss is actual loss caused as a direct consequence of alleged act, omission or commission of the Distribution Licensee)*
12. LIST OF DOCUMENTS ENCLOSED  
*(Please enclose three copies of all the documents which support the facts giving rise to the Representation)*
13. DECLARATION  
(a) I/ We, the consumer /s herein declare that:
- (i) the information furnished herein above is true and correct; and
- (ii) I/ We have not concealed or misrepresented any fact stated in hereinabove and the documents submitted herewith.
- (b) The subject matter of my / our representation has never been brought before the Office of the Electricity Ombudsman by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/our knowledge.
- (c) The subject matter of my / our representation has not been settled through the Office of the Electricity Ombudsman in any previous proceedings.
- (d) The subject matter of the present representation has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully  
(Signature)  
(Consumer's name in block letter)

# Gigaplex Electricity Distribution Licensee

Division of Gigaplex Estate Pvt. Ltd.



**NOMINATION** – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Electricity Ombudsman or to the Office of the Electricity Ombudsman, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt.....  
who is not an Advocate and whose address is .....  
..... as my/our REPRESENTATIVE in the  
proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding  
on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)