

MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION
New Administrative Building, Left Wing, 1st Floor
Lower Lachumiere: Shillong - 793001

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NOTIFICATION

(28th August 2017)

No. MSERC/REG/CGRF&OMBUDSMAN/PREV/2017/04—The following draft of the Meghalaya State Electricity Regulatory Commission (Redressal of Consumers Grievances & Electricity Ombudsman) Regulations, 2017” which the Commission proposes to notify, in exercise of the powers conferred under sub-section (r) and (s) of section 181 read with clause (i) of section (1) of section 86 of the Electricity Act, 2003 and all powers enabling it in that behalf are hereby published as required under subsection (3) of section 181 and notice is hereby given that any person or persons who may be interested may send their objections, suggestion or comments to the Secretary of the Commission, New Administrative Building, Lower Lachumiere, Shillong within 30 days of issue of this notification in the Gazette of Meghalaya, for consideration by the Commission.

CHAPTER – 1
PRELIMINARY

1. Short title and Commencement

- 1.1 These Regulations shall be called the Meghalaya State Electricity Regulatory Commission (Redressal of Consumer Grievances& Electricity Ombudsman) Regulations, 2017.
- 1.2 These Regulations extend to the whole of the State of Meghalaya concurrent with the jurisdiction for the supply of electricity by the Distribution Licensee.
- 1.3 These Regulations shall come into force from the date of its publication in the official Gazette of Meghalaya.
- 1.4 These Regulations shall be construed harmoniously with the Standards of Performance of the Distribution Licensee and the Electricity Supply Code specified by the Commission under the provisions of clauses (x) and (za) of sub-section (2) of Section 181 of the Act. In case of any inconsistency with these regulations, the Standards of Performance of Distribution Licensee and the Electricity Supply Code shall prevail.

2. Definitions

- 2.1 In these Regulations, unless the context otherwise requires:
 - a) “Act” means the Electricity Act, 2003 (No 36 of 2003);
 - b) “Complainant” shall include:-

- (i) a consumer as defined under Clause 15 of Section 2 of the Act which shall include the legal heirs and successors;
 - (ii) occupier or user of the premises;
 - (iii) any voluntary consumer association registered under the Societies Registration Act, 1860 or under any law the time being in force till the Commission notify a procedure for recognition of associations, groups, firms or bodies corporate as registered consumer associations for the purpose of representation before the Commission;
 - (iv) the Central Government or the State Government – or any local authority ; and
 - (v) one or more consumers, representing a group of consumers having the same interest;
- c) “Complaint” means any grievance of the consumers in the area of supply of the Distribution Licensee relating to the supply of electricity or rendering of service of the Distribution Licensee and, without prejudice to the generality of the above the following:-
- (i) any unfair trade practiced or restricted trade practice adopted by the Distribution Licensee in providing electricity supply or service to the consumer;
 - (ii) the electricity supply or services hired or availed of or agreed to be hired or availed of by the Distribution Licensee suffering from any defect or deficiency in any respect;
 - (iii) the Distribution Licensee has charged or proposed to charge for the electricity services mentioned in the complaint, an amount in excess of the tariff or price as determined or approved by the Commission under the act;
 - (iv) electricity supply or services are being offered or allowed by the Distribution Licensee for conveyance or use in contravention of the provisions of any law in regard to standard and/or performance or safety or security for the time being in force; and
 - (v) electricity supply or services are being offered or allowed by the Distribution Licensee without complying with the provisions of law requiring the Distribution Licensee to display information in regard to the use of such supply or services.
- d) “Consumer” means any person who is supplied with electricity or who has applied for a connection for his own use for supply of electricity by a Distribution Licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the network of a Distribution Licensee, the Government or such other person, as the case may be; or whose electricity supply has been disconnected;

- e) “Consumer dispute” means a dispute where the person against whom a complaint has been made, denies or disputes the allegations contained in the complaint;
- f) “Distribution Licensee” means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- g) “Defect” means any fault, imperfection or shortcoming in the quality, quantity, purity or standard of service, including in the equipment or material which is required to be maintained by or under any law for the time being in force or under any contract, expressed or implied, or as is claimed by the Distribution Licensee in any manner whatsoever in relation to electricity service;
- h) “Deficiency” means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which is required to be maintained by/ under any law for the time being in force or has been undertaken to be performed by the Distribution Licensee in relation to electricity service or performance standard; include Interruption or failure of Power Supply, Voltage complaints, Metering Problems including Meter shifting, Charges/Payments (Billing Problems), Disconnection or Reconnection of Power supply, New Connections or Extensions and Reduction in Load, Notice of supply interruptions, violations of Electricity Supply Code, contravention of Act, Rules or Regulations made there under with no consumer interest.
- i) “Electricity Service” shall include supply, billing, metering and maintenance of electrical energy to the consumer and all other attendant sub-services;
- j) “Forum” means Consumer Grievances Redressal Forum’ i.e. the Forum for Redressal of Grievance of consumers to be constituted by each Distribution Licensee in terms of these Regulations;
- k) “Licensed Contractor” means an electrical contractor as defined in Regulation 29 of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulation, 2010;
- l) “Ombudsman” means an authority to be appointed or designated by the Commission under sub-section (6) of section 42 of the Act, to whom a representation may be made by any consumer aggrieved by non-redressal of grievances by the Forum.
- m) “Commission” means the Meghalaya Electricity Regulatory Commission Recognised under sub-section (1) of section 86 of the Act as the Commission.

2.2 All other expression used herein but not specifically defined herein but defined in the Act shall have the meaning assigned to them in the Act.

CHAPTER – II

NATURE OF COMPLAINTS AND DUTY OF THE DISTRIBUTION LICENSEE

3. Nature of Complaint and Its Registration

- 3.1 The Consumer complaints are to be classified, for convenience of handling, into the following categories :
- i. Interruption in power supply
 - ii. Voltage related complaints
 - iii. Load shedding / Un-scheduled outages
 - iv. Meter related complaints
 - v. Complaints related to billing, collection etc.
 - vi. Complaints related to disconnection and reconnection of power supply
 - vii. Complaints due to delay in new service connection or extension / reduction of Load
 - viii. Any other grievance under the MSERC (Electricity Supply Code) Regulations, 2012 and the MSERC (Standard of Performance) Regulations, 2012 and its subsequent amendments which are not covered by the above.
- 3.2 The Distribution Licensee shall maintain at each of the office of the Area Manager / Asstt Executive Engineer / Executive Engineer / Deputy General Manager (Distribution & Revenue) of the Distribution Licensee a register for registering the complaints received.
- 3.3 The Consumer complaints shall be duly registered under the above categories immediately on receipt of the same, and, in any case, within 2 hours of the receipt of the complaint. Level I and Level II of the Complaint Handling mechanism shall maintain records / registers in the formats specified in these Regulations and shall submit mandatory quarterly reports to the Consumer Grievance Redressal Forum.
- 3.4 The concerned officers of the Distribution Licensee shall deal with the complaint in the manner set out in Schedule 1 to these Regulations. The Distribution Licensee shall follow the implementation steps specified in Schedule 2.
- 3.5 In the event the grievance of the consumer is not redressed to the satisfaction of the consumer within the period specified in Schedule-I to these Regulations and the consumer does not accept in writing of such satisfactory resolution of the grievance, the officer concerned shall within 3 days forward the complaint together with his comments to the Forum.
- 3.6 The complainant may at any time after the expiry of the period specified in Schedule 2 approach the Forum for redressal of the grievance of the consumer.
- 3.7 The Distribution Licensee and its officers, agents and representatives, in dealing with the consumer complaints, shall be guided by the following:

- i. the provisions of the Electricity Act, 2003 and the rules and regulations framed there under;
- ii. the Standard of Performance for the Distribution Licensee including those as laid down in the Electricity Supply Code, Complaint Handling Procedures, the License terms and conditions and any other order or directions, of the Commission shall have to be duly complied with and fulfilled;
- iii. the Distribution Licensee is a public utility service and the consumer who is paying for the service is entitled to receive quality and prompt service;
- iv. the resolution of complaint is done promptly and in any case, within the timeline prescribed as per Schedule I;
- v. the resolution of the complaint satisfactorily will preserve and enhance the relationship between the licensee and the consumer;
- vi. the intention should be to encourage amicable resolution of disputes without formal legal representation or reliance on legal procedures;
- vii. the complaints are to be taken up and decided on first come first serve basis without showing undue preference to any other person; and
- viii. proper and accurate records of the complaints received, action taken and the satisfaction level of the consumer concerned are duly maintained.

3.8 COMPLAINT REGISTRATION AT LEVEL - I and LEVEL – II

3.8.1 A consumer can approach the concerned officer at Level I and Level II depending on the nature of complaint as specified in tables below (Details in Schedule – I of these Regulations).

- 1) **Interruption in Power Supply (Fuse-off calls, Line breakdown / transformer failure, etc.)**
- 2) **Voltage Related Complaints**
- 3) **Load Shedding / Un-Scheduled Outages**
- 4) **Meter Related Complaints**
- 5) **Delay in Providing New Connection Including Enhancement or Reduction of Load.**
- 6) **Electricity Bill Related Complaints**
- 7) **Disconnection & Reconnection of Power Supply**

Table – A

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT / HT consumers	Fault Control Centre / Area Manager /Assistant Executive Engineer / Dy General Manager/ Executive Engineer (Distribution & Revenue)	General Manager/ CEO / Superintending Engineer

- 3.8.2 The concerned officers at Level I and Level II shall maintain records of all complaints received, action taken and the satisfaction level of the consumers.
- 3.8.3 If the consumer is aggrieved by the Distribution Licensee's action or omission at Level I / Level II, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum of his grievance.
- 3.8.4 A consumer may also approach the CGRF directly if he so desires, in case Level I and Level II functionaries of the Distribution Licensee have failed to take action within the prescribed period.
- 3.9. The Distribution Licensee shall declare, at such time that this Regulation comes into force, one fixed day for every month as "Consumer Complaint Redressal Day" and give wide publicity to it, so that aggrieved consumers can discuss their complaints with the concerned officers of the Distribution Licensee on that day and get them resolved as far as possible.

CHAPTER – III

FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

4. Constitution of the Consumer Grievance Redressal Forum (CGRF)

- 4.1. The Distribution Licensee shall continue with the existing CGRFs constituted as per the MSERC (Redressal of Consumer Grievance & Electricity Ombudsman) Regulation 2017, for a period, as may be decided by the commission. The CGRFs shall be reconstituted in accordance with these Regulations in due course as may be directed by the Commission from time to time.
- 4.2. Forum is to be constituted with approval of the Commission by the Distribution Licensee. The Forum shall consist of three members including the Chairperson, who shall meet the following criteria:
- (a) The Chairperson of the Forum shall be a retired person having at least 20 years experience in legal / judicial profession; or a retired civil servant not below the rank of Joint Secretary of the State Government; or a retired Principal of a recognised Engineering college; or a retired Member of Faculty of the Electrical Engineering Department of a recognised Engineering College having at least 20 years of service.
 - (b) One member to be designated as Technical Member shall be a person from the Distribution Licensee who
 - i. Holds a BE / B.Tech / Equivalent degree in Electrical / Mechanical Engineering
 - ii. Has at least 18 years experience in electricity distribution.
 - iii. Has held a post not below the rank of an Additional Chief Engineer.
 - (c) One member shall be a representative of a Consumer Association / Non-Governmental Organisation actively engaged in protecting the interests of electricity consumers, or a representative from the members of the State

Advisory Committee constituted under section 87 of the Act, to be nominated by the Distribution Licensee.

Provided that a person proposed for appointment as member under sub-clause (4.2)(c), should not have been in service of the Distribution Licensee within the last 2 years of such proposal being submitted.

- 4.3. The Chairperson of the Forum along with any one of the members shall form the Quorum for a meeting of the Forum.

Provided that where the Chairperson is absent from a sitting of the Forum, he / she may authorise the member, who fulfils the eligibility criteria of sub-clause (4.2)(c) to chair such sitting.

- 4.4. The Distribution Licensee may with prior approval of the Commission substitute a member of the Forum with another person as per the composition and qualification provided in sub-clause (4.2) above, after following due process of law, if in the opinion of the Distribution Licensee such substitution is necessary for proper discharge of the functions of the forum and redressal of grievance of the consumers.

- 4.5. The Distribution Licensee shall ensure that the post of a member in the Forum is not kept vacant for a period exceeding 60 days.

- 4.6. Provided that when vacancy arises for the post of Chairperson, the member who fulfils the eligibility criteria in sub-clause (4.2) (c) above, shall function as the Chairperson-in-Charge for the period of such vacancy.

- 4.7. Every member of the Forum shall hold office for a term of three years from the date of entry into the office.

Provided that no Chairperson or Member shall hold office after he attains the age of sixty five years.

- 4.8. (1) No person shall be appointed and/or be entitled to continue as a member if he stands disqualified on account of his/ her:

- (a) having been adjudged an insolvent;
- (b) having been convicted of an offence which, in the opinion of the Distribution Licensee, involves moral turpitude;
- (c) having become physically or mentally incapable of acting as such member;
- (d) having acquired such financial or other interest as is likely to affect prejudicially his functions as a member;
- (e) having so abused his position as to render his continuance in office prejudicial to public interest; or
- (f) having been guilty of proven misbehaviour;

- (2) An existing member shall be liable to be removed from his office on account of any of the aforesaid disqualifications arising or being discovered after following due process of law.

- 4.9. The pay, allowances or sitting fees of the members or the staff, as the case may be, shall be fixed with prior approval of the Commission and the expenditures thereon borne by the licensee.

In addition to the above, the Chairperson and Members shall be entitled to conveyance allowance of 10% of their remuneration per month for attending the official duties of the Forum.

Provided that the Remuneration and the other terms of office of the members shall not be varied to the disadvantage of the member after his appointment.

- 4.10. The Chairperson and Members of the Forum shall be entitled to allowance for travel jointly as a Forum, for official purposes outside the headquarters, as per the terms and conditions applicable to officers not below the rank of Superintending Engineer of the Distribution Licensee.
- 4.11. The office space, secretarial support and other facilities required by members of the Forum shall be provided by the Distribution Licensee.
- 4.12. The Distribution Licensee shall initially provide the following staff on establishment of the Forum;
 - a) Office Assistant – 1
 - b) Peon– 1

The requirement of the Staff may be reviewed periodically in consultation with the Forum.

The staff so provided while continuing to be employees of the Distribution Licensee, shall work under the administrative control of the Chairperson of the Forum for the duration in the Forum.

- 4.13. Chairperson of the Forum may allocate duties accordingly, including the duty of receiving the petitions and issuing acknowledgements for the same to the complainants. The salaries and allowances payable to, and other terms and conditions of service of the staff required to assist the Forum in the discharge of its functions shall be as determined by the Distribution Licensee.
- 4.14. The Distribution Licensee shall meet the expenditure of the Forum including the establishment and staff required to assist the Forum in the discharge of the functions under these Regulations.
- 4.15. An annual budget for the Forum shall be prepared by the Distribution Company in consultation with the Forum.
- 4.16. All costs prudently incurred by the Distribution Licensee on the establishment and running of the Forum, to the extent reasonable and justifiable, shall be allowed in the determination of tariff of the Distribution Licensee in accordance with the relevant Regulations of the Commission.
- 4.17. The Forum shall receive the complaints forwarded or filed with the Forum in any format so long such complaint is in writing. The Forum may, however, seek information and details from the complainant in Form 5 as appended to these Regulations. The Forum shall also facilitate easy registration of complaints by consumers by notifying an official e-mail address. The Distribution Licensee shall maintain a regular office of the Forum at a location as may be decided by the Distribution Licensee so as to provide convenient access to consumers. In order to expedite disposal of grievances, the Chairperson of the Forum may also hold

sittings at such places within its area of jurisdiction as may be considered necessary and proper by the Forum.

Notwithstanding the above, the Forum shall not entertain any representation which is subject matter of existing or proposed proceedings before the commission or before any other authority including under part X, XI, XII, XIV and XV of the Act.

- 4.18. The Forum shall decide the Complaint expeditiously and shall communicate its decision to the Complainant within a period not exceeding 30 days of the receipt of the Complaint by the Forum. The Forum shall give the reasons in support of its decisions.
- 4.19. The timings and holidays of the office of the Forum shall be the same as that of the Distribution Licensee.
- 4.20. The Distribution Licensee shall give publicity of the constitution and existence of the Forum in the bills raised for the supply of electricity to the consumers and also in such other manner as the Commission may, from time to time, notify. The names / designation of the Members of the Forum and the address, e-mail, fax and phone numbers of the Forum shall be displayed at all the offices of the Distribution Licensee where complaints are liable to be registered and shall also be duly publicised including in the website of the Distribution Licensee.
- 4.21. The Forum shall maintain true and correct records of all Complaints received by the Forum from time to time and make available such records for inspection of the Members of the Commission or an officer authorised by the Commission. Such records shall also be opened for inspection by the consumers and others who are complainants as defined in these Regulations. Wherever required by the complainants, the Forum shall provide in writing information of the present status of the Complaint relating to them.
- 4.22. The Distribution Licensee shall establish a link in its website within a period as may be decided in consultation with the Commission facilitating a consumer to digitally lodge a complaint and track the status of the complaint. There shall also be an in-built provision for forwarding an auto e-mail to the complainant whenever the complaint lodged through the website is redressed by the Distribution Licensee.

CHAPTER – IV

OMBUDSMAN

(5) Electricity Ombudsman

- 5.1. The Commission shall appoint or designate a person of ability, integrity and standing having experience of not less than twenty years in administration, law or electrical engineering to be the Electricity Ombudsman for the purpose of these regulations.
- 5.2. The Ombudsman shall not be above the age of sixty five years on the date of appointment and shall hold office for a period of three years.
- 5.3. A fixed remuneration of rupees twenty thousand per month will be paid to a person appointed as Electricity Ombudsman.
- 5.4. The Commission will provide necessary office support to the Ombudsman.
- 5.5. All expenditure relating to the Ombudsman and his establishment shall be borne by the Commission.

(6) Powers of Ombudsman:

- 6.1. The Ombudsman may receive and consider all representations filed by the complainant for non-redressal of the grievance by the Forum under Sub-section (5) of Section 42 of the Act.
- 6.2. Notwithstanding the above, the Ombudsman shall not entertain any representation in regard to matters which are subject of existing or proposed proceedings before the Commission or before any other authority including matters under Part X, XI, XII, XIV and XV of the Act.
- 6.3. The Ombudsman shall in the first instance act as conciliator in matters which are the subject matter of representation filed.
- 6.4. Subject to the provisions of the Act and these Regulations the Ombudsman's decision whether the complaint is fit and proper for being considered by it or not, shall be final.
- 6.5. The Ombudsman shall adopt a procedure ensuring transparency and due compliance of the principles of natural justice and due process of law.
- 6.6. The Ombudsman shall dispose of a complaint fairly and equitably.
- 6.7. Notwithstanding anything contained in this regulation of Ombudsman may suo moto take up any matter which is a subject of general grievance by consumers relating to supply of electricity in any area in the State.

(7) Appeal to Ombudsman:

- 7.1. Any consumer if aggrieved by the non-redressal of the grievance by the Forum, may make a representation to the Ombudsman within thirty days from the date of the decision of the Forum or within thirty days from the date of the expiry of the period within which the Forum was required to take decision and communicate the same to the Complainant.

Provided that the Ombudsman may entertain an appeal after the expiry of the said period of thirty days if the Ombudsman is satisfied that there was sufficient cause for not filing it within that period

- 7.2. The Ombudsman shall decide the representation, after providing the Complainant and the Distribution Licensee an opportunity of being heard.
- 7.3. (a) For the purpose of carrying out the functions, the Ombudsman may require the Distribution Licensee or any of the officials, representatives or agents of the Distribution Licensee including the Forum to furnish documents, books, information, data and details as may be required to decide the representation.
(b) The Distribution Licensee and others mentioned above shall duly comply with such requirements of the Ombudsman.
- 7.4. (a) The Ombudsman shall decide the representation finally within three months from the date of the receipt of the Representation of the Complainant.
(b) In the event the Representation is not decided within three months the Ombudsman shall record the reasons there for including the cost to be paid by the Distribution Licensee, if the inability to decide within the time as specified is attributable to the Distribution Licensee.
(c) In case the delay is for reasons attributable to the Complainant the Ombudsman may reject the Representation.
- 7.5. The Distribution Licensee shall duly comply with and implement the decision of the Ombudsman.

(8) Recommendations made by the Ombudsman:

- 8.1. When a complaint is settled, through conciliation of the Ombudsman, the Ombudsman shall make a recommendation which he thinks fair in the circumstances of the case. The copies of the recommendation shall be sent to the Consumer and the Distribution Licensee.
- 8.2. The Consumer and the Distribution Licensee shall both send a communication in writing within 15 days of the date of receipt of the recommendation confirming their acceptance, or otherwise, of the recommendations made by the Ombudsman in full and final settlement of the complaint made.
- 8.3. On the receipt of the unconditional acceptance by both the consumer and the Distribution Licensee, the office of the Ombudsman shall duly record the same and dispose the representation.

(9) Award:

Where the complaint is not settled by agreement under Regulations 7, the Ombudsman shall hear the parties and pass a speaking award with detailed reasoning thereon. Such decision on the representation should be made within three months from the date of receipt of non-acceptance of the recommendation.

- 9.1. An Award shall be in writing and shall state the nature of the reliefs including monetary compensation, if any, to which the Complainant is entitled to as per the award.
- 9.2. A copy of the award shall be sent to the Consumer and the Distribution Licensee concerned.
- 9.3. The Consumer shall furnish to the Distribution Licensee within a period of one month from the date of receipt of the award or within such period the Ombudsman may allow for reasons to be recorded, a letter of acceptance that the award is in full and final settlement of his claim and complaint made.

9.4. The Distribution Licensee shall comply with the award within 15 days of the receipt of the acceptance letter under Clause (4) and it shall intimate the compliance to the Ombudsman.

Provided that if the Distribution Licensee did not implement the order of the Ombudsman within the time period specified, the affected consumer may approach the Ombudsman who may ask the licensee the reason for non-implementation of the order, and may pass any other further orders as considered appropriate.

(10) Consequences of Non-Acceptance of Award:

If the Consumer does not intimate the acceptance under Clause (4) of Section – 8 above, the Distribution Licensee shall not be required to implement the award.

(11) Powers to Remove Difficulties:

11.1. If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may, by general or special order, direct the Distribution Licensee, the Forum and the Ombudsman to take suitable action, not being inconsistent with the Electricity Act, 2003, which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

11.2. The licensee may make an application to the Commission and seek suitable orders to remove any difficulties that may arise in the establishment of the Forum as per these Regulations or otherwise in the implementation of the Regulations.

(12) Issue of Orders and Practice Directions:

Subject to the provision of the Electricity Act, 2003, the Commission may from time to time issue orders and practice directions for the effective implementation of these Regulations.

(13) Power to Amend:

The Commission may, at any time add, vary, alter, modify or amend any provision of these regulations.

(14) Submissions of Reports to the Commission:

14.1. The Forum and the Ombudsman each shall submit a quarterly status report on the number of complaints received, redressed and pending, etc within 10 days of the end of the quarter, to the Commission.

14.2. The Forum and the Ombudsman each shall also furnish to the Commission, by 30th April every year, a report containing a general review of the activities of their offices during the preceding financial year and shall also furnish such additional information as the Commission may require.

(15) Repeal and Savings:

15.1. The MSERC (Redressal of Consumer Grievances) Regulations, 2007 and MSERC (Redressal of Consumer Grievances), (Amendment) Regulations 2011 are hereby repealed and replaced with these Regulations.

15.2. Notwithstanding such repeal, anything done or any action taken under the said Guidelines shall be deemed to have been done or taken under the corresponding provisions of these Regulations.

(J.B Poon)

Secretary

Meghalaya State Electricity Regulatory Commission

SCHEDULE - I

COMPLAINT RESOLUTION PROCEDURE AND TIME LIMITS FOR DIFFERENT CATEGORIES (See Regulations under Chapter – II)

(1) Interruption in power supply (Fuse-off call, Line breakdowns, Transformer failure, etc.)

- 1.1. In case of interruption of power supply for LT / HT consumers, the complaint shall be registered with the Fault control / complaint Centre of the Distribution Licensee along with name, address, consumer number, and a brief description of the complaint. The consumer complaints will be registered by the Area Manager/ Assistant Executive Engineer / Deputy General Manager / Executive Engineer of the Distribution Licensee.
- 1.2. The complaint may be made by telephone or personally and the concerned officer of the Distribution Licensee shall ensure prompt response and action. The official immediately on receiving the complaint shall register it and issue a Complaint Number. The Distribution Licensee shall also introduce Provisions for e-mail, mobile applications and website link for lodging complaints by the consumers.
- 1.3. The Table 1A below outlines the normal time limit for resolution of complaints:
- 1.4. Adherence of time limit for rendering the services under various nature of complaint mentioned below is subject to the condition that Distribution Licensee is not prevented from doing so due to extraordinary situations like cyclone, flood, storm or any such occurrences not attributable to the Licensee.

Table 1A

S.No	Type of Service	Time Limit for Rendering the Service
1.	Fuse-off /Fault Calls: Cities/Towns Rural Areas	6hours 24 hours
2.	Line / Cable Breakdowns: Cities/Towns Rural Areas	i) Where replacement of pole is not required : 24 Hrs. ii) Where replacement of pole is required : 48 Hrs. i) Where replacement of pole is not required: 24 Hrs. ii) Where replacement of pole is required : 72 Hrs.
3.	Street Lights: (a). Rectification of line fault (b). Replacement of defective units	24 hours 2 days (subject to the materials to be made available by the concerned authorities)
4.	Replacement of failed / damaged Distribution Transformer: Cities/Towns Rural Areas	1day 5 days
5.	Replacement of damaged service line: (a). In case of damage to service wire due to consumer's fault (b). In case of damage to service wire on account of normal wear and tear or reasons not attributable to the consumer (service wire to be supplied by the Board / Licensee free of cost)	3 days from the date of Purchase of service wire by the consumer. 3 days from the date of receipt of complaint.

Procedure for resolution of complaint

1.5. In case of non-resolution or unsatisfactory resolution of the complaint at Level I, officers mentioned in Para 1.1 above, the consumer may take his/her complaint to the

officer at Level II mentioned in Table 1B below. Immediately on receipt of any complaint the officer shall not only take action to ensure restoration of supply on the same day, he will also investigate the reason of delay in providing service at level 1. Table 1B presents the procedure for lodging the complaints

TABLE – 1B

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT / HT consumers	Fault Control Centre / Complaint Booth /Area Manager / Assistant Executive Engineers / Deputy General Manager/ Executive Engineer	General Manager/ CEO / Superintending Engineer

(2) Voltage related complaints

- 2.1. In case of low / high or erratic voltage condition for LT / HT consumers, the complaint shall be registered with the Fault control / complaint Centre of the Distribution Licensee along with name, address, consumer number, and a brief description of the complaint. The consumer complaints will be registered by the Area Manager/ Assistant Executive Engineer / Deputy General Manager / Executive Engineer of the Distribution Licensee.
- 2.2. The complaint may be made by telephone, by post or personally and the Distribution Licensee shall ensure prompt response and action. The official receiving the complaint shall register it in Form 1 and issue a Complaint Number. For postal complaints, the receipt shall be dispatched by the next working day.
- 2.3. The Table 2A below outlines the time limit for resolution of complaints:

TABLE -2A

S.No.	Type of Service	Time Limit for Rendering the Service
	In case high voltage is reported by consumer: Cities / Towns Rural Areas	6 hrs. 24hrs
2.	In other cases: (a). If no materials is involved and only maintenance of line is required. Cities/ Towns Rural Areas (b). In case of low voltage and augmentation of system is required (For line & transformer):	1 day 7 days 90 days (Applicable only when the transmission voltage is within the prescribed limit)

Procedure for resolution of complaint

- 2.4. In case the problem is local in nature, that problem shall be resolved within 1 day in case of cities / towns and 7 days in case of rural areas. In case of need for augmentation of the distribution line, transformer capacity or installation of capacitor, the timeframe for resolution shall be 90 days; the consumer shall be informed of the same in writing by the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer.
- 2.5. In case of non-resolution, or unsatisfactory resolution of the complaint at Level 1, the consumer may take his complaint to the next higher level officer (Level 2) as mentioned in the Table 2B below in form 2. The officer shall take immediate action on the same and shall inform the consumers about the reasons of delay and the time required to solve the problem. The officer shall provide this information to the consumer, in writing, within 7 days of receipt of complaint.

TABLE-2B

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT / HT consumers	Fault Control Centre / Complaint Booth / Area Manager / Assistant Executive Engineers / Deputy General Manager/ Executive Engineer	General Manager/ CEO / Superintending Engineer

(3) Load shedding / Un-scheduled outage

- 3.1. In case of load shedding / un-scheduled power cuts exceeding 12 hours of duration in a day or power cuts exceeds 25 hours in a week, the consumer may lodge a complaint with the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer of the Distribution Licensee. The consumer's complaint shall be recorded by the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer.
- 3.2. The complaint may be made by telephone, by post or personally for which a Complaint Number shall be provided. For postal complaints, the receipt shall be dispatched by the next working day. The concerned officer of the Distribution Licensee shall ensure prompt response and action and also ensure non-recurrence.
- 3.3. For scheduled power cuts, the consumers must be intimated at least 24 hours in advance through the print media, public address, electronic media and/or through telephone. The timing for the scheduled power cut must also be displayed on the Notice Board of the Distribution Sub-divisions and the Fault Control Centre for the information of the consumer.
- 3.4. The duration of scheduled power cut must never exceed 12 hours, and supply should normally be restored before sun set.
- 3.5. The licensee should submit its plan of scheduled regular outages to the Commission for information and approval.

3.6. Load shedding/scheduled outage/ Un-scheduled outage: Arising out of forced outage of transmission/ distribution line and due to system contingencies may have to continue beyond sun set in a day under exceptional circumstances.

Procedure for resolution of complaint

3.7. In case of non-resolution or unsatisfactory resolution of complaints the consumer may lodge a complaint with the officer at Level 2 as mentioned in the Table 3 below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within 24 hours of receipt of complaint and take steps to correct the situation

TABLE - 3

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT / HT consumers	Fault Control Centre / Complaint Booth / Area Manager / Assistant Executive Engineer / Deputy General Manager/ Executive Engineer	General Manager/ CEO / Superintending Engineer

(4) Meter related complaints

4.1. If the consumer suspects that his meter is faulty, he may register his complaint with the Junior Engineer / Assistant Executive Engineer / Executive Engineer under Revenue Sub-division / Division in case of LT / HT connection. The complaint may be made over the telephone, by post or in person. The officer receiving the complaint must immediately issue a Complaint Number. For postal complaints, the receipt shall be dispatched by the next working day.

4.2. On receipt of the complaint, the initial inspection shall be done within 7 days of receiving the complain in Cities / Towns and 15 days of receiving the complaint in Rural Areas. The meter inspection shall be carried out on chargeable basis. The amount shall be payable by the consumer. If the meter is found to be defective, the Distribution Licensee shall immediately undertake replacement as per time limit in Table 4A.

4.3. If on inspection, the Distribution Licensee finds that the meter is not defective and a replacement is not required, but the consumer is not satisfied with the finding, he may pay Meter Testing Charge and have the meter tested in the MeECL/Licensee laboratory in his presence. Alternately, the Distribution Licensee may install a check-meter in the consumer premises to check its accuracy.

4.4. The Table 4A below also provides the time limit for replacement of burnt meters. However, during inspection if it is found that the burning is a result of tampering of the meter or attached equipment, or if the seal is found broken, action will be taken against the consumer as per rules.

TABLE-4A

S. No.	Type of Service	Time Limit for Rendering the Service
1.	<p>LT Consumers:</p> <p>(a) Preliminary checking of meter on receipt of consumer complaint Cities/ Towns Rural Areas</p> <p>(b) Replacement of Stopped/ Defective meters Cities / Towns Rural Areas</p>	<p>7 days. 15 days</p> <p>7 days 21 days</p>
2.	<p>Replacement of Burnt meters:</p> <p align="center"><u>Cities / Towns:</u></p> <p>(i) Where the burnt meter is not attributable due to tampering by the consumers</p> <p>(ii) Where the cost of the meter is recoverable from the consumer, written notice is to be given immediately but not later than 7 days of receipt of complaint.</p> <p>(iii) Where the consumer is required to supply the metering equipment.</p> <p align="center"><u>Rural Areas :</u></p> <p>(i) Where the burnt meter is not attributable due to tampering by the consumers</p> <p>(ii) Where the cost of the meter is recoverable from the consumer, written notice is to be given immediately but not later than 7 days of receipt of complaint.</p> <p>(iii) Where the consumer is required to supply the metering equipment.</p>	<p>7 days</p> <p>15 days after the receipt of payment.</p> <p>15 days after supply of metering equipment.</p> <p>15 days</p> <p>30 days after the receipt of payment.</p> <p>30 days after supply of metering equipment.</p>
3.	<p>H.T. Consumers: (Cities / Towns / Rural Areas)</p> <p>(i) Replacement of stopped/defective meter or related equipments</p> <p>(ii) Where the cost of the meter is recoverable from the consumer, written notice is to be given immediately but not later than 7 days of receipt of complaint</p> <p>(iii) Where the consumer is required to supply the meter/equipment</p>	<p>7 days after receipt of complaint (Subject to availability of equipment/ material. If procurement of meter is required, the meter should be arranged and installed within a period of 30 days)</p> <p>15 days after the receipt of payment (Subject to availability of equipment/ material. If procurement of meter is required, the meter should be arranged and installed within a period of 30 days)</p> <p>30 days after delivery of metering equipment to Board/ Licensee's office.</p>

Procedure for resolution of complaint

- 4.5. In case of non-resolution or unsatisfactory resolution of complaints within the timeframe mentioned above, the consumer may lodge a complaint with the Level 2 Officer mentioned in Table 4B below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 10 days.

TABLE 4B

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT/HT consumers	Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

(5) Electricity bill related complaints

Incorrect Bill:

- 5.1. In case of errors or any other complaints in the bill, the consumer may register his complaint in Form 1 with Junior Engineer (Revenue) / Assistant Executive Engineer (Revenue) / Executive Engineer (Revenue) for both LT / HT connection. The complaints may be made over the telephone, in person, or by post. For all complaints a Complaint Number with date of receipt of complaint will be issued and in case of postal complaints, the receipt shall be issued by the next working day.
- 5.2. The time limit for resolution of above complaints is provided in Table 5A. In such cases where an inspection of the meter is not required, the time limit presented in the Table 5A below shall apply.

TABLE-5A

Type of Service	Time Limit for Rendering the Service
(i). In case any additional information is not required to be collected	Immediately (On the spot)
(ii) In case any additional information is required to be collected: Cities / Towns Rural Areas	1 day 7 days

The check readings taken during redressal of bill related complaints and replacement of meter should be posted correctly in the Meter-Reading card.

The same procedure shall be applicable for the cases of conversion of categories.

5.3. Non receipt / delayed receipt of bill

The Distribution Licensee shall intimate the consumers of the due date on which he will receive his energy bill and also the due date for payment of his bills. This will normally

be the due date for all billing cycles for that consumer. In case the due date falls on a holiday in any month, the next working day shall be the due date for that month.

- 5.4. In case of non-receipt or delayed receipt of bill, the Consumer shall take the following steps:

In case of non-receipt of bill within the due date (of receipt of bill) or 15 days of reading of meter, the consumer may contact the bill issuing office to collect the duplicate bill and arrange payment before the due date of payment. In the event of non receipt of the bill the responsibility of the Licensee and the consumers are summarized as below:

Responsibility of the consumer	Responsibility of the licensee
In case of non-receipt of bill within the due date (of receipt of bill) or 15 days of reading of meter, the consumer may contact the bill issuing office to collect the duplicate bill and arrange payment before the due date of payment.	The licensee shall issue a duplicate bill promptly, free of charge. The licensee shall investigate the cause of non-receipt of bill and take suitable steps to ensure that the consumer receives his electricity bills regularly thereafter.

- 5.5. Those consumers who repeatedly experience non receipt or delayed receipt of bills, may register their complaint for the non-receipt/delayed receipt in Form 1 with Junior Engineer (Revenue) / Assistant Executive Engineer (Revenue) / Executive Engineer (Revenue) for both LT / HT connection. Normally such complaints may be made only after outstanding dues are cleared.
- 5.6. The complaints may be made over the telephone, in person, or by post. For all complaints a Complaint Number will be issued and in case of postal complaints, the receipt shall be issued by the next working day.

Procedure for resolution of complaint

- 5.7. In case of non-resolution or unsatisfactory resolution of complaints within the time limit mentioned above, the consumer may lodge a complaint with the Level 2 officers mentioned in Table 5B below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 7 days.

TABLE – 5B

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT / HT consumers	Junior Engineer /Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

(6) Disconnection and Reconnection of Power supply

- 6.1. When a consumer fails in payment of any bill in full, without the approval of the authorized officer, by the due date, the service connection of the consumer will be liable to be disconnected on temporary basis as per section 56 of the Electricity Act 2003 (36 of 2003). Before disconnection of a consumer’s installation, the licensee would serve a separate notice of 15(fifteen) clear days. Effort should be made that

before disconnecting a domestic connection; an adult member of the family should be informed. If the proof of payment of dues is produced to the satisfaction of the Licensee's employee deputed for the purpose, the supply shall not be disconnected.

- 6.2. Consumers who suffer disconnections will have the right to appeal for reconnection as per procedure provided in this document.
- 6.3. In case of a disconnection being justified, the security deposit of the consumer will be adjusted to the extent of the consumer's arrear. In case it is found by the Ombudsman that the disconnection is unjustified, the Licensee may be penalized and compensation may be awarded to the consumer.
- 6.4. Reconnection will be done within the time limit mentioned below as per Table 6A on receipt of due payment:

TABLE-6A

Type of Service	Time Limit for Rendering the Service
Reconnection after payment	
Cities / Towns	24 hours
Rural Areas	48 hours

Procedure for restoration of power supply

- 6.5. In cases of incorrect disconnection and delays in reconnection, the consumer may lodge a complaint in Form 1 with the office (Level 1) of the Utility mentioned in the Table 6B below. Complaint may be registered over telephone or in person. In case of non-redressal or unsatisfactory redressal of complaints the consumer may approach the higher office (Level 2) as mentioned in the Table 6B by registering his complaints. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 24 hours.

TABLE 6B

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT / HT consumers	Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

(7) Delay in providing new connection including enhancement or reduction of load

- 7.1. All applications for new LT connections shall be received by the Junior Engineer / Assistant Executive Engineer (Revenue). The Executive Engineer (Revenue) shall receive all applications for the new HT connections and change of load. The application forms shall be available at the offices of the Distribution Licensee or on the website of the licensee.
- 7.2. The timeframe for activities to provide new connection including inspection of premises, information of charges to be paid and execution of the work after payment is provided in the table 7A below.

	(iii) Release of connection after receipt of estimated charges (a). If no extension work is involved (b). If extension work is involved	10 days 90 days
3	Extra High Tension Connection: (Cities / Towns / Rural Areas) (i) Informing feasibility after receipt of the application (ii) Issue of demand note of estimate charges after issue of notice of feasibility (iii) Release of connection after receipt of estimate charges	10 working days 30 working days 150 days (Since it will involve extension of line)

7.5 In all cases when the Licensee completes the extension work and is ready to give supply, the Licensee shall serve a notice on the consumer to take power supply within 30 (thirty) days. If the consumer fails to make arrangements to receive power supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter the consumer shall be liable to pay any charges due as per the agreement. In the cases where the consumer is informed about non-feasibility of any of his requisitions the Licensee, the Customer may approach the Commission for necessary direction.

Procedure for resolution of complaint

7.6 In case action is not taken by the utility as per the time limit provided in the table above, the applicant may lodge a complaint in Form 1 with the office (Level 1) mentioned below in Table 7B. Complaints may be lodge over telephone or in person. If still no action is taken within 7 (seven) working days, the applicant may lodge hid complaint with higher office (Level 2) as mentioned below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 7 (seven) days.

Table 7B

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT / HT consumers	Junior Engineer /Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

7.7 In case the Licensee delays in serving new connection (at variance from table 7A) he is liable to pay penalty to the consumer as per the decision of the Commission.

(8) Shifting of Meters / LT Service Lines / Overhead Lines on Consumers’ request

8.1. All applications for shifting of Meters / LT Service Lines / Overhead Lines shall be received by the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer of the Distribution Licensee. The applications shall be registered along with names, address, consumer number, email id and phone number.

- 8.2. The Consumer can bring the application personally or he / she can send it by post and the Distribution License shall ensure prompt response and action. The official receiving the application shall register it in Form 1 and issue a duplicate copy of the receipt to the consumer. For application sent by post, the receipt shall be dispatched by next working day.
- 8.3. The timeframe for activities to be under taken by the Licensee including inspection of premises, information of charges to be paid and execution of the work after payment is provided in the table 8A below.

TABLE 8A

1.	<p>Shifting of Meters / LT Service Lines:</p> <p>(i) Inspection of the premises of the Consumer: Cities / Towns Within 3 days Rural Areas Within 7 days</p> <p>(ii) Issue of demand note to the applicant for payment of estimated charges: Cities / Towns Within 7 days Rural Areas Within 10 days</p> <p>(iii) Commencement and completion of work from the date of payment of the charges and necessary clearances: Cities / Towns 7 days Rural Areas 10 days</p>	
2.	<p>Overhead Lines: (Cities / Towns / Rural Areas)</p> <p>(i) Informing feasibility after receipt of the application 7 working days</p> <p>(ii) Issue of demand note of estimated charges (after issue of notice of feasibility) 30 working days</p> <p>(iii) Commencement and completion of work after receipt of estimated charges Cities / Towns 30 days Rural Areas 90 days</p>	

Procedure for resolution of application

- 8.4. In case of non-resolution or unsatisfactory resolution on the application within the timeframe mentioned above, the consumer may lodge a complaint with the Level 2 Officer mentioned in Table 8B below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 30 days.

TABLE 8B

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT/ HT Consumers	Area Manager / Assistant Executive Engineer / Deputy General manager / Executive Engineer	General Manager / CEO / Superintending Engineer

(9) Providing temporary Supply of Power

- 9.1. All applications for providing temporary Power Supply shall be received by the Junior Engineer / Assistant Executive Engineer/ Executive Engineer (Revenue) of the Distribution Licensee.
- 9.2. The Applicant can bring the application along with Test Report personally and the Distribution License shall examine the technical feasibility of the connection and ensure prompt response and action. If the connection is found to be technically not feasible, the Licensee shall intimate the applicant within 3 days.
- 9.3. If there are unpaid dues on the premises, temporary connection can be refused till the dues are cleared. Temporary connection shall be granted for a period upto 3 (three) months at a time which can be further extended. However, grant of temporary connection does not in anyway create a right for favour of the applicant for claiming a permanent connection
- 9.4. The timeframe for activities to provide the Temporary supply of Power to the premises of the applicant is shown in Table 9A below.

TABLE 9A

1.	<p>Temporary power supply connection:</p> <p>(i). Notice for inspection after the application is found to be technically feasible</p> <p style="text-align: right;">Cities / Towns Rural Areas</p> <p>(ii) Inspection after sending the notice:</p> <p style="text-align: right;">Cities / Towns Rural Areas</p> <p>(iii) Load sanction and Issue of demand note to the applicant for payment of estimated charges:</p> <p style="text-align: right;">Cities / Towns Rural Areas</p> <p>(iv). The applicant shall make payment in accordance with the demand note within 2 days failing which the sanction shall stand lapsed.</p> <p>(v) Commencement of supply:</p> <p>(a). After payment of necessary charges (the connection shall be given from existing network only)</p> <p style="text-align: right;">Cities / Towns Rural Areas</p>	<p>3 working days 7 working days</p> <p>3 working days 7 working days</p> <p>3 working days 7 working days</p> <p>7 days 10 days</p>
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Procedure for resolution of application

In case of non-resolution or unsatisfactory resolution on the application within the timeframe mentioned above, the consumer may lodge a complaint with the Level 2 Officer mentioned in Table 9B below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 10 days.

TABLE 9B

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT Consumers	Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

(10) Disconnection of Power Supply on Consumers’ request

- 10.1 All applications for Disconnection of Power Supply shall be received by the Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue) of the Distribution Licensee.
- 10.2. The Consumer can bring the application personally or he / she can send it by post and the Distribution License shall ensure prompt response and action. The official receiving the application shall register it in Form 1 and issue a duplicate copy of the receipt to the consumer. For application sent by post, the receipt shall be dispatched by next working day.
- 10.3. If there are unpaid dues on the premises, disconnection can be refused till the dues are cleared. Thereafter, “No Dues certificate” shall be issued by the Licensee to the applicant.
- 10.4. The timeframe for disconnection of power supply to the premises of the applicant is shown in Table 10A.

TABLE-10A

Type of Service	Time Limit for Rendering the Service
Disconnection after observing all formalities:	
Cities / Towns	24 hours
Rural Areas	48 hours

Procedure for resolution of application

In case of non-resolution or unsatisfactory resolution on the application within the timeframe mentioned above, the consumer may lodge a complaint with the Level 2 Officer mentioned in Table 10B below. The office, after investigating the case, shall intimate the consumer, in

writing, the reason of delay, within the next working day and take steps to correct the situation in the next 10 days.

TABLE 10B

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT / HT Consumers	Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

(11) Other complaints

11.1. In case of complaints of a nature other than those covered above, for example complaint/ Information on electricity theft, wastage of energy, misbehaviour by Distribution Licensee personnel, irregular entry into consumer’s premises by Distribution Licensee employees etc., those may be registered with the office of the Area Manager / Assistant Executive Engineer / Executive Engineer (Distribution & Revenue) / Deputy General Manager. The complaint may be made by telephone, by post or personally for which a Complaint Number shall be provided. For postal complaints, the receipt shall be dispatched by the next working day. The concerned officer of the Distribution Licensee shall ensure prompt response and action and also ensure non-recurrence.

11.2. The time limit for resolution of such a complaint would normally not exceed 15(Fifteen) days and a written reply shall be made along with resolution of the complaint.

IMPLEMENTATION STEPS

To ensure that these Regulations is put in place and action taken accordingly, the following steps will be taken by the Distribution Licensee:

(1) Consumer Grievance Register:

All information regarding complaints received at the respective office and their redressal shall be maintained in a “Consumer Grievance Register’ in the specified format at all Distribution Sub-divisions, Division Offices, Circle Offices and Chief Engineer’s Office for both Distribution and Revenue matters and in the office of the Forum.

(2) Monthly Report:

The higher officers shall review the above “Consumer Grievance Register” fortnightly and records shall be maintained in a Monthly Report in specified format. The Inspecting Officer shall also review the above register of complaints and follow-up action from time to time. A synopsis of the format, represented circle wise, shall be posted on the websites of the Companies. The progress of the resolution of complaints by the Forum shall also be posted on the website of the licensee every month.

(3) Complaint Monitoring Cell:

There shall be a separate Complaint Monitoring Cell in the offices of the Executive Engineer, Deputy General Manager, Chief Executive Officer and Superintending Engineers. This Cell shall maintain the records of delay in providing service to consumers and monitor actions taken to redress complaints and take remedial action if necessary.

(4) Daily Report:

Information on the following parameters shall be reported to the Complaint Monitoring Cell in the office of the concerned Deputy General Manager and the Executive Engineers daily:

Number of problems of interruption of power / Fuse-off / Fault calls not attended to for more than 24 hours. This should be accompanied with a brief description of the issues involved.

Name of areas where load shedding / un- scheduled outage continued for more than 24 hours.

Number of cases where unauthorized entry into consumer's houses were reported

(5) Reasons for Non-Redressal of Complaints:

In case of failure by the notified officer to resolve the complaint to the satisfaction of the consumer within the specified time limit, he shall report the reasons for the failure to the Chief Executive Officers (CEO) / Superintending Engineers and Chief Engineer on a monthly basis.

(6) Availability of Forms / Rules:

The licensee will ensure the availability of the following items at all offices for the convenience of the consumers:

- a) Redressal of Consumers Grievances & Electricity Ombudsman Regulations
- b) Various forms for lodging of complaints.
- c) Application form for power supply.
- d) Priority list for new connections.
- e) Electricity Supply Code
- f) Schedule of Miscellaneous Charge.
- g) Consumer Rights Statement.
- h) Approved Performance Standards.
- i) Applicable electricity tariff and surcharges/duties.
- j) Display of the names, addresses and telephone numbers of officers on the notice boards.
- k) Display of the office timings for bill collection on the notice boards.
- l) Display of the time schedule of the power cuts on the notice board.
- m) Display of target time-period within which the different types of problems will be resolved by the licensee.

(7) Central Complaint Centre:

The Licensee shall establish Central Complaint Centre in due course where consumers should be able to lodge complaint through telephonic conversation or through the Internet. Licensee should make arrangements to acquire a single telephone number for the entire state where consumers can lodge complaint. The Central Complaint Centre will receive all the complaints of the licensee and will provide a token number to the

complainant. The Central Complaint Centre shall thereafter initiate steps to process the complaint. The licensee may implement this facility first of all in cities and thereafter extend the same facility to the rural areas.

(8) Infrastructure and Training:

The Distribution Licensee shall ensure that all adequate infrastructure is put in place, to handle the complaint redressal mechanism and to ensure that all time limit are adhered to. It shall be the responsibility of the Distribution Licensee to ensure that there are adequate phone lines to take all complaint calls, that the complaint desk is manned at all times, that adequate training on telephone and personal etiquette is undertaken, that all necessary forms / rules / procedures etc are available at all times and all other necessary steps are taken to ensure that consumers have a good experience in their interaction with the officers / staff.

Registration of Grievance
At Level 1

Grievance No. & Date

_____ (To be Provided by office)

Consumer No.: _____

a. Name and Address : _____

b. Contact No. / e-mail id of complainant : _____

c.

Types of Problems	Interruption	Load Shedding	Meter	Bill	Disconnection	New Connection	Others (Specify)
Please tick the problem applicable							

d. Brief Description of complaint: _____

e. Any other information: _____

f. Date & Time of Complaint: _____

Signature of Complainant

-----Tear form here -----

To be retained by consumer

Complainant No. & Date

_____ (To be provided by office)

Consumer No.: _____

1. Name and Address : _____

2. Brief Description of complaint: _____

3. Target Date & Time to resolve Complaint: _____

(To be provided by office)

Signature of Official receiving the application

Designation & Seal

(Please provide your complaint number and date in any future communication)

Grievance Registration at Level 2

Form – 2
Cost of form – Re 1/

Grievance No. & Date

(To be Provided by office)

Consumer No.: _____

1. Name and Address : _____

2. Contact No. / e-mail id of complainant : _____
3. Name of office (Level 1) where complaint was registered earlier _____

4. Brief Description of complaint: _____

5. Date & Time on which Complaint at Level 1 was registered: _____
6. Grievance No. (given by licensee at Level 1) : _____
7. Please attach copies of communication with Level 1 office (Optional):

8. Date & Time : _____ Signature of complainant

-----Tear form here -----

To be retained by consumer

Complainant No. & Date

(To be provided by office)

Consumer No.: _____

1. Name of consumer : _____
2. Brief Description of complaint: _____

Signature of Official receiving
the application

Designation & Seal

(Please quote your complaint number and date in future communication)

Serial No: _____

Form - 3

Name of office: _____
Place: _____

Date: _____ Time: _____ Complaint No:

Name of Complainant:

Phone No: _____

Type (s) of problem:

Complaint Forwarded to:

Details of redressal of Complaint:

Date: _____ Time: _____

Details: _____

Name of the official (s) who attended rectification:

Initial of AEE /Area Manager:

Remarks: _____

Monthly Report on Complaints Received

Serial No:

Form - 4

Sub-Division Office:

Type of Complaint (s):

Number of complaints at the beginning of the month	
Number of complaint received during the month	
Number of complaints that are resolved	
Number of complaints pending at the end of the month	
Number of complaints redressed within stipulated time	
Number of complaints not redressed within stipulated time	

Remarks (including reasons for non-redressal of complaints): _____

Signature & Seal of the Concerned
Officer

Area Manager	
Asst EE	
DGM / EE	

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

_____ (To be Provided by office)

Complaint No. (to be provided by CGRF) & Date.: _____

1. Name and Address : _____

2. Contact No. / e-mail id of complainant : _____

3. Name of office (Level II) where complaint was registered earlier _____

4. Brief Description of grievance (if space is not sufficient please enclose separate sheet): _____

5. Complaint No. & Date (given by Licensee at Level II):

6. Remedy provided by the officer at level II, if any. (If remedy has been provided, please enclose relevant communication from the Distribution Licensee):

7. Nature of relief sought from the Forum:

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

8. List of Documents enclosed (Please give copies of documents which supports the facts giving rise to grievance)

- | | |
|----|----|
| 1. | 4. |
| 2. | 5. |
| 3. | 6. |

9. DECLARATION

- a) I / We, the consumer (s) herein declare that:
 - i) The information furnished herein above is true to my/our knowledge and information derived from records which I/we believe to be true; and
 - ii) I /We have not concealed or misrepresented any fact stated herein above and the documents submitted herewith.
- b) The subject matter of the present grievance has never been submitted to the Forum by me/ or by any one of us earlier to the best of my / our knowledge.
- c) The subject matter of my /our grievance has not been settled through the Forum in any previous proceedings.
- d) The subject matter of my /our Grievance has not been decided by any competent authority/ Court/ Arbitrator in the past, and is not pending before any such authority / Court / Arbitrator.

Yours faithfully,

Date &Time : _____ (Full Signature of complainant)

----- Tear from here -----

To be retained by Consumer

Complaint No.& Date

(To be provided by office)

Consumer Number : _____

1. Name of consumer : _____

2. Brief description of complaint : _____

Signature of Official receiving the application

Designation & Seal

NOMINATION – (If the complainant 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/ Smti 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

(Full Signature of Representative)

(Full signature of Complainant)

Format for Annual Report by CGRF Meghalaya to the CommissionFinancial Year (FY):

Officials of CGRF:

Designation	Name	Phone No	Email Address
Chairperson			
Member			
Member			

Vacant Position (If any): _____

Period since when vacancy has arisen: _____

Disposal of Grievances by CGRF							
1	No. of Grievances outstanding at the close of the previous FY						
2	No. of Grievances received during the FY						
3	No. of Grievances disposed during the FY						
4	No. of Grievances pending at the close of the FY						
5	No. of Grievances pending which are older than one month						
6	No. of sittings of CGRFs in the FY						
7	Amount of compensation decided in favour of consumers, if any, during the FY						
8	Number of complaints received during the FY against the different categories						
	Billing related	Voltage related	Meter related	New Connection	Disconnection/ Reconnection	Supply related/ interruptions	Others (Specify)

Name, Signature & Seal

Chairman of CGRF

Format for Annual Report by Ombudsman Meghalaya to the Commission**Financial Year (FY):**

Details of Ombudsman			
Name of the Ombudsman	Office Address	Contact No.	E-mail

Disposal of Grievances by Ombudsman							
1	No. of Grievances outstanding at the close of the previous FY						
2	No. of Grievances received during the FY						
3	No. of Grievances disposed during the FY						
4	No. of Grievances pending at the close of the FY						
5	No. of Grievances pending which are older than three (3) month						
6	No. of sittings of Ombudsman in the FY						
7	Amount of compensation decided in favour of consumers, if any, during the FY						
8	Number of complaints received during the FY against the different categories						
	Billing related	Voltage related	Meter related	New Connection	Disconnection/ Reconnection	Supply failure/ interruptions	Others (Specify)

Signature& Seal of Ombudsman