

**MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION, BHOPAL**

**Sub: Manual of Procedure for Handling Consumers' Complaints**

**Order**

**(Date of Order: 19<sup>th</sup> June, 2024)**

1. Regulation 3.28 of MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the Consumers) (Revision-II) Regulations, 2021 provides that the Forum shall duly comply with any consumer complaint handling procedure, which the Commission may specify from time to time.
2. The Commission vide letter dated 03.05.2024 shared a draft of 'Manual of Procedure for Handling Consumers' Complaints' with Discoms and invited their comments. After incorporating the suggestions received from Discoms, the 'Manual of Procedure for Handling Consumers' Complaints' has been finalized which is annexed with this order (Annexure-A). Discoms are required to fill up all relevant details in the manual in the blank fields pertaining to their areas.
3. The Commission hereby issues the Manual of Procedures for Handling Consumers' Complaint as detailed in the Annexure (Annexure-A). The Distribution Licensees are directed to comply with the provisions of this manual with immediate effect.

**(Prashant Chaturvedi)**  
**Member**

**(Gopal Srivastava)**  
**Member (Law)**

**(S. P. S. Parihar)**  
**Chairman**