

**Bhopal Dated: 24<sup>th</sup> January 2006**

No.251/MPERC/2006. In exercise of the power under sub-section (5), (6) & (7) of Section 42 read with clauses (r) & (s) of sub-section (2) of section 181 of the Electricity Act, 2003 (no. 36 of 2003) and of powers enabling it in that behalf and also read with the notification dated 08<sup>th</sup> June 2005 issued by the Ministry of Power, Government of India vide number G.S. R. 379 (E) making rules regarding "Consumer Redressal Forum & Ombudsman", M.P. Electricity Regulatory Commission hereby makes following amendment/addendum to the Regulation "MPERC (Establishment of Forum and Electricity Ombudsman for Redressal of Grievances of the consumers) Regulations, 2004 notified vide no. 1003/MPERC/2004 dated 12<sup>th</sup> April, 2004.

**FIRST AMENDMENT/ADDENDUM TO MADHYA PRADESH  
ELECTRICITY REGULATORY COMMISSION (ESTABLISHMENT OF  
FORUM AND ELECTRICITY OMBUDSMAN FOR REDRESSAL OF  
GRIEVANCES OF THE CONSUMERS REGULATIONS, 2004**

**1. Short Title and Commencement**

- (i) These regulations may be called the "**Establishment of Forum and Electricity Ombudsman for Redressal of grievances of the consumers Regulations, 2004 (First Amendment) (No. AG-3 (i) of 2006)**".
- (ii) These regulations shall come into force with effect from the date of its publication in the official gazette.
- (iii) These regulations shall extend to the entire State of Madhya Pradesh.

**2. Amendment to Regulation 3:**

- (i) In the **Establishment of Forum and Electricity Ombudsman for Redressal of grievances of the consumers Regulations, 2004** hereinafter called the Principal Regulation, before the clause 3.27, for the title "**Appeal**" the following title shall be substituted, namely:

**"Representation to the Ombudsman"**

- (ii) In the Principal Regulation, **in the clause 3.27** the following shall be substituted, namely:

"3.27 If the complainant is aggrieved by the order or non-Redressal of the grievance by the Forum, within the period specified the complainant may make a representation, in the format specified at Annexure 3, 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. Amendment to Regulation 4:**

**For clause 4.34** of the Principal Regulation, the following shall be substituted, namely:

"4.34 The licensee shall comply with the award within 30 days of issue of award by the Electricity Ombudsman or within such timeframe as may be directed by the Electricity Ombudsman in the award, failing which the licensee will be liable to pay the penalty as may be decided by the Commission."

**4. Amendment to Regulation 5:**

**For clause 5.5** of the Principal Regulation, the following shall be substituted, namely:

"5.5 (a) Electricity Ombudsman shall prepare a report on a six monthly basis giving details of the nature of Grievances of the consumers dealt by the Electricity Ombudsman, the response of the licensee in the Redressal of the grievances and the opinion of the Electricity Ombudsman on the licensee compliance of the standard of performance as specified by the Commission under section 57 of the Act during the preceding six months.

5.5 (b) The report under sub-clause (a) above shall be forwarded to the State Commission and the State Government within 45 days after end of relevant period of 6 months. The six monthly reports shall be for the period from April to September and October to March."

**5. Addendum to Annexure:**

In the Principal Regulation, **after Annexure. 2** the following shall be inserted, namely:

**"Annexure 3: FORM FOR REPRESENTATION BEFORE ELECTRICITY OMBUDSMAN**

NO. .... of year .....

Date .....

(To be filled up by office)

To  
The Electricity Ombudsman  
(Address) \_\_\_\_\_

Dear Sir,

Sub:- Grievance Against .....  
(Name of the Distribution Licensee)

Being aggrieved the consumer named herein had submitted a representation to the Forum. Details of the Grievance are as under:-

1. Name of the Consumer .....
2. Full Address of the Consumer .....  
Pin Code .....  
Phone No./Fax No. ....
3. Name and Full Address of the Distribution Licensee,  
Pin Code, Phone No./Fax No. ....
4. Particulars of connection and Consumer Account No.  
(Please state nature of connection)  
.....
5. Date of representation by the Consumer to the Distribution Licensee  
.....  
(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 final decision of the Forum?  
(If yes, please enclose 'three copies' of the Forum's order conveying  
its final decision)
9. Nature of relief sought from the Electricity Ombudsman  
.....  
(Please enclose 'three copies' of documentary proof, if any, in  
support of your claim)
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,  
omission or commission 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 Electricity Ombudsman by me/or by any one 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 letter)

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

I/We the above named Consumer hereby nominate Sh/Smt....., who is not an Advocate and 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.

(Signature of Representative).

(Signature of Consumer) "

**By order of the Commission**

**Ashok Sharma, Deputy Secretary**