



# THE ASSAM GAZETTE

অসাধাৰণ

EXTRAORDINARY

প্ৰাপ্ত কৰ্তৃত্বৰ দ্বাৰা প্ৰকাশিত

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GOVERNMENT OF ASSAM

ORDERS BY THE GOVERNOR

ASSAM ELECTRICITY REGULATORY COMMISSION

**NOTIFICATION**

The 10th October, 2022

## **Assam Electricity Regulatory Commission (Redressal of Consumer Grievances) Regulations, 2022.**

**No. AERC. 65/2003/PT-V/98.-** In exercise of powers conferred by Section 181(1) of the Electricity Act 2003 read with section 42 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling the Commission in this behalf and after previous publication, and in compliance of Rule 15 of Electricity (Rights of Consumers) Rules, 2020 notified by Govt. of India vide G.S.R 818(E) dated 31<sup>st</sup> December 2020, the Assam Electricity Regulatory Commission hereby makes the following Regulations, to amend and replace the Assam Electricity Regulatory Commission (Redressal of Consumer Grievances) Regulations, 2016 notified vide No. AERC. 65/2003/PT I/124 dated 29th November, 2016 and gazette notified on 8<sup>th</sup> December, 2016.

### **CHAPTER – I : PRELIMINARY**

#### **(1) Short Title and Commencement**

- 1.1 These Regulations shall be called the Assam Electricity Regulatory Commission (Redressal of Consumer Grievances) Regulations, 2022.
- 1.2 These Regulations shall extend to the whole State of Assam concurrent with the jurisdiction for 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 Government of Assam.
- 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.

## **Chapter II - Definitions**

2.1 In these Regulations, unless the context otherwise requires:

- a) "Act" means the Electricity Act, 2003 (No.36 of 2003);
- b) "Commission" means the Assam Electricity Regulatory Commission.
- c) "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 other law for 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;
- d) "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 by the Distribution Licensee and without prejudice to the generality of the above the following:
  - (i) any unfair trade practice or a restrictive 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 consumer from the Distribution Licensee suffer 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, amount in excess of the tariff or price 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.

- e) "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;
- f) "Consumer dispute" means a dispute where the person against whom a complaint has been made, denies or disputes the allegations contained in the complaint;
- g) "Distribution Licensee" means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- h) "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, express or implied, or as is claimed by the Distribution Licensee in any manner whatsoever in relation to electricity service;
- i) "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 Distribution Licensee in relation to electricity service or performance standard; including 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 in Load, Notice of supply interruptions, violations of Electricity Supply Code, contraventions of Act, Rules or Regulations made there under with regard to consumer interest.
- j) "Electricity Service" shall include supply, billing, metering and maintenance of electrical energy to the consumer and all other attendant sub-services;
- k) "Forum" means 'Consumer Grievance Redressal Forum' i.e. the Forum for Redressal of Grievance of Consumers to be constituted by each Distribution Licensee in terms of these Regulations;
- l) "Licensed Contractor" means an electrical contractor as defined in Regulation 29 of Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010;
- m) "Ombudsman" means an authority to be appointed or designated by the Commission under a separate Regulation issued for the purpose 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.
- n) "Prosumer" means a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply;

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

**CHAPTER – III : 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:
- a) Interruption in power supply
  - b) Voltage related complaints
  - c) Load shedding / scheduled outage
  - d) Meter related complaints
  - e) Complaints related to billing, collection etc.
  - f) Disconnection and reconnection of power supply
  - g) New service connection
  - h) Reduction or extension of Load
  - i) Others
  - j) Any other grievance under the AERC (Supply Code & Related Matters) Regulations, 2005 and the AERC (Distribution Licensee' Standards of Performance) Regulations, 2005 and its subsequent amendments which are not covered by the above.
- 3.2 Complaint received through different modes including SMS/ WhatsApp/ email/ written complaint/ website of the Distribution Company will be first attended by the operational level officer /person/ registration center/ call center identified by the Distribution licensee. It is expected that many of the complaints shall be attended in this first stage itself.
- 3.3 The first stage shall have a two-level complaint handling process. This is to enable the concerned operational level officers at the electrical Sub-divisions/Divisions and their immediate superior officers to settle the issues, which may arise on a day-to-day basis. If there is no settlement within the stipulated time, the matters should automatically be referred to the concerned District-level and then State-level Consumer Grievance Redressal Forum (CGRF). The complainant shall also have the right to approach the District-level and State-level CGRFs.
- 3.4 The officers/ persons etc. to be contacted by the consumer in the first stage and also the redressal forum shall comprise of persons to be appointed by the Distribution Licensee. Complaints not redressed at the first stage of redressal shall be taken up at the concerned District-level CGRF. If the grievance is not satisfactorily redressed at this level, the consumer shall have the option to approach the State-level CGRF. The State-level CGRF shall provide a focal point where the decisions will be taken on the Consumer Grievances without delay and in an objective manner. This is also to give an opportunity to the Distribution Licensee to satisfactorily settle the grievances of the consumer without the need for the consumer to approach the Ombudsman. In the event the Consumer is not satisfied with the redressal of the grievances by the State-

level Forum, he will be entitled to make a representation to the Ombudsman.

- 3.5 The Distribution Licensee shall give wide publicity of the name, designation, address and telephone No. of Officials-in-Charge at different stages of redressal for information of the consumer. This information is to be regularly updated in the website of the Distribution Licensee.

The rights of the consumer under these Regulations shall be without prejudice to his other rights.

- 3.6 Form 1, Form 2 and Form 5 are available as Annexure to these Regulations for registration of complaints at Level 1, Level 2 and CGRFs respectively.
- 3.7 The Consumer complaints shall be duly registered under the above categories 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.
- 3.8 The concerned officers of the Distribution Licensee shall deal with the complaint in the manner set out in Schedule 1 of these Regulations. The Distribution Licensee shall follow the implementation steps specified in Schedule 2.
- 3.9 In the event the grievance of the consumer is not redressed satisfactorily within the period specified in Schedule-I of 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 district-level forum.
- 3.10 The Distribution Licensee must strive hard to ensure quality power and good service. The responsibility of timely and satisfactory resolution of consumer complaints lies with the Distribution Licensee. However, if the consumers' complaints are not resolved to their satisfaction, the consumers will be free to approach the Electricity Ombudsman as per the Regulations.
- 3.11 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, the Electricity (Rights of Consumer) Rules, 2020 and other relevant rules and regulations framed thereunder;
  - ii. the Standards of Performance for the Distribution Licensee including as laid down in the Distribution Code, Electricity Supply Code, Complaint Handling Procedures, the License terms and conditions under any other order or directions, of the Commission;
  - iii. the resolution of complaint is done promptly as per Schedule I;
  - iv. the resolution of the complaint satisfactorily will preserve and enhance the relationship between the licensee and the consumer;

- v. the intention should be to encourage amicable resolution of disputes without formal legal representation or reliance on legal procedures;
- vi. the complaints are to be taken up and decided on first come first serve basis without showing undue preference to any person; and
- vii. Proper and accurate records of the complaints received, action taken and the satisfaction level of the consumer concerned are duly maintained.

3.12 The Distribution Licensee shall declare one day of a week 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 those resolved as far as possible.

The Distribution Licensee shall also take all necessary steps to give wide publicity to these ‘Redressal of Consumer Grievances’ Regulations through publication in newspapers, and through use of the electronic media. This information shall also be made available on their websites. Any changes / improvements will also be similarly publicized. The consumer should also be made aware of his rights and duties from time to time.

All necessary forms / rules related to complaints shall be stocked in sufficient quantities at the concerned offices of the licensee and shall be made available to the consumers as and when required at a prescribed fee. The forms shall be available free of cost and in editable mode when downloaded from the website.

3.13 The distribution licensee shall set up a mechanism for monitoring of the grievance redressal.

3.14 The licensee will send quarterly reports to the Ombudsman and to the Commission, in respect of consumer grievances related information showing the extent to which the time schedule has been followed in redressing the consumer grievances.

3.15 The performance of CGRF shall be monitored by the Commission.

### **3.16 COMPLAINT REGISTRATION AT LEVEL-I AND LEVEL-II**

3.16.1 A consumer can approach the concerned officer at Level I and Level II depending on consumer category and the nature of complaint . The Details are available in Schedule –I of these Regulations.

3.16.2 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.

## **CHAPTER – IV : FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

### **(4) Constitution of the Consumer Grievance Redressal Forum (CGRF):**

4.1 The distribution licensee shall establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the Act read with the Electricity (Rights of Consumers) Rules, 2020 at different levels to cater to the needs of the sub-divisions, divisions, circle, zone, company level in accordance with these Regulations.

4.2 Consumer Grievance Redressal at different levels shall be as under:

#### **A. LEVEL – I (Sub-divisional Level)**

The consumer can lodge complaint with the Sub-divisional Engineer (SDE)/Sub-Manager Revenue (SMR) of the sub-division who in turn will register the complain and resolve the grievance within the timeline specified in these Regulations.

#### **B. LEVEL – 2 (Divisional Level)**

If the grievance is not redressed at level-I within the stipulated timeline, the consumer can approach the Divisional Engineer (Assistant General Manager) of the concerned division.

#### **C. District Level Consumer Grievance Redressal Forums**

Consumers whose grievances were not redressed at Level -I and Level II may approach the concerned Consumer Grievance Redressal Forum (CGRF) at District level. The Licensee shall establish CGRFs at District levels with the following Members:

- a) The Deputy General Manager of the licensee shall be the Chairperson of the Forum at this level.
- b) An accounts officer/ finance personnel of the licensee.
- c) Representative from the consumers of the concerned District nominated by the licensee.
- d) Representative from the prosumers of the concerned District nominated by the licensee.
- e) One independent member from the area of jurisdiction of the forum, to be nominated by the Commission.
  - i) These CGRFs shall cater to needs of the consumers belonging to the electrical Sub-divisions/ Divisions/ Circles /Zones of the respective districts.

- ii) In cases, where the jurisdiction of a Circle includes two or more districts, then separate CGRFs for each district shall be constituted. However, the concerned DGM for the Circle shall act as Chairperson for each such district level CGRF.

**D. State Level/ Company Level CGRF**

- i) For consumers who did not get redressal of their grievances at district level, the Licensee shall establish Consumer Grievance Redressal Forum at State / Company level. The office of the State / Company level CGRF shall be in Guwahati and shall include the following Members:
    - a) The Chairperson of the Forum shall be a person of the rank of Chief General Manager of the licensee.
    - b) An accounts personnel of the licensee not below the rank of Deputy General Manager.
    - c) Representative from the consumers to be nominated by the licensee.
    - d) Representative from the prosumers to be nominated by the licensee.
    - e) One independent member to be nominated by the Commission.
- 4.3. The existing CGRFs under the Distribution Licensee shall be reconstituted in accordance with these Regulations, within a period of 3 months from the date of notification of these Regulations.
- 4.4. With the setting up of new Forums under these Regulations, the forums already created under AERC (Redressal of Consumer Grievances) Regulations, 2016 shall cease to exist, except for CGRF, Guwahati.
- CGRF, Guwahati shall continue to operate in accordance with the AERC (Redressal of Consumer Grievances) Regulations, 2016, in the same terms and conditions, until expiry of its term of three years. This CGRF shall be redesignated as the State-level CGRF until then.
- 4.5. The Forums shall be constituted by the Distribution Licensee with approval of the Commission.
- 4.6. The Convenor/ Member (Technical) of the existing forum shall be responsible for transferring the records, according to the complaint/ area of consumer, to the new forums within one month of the creation of new forums. Records of the existing forums will be transferred along with a comprehensive list of the cases with notice to the concerned parties regarding transfer of such cases.
- 4.7. On establishment of “new forums” under these Regulations, the Distribution Licensee and the Chairperson of the forum through notification in widely circulated local newspapers, on the notice boards and website of the Distribution Licensee shall inform the consumers regarding establishment of the particular new forum along with the following information:



- i. Name of new Forum, Date on which it has started functioning and the name of sub-division/ division/ circle/ zone/ company for which it is operating.
- ii. Address of the forum, with telephone nos. and e-mail address
- iii. Jurisdiction of the forum
- iv. Functions of the forum and
- v. Names of the Chairperson and the Members of the Forum

#### 4.8. Eligibility of Nominated Members

- 4.8.1 The consumer/ prosumer/ independent member referred to above shall not be in employment of the Distribution Licensee or any of its agencies, in any capacity, for a period preceding three years from the date of being appointed as member of the Forum.
- 4.8.2 Such member should have good antecedents and they should not have any outstanding dues of electricity/ cases pending with the licensee during the time of appointment.
- 4.8.3 It is desirable that the members of a CGRF are well conversant with the official languages of the State.
- 4.8.4 The Members nominated by distribution licensee shall be selected from the applications received against the advertisement subject to fulfilling the eligibility of such persons in their respective category.
- 4.8.5 In case of independent members to be nominated by the Commission for forums at District and State level, the distribution licensee shall forward the applications of three most suitable applicants to the Commission.
- 4.8.6 The Commission will select the member from the applications forwarded by the Licensee. In case of any dispute, it will be settled at Commission level.
- 4.8.7 The Commission shall notify the appointment of Independent Member.
- 4.8.8 In case of occurrence of vacancy in the post of a Nominated Member by reason of death, resignation, or removal, the vacancy shall be filled up within 90 days of the occurrence of vacancy as per the provisions in these Regulations.
- 4.8.9 In case of vacancy due to superannuation or end of tenure of such nominated Member, the Distribution Licensee shall start the process of selection at least three months before the date of occurrence of vacancy and shall complete the process prior to such superannuation or end of tenure.

**4.9. Other Conditions**

- 4.9.1 The Chairperson of the Forum along with any 2 nominated members shall form the Quorum for the meeting of the Forum.

Provided that where the Chairperson is absent from a sitting of the Forum, the other officer of the Licensee working as Member of the Forum shall be the Chairperson for such sitting.

- 4.9.2 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 grievances of the consumers.

- 4.9.3 The Distribution Licensee shall ensure that the post of a member in the Forum is not kept vacant for a period exceeding 90 days.

Provided that when vacancy arises for the post of Chairperson, the other officer of the licensee in the Forum, shall function as the Chairperson-in-Charge for the period of such vacancy. Every nominated member of the Forum shall hold office for a term of three years from the date of entry into the office.

Provided that no nominated Member shall hold office after he attains the age of seventy years.

Provided that a member of the Forum who is in employment of the Distribution Licensee upon his transfer shall cease to be member of the Forum and the Distribution Licensee shall designate another officer as member of the Forum who shall comply with the eligibility criteria set out in Regulation 4.2.

- 4.9.4 (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 proved 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".

4.9.5 The terms and conditions of service of a member of the Forum who is in employment of the Distribution Licensee shall be governed by the terms and conditions of his employment with such Distribution Licensee.

4.9.6 The nominated members of the District level Forums and State level Forum shall be entitled to a sitting fee of Rs 2000/- and Rs 3000/- respectively for every sitting of the Forum. This amount may be revised by the Commission in consultation with the Distribution Licensee from time to time.

4.9.7 In addition to the above, the nominated Members shall be entitled to conveyance allowance for attending the official duties of the Forum.

Provided further that the terms and conditions of service of a member of the Forum who is in the employment of the Distribution Licensee shall be governed by the terms and conditions of his employment with such Distribution Licensee.

4.9.8 The office space, secretarial support and other facilities required by members of the Forum shall be provided by the Distribution Licensee. The requirement of the Staff may be reviewed periodically in consultation with the Forum. The Staff so provided shall work under the administrative control of the Chairperson of the Forum for the duration in the Forum.

4.9.9 No staff member shall continue in office upon attaining the age of 65 years.

4.9.10 The Distribution Licensee shall meet the expenditure of the Forums including the establishment and staff required to assist the Forum in the discharge of the functions under these Regulations.

4.9.11 An annual budget for the Forum shall be prepared by the Distribution Company in consultation with the Forum.

4.9.12 All costs prudently incurred by the Distribution Licensee on establishment and running of the Forums, 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.

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

- 4.9.14 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.
- 4.9.15 The Forum shall decide the Complaints expeditiously and shall communicate its decision to the Complainant within a period not exceeding 30 days and, in any case, not exceeding forty-five days from the date of receipt of such grievance. The Forum shall give the reasons in support of its decisions.
- 4.9.16 The timings and holidays of the office of the Forum shall be the same as that of the Distribution Licensee.
- 4.9.17 The Distribution Licensee shall give publicity of the constitution and existence of the Forum including in the bills raised for the supply of electricity to the consumers and in such other manner as the Commission may from time to time notify. The names and designation of the Members of the Forum and the concerned officers of the Forum, the address, e-mail, facsimile and phone numbers of the Forum shall be displayed at all the offices of the Distribution Licensee and shall also be duly publicised including in the website of the Distribution Licensee.
- 4.9.18 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 open 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.
- 4.9.19 The Distribution Licensee shall establish a link in its website within six months from notification of these Regulations facilitating a consumer to 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 with complaint no. and day and time of complaint whenever a complaint is lodged through the website. An auto e-mail shall also be forwarded to the complainant whenever the complaint is redressed by the Distribution Licensee. The consumer aggrieved by the decision of the District Level Forum will have the option to approach the State/ Company level Forum before making an appeal to the Ombudsman.
- 4.9.20 A complaint handling procedure for the Forums shall be prescribed by the Distribution Licensee.

## **CHAPTER – IV : OMBUDSMAN**

### **(5) Appeal to Ombudsman:**

5.1 Any consumer if aggrieved by the non-redressal of the grievance by the State -level 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.

5.2 The Ombudsman shall decide the representation, after providing the Complainant and the Distribution Licensee an opportunity of being heard.

5.3 (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.

5.4 (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 is attributable to the Distribution Licensee.

(c) In case the delay is for reasons attributable to the Complainant the Ombudsman may reject the Representation.

5.5 The Distribution Licensee shall duly comply with and implement the decision of the Ombudsman.

### **(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 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.

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.

**(7) Recommendations made by the Ombudsman:**

- 7.1 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.
- 7.2 If the Consumer and the Distribution Licensee shall send a communication in writing within 15 days of the date of receipt of the recommendation confirming their acceptance of the recommendations made by the Ombudsman in full and final settlement of the complaint made.
- 7.3 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.

**(8) Award:**

- 8.1 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 the decision on the representation within three months from the date of receipt of non-acceptance of the recommendation.
- 8.2 An Award shall be in writing and shall state the nature of the reliefs including monetary compensation, if any, the Complainant is entitled to as per the award.
- 8.3 A copy of the award shall be sent to the Consumer and the Distribution Licensee concerned.
- 8.4 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.
- 8.5 The Distribution Licensee shall comply with the award within 15 days (or time extended by the Ombudsman) 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/ extended, the affected consumer may approach the Ombudsman and the Ombudsman may ask the licensee the reason for non implementation of the order.

(9) **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.

(10) **Powers to Remove Difficulties:**

10.1 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.

10.2 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.

(11) **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 to be followed.

(12) **Power to Amend:**

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

(13) **Submissions of Reports to the Commission:**

13.1 Each district level forum shall submit quarterly status report on the number of complaints received, redressed and pending, etc (as in form – A) within 5 days of the end of the quarter, to the State-level Forum. These reports must be electronically transferred to the State-level Forum in Word /Excel formats.

13.2 The State-level Forum shall compile these reports received and submit a comprehensive report along with a separate quarterly status report of its own office in Form-A to the Ombudsman as well to the Commission, in official e-mails respectively, within 12 days from the end of the quarter.

13.3 The State-level Forum shall also furnish to the Commission, an annual report in similar format, by 31<sup>st</sup> May every year, along with a general review of the activities of the offices of the District-level CGRFs and its own office during the preceding financial year.

13.4 The Ombudsman shall submit a quarterly status report on the number of complaints received, redressed and pending, etc (as in form - B) within 15 days of the end of the quarter, to the Commission.

13.5 The Ombudsman shall also submit to the Commission, an annual status report by 31<sup>st</sup> May every year regarding the preceding year, in similar format as in Form -B or as may be required by the Commission,

(14) **Repeal and Savings:**

14.1 The AERC (Redressal of Consumer Grievances), 2016 is hereby replaced with these Regulations.

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

**M. K. DEKA (RETD.),**  
Secretary,  
Assam Electricity Regulatory Commission.



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

- A.1 For LT and HT consumers, complaint shall be registered with the Call Center/ Central Complaint Center /e-mail/ Whatsapp/website /Officers of the Distribution Licensee as specified in the Table A along with name, address, consumer number, and a brief description of the complaint.

In case of non-resolution, the consumer may take his complaint to level 2 or he may directly approach the District - level CGRF, if he so desires.

- A.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 of e-mail, mobile app and website link for lodging complaints by the consumers.
- A.3 The Tables 1 to 9 below outline the normal time limit for resolution of complaints.
- A.4 Adherence of time limit for rendering the services under various nature of complaints mentioned below shall be subjected 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 -A**

<b>S. No.</b>	<b>Category of Consumers</b>	<b>Where to lodge complaint - Level I (Office of)</b>	<b>Next higher level for complaint – Level II (Office of)</b>
1	LT consumers	Call Centre / Complaint Booth/ Central complaint Centre / Junior Manager	Assistant Manager/ Deputy Manager / Manager /Assistant General Manager
2	HT consumers	Complaint Booth/ Central Complaint Centre/ Assistant Manager/ Deputy Manager	Manager / Assistant General Manager /Area Manager

- (1) **Interruption in Power Supply (Fuse-off calls, Line breakdowns, Transformer failure, etc.)**

**Table 1**

Sl. No.	Type of Service	Area	Time Limit for Rendering the Service
1.	Fuse off call	Urban Areas	4 (Four) hours
		Rural Areas	24 (Twenty-Four) hours
2	33kV/11kV/400 V Overhead line breakdown		
	(i) where replacement of pole is not required	Urban Areas	8 (Eight) hours
		Rural Areas	24 (Twenty-Four) hours
	(ii) where replacement of pole is required	Urban Areas	24 (Twenty-Four) hours
		Rural Areas	48 (Forty-Eight) hours
3.	Underground cable fault / Bus Riser fault	Urban Areas	24 (Twenty-Four) hours
		Rural Areas	48 (Forty-Eight) hours
4.	Replacement of failed distribution transformer	Urban Areas	24 (Twenty-Four) hours
		Rural Areas	72 (Seventy Two) hours
5.	Replacement of damaged service line		
	i. Replacement at consumer's cost (fault in consumer's installation)	Urban	24 (Twenty-Four) hours from deposit of applicable cost
		Rural	48 (Forty-Eight) hours from deposit of applicable cost
	ii. Replacement required at licensees' cost (normal wear & tear)	Urban/ Rural	48 (Forty-Eight) hours of receipt of complaint

**(2) Voltage Related Complaints**

2.1 In case of low / high or erratic voltage condition, the complaint may be registered at Level -I as specified in Table 2-B along with name, address, consumer number, and a brief description of the complaint.

2.2 The Table 2A below outlines the time limit for resolution of complaints:

**Table 2**

S. No.	Type of Service	Area	Time Limit for Rendering the Service
1.	In case high voltage is reported by consumer	Urban/ Rural	6 hrs.
2.	In other cases		
	(i) If no work is involved and only maintenance of line is required.	Urban Areas	48 hrs
		Rural Areas	72 hrs
	(ii) If augmentation of system is required	Urban/ Rural	120 days (Applicable only when the transmission voltage is within the prescribed limit)

(3)

**(3) Load Shedding /Scheduled Outage****Table 3**

Sl. No.	Type of Service	Area	Time Limit for Rendering the Service
1.	For scheduled outages	Urban / Rural Areas	Within 12 hours from the scheduled start of outage or restoration by 6 PM of the day, whichever is earlier.
2.	Cumulative interruptions to a consumer in a month	Urban Areas	72 hours
		Rural Areas	120 hours

- 3.1 In case of load shedding or scheduled power cuts exceeding 12 hours of duration in a day or power cuts exceeds 72 hours and 120 hours in a month in urban and rural areas respectively, the consumer may lodge a complaint as per Table 3.
- 3.2 For scheduled power cuts, the consumers must be intimated at least 24 hours in advance through the print media, electronic media and/or through SMS, etc. The timing for the scheduled power cut must also be displayed on the notice board of the Distribution Center and the Fuse-off Call Center for the information of the consumer.

- 3.3 Load shedding 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.

**(4) Meter Related Complaints**

**Table 4**

Sl. No.	Type of Service	Area	Time Limit for Rendering the Service
1.	Meter inspection in case of consumer complaint	Urban Areas	4 (Four) days
		Rural Areas	12 (Twelve) days
2.	Replacement of Defective/ Stopped /Burnt meter	Urban Areas	24 (Twenty Four) hours
		Rural Areas	72 (Seventy Two) hours

(5)

**(5) Electricity Bill Related Complaints**

**Table 5**

Sl. No.	Type of Service	Area	Time Limit for Rendering the Service
1	Regarding non receipt of bill or inadequate time for payment.	Urban /Rural Areas	Within 24 hours of receipt of complaint.
2	In case of other complaints.	Urban /Rural Areas	During subsequent billing cycle

**(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 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 6 on receipt of due payment:

**Table 6**

<b>Sl. No.</b>	<b>Type of Service</b>	<b>Area</b>	<b>Time Limit for Rendering the Service</b>
1.	Permanent disconnection and Refund of security deposit	Urban / Rural	7 days from the date of payment of final bill
2.	Reconnection of a consumer in case disconnection was done on account of non-payment of past dues, the licensee shall reconnect the consumer's installation after receipt of past dues and other charges as applicable.	Urban / Rural	6 (Six) hours

(7)

**(7) New Connection**

- 7.1 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 7 below.
- 7.2 Where the distance of the premises where service connection is required is more than 50.0 (fifty) meters away from the existing distribution main, such service connection shall be deemed as requiring the extension of distribution main.
- 7.3 Within the overall time limit allowed under the Act or fixed by the Commission, the recommended time limit given below for various types of services shall also apply to applications for change of connection point and change of establishment.

**Table 7**

Sl. No.	Type of Service	Area	Time Limit for Rendering the Service
(1)	Time period for provision of supply from the date of receipt of completed application and payment of charges:		
	- in case connection is to be from existing network without any augmentation	Urban Areas	15 (Fifteen) days
		Rural Areas	30 (Thirty) days
	- where extension of distributing mains	Urban/ Rural	2 (Two) months for LT & HT consumers and 6 (Six) months for EHT consumers.
	- augmentation/ installation of transformer capacity is required	Urban/ Rural	3 (Three) months for LT & HT consumers and 6 (Six) months for EHT consumers.
- where commissioning of new sub-station forming a part of the distribution system is required	Urban/ Rural	1 (One) year	
(2)	Temporary Connection (from the date of remittance of expenditure & advance charges, and provided there is no outstanding dues from the consumer applying for temporary connection)		
	- where supply can be provided from the existing network	Urban/ Rural	3 days
	- where supply can be provided after extension of service line or enhancement of capacity of transformer	Urban/ Rural	30 days for LT connection and 90 days for HT connection
<b>Note: Provided the above provisions are applicable only for residences and settlements which are constructed/established in accordance with the relevant laws of the land. The distribution licensee is not obliged to supply power to illegally constructed residences/ settlements.</b>			

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 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 by the Licensee, the Consumer may approach the Commission for necessary direction.

### (8) Change in Consumer Load

Sl. No.	Type of Service	Area	Time Limit for Rendering the Service
<b>i)</b>	<b>Enhancement of Connected Load / Contract Demand</b>		
a)	If no addition or alteration to the system including new/ alternate metering arrangement is required	Urban/ Rural	Within 7 days of receipt of payment of charges, if any and completion of formalities.
b)	If the system needs any alteration, addition/up gradation of system voltage		
	Conversion from LT single phase to LT three phase or vice-versa	Urban/ Rural	Within forty 45 (five) days from the date of payment of necessary charges by the consumer
	Conversion from LT to HT or vice-versa	Urban/ Rural	Within 60 (sixty) days from the date of payment of necessary charges by the consumer
	Conversion from HT to EHT or vice-versa	Urban/ Rural	Within 120 (one hundred and twenty) days from the date of payment of necessary charges by the consumer
<b>ii)</b>	<b>Reduction of Connected Load / Contract Demand</b>		Urban/ Rural
			Within 7 days or notice period for termination of agreement as specified in the agreement whichever is later from the date of receipt of application.

### (9) Other Complaints

Sl. No.	Type of Service	Area	Time Limit for Rendering the Service
1.	<b>Shifting of meter / Existing Connection</b>		
i)	Shifting of meter	Urban/ Rural	7 days from the date of payment of charges
ii)	Shifting of LT lines	Urban/ Rural	20 days from the date of

Sl. No.	Type of Service	Area	Time Limit for Rendering the Service
			payment of charges
iii)	Shifting of HT lines	Urban/ Rural	45 days from the date of payment of charges
iv)	Shifting of transformer	Urban/ Rural	45 days from the date of payment of charges
2.	Change in Consumer Category	Urban/ Rural	Within 7 days of payment of charges and other formalities
3.	Change in consumer's name and other details	Urban/ Rural	Within two billing cycles.

- 9.1 In case of complaints of a nature other than those covered above, for example complaint/ information on electricity theft, wastage of energy, misbehavior by Distribution Licensee personnel, irregular entry into consumer's premises by Distribution Licensee employees into consumer premises etc., those may be registered with the office of the Assistant Manager /Manager/ Assistant 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.
- 9.2 The time limit for resolution of such a complaint would normally not exceed 15 days and a written reply shall be made along with resolution of the complaint.

## 10. IMPLEMENTATION STEPS

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

- (1) For providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply, the distribution licensee shall establish a centralised 24x7 toll-free call centre within 3 months from the date of notification of these Regulations. 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.
- (2) A web-based portal shall be created within six (6) months of notification of these Regulations by the Distribution Licensee, whereby consumers can register their complaints electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers), which shall be integrated with the complaint handling system through the Centralised Call Centre.
- (3) The complaints registered through the portal/ Consumer Call Centre shall be



addressed in the following manner:

- (a) The Complainant can create their own logins (Portal users only) wherein they can lodge multiple complaints and keep a track of all individual complaints till the complaint is resolved;
- (b) All complaints received through the portal and call centre shall be automatically assigned/ sent to the respective Level, for speedy redressal within the time limits;
- (c) The portal shall have facilities for sms, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.
- (d) The respective officer shall be responsible to provide remedy on the complaint within the time frame stated above from the date of registering the complaint;
- (e) The concerned officer shall take necessary action on the complaint and update and/or close the same on the portal;
- (f) The Distribution Licensee shall design its own escalation index for non-resolution/non-closure of complaint depending on the time elapsed from the date of registering the complaint;
- (g) The Distribution Licensee shall automatically transfer the non-resolved cases to the respective district-level CGRFs;
- (h) The portal shall also have a feedback mechanism with a suggestion window wherein the consumers can register their feedback based on the service provided;

**(4) 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 Assistant General Manager/ Deputy General Manager on a monthly basis.

**(5) Power Outages**

The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the call center of the distribution licensee.

**(6) Services to senior citizens**

The distribution licensee shall provide all services such as application submission, payment of bills, etc., to senior citizens at their door-steps.

**(7) Availability of Forms / Rules:**

The licensee will ensure the availability of the following items at all offices and in downloadable form at the website of the licensee for convenience of the consumers:

- a) Regulations for Redressal of Consumer Grievance.
- b) Various forms for lodging of complaints.
- c) Application form for power supply.
- d) Seniority 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. A dashboard should also be created with regular monitoring at suitable place.
- m) Display of target time-period within which the different types of problems will be resolved by the licensee.

All forms are to be made available in the website of the Distribution Licensee and consumers may download the same free of cost.

**(8) Public Awareness**

- a) The distribution licensee shall publish the procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills.
- b) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service-related offices to bring awareness of consumer rights, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.

**(9) 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 limits 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.

**Form – 1**

Cost of Form – Rs 2/-

**Registration of Grievance**  
**At Level 1**

Complaint No. &amp; Date

(To be provided by office)

Consumer No. : \_\_\_\_\_

1. Name and address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Contact No. &amp; e-mail id of complainant: \_\_\_\_\_

3. Type of problem	Interruption	Voltage	Load Shedding	Meter	Bill	Disconnection	New Connection	Others
Please tick the type of problem applicable								

4. Brief description of complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_5. Any other information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Date &amp; Time of complaint: \_\_\_\_\_

Signature of complainant

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

**To be retained by consumer**

Complaint No. &amp; Date

(To be provided by office)

Consumer Number: \_\_\_\_\_

1. Name of consumer: \_\_\_\_\_

2. Brief description of complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_3. Target date & time to resolve complaint: \_\_\_\_\_  
(To be provided by office)Signature of staff receiving the  
application

Designation &amp; Seal

(Please provide your complaint number and date in future communications)

**Form – 2**

Cost of Form – Rs 2/-

**Grievance Registration at Level 2**

Complaint No.&amp; Date

\_\_\_\_\_  
(To be provided by office)

Consumer No. : \_\_\_\_\_

1. Name and address : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Contact No. &amp; e-mail id of complainant: \_\_\_\_\_

3. Name of office (Level 1) where complaint was registered earlier: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_4. Brief description of complaint : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Date &amp; time on which complaint at Level 1 office was registered : \_\_\_\_\_

6. Grievance no. (given by licensee at level 1) : \_\_\_\_\_

7. Please attach copies of communication with level 1 office (Optional):

8. Date &amp; Time : \_\_\_\_\_ Signature of complainant

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

**To be retained by Consumer**

Complaint No.&amp; Date

\_\_\_\_\_  
(To be provided by office)

Consumer Number : \_\_\_\_\_

1. Name of consumer : \_\_\_\_\_

2- Brief description of complaint : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of staff receiving the application

Designation &amp; Seal

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



**Form - 4**

Month: \_\_\_\_\_

**Monthly report on complaints received**

Sr No.	Sub-division office	Type of Complaint	Complaints at the beginning of the month (No)	No of complaints received during the month (No)	Complaints under column 4 that are resolved (No)	Complaints under column 5 that are resolved (No)	No 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)	
							More than 6 months	3 to 6 months	1 to 3 months	For 1 month	Total				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	

Signature of Concerned Officer  
Designation & Seal.

Form – 5

Cost of Form – Rs. 5/-

**APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE**

Complaint No. (to be provided by CGRF) &amp; Date. : \_\_\_\_\_

1. Name and address : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Contact No. &amp; e-mail id of complainant: \_\_\_\_\_

3. Name of office (Level-II / District-level CGRF (in case the complaint is made to State Level forum) 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/ District-Level CGRF):  
\_\_\_\_\_6. Remedy provided by the Officer at level II/ District-Level CGRF, 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 proof to support claim, if any)

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



**Form A****Format for submission of Quarterly /Annual Reports by CGRFs****Financial Year (FY):**

<b><u>Details of CGRF</u></b>				
<b>CGRF</b>				
<b>Sl.No.</b>	<b>Name of CGRF</b>	<b>Details of the concerned officials for each CGRF</b>		
		<b>Name</b>	<b>Designation</b>	<b>Ph. No. &amp; e-mail</b>
			Chairperson	
			Member (T)	
			Member (C)	
			Member (P)	
			Member (N)	

  

<b>CGRF</b>		
<b>S.No.</b>	<b>Vacant Position(if any)</b>	<b>Period since when vacancy has arisen</b>

<b><u>Disposal of Grievances by CGRF</u></b>							
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	No. of grievances disposed in favour of consumers during the FY.						
9	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

Name &amp; Signature of Convenor, CGRF

Designation &amp; Seal.

**Form -B****Format for submission of Quarterly/Annual Report by Ombudsman to the Commission****Financial Year (FY):**

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

Details of Ombudsman Vacancies	
<b>Vacant Position</b> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Period since when vacancy has arisen</b> <b>Date: (MM/DD/YY)</b>

<b>Disposal of Grievances by Ombudsman</b>							
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) months						
6	No. of sittings of CGRFs in the FY						
7	Amount of compensation decided in favour of consumers, if any, during the FY						
8	No. of grievances disposed in favour of consumers during the FY.						
9	Number of complaints received during the FY against the different categories						
	Billing related	Voltage related	Meter related	New Connection	Disconnection/ Reconnection	Supply failures/ interruptions	Others

Signature of Concerned Officer  
Designation & Seal.