

FORM FOR REPRESENTATION BEFORE
FORUM

No. of year.....

(To be filled up by office)

To,
The Chairperson
(Address of Forum)

Sub:- Grievance against
(Name of the Distribution Centre and Licensee)

Being aggrieved, the consumer/Prosumer named herein submits a representation to the____
_____Forum. Details of the Grievance are as under:-

1. Name of the Consumer/ Prosumer.....
2. Full Address of the Consumer premises of /Prosumer for which representation is made
.....
Pin Code.....
Phone No./ E-mail ID/Fax No.....
(a copy of latest electricity bill be enclosed)
3. Name and full Address of the Distribution Centre and Licensee,
Pin Code, Phone No./Fax No/ E-mail ID.....
4. Particulars of connection and Consumer Account No.
(Please state nature of connection)
5. Date of representation by the Consumer to the Distribution Centre
.....
(Please **enclose** three copies of the representation)
6. Subject matter of the representation.....
.....
7. Details of the representation
(If space is not sufficient, please enclose separate sheet)
.....
.....
.....
8. Whether the Consumer has received the decision of the Distribution Licensee?

(If yes, please enclose 'three copies' of the decision of Distribution Licensee.)
9. Nature of relief sought from the Forum.

10. Nature and extent of monetary loss, if any, claimed by the consumer (if any) by way of compensation Rs.....
(Please enclose documentary proof, if any, to show that such loss is actual loss caused as a direct consequence of alleged act or omission of the Distribution Licensee)

11. List of Documents enclosed.
(Please enclose 'three copies' of all the documents)

12. Declaration -

(a) I/We, the Consumer(s) herein declare that-

- (1) The information furnished herein above is true and correct;
and
- (2) I/We have not concealed or misrepresented any fact stated in aforesaid columns and the documents submitted herewith.

- (b) The subject matter of my/our representation has never been brought before the office of the Forum by me/or by anyone of us or by any of the parties concerned with the subject matter to the best of my/our knowledge.
- (c) The subject matter of my/our representation has not been settled through the office of the Forum in any previous proceedings.
- (d) The subject matter of the present representation has not been decided by any authority/court/arbitrator.

OR

The subject matter of the present representation is pending since (Please mention the date when the matter was filed)..... Before (Please mention the name of the authority/court/arbitrator before whom the matter is pending) and the proceedings are likely to take time for being finally adjudicated.

Yours faithfully,
(Signature)

(Consumer's name in block letters)

Nomination -If the Consumer 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/Smt.....,and whose address 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.

(Signature of Representative).

(Signature of Consumer)

*Strike off whichever is not applicable.

Note: Affidavit is not required to be submitted.

FORM FOR REPRESENTATION BEFORE
ELECTRICITY OMBUDSMAN

No. of year.....

(To be filled up by office)

To,
The Electricity Ombudsman
(Address of Electricity Ombudsman)

Sub:- Grievance against
(Name of the Distribution Centre and Licensee)

Being aggrieved the consumer/Prosumer named herein submit a representation to the Ombudsman*. Details of the Grievance are as under:-

1. Name of the Consumer/Prosumer.....
2. Full Address of the premises of Consumer/Prosumer for which representation is made.....
Pin Code.....
Phone No./E-mail ID/Fax.....
3. Name and full Address of the Distribution Centre and Licensee,
Pin Code, Phone No./Fax No/ E-mail ID.....
4. Particulars of connection and Consumer Account No.
(Please state nature of connection)
5. Date of representation by the Consumer to the Forum
.....
(Please enclose three copies of the representation)
6. Whether 50% amount as per provision under Regulation 3.38 of MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the Consumer)(Revision-II) Regulation, 2021 has been paid.
(Please enclose copy of receipt/bill in support)
7. Date of receipt of order passed by Forum.....
8. Number of days between the date of Forum's order received by complainant and this representation filed with Ombudsman
9. Subject matter of the representation.....
.....
10. Details of the representation
(If space is not sufficient, please enclose separate sheet)
.....
.....

11. Whether the Consumer has received the decision of the Forum*?

(If yes, please enclose 'three copies' of the Forum's order conveying its final decision)

12. Nature of relief sought from the Electricity Ombudsman*.

13. Nature and extent of monetary loss, if any, claimed by the consumer (if any) by way of compensation Rs.....

(Please enclose documentary proof, if any, to show that such loss is actual loss caused as a direct consequence of alleged act, omission or commission of the Distribution Licensee)

14. List of Documents enclosed.

(Please enclose 'three copies' of all the documents)

15. Declaration -

(a) I/We, the Consumer(s) herein declare that-

(1) The **information** furnished herein above is true and correct;
and

(2) I/We have not concealed or misrepresented any fact stated in aforesaid columns and the documents submitted herewith.

(b) The subject matter of my/our representation has never been brought before the office of the Electricity Ombudsman by me/or by anyone of us or by any of the parties concerned with the subject matter to the best of my/our knowledge.

(c) The subject matter of my/our representation has not been settled through the office of the Electricity Ombudsman in any previous proceedings.

(d) The subject matter of the present representation has not been decided by any authority/court/arbitrator.

OR

The subject matter of the present representation is pending since (Please mention the date when the matter was filed)..... Before (Please mention the name of the authority/court/arbitrator before whom the matter is pending) and the proceedings are likely to take time for being finally adjudicated.

Yours faithfully,
(Signature)

(Consumer's name in block letters)

Nomination -If the Consumer wants to nominate his representative to appear and make submissions on his behalf before the Electricity Ombudsman, the following declaration should be submitted:-

I/We the above named Consumer hereby nominate Shri/Smt.....,and whose address 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.

(Signature of Representative).

(Signature of Consumer)

*Strike off whichever is not applicable.

Note: Affidavit is not required to be submitted.

Details of ECGRF

Monthly/Quarterly Performance of Electricity Consumer Grievances Redressal Forum

Annexure-III (a)

Name of ECGRF :-

S.No.	DISCOM	Details of the concerned officials for ECGRF	Date of appointment	Designation in ECGRF	Vacant Position	Period since when vacancy has arisen
		1. 2. 3. 4. 5. 6. 7.	1. 2. 3. 4. 5. 6. 7.	1. Chairmen 2. Member 3. Independent Member 4. Representantative of Prosumer Member	1. 2. 3. 4. 5. 6. 7.	1. 2. 3. 4. 5. 6. 7.

Note: To be filled by Company Level and Circle Level Forum Separately

Name of ECGRF :-

Annexure-III (b)

2. Disposal of Grievances by ECGRF* (at Company Level)/Circle Level

1	Type of grievances	1. Billing Dispute	2. Meter	3. Connection	4 Other (specify)	
2	No. of Grievances outstanding at the close of previous month/quarter					
3	No. of Grievances received during the month/quarter					
4	No. of Grievances disposed during the month/quarter					
5	No. of Grievances pending at the close of the month/quarter					
6	No. of Grievances pending which are older than 2 months					
7	No. of sittings of CGRF in the quarter					
8	No of orders non complied by DISCOMS after specified timelines in the Regulations					

Annexure-IV

FORMAT FOR REPORTING/COMPLIANCE OF ORDERS BY THE LICENSEE

S. No.	Case No.	Date of Order issued by the Forum/ Ombudsman	Date of receipt of Order by Licensee	Date of Compliance by Licensee	Reasons for non-compliance with in the specific time limit