

NOTICE

Bhopal, Dated 12th April,2004

No.1003/MPERC/2004.In exercise of the powers under sub-sections (5) (6) and (7) of section 42 read with clauses {r} and {s} of sub-section (2) of section 181 of the Electricity Act 2003 (36 of 2003) and all powers enabling it in that behalf, Madhya Pradesh Electricity Regulatory Commission hereby makes the following Regulations providing for guidelines to the licensees in the State of Madhya Pradesh for setting up the Forum for redressal of grievances of the Consumers, for the appointment of Ombudsman by the Commission, for the representation to Ombudsman against non redressal of grievances and the time and manner of settlement of grievances by Ombudsman and for matters incidental and ancillary thereto.

MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) Regulations, 2004

CHAPTER 1: INTRODUCTION

The MPERC recognizes the urgency and need for enhancing the levels of service to the electricity consumers in the State of Madhya Pradesh. It accords high importance to the rights of the customers, and with the objective of safeguarding their interests, directs that the Licensee (utility) implement these ‘MPERC (Establishment of Forum and Electricity Ombudsman for Redressal of Grievances of the Consumers) Regulations, 2004’ to simplify the process for registration and resolution of complaints.

The MPERC shall review and modify these Regulations from time-to-time to ensure that the Licensees continuously focus on further improvement of consumer services. As the infrastructure of the utility improves, the MPERC shall also propose an incentive-penalty mechanism in future to ensure compliance and improved levels of service.

The Licensee must strive hard to ensure quality power and good service. The responsibility of timely and satisfactory resolution of consumer complaints lies with the Licensee.

It is also proposed that the concerned officers of the Licensee shall personally hear the consumer complaints every Tuesday, which shall be earmarked as the “Complaint Redressal Day”.

The Licensee shall take all necessary steps to give wide publicity to these Regulations through publication in newspapers, and through use of the electronic medium. These 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 all offices and shall be made available to the consumers.

CHAPTER 2: SHORT TITLE AND COMMENCEMENT

Short Title and Commencement

- 2.1 These Regulations may be called the Madhya Pradesh Electricity Regulatory Commission (Establishment of Forum and Electricity Ombudsman for Redressal of Grievances of the Consumers) Regulations, 2004.
- 2.2 These extend to the whole of the State of Madhya Pradesh concurrent with the jurisdiction for the supply of electricity by the distribution licensees.

- 2.3 These Regulations shall be applicable to the licensees in the territory of Madhya Pradesh in their respective licensed areas.
- 2.4 These shall come into force from the date of its publication in the official Gazette of Government of Madhya Pradesh.

Definition

2.5 In these regulations, unless the context otherwise requires:

- (a) "Act" means the Electricity Act, 2003 (No.36 of 2003);
- (b) "Appointed date" means 10th day of June, 2003 ;
- (c) "Chairperson" means the Chairperson of the Forum;
- (d) "Commission" means the Madhya Pradesh Electricity Regulatory Commission.
- (e) "Complainant" means—
 - (i) a consumer as defined under clause (15) of section 2 of the Act; or
 - (ii) an applicant for new connection; or
 - (iii) any registered consumer association; or
 - (iv) any unregistered association of consumers, where the consumers have similar interest; or
 - (v) in case of death of a consumer, his legal heirs or representatives;
- (f) "complaint" means any representation in writing made by a complainant in regards to the consumer complaints enumerated in Annexure 1 (Nature of complaint)—
- (g) "consumer dispute" means a dispute where the person against whom a complaint has been made, denies or disputes the allegations contained in the complaint;
- (h) "distribution licensee " means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- (i) "defect" means any fault, imperfection or shortcoming in the quality, quantity, purity or standard of service, 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;
- (j) In particular and without prejudice to the generality of the term the "Electricity Service" means supply, billing, metering & maintenance of electrical energy to the consumer and all other related services, etc;

- (k) “Forum” means ‘Forum For Redressal Of Grievances of Consumers’, constituted by each licensee in terms of sub-section (5) of section 42 of the Act;
- (l) “Grievance” means a complaint filed by the affected person;
- (m) “Electricity Ombudsman” means an authority to be appointed or designated by the Commission, under sub-section (6) of Section 42 of the Act, with whom a representation may be made by any consumer, who is aggrieved by non-redressal of his grievances by the Forum.

2.6 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. The other expressions used in herein but not specifically defined in these guidelines or in the Act but defined under any law passed by the parliament applicable to electricity industry in the state shall have the meaning assigned to them in such law. Subject to the above the expression used herein but not specifically defined in these Regulations or in the Act or any law passed by the parliament shall have the meaning as is generally assigned in the electricity supply industry.

CHAPTER 3: GRIEVANCE REDRESSAL FORUM

Constitution of the forum:

- 3.1 Every Licensee shall establish one or more Forum for redressal of grievances of the consumers in accordance with these regulations and at least one Forum shall be set up for each Region of the area served by the licensee.
- 3.2 The head office of the ‘Forum’ shall be at such place where the head office of the Region is situated. The ‘Forum’ may however conduct its sittings at such places, in consultation with the licensee, with the overall objective of ensuring that complaints/ grievances are heard and disposed off within a reasonable time.
- 3.3 The Commission may direct the licensee to establish additional forum(s) if considered necessary so as to ensure that the Forum decides every complaint, preferably within 30 days and in any case not exceeding 45 days from the date of receipt of complaint by it. The licensee shall clearly specify the location and the jurisdiction of each Forum in case of more than one Forum in a Region.
- 3.4 The Forum shall consist of three members including the Chairperson of the Forum. The Chairperson and members of the Forum will be appointed by the licensee in consultation with the Commission. The members including the Chairperson must possess the experience and qualifications as detailed below –
 - (a) One member of the Forum shall be a person possessing degree in electrical engineering and having at least 20 years of experience in the distribution of electricity and having at least five years experience on a post not below the rank equivalent to Superintending Engineer of MPSEB/ State or Central Government / public utility.
 - (b) One member, who is a person having at least 15 years of experience in Accounting and/ or revenue matters and having at least 5 years experience of working on a post not below the rank of Joint Director/ Superintending Engineer of MPSEB/ State or Central Government / public utility. Alternately

a Fellow member of the Institute of Chartered Accountants of India may be appointed.

- (c) One member, who is a person having a degree in law and having at least 15 years of experience in legal matters or in consumer affairs and having worked on a post not below the rank of Additional Secretary/ law Officer/ class I officer of the State or Central Government/ registered practitioner before district or state consumer forum.
- (d) Any person who is currently in the employment of the licensee shall not be eligible to be appointed as chairperson or member of the forum and at least one member should have never been in the service of any licensee.
- (e) The Commission shall consider the names proposed by the licensee and after its approval the licensee shall appoint one of the members as Chairperson and the rest as Members.

3.5 The members of the Forum shall hold office for a period of three years from the date of appointment and shall be eligible for re-appointment at any time after the expiry of their term of appointment provided that no person shall be appointed as member after he attains the age of 65 years. Any person considered for reappointment shall also be subject to the procedure described in clause 3.4(e).

Removal of Members

3.6 Any member of the Forum can be removed if he -

- (a) has been adjudged as un-discharged insolvent; or
- (b) has been convicted of an offence involving moral turpitude; or
- (c) has become physically or mentally incapable of acting as such member; or
- (d) has without reasonable cause refused or failed to discharge his functions for a period of at least three months; or
- (e) ceases to fulfil any of the conditions of his appointment as member; or
- (f) has acquired such financial or other interest that can affect prejudicially his functions as a member; or
- (g) has conducted himself in a manner or has so abused his position as to render his continuance in office prejudicial to the public interest or to the objects and purposes of the Act.

- 3.7 No member of the Forum shall be removed from his office on the grounds specified in clauses 3.6(a), 3.6(c), 3.6(d), 3.6(e), 3.6(f) and 3.6(g), until the person has been given an opportunity to defend himself before an enquiry officer appointed by the Commission on the request of the licensee and the report of the enquiry officer has been considered by the licensee and a copy of the report made available to the person proposed to be proceeded against. While appointing the enquiry officer the Commission will also specify whether the concerned member can participate in proceedings of the Forum during the course of enquiry. After the report is presented by the enquiry officer, the licensee shall take the approval of the Commission in writing before taking a final decision on the matter.
- 3.8 The licensee shall act in accordance with the recommendation made in the final report under clause 3.7 and the licensee shall communicate its decision to the member concerned within a period of two months of the receipt of such report.

Procedure before the Forum

- 3.9 All decisions of the Forum shall be on the basis of voting by majority of the members present . The Forum may register consumer organizations and allow them to remain present during hearings.
- 3.10 The quorum for the Forum meeting shall be two and each member shall have one vote and in case of equality of votes on any issue or resolution, the Chairperson shall have a casting vote.
- 3.11 The Chairperson shall have the general powers of superintendence and control over the Forum.
- 3.12 The Forum shall duly comply with such directions as the Commission may issue from time to time.
- 3.13 On occurrence of any vacancy in the forum for any reason, the licensee shall take action to fill up the vacancy within two months from the date of occurrence of the vacancy. No act or proceeding of the Forum shall be deemed invalid by reason only of some defect in the constitution of the Forum or by reason of the existence of a vacancy among its members.
- 3.14 The Forum shall receive the complaint of the consumer forwarded to or filed with the Forum so long as such complaint is in writing and the Forum may prescribe a format for filing of the complaint.

Functions of the Forum

- 3.15 A complaint may be filed by:
- (a) any consumer who is not satisfied with solution offered by the licensee by the procedure described in Annexure 2 (Internal Executive Complaint Redressal Mechanism) of these regulations, or
 - (b) HT consumers who dispute their bills and the disputed amount (portion of amount of bill that is in dispute) is more than Rs 20000/-, or

- (c) LT consumers who dispute their bills and the disputed amount (portion of amount of bill that is in dispute) is more than Rs 20000/- excluding cases where the disputed amount is due to arithmetical or clerical errors.
- 3.16 The office of the Forum shall issue due acknowledgment of the receipt of the Complaint to the Complainant.
- 3.17 The Forum shall
 - (a) refer a copy of such complaint to the concerned office of the distribution licensee directing it to give its version of the case within a period of fourteen working days or such extended period not exceeding ten days, as may be granted by the Forum;
 - (b) where the concerned office of the distribution licensee, on receipt of a copy of the complaint, referred to him under clause (a), denies or disputes the allegations contained in the complaint, or omits or fails to take any action to represent his case within the time given by the Forum, the Forum shall proceed to settle the consumer dispute –
 - (i) on the basis of evidence brought to its notice by the complainant and the distribution licensee, where the distribution licensee denies or disputes the allegations contained in the complaint, or
 - (ii) ex-parte on the basis of evidence brought to its notice by the complainant where the distribution licensee omits or fails to take any action to represent his case within the time given by the Forum
 - (c) Where the complainant fails to appear on the date of hearing before the Forum, the Forum may either dismiss the complaint for default or decide it on merits.
- 3.18 The Forum shall maintain true and correct records of all Complaints received by the Forum from time to time.
- 3.19 The Forum shall duly comply with any consumer complaint handling procedure, which the Commission may specify from time to time.
- 3.20 The Forum shall decide the complaint expeditiously and shall communicate its decision to the Complainant. The Forum shall give the reasons in support of its decisions.
- 3.21 The Licensee shall from time to time 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/ designation of the Members 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 Licensee and shall also be duly publicised, if considered appropriate including on the bills raised on the Consumers.
- 3.22 The licensee shall provide required supporting staff and appropriate office accommodation for functioning of the Forum at a scale approved by the Commission.

- 3.23 The salary or honorarium and other allowances payable to, and the other terms and conditions of service in respect of the members under clause 3.4 shall be such as may be approved by the Commission and shall be charged to the licensee who shall be responsible for timely and regular payment.
- 3.24 The salary, allowances and other terms and conditions of service of the Members, shall not be varied to their disadvantage after appointment.
- 3.25 The Licensee shall meet all the costs and expenses of the Forum including the establishment and staff required to assist the Forum in the discharge of the functions under these Regulations.
- 3.26 The office expenditure of the Forum will be considered in the revenue requirement of the licensee and will be allowed as a pass-through expense.

Appeal

- 3.27 If the complainant is aggrieved by the order or non-redressal of the grievance by the Forum within the period specified or the licensee is aggrieved by the decision of the Forum, either the complainant or the licensee may make a representation to the Electricity Ombudsman appointed/designated by the Commission within a period of thirty days from the date of the final order or from the expiry of the period specified for redressal of the grievance by the Forum.
- 3.28 No representation to the Electricity Ombudsman shall lie unless the consumer has deposited, in the prescribed manner, at least, one third of the amount that is required to be paid by him in terms of an order of the Forum and has also agreed to pay a surcharge on the balance amount in the event of his representation not being successful.
- 3.29 The Ombudsman may entertain an appeal after the expiry of the said period of thirty days if it is satisfied that there was sufficient cause for not filing it within that period.

CHAPTER 4: ELECTRICITY OMBUDSMAN

Appointment of Electricity Ombudsman

- 4.1 The Commission may from time to time appoint or otherwise designate such person or persons as the Commission may consider appropriate as the Electricity Ombudsman to discharge the functions under sub-section (7) of section 42 of the Act.
- 4.2 The Commission may appoint or designate Electricity Ombudsman or Ombudsmen separately for each licensee or a Common Electricity Ombudsman or Ombudsmen for two or more Distribution Licensees.
- 4.3 The Electricity Ombudsman shall be selected from among those who have experience and exposure in a specific field like Legal Affairs, Engineering, Industry, Administrative Service, Management, Defence Services and Consumer Affairs. The person proposed should not be associated with the activities of any of the licensees for a period of preceding one year. The age of the person to be appointed as Electricity Ombudsman should not exceed sixty-five years at the time of appointment.

- 4.4 The Electricity Ombudsman appointed/ designated shall remain in office for a period of 2 years from the date he joins his office. The period of appointment may be extended beyond 2 years for another one year at the discretion of the Commission.
- 4.5 The Electricity Ombudsman appointed may be paid a fixed fees or honorarium as decided by the Commission in consultation with the State Government and he shall be entitled to receive other benefits admissible to officers of his status.
- 4.6 Before entering upon his office, the Electricity Ombudsman shall make and subscribe to an Oath of office and secrecy in the form as may be prescribed by the Commission. The Chairman of the Commission will administer the oath.
- 4.7 The Electricity Ombudsman shall work from the Commission's office. In order to expedite disposal of representations, the Electricity Ombudsman may hold sittings at such places within his area of jurisdiction as may be considered necessary and proper by him.
- 4.8 The Electricity Ombudsman shall be deemed to be Public servant within the meaning of Section 21 of the Indian Penal Code, 1860(No.45 of 1860).
- 4.9 The Electricity Ombudsman may relinquish his office by giving in writing to the Commission a notice of not less than three months. The Commission may at any time remove the Electricity Ombudsman from his office in the event of his becoming incapacitated due to health reason or for misconduct after giving one-month notice. Provided that the Electricity Ombudsman shall not be removed from his office, unless the Commission, has, on an enquiry, held by the Commission concluded that the Electricity Ombudsman ought, on such ground or grounds, be removed.

Functions of Electricity Ombudsman

- 4.10 The Electricity Ombudsman shall discharge the following functions:
- (a) 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. Notwithstanding the above the Ombudsman shall not entertain any representation in regard to matter which are subject matters 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.
 - (b) Shall in the first instance act as counsellor and mediator in matters, which are the subject matter of the representation filed.
 - (c) Will draw up an annual budget for his office in consultation with the Commission and shall exercise the powers of expenditure within the approved budget. The Commission will indicate the respective share of expenditure, to be borne by each licensee and to be released quarterly in advance.
 - (d) Will perform other functions prescribed by the Commission
 - (e) Shall exercise general powers of superintendence and control over his office and shall be responsible for the conduct of business of the office.

Representation to the Electricity Ombudsman

4.11 Subject to this clause, a representation to be made to the Electricity Ombudsman shall –

- (a) be in writing,
- (b) be signed by the consumer or the licensee as the case may be,
- (c) disclose the name and address of the consumer/ licensee,
- (d) contain the details of the grievance including the award of the Grievance Redressal Forum of the licensee, and
- (e) contain details of complaint made to any other authority/ court of law.

4.12 The Electricity Ombudsman may accept a representation that does not comply with clause 4.11 at his discretion.

4.13 The Electricity Ombudsman may also undertake a case under the directives of the Commission.

Further information may be required

4.14 The Electricity Ombudsman may, at any time, require a consumer/ licensee making a representation –

- (a) to provide further information or documents; or
- (b) to verify all or any part of the representation on affidavit.

4.15 When making a requirement under clause 4.14, the Electricity Ombudsman must specify a reasonable period of time within which the requirement is to be satisfied.

4.16 The Electricity Ombudsman may extend the period specified under clause 4.15, whether before or after its expiry.

Withdrawal of representation

4.17 A consumer/ licensee may withdraw his representation at any time by notifying the Electricity Ombudsman in writing of the withdrawal or, if the Electricity Ombudsman agrees, by oral or other notice.

Action by Electricity Ombudsman

4.18 Subject to the provisions of the Act and these Regulations the Electricity Ombudsman's decision whether the complaint is fit and proper for being considered by it or not, shall be final.

4.19 The Electricity Ombudsman shall decide on the representation, after providing both the parties an opportunity of being heard.

- 4.20 For the purpose of carrying out the functions, the Electricity Ombudsman may require the licensee or any of the officials, representatives or agents of the licensee to furnish documents, books, information, data and details as may be required to decide the representation and the licensee shall duly comply with such requirements of the Electricity Ombudsman.
- 4.21 If the Electricity Ombudsman has commenced an examination on receipt of a representation, the licensee should not commence proceedings in any court in respect of a matter raised in the representation or the examination.
- 4.22 The Electricity Ombudsman shall finally decide the representation within three months from the date of the receipt of the Representation of the Complainant and in the event the Representation is not decided within three months the Electricity Ombudsman shall record the reasons there for including the cost to be paid by the licensee in case the reasons for the delay is attributable to the licensee. In case the delay is for reasons attributable to the consumer the Electricity Ombudsman may on the basis of the merit of the case either decide to proceed with the case or reject the Representation.
- 4.23 The licensee shall duly comply with and implement the award/ recommendation of the Electricity Ombudsman.

Electricity Ombudsman to Act Fairly and Equitably

- 4.24 The Electricity Ombudsman may, adopt a procedure ensuring transparency and due compliance of the principles of natural justice and due process of law.
- 4.25 The Electricity Ombudsman shall dispose of a complaint in a fair and equitable manner.

Promotion of Settlement by Agreement

- 4.26 As soon as it may practicable to do but not later than one week from the date of receipt of representation, the Electricity Ombudsman shall serve a notice to the other party along with a copy of the complaint and endeavour to promote a settlement of the complaint by agreement through conciliation or mediation.
- 4.27 For the purpose of facilitating settlement of the representation, the Electricity Ombudsman may follow such procedures, as he may consider appropriate.
- 4.28 When a complaint is settled, through mediation of the Electricity Ombudsman, the Electricity 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 licensee.
- 4.29 If the Complainant accepts the recommendation of the Electricity Ombudsman, he will send a communication in writing within 15 days of the date of receipt of the recommendation. He will confirm their acceptance to Electricity Ombudsman and state clearly that the settlement communicated is acceptable to him, in totality, in terms of recommendations made by the Electricity Ombudsman and is in full and final settlement of complaint.

Award

- 4.30 Where the representation is not settled by agreement within a period of 30 days from the date of receipt of complaint or such extended period the Electricity Ombudsman may deem fit, duly considering the overall time limit specified, the Electricity Ombudsman may determine the place, the date and the time of the hearing of the matter as the Electricity Ombudsman considers appropriate.
- 4.31 The Electricity Ombudsman shall decide the matter on the pleadings of the parties, after providing them an opportunity of being heard. Where the complaint is not settled by agreement, the Electricity Ombudsman shall pass a speaking award with detailed reasoning which he thinks fair in the facts and circumstances of a case.
- 4.32 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.
- 4.33 A copy of the award shall be sent to the complainant concerned and shall be binding on the licensee and the complainant. If either of the party is not satisfied with the implementation of the award passed by the Ombudsman the aggrieved party may approach the Commission for enforcement of the award.
- 4.34 The licensee shall comply with the award within such timeframe as may be directed by the Electricity Ombudsman.

CHAPTER 5: MISCELLANEOUS

Powers to remove difficulties

- 5.1 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 licensee to take suitable action, not being inconsistent with the Electricity Act, 2003, which appears to it to be necessary or expedient for the purpose of removing difficulties.
- 5.2 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.

Power to Amend

- 5.3 The Commission may, at any time vary, alter, modify or amend any provision of these Regulations.

Report to the Licensee and Commission

- 5.4 The Forum shall submit monthly report to the Licensee, the Electricity Ombudsman and the Commission in the prescribed form. The report should be submitted within fifteen days of the close of the month for which report is being prepared.
- 5.5 Within a month after each quarter of the financial year, the Electricity Ombudsman shall provide to the Commission and each licensee a quarterly statement specifying the number of representations in each category received by the Electricity Ombudsman and settled in relation to each licensee during the period covered by the statement. The Commission will specify the format of the statement.

- 5.6 The Electricity Ombudsman will prepare annually a descriptive report bringing out the main features of his work accomplished during the year and this report shall be made available to the Commission for inclusion in the annual report of the Commission prescribed under Section 105 of the Act.

Availability of Forms / Rules

- 5.7 The licensee will ensure the availability of the following items at all offices for the convenience of the consumers:
- (a) MPERC (Establishment of Forum and Electricity Ombudsman for Redressal of Grievances of the Consumers) Regulations, 2004;
 - (b) Various forms for lodging of complaints;
 - (c) Application form for power supply;
 - (d) Seniority list for new connections;
 - (e) Electricity Supply Code, 2004;
 - (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;
 - (n) The Electricity Act 2003, (36 of 2003);
 - (o) The Indian Electricity Rules, 1956;
 - (p) List of approved wiring contractors;

Infrastructure and Training

- 5.8 The Licensee shall ensure that all adequate infrastructure is put in place, including establishment of Central Complaint Centre, to handle the complaint redressal mechanism and to ensure that all time limits are adhered to. It shall be the responsibility of the 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.

Savings

- 5.9 Nothing in these Regulations shall be deemed to limit or otherwise affect the inherent power of the Commission to make such orders as may be necessary to meet the ends of justice or to prevent abuses of the process of the Commission.
- 5.10 Nothing in these Regulations shall bar the Commission from adopting in conformity with the provisions of the Act a procedure, which is at variance with any of the provisions of these Regulations, if the Commission, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, deems it necessary or expedient for dealing with such a matter or class of matters.
- 5.11 Nothing in these Regulations shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act for which no Regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner it thinks fit.
- 5.12 Nothing contained in these Regulations shall affect the rights and privileges of the consumer under any other law for the time being in force, including under the Consumer Protection Act, 1986 (68 of 1986).

By Order of the Commission

ASHOK SHARMA, Dy. Secy.

Annexure

The annexure provide the guidelines for Internal Executive Complaint Redressal Mechanism of the licensee. The licensee will implement the Dispute Redressal Mechanism using its own resources.

Annexure 1. Nature of complaint

1- Consumer complaints that may be raised before the Internal Executive Complaint Redressal Mechanism/ Grievances Redressal Forum/ Ombudsman may be classified into one of the following categories:

- (a) Interruption in power supply;
- (b) Voltage related complaints;
- (c) Load shedding / scheduled outage;
- (d) Meter related complaints;
- (e) Electricity bill related complaints;
- (f) Disconnection and reconnection of power supply;
- (g) Delay in new connection;
- (h) Other complaints like damage to consumer's equipment/ network/ premises, or requests for reduction / enhancement in load/ demand, or non-payment of interest on security deposit, or recovery of excessive charges for any services, or actions of vigilance squad which are in not included in part XII and XIV of the Electricity Act 2003 (36 of 2003), or non-achievement of standards of performance.

Explanation:

The filing of a complaint before a forum by the consumer shall not in any way prevent the consumer to seek relief / compensation under section 57 of the Electricity Act 2003.

2- Exclusions- For the avoidance of doubt these guidelines shall not apply to matters concerning:

- (a) The setting of prices or tariffs for any licensee;
- (b) Goods or services supplied, or activities undertaken, by a licensee which are outside the scope of its license(s) issued under Section 14 of the Act;
- (c) The content of Government policies, legislation, licences, codes or other legal instruments;
- (d) Actions taken by a licensee in the execution of a directive or order of the Commission, any other quasi-judicial body or a court of law in relation to but

not being limited to ensuring the security, safety, and/or reliability of the electricity system, or in relation to an emergency.

- (e) Notwithstanding the above the Internal Executive Complaint Redressal Mechanism, the Grievance Redressal Forum or the Electricity Ombudsman shall not entertain any representation in regard to matter which are subject matters 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.

Annexure 2. Internal Executive Complaint Redressal Mechanism

1. Interruption in power supply (Fuse-off call, etc.)

In case of interruption of power supply for LT consumers, the complaint may be registered with the Fuse-off Call Center / Central Complaint Center / Junior Engineer along with name, address, consumer number, and a brief description of the complaint. The HT consumer complaints will be registered with the Junior Engineer / Assistant Engineer.

The complaint may be made by telephone or personally and the Licensee shall ensure prompt response and action. The official receiving the complaint shall register it and issue a Complaint Number.

The Table 1A below outlines the time limit for resolution of complaints:

Table 1A

S. No.	Licensee Services	Time Limit for Rendering the Service
1	(a) Fuse-off Calls:	
	Cities/Towns	4 working hours
	Rural Areas	24 hours
	(b) Line Breakdowns:	
	Cities/Towns	6 – 24 hours
	Rural Areas	24 – 72 hours
	(c) Street Lights:	
	i. Rectification of line fault	24 hours
	ii. Replacement of fused or defective units	7 days (Subject to availability of material by local bodies)
	(d) Replacement of failed Distribution Transformer:	
Cities/Towns	3 days	
Rural Areas	7 days	

S. No.	Licensee Services	Time Limit for Rendering the Service
	<p>(e) Replacement of damaged service line:</p> <p>i. In case of damage to service wire due to consumer's fault</p> <p>ii. In case of damage to service wire on account of normal wear and tear (service wire to be supplied by the Board / Licensee free of cost)</p>	<p>7 days from the date of payment of cost of service-wire by the consumer or alternately consumer can get the work done through licensed contractor</p> <p>7 days from the date of receipt of complaint</p>

Procedure for resolution of complaint

In case of non-resolution or unsatisfactory resolution of the complaint, the consumer may take his/her complaint to the officer mentioned, under 'Level 2' in the Table 1B below, in prescribed form. On receipt of any complaint the officer shall not only take action to ensure restoration of supply the same day, he will also investigate the reason for the lapse at the lower level. At second level, after taking suitable action, the concerned office shall arrange to provide a written reply to the aggrieved consumer within a period of 15 days. Table 1B presents the names of the offices where complaints can be lodged:

Table 1B

S. No.	Category of Consumers	Where to lodge complaint – Level 1 (Office of)	Next higher level for complaint – Level 2 (Office of)
1	Fuse-off calls, Line breakdowns, transformer failure, etc. of all LT consumers	Fuse off Call Centre / Centralized complaint centre / Junior Engineer	Assistant Engineer/ Executive Engineer
2	HT consumers (all complaints)	Junior Engineer / Assistant Engineer	Executive Engineer / Superintending Engineer

2. Voltage related complaints

In case of low / high or irregular voltage condition for LT consumers, the complaint may be registered with the Fuse-off Call Center / Central Complaint Center / Junior Engineer along with name, address, consumer number, and a brief description of the complaint. The HT consumer complaints will be registered with the Junior Engineer / Assistant Engineer.

The complaint may be made by telephone, by post or personally and the Licensee shall ensure prompt response and action. The official receiving the complaint shall register it and issue a Complaint Number. For postal complaints, the receipt shall be dispatched by the next working day.

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

Table 2A

S. No.	Licensee Services	Time Limit for Rendering the Service
1.	(i) If no work is involved and only maintenance of line is required.	10 days
	(ii) If augmentation of system is required	180 days or such longer period as the Commission may approve (Applicable only when the system voltage is in order)

Procedure for resolution of complaint

In case the problem is local in nature, the problem shall be resolved within 10 days. In case of need for up gradation of the transmission line, transformer capacity or installation of capacitor, the timeframe for resolution shall be 180 days; the consumer shall be informed of the same in writing by the Junior Engineer / Assistant Engineer.

In case of non-resolution, the consumer may take his complaint to the officer as mentioned, under 'Level 2' in the Table 2B below, in prescribed forms. The concerned officer shall take immediate action on the same. At second level, after taking suitable action, the concerned office shall arrange to provide a written reply to the aggrieved consumer within a period of 15 days.

Table 2B

S. No.	Category of Consumers	Where to lodge complaint – Level 1 (Office of)	Next higher level for complaint – Level 2 (Office of)
1	LT consumers	Fuse off call center / Centralized complaint center / Junior Engineer	Assistant Engineer / Executive Engineer
2	HT consumers	Junior Engineer / Assistant Engineer	Executive Engineer / Superintending Engineer

3. Load shedding /scheduled outage

In case of load shedding or scheduled power cuts exceeding 12 hours of duration in a day the LT consumer may lodge a complaint with the Junior Engineer / Assistant Engineer using Form 1. The HT consumer shall register his complaint with the Assistant Engineer / Executive Engineer.

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 Licensee shall ensure prompt response and action and also ensure non-recurrence.

For scheduled power cuts, the consumers must be intimated at least 24 hours in advance through the print media/ public address/ electronic medium / telephone. 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.

The duration of scheduled power cut must never exceed 12 hours, and should normally be restored before 6 p.m.

Procedure for resolution of complaint

In case of non-resolution or unsatisfactory resolution of complaints by the Licensee the consumer may lodge a complaint in prescribed form with the officer as mentioned under 'Level 2' in the Table 3 below. The utility shall immediately ensure that such an occurrence is not repeated. At second level, after taking suitable action, the concerned office shall arrange to provide a written reply to the aggrieved consumer within a period of 15 days.

Table 3

S. No.	Category of Consumers	Where to lodge complaint – Level 1 (Office of)	Next higher level for complaint – Level 2 (Office of)
1	LT consumers	Junior Engineer / Assistant Engineer	Assistant Engineer / Executive Engineer
2	HT consumers	Assistant Engineer / Executive Engineer	Executive Engineer / Superintending Engineer

4. Meter related complaints

If the consumer suspects that his meter is faulty, he may record his complaint by filling 'Form 2' with the Junior Engineer / Assistant Engineer in case of LT connection and with the Executive Engineer / Superintending Engineer in case of 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.

On receipt of the complaint, the initial inspection shall be done within 7 days of the complaint. If the meter is found to be defective, the Licensee shall immediately undertake replacement as per time limit in Table 4A.

If on inspection, the 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 Licensee laboratory, in his presence. Alternately, the Licensee may install a check-meter in the consumer premises to check its accuracy.

In case a fault is found in the meter, the inspection charge shall be refundable to the consumer in the next bill(s).

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 applicable rules and regulations.

Table 4A

S. No.	Licensee Services	Time Limit for Rendering the Service
1	LT Consumers	
a)	Preliminary checking of meter on receipt of consumer complaint	7 days
b)	Replacement of Stopped/defective meters	Within 15 days in urban areas & within 30 days in rural areas
c)	Replacement of Burnt meters:	
	(i) Where the burning meter is not attributable due to tampering by the consumers	7 days
	(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	7 days after the receipt of payment.
2	H.T. Consumers	
	(i) Replacement of stopped/defective meter or related equipments	7 days after receipt of complaint (Subject to availability of equipment/ meter)
	(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	7 days after the receipt of payment (Subject to availability of equipment/ meter)

Procedure for resolution of complaint

In case of non-resolution or unsatisfactory resolution of complaints within the timeframe mentioned above, the consumer may lodge a complaint by filling prescribed form with the officer mentioned under 'Level 2' in the Table 4B below. At second level, after taking suitable action, the concerned office shall arrange to provide a written reply to the aggrieved consumer within a period of 15 days.

Table 4B

S. No.	Category of Consumers	Where to lodge complaint – Level 1 (Office of)	Next higher level for complaint – Level 2 (Office of)

1	LT consumers	Junior Engineer/Assistant Engineer	Assistant Engineer / Executive Engineer
2	HT consumers	Executive Engineer	Superintending Engineer

If the consumer is still not satisfied with the accuracy of the meter, he may approach the ‘Grievance Redressal Forum’ of the licensee.

5. Electricity bill related complaints

(a) Incorrect Bill

In case of errors in the bill, the consumer may register his complaint as per details provided in Table 5B. The complaints shall be registered in Form 1 in case they are registered at Level 1. The complaints may be made 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.

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

S. No.	Licensee Services	Time Limit for Rendering the Service
1.	Correction of Electricity Bills In case any additional information is not required to be collected In case any additional information is required to be collected: Urban areas Rural areas	Same day of its receipt 5 days 10 days

“MP Electricity Supply Code, 2004” contains the procedure for handling erroneous bills. The relevant portion is provided here for easy reference:

“Disputed/Erroneous Bills

(a) In the event of any objection in respect of the billed amount, the consumer may lodge a complaint before the designated officer as mentioned in the energy bill. The supply of electricity shall not be cut off if such person deposits, under protest,

(i) an amount equal to the sum claimed from him, or

(ii) the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of any dispute between him and the licensee.

(b) Complaint shall be lodged with the designated officer in the complaint receipt form available at the licensee's complaint receiving office. In case such form is not available in the office, complaint may be lodged on plain paper along with the following details:

- (i) Name and address of the consumer along with telephone number, if any
- (ii) Service connection number
- (iii) Category of connection
- (iv) Complaint in brief

(b) Non receipt / delayed receipt of bill

The Licensee shall intimate the consumer of 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.

In case of non-receipt or delayed receipt of bill, the following steps shall be taken by the consumer/Company as outlined in the "Electricity Supply Code". The relevant portion is provided here for easy reference:

"Non-Receipt of Bill: In case of non-receipt of bill within the specified date of receipt of bill, the consumer may contact the bill issuing office to collect the duplicate bill and arrange payment of the bill. In case the licensee is not in a position to provide duplicate bill, the consumer shall pay on the basis of past average bill amount. The licensee shall investigate the cause of non-receipt of bill and take suitable steps to ensure that the consumer receives his electricity bills promptly thereafter."

Those consumers, who repeatedly experience non-receipt or delayed receipt of bills, may register their complaint of non-receipt/delayed receipt in Form 1 with Junior Engineer / Assistant Engineer in case of LT connection and Regional Accounts Office / Superintendent Engineer in case of HT connection. Normally such complaints may be made only after outstanding dues are cleared.

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

The consumer may lodge a complaint in prescribed form with the officers mentioned in Table 5B below. At second level, after taking suitable action, the concerned office shall arrange to provide a reply in writing to the aggrieved consumer within a period of 15 days.

S. No.	Category of Consumers	Where to lodge complaint – Level 1	Next higher level for complaint – Level 2
1	All LT consumers Dispute or clerical mistake upto Rs 5000/- Dispute or clerical mistake of over Rs 5000/- upto Rs 20000/- * See Note below Dispute above Rs 20000/-	Officer in Charge of Distribution Centre Officer in Charge of Division Grievance Redressal Forum	Officer in Charge of Division Officer in Charge of Circle

NB: Whenever there is an arithmetical or clerical mistake in the bill, the mistake can be got corrected by approaching Officer in Charge of Division in case of LT consumers even if the amount involved is more than Rs 20000/-

2	All HT consumers Dispute or clerical mistake upto Rs 20000/- Dispute or clerical mistake of over Rs 20000/-	Regional Accounts Officer / Superintending Engineer Grievance Redressal Forum	Chief Engineer
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The mechanism of 'Dues Settlement Committees' ordered to be set up by the MPSEB vide notification No 05-01/GG/315/13 dated 11/9/96 shall be accordingly modified. All disputes relating to bills involving disputed amounts more than Rs 20,000/- shall be heard and decided by the Grievances Redressal Forum (please refer to Table 5B). All undecided cases pending for decision with various level committees shall stand transferred to the Grievance Redressal Forum when it is constituted.

6. Disconnection and Reconnection of power supply

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. 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.

Consumers who suffer disconnections will have the right to appeal for reconnection as per procedure provided in this document.

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 held by the forum that the disconnection is unjustified, the Licensee may be penalized and compensation may be awarded to the consumer as directed by the forum.

Reconnection will be done within the time limit mentioned below as per Table 6A on receipt of due payment. Reconnection shall ordinarily be carried out only between 8am to 6pm unless a specific request is made by the consumer.

Table 6A

S. No.	Licensee Services	Time Limit for Rendering the Service
1.	Reconnection after payment	
	a) Urban areas	4 hours
	b) Rural areas	48 hours

Procedure for resolution of complaint

In cases of incorrect disconnection and delays in reconnection, the consumer may lodge a complaint in Form 1 with the officer 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 officials as mentioned in the Table 6B by registering his complaints by filling Form 4. At second level, after taking suitable action, the concerned office shall arrange to provide a written reply to the aggrieved consumer within a period of 15 days.

Table 6B

S. No.	Category of Consumers	Where to lodge complaint – Level 1 (Office of)	Next higher level for complaint – Level 2 (Office of)
1	All LT consumers	Junior Engineer / Assistant Engineer	Assistant Engineer / Executive Engineer
2	All HT consumers	Executive Engineer / Superintending Engineer	Superintending Engineer / Chief Engineer

7. Delay in providing new connection

All applications for new LT connections shall be received in the office of the Junior Engineer / Assistant Engineer and applications for new HT connections shall be received in the office of the Superintendent Engineer under acknowledgement. The application forms shall be available at the offices of the Licensee or on the website of the licensee.

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.

The time limit given below shall also apply to applications for change of connection point and change of establishment.

Table 7A

S. No.	Licensee Services	Time Limit for Rendering the Service
1	LT connection	
a)	Notice of inspection on receipt of complete application	3 Working Days
b)	Inspection after sending the notice	
	i. Urban areas	5 working days
	ii. Rural areas	10 days
c)	Issue of demand note	
	(i) to the applicant for payment of estimated charges (if the extension work is not required and the connection is to be given from the existing network)	
	a) Urban areas	3 working days
	b) Rural areas	3 working days
	(ii) to the applicant for payment of estimated charges (if the extension work or enhancement of transformer capacity is required)	
	a) Urban areas	15 working days
	b) Rural areas	30 days

S. No.	Licensee Services	Time Limit for Rendering the Service
d)	<p>Serving of power availability notice for commencement of supply/ Commencement of supply</p> <p>(i) After payment of necessary charges (if the connection is required to be given from existing network)</p> <p>a) Urban areas</p> <p>b) Rural areas</p> <p>(ii) After payment of necessary charges (if extension work or enhancement in transformer capacity is required)</p> <p>a) All connections excluding agriculture</p> <p>b) Agricultural connection during season when clear access to fields is available</p> <p>c) Agricultural connection during season when no clear access is available</p>	<p>10 working days</p> <p>14 working days</p> <p>60 days</p> <p>90 days (if full cost of extension is paid)</p> <p>180 days (if full cost of extension is paid)</p>
2.	<p>High Tension Connection</p> <p>a) Informing feasibility after receipt of the application</p> <p>b) Issue of demand note of estimated charges (after issue of notice of feasibility)</p> <p>c) Serving of power availability notice for commencement of supply/ Release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector</p> <p>i. If no extension work is involved</p> <p>ii. If extension work is involved</p>	<p>15 working days</p> <p>30 days</p> <p>30 days</p> <p>90 days</p>

S. No.	Licensee Services	Time Limit for Rendering the Service
3.	Extra High Tension Connection	
	a) Informing feasibility after receipt of the application	15 working days
	b) Issue of demand note of estimate charges after issue of notice of feasibility	60 days
	c) Serving of power availability notice for commencement of supply/ Release of connection after receipt of estimated charges	180 days (Since it will involve extension of line) (subject to receipt of clearance from Electrical Inspector)

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 in case of LT consumers and three months in case of HT or EHT consumers. If the consumer fails to take 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 case the licensee delays in serving new connection, he shall be liable to pay a penalty to the consumer as per the provisions of the Act.

Procedure for resolution of complaint

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 3 with the office mentioned below in Table 7B. Complaints may be lodged over telephone or in person. If still no action is taken within 7 working days, the applicant may lodge his complaint with higher officials as mentioned below through written complaint in Form 4. At second level, after taking suitable action, the concerned office shall arrange to provide a written reply to the aggrieved consumer within a period of 15 days.

Table 7B

S. No.	Category of Consumers	Where to lodge complaint – Level 1 (Office of)	Next higher level for complaint – Level 2 (Office of)
1	All LT consumers	Junior Engineer / Assistant Engineer	Assistant Engineer / Executive Engineer
2	All HT consumers	Superintending Engineer	Chief Engineer

8. Other complaints

In case of complaints of a nature other than those covered above, like

- (a) damage to consumer's equipment/ network/ premises, or

- (b) requests for reduction / enhancement in load/ demand, or
- (c) non-payment of interest on security deposit, or
- (d) recovery of excessive charges for any service, or
- (e) actions of vigilance squad which are not included in part XII and XIV of the Electricity Act 2003 (36 of 2003), or
- (f) non-achievement of standards of performance, or
- (g) an unfair trade practice or a restrictive trade practice adopted by the licensee in providing electricity service, or
- (h) providing electricity services which will be hazardous to life and safety when availed, or
- (i) accidents involving humans or animals, or
- (j) complaint/ information on electricity theft, or
- (k) wastage of energy, or
- (l) misbehavior by Licensee personnel, or
- (m) irregular entry into consumer's premises by Licensee employees etc.,

may be registered with the office of the Assistant Engineer / Executive Engineer / Superintendent Engineer in Form 1. 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 Licensee shall ensure prompt response and action and also ensure non-recurrence.

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.

By Order of the Commission

ASHOK SHARMA, Dy. Secy.

Registration of Grievance
At Level 1

Grievance No.& Date

(To be provided by office)

Consumer No. : _____

1. Name and address : _____

2. Telephone no. of complainant : _____

3. Type of problem	Interruption	Voltage	Load Shedding	Bill related	Disconnection
Please tick the type of problem applicable					

4. Brief description of grievance: _____

5. Any other information : _____

6. Date of complaint : _____ 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 : _____

3- Target date to resolve grievance : _____
 (To be provided by office)

 Signature of staff receiving the application
 Designation & Seal

(Please provide your complaint number in any future communications)

Registration of Meter Related Grievance

Grievance No.& Date

(To be provided by office)

Consumer No. : _____

1. Name and address : _____

2. Telephone No. of complainant : _____

3. Meter No. : _____

4. Meter capacity in Amperes (Optional information): _____

5. Single phase or three-phase connection : _____

6. Date from which the meter is stopped: _____

7. Meter reading: _____

8. Brief description of grievance: _____

9. Date: _____

Signature of complainant

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

Office to fill-up and provide to complainant

Complaint No.& Date

(To be provided by office)

Consumer Number : _____

1. Name of consumer : _____

2- Brief description of complaint : _____

3- Target date to resolve grievance : _____

Signature of staff receiving the
application
Designation & Seal

(Please provide your complaint number in any future communications)

Grievance Registration at Level 2

Grievance No.& Date

(To be provided by office)

Consumer No. : _____

1. Name and address : _____

2. Telephone No. of complainant : _____

3. Name of office (Level 1) where complaint was registered earlier: _____

4. Brief description of grievance : _____

5. Date on which complaint at Level 1 office was registered : _____

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

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

7. Date: _____ 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

(Please quote complaint number in future communications)

**Delay in receiving new connection
Grievance Registration thereof**

Complaint No.& Date

(Office to fill-up)

1. Name and address of premises where new connection has been applied for :

2. Telephone Number : _____

3. Date of filing of application (along with documents as required for filing a application) :

4. Purpose of use of electricity : _____

5. Load applied for (kW): _____

6. Amount paid and date of payment (if paid against demand note): _____

7. Brief description of grievance : _____

8. Date : _____

Signature of complainant

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

Office to fill-up and provide to complainant

Complaint No.& Date

(To be provided by office)

Consumer Number : _____

1. Name of consumer : _____

2- Brief description of complaint : _____

3- Target date to resolve grievance : _____

Signature of staff receiving the
application

Designation & Seal

(Please provide your complaint number in any future communications)

Name of office : _____

Place : _____

Complaint Register

Sr No	Date	Complaint No.	Name of complainant and his telephone number	Type of problem	Steps taken to resolve problem	Target date of resolving the problem	Remarks
1	2	3	4	5	6	7	8

