

**THE BRIHANMUMBAI ELECTRIC SUPPLY & TRANSPORT UNDERTAKING**  
(OF THE BRIHANMUMBAI MAHANAGARPALIKA)

BEST BHAVAN, BEST MARG, POST BOX No 192.  
MUMBAI-400 001

Phone : (022) 22856262, Fax : (022) 22851244  
Email : [dgmest@bestundertaking.com](mailto:dgmest@bestundertaking.com)

**Sub.: Application for the post of Member, CGRF, Consumer  
Protection Organization (CPO), BEST**  
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BEST Undertaking has to appoint a new Member, CGRF (CPO) for its Consumer Grievance Redressal Forum as per the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations 2006, revised up to date. The office address of CGR Forum BEST is given below:-

**Dy. General Manager (Electric Supply)  
Consumer Grievances Redressal Forum (CGRF),  
Ground Floor, Multistoried Annexe Building,  
Accommodation Road,  
Colaba, Mumbai - 400 001.  
Tel Nos: 022-22856262, Ext: 528 / 535  
Email ID:- [decgrf@bestundertaking.com](mailto:decgrf@bestundertaking.com)**

The Office of CGR Forum is provided with secretarial support by BEST.

**2.0 Essential Qualification & Experience:**

Member, CGRF (CPO) of the Forum shall be a representative of a registered voluntary Consumer Protection Organization of the area viz. preferably within the Mumbai city and nearby jurisdiction, working preferably for at least five (5) years on matters concerning consumer grievances provided that the Member, CGRF(CPO) shall preferably have working knowledge of the vernacular language of the State of Maharashtra.

**3.0 Duties and Responsibilities:**

**3.1 To take part in the hearing proceedings of the CGRF, BEST.**

3.2 To take part and to put forth his / her views in writing while taking part in the discussions of the cases related to the hearings of the consumer grievances. To help Chairman, CGRF in deciding the passing of the order of CGRF, BEST, as per the MERC (CGRF & EO Regulations, 2006 revised up to date and Electricity Act, 2003).

3.3 To discharge such functions as Chairman, CGRF or MERC may direct or assign from time to time.

3.4 To enhance the knowledge on the consumer awareness by participating in training workshops.

#### 4.0 Honorarium & Terms and Conditions of Appointment:

4.1 The remuneration (Honorarium + T.A.) for the position would be Rs.20,000/- as honorarium plus Rs.2,000/- as T.A. per month. As per prevailing practice, income tax will be deducted at source & TDS certificate will be issued accordingly.

4.2 The maximum age limit for the candidate shall not exceed 64 years on the date of appointment. The tenure of appointment shall be initially for the period of 3 years and extendable thereafter upto 2 years depending upon performance & mutually agreed terms as well as concurrence from the MERC and subject to an overall age limit of 67 years.

4.3 The post of Member, CGRF (CPO) will be governed by the provisions stipulated in the MERC (CGRF & EO) Regulations, 2006, revised up to date.

4.4 The appointment of Member, CGRF (CPO) can be terminated by either party by giving 2 months notice.

#### 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 and forwarded to the Office address of CGRF, BEST as given above. The working hours of CGR Forum is 9.00 hrs to 17.00 hrs from Monday to Friday. The application must be received on or before close of the work on 18/04/2017.

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