

THE BRIHANMUMBAI ELECTRIC SUPPLY & TRANSPORT UNDERTAKING

(OF THE BRIHANMUMBAI MAHANAGARPALIKA)

BEST BHAVAN, BEST MARG, POST BOX No 192.

MUMBAI-400 001

Phone : (022) 22799528

Email : dgmes@bestundertaking.com

Sub.: Qualification & experience for the position of the
“CHAIRPERSON OF CONSUMER GRIEVANCE REDRESSAL FORUM
of the BEST Undertaking”

1.0 Essential Qualification:

The position calls for the Chairperson of the Forum shall be a retired Senior Judicial Officer, or a retired Civil Servant not below the rank of a Collector, or a retired Principal of a reputed Engineering College, or a retired Professor of the Electrical Engineering Department of a reputed institute, or a retired Senior Electrical Engineer of the Government.” Provided that the Chairperson shall preferably have working knowledge of the vernacular language of the State of Maharashtra.

2.0 Duties and Responsibilities:

To consider the complaints / submissions received against the order of IGR Cell of the Licensee and to conduct the hearing and facilitate the satisfaction by the arguments, justifications & proof of the documents submitted by Distribution Licensee and Consumer and thereby passing a reasoned order in accordance with the Maharashtra Electricity Regulatory Commission, Consumer Grievance Redressal Forum & Electricity Ombudsman (MERC CGRF & EO) Regulations, 2006.

3.0 Remuneration:

The remuneration package for the position would be Rs. 40,000/- per month plus travelling allowance of Rs.2,000/- per month. Statutory Taxes will be deducted at source.

4.0 Tenure of Appointment & Age Limit:

The tenure of appointment shall be for a fixed term of three (3) years provided that the tenure may be extended by the Distribution Licensee for a further period not exceeding two (2) years subject to an overall age limit of sixty-seven (67) years.”

5.0 Application Procedure:

The application mentioning the subject matter on the top of the envelope should be addressed to the Deputy General Manager(ES), BEST Undertaking and forwarded to the Office address of CGRF, BEST as given below. The working hours of CGR Forum is 9.00 hrs to 17.00 hrs from Monday to Friday (except public holiday). The application must be received on or before close of the work on 30th August 2019.

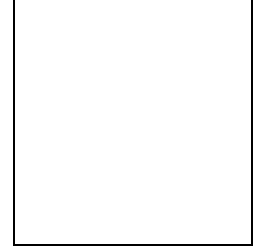
**Consumer Grievances Redressal Forum (CGRF),
BEST Undertaking,
Ground Floor, Multistoried Annex Building,
Accommodation Road, Colaba, Mumbai - 400 001.
Tel Nos: 022-22799528
Email ID:- decgrf@bestundertaking.com**

6.0 Selection Procedure:

- i) The application will be scrutinized and eligible candidates will be short listed for an interview.
 - ii) Prescribed qualifications are minimum and mere possession of the same does not entitle the candidate for selection.
 - iii) The details of interview schedule will be communicated to the short listed candidates.
 - iv) The short listed candidates will have to appear for Personal Interview at their own cost. Travelling expenses will not be reimbursed.
 - v) The decision of selection panel is final.
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Sub.: Application for the post of Chairperson, Consumer
Grievance Redressal Forum of BEST



1.0 Name of Department / Organization from where the candidate is
Retired / Voluntary Retired & the date of retirement.

2.0 Name in block letters: _____

Sex : Male Female

Date of Birth : _____

Age
(as on 06/01/2020) : _____ Years _____ Months

Father's Name: _____

Mother's Name: _____

3.0 Permanent Address : _____

_____ Pin Code

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4.0 Address for _____

Correspondence : _____

_____ Pin Code

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Telephone Nos with STD Code: (R) _____ (O) _____

e-mail address : _____

5.0 ACADEMIC RECORD

Name of the Graduate Degree/Post Graduate Programme with Duration & Name of the
Institution & Universities with year of passing _____

Discipline/ Specialization: _____

6.0 Assignment/Employment Record :

Name of Employer(s)	Period of Employment	Designation/ Post held	From To	Nature of Duties
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7.0 Write a paragraph on how your qualifications/experience etc, are relevant to the Proposed Assignment as Chairperson, CGRF (BEST)
(Please attach a separate sheet, if required)

Place : _____

Name: _____

Date : _____

Signature: _____

**TERMS AND CONDITIONS FOR APPOINTMENT OF CHAIRPERSON, CONSUMER
GRIEVANCE REDRESSAL FORUM**

- 1) The appointment as Chairperson of Consumer Grievance Redressal Forum of the BEST Undertaking is from the date of appointment for a initial period of three (3) years and may be extended thereafter depending upon performance and mutually agreed terms for a further period not exceeding two (2) years subject to an overall age limit of sixty-seven (67) years.
- 2) The remuneration package for the position would be Rs. 40,000/- per month plus travelling allowance of Rs.2,000/- per month. Statutory Taxes will be deducted at source.
- 3) The appointee will be governed by the provisions stipulated in the MERC (Consumers Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.
