

**GUJARAT ELECTRICITY REGULATORY COMMISSION  
GANDHINAGAR**

The Ministry of Power, Government of India, in exercise of powers conferred by sub-section (1) read with clause (z) of sub-section (2) of section 176 of the Electricity Act, 2003 has notified the Electricity (Rights of Consumers) Rules, 2020 (referred onwards as the GoI Rules) vide Notification dated 31.12.2020. Subsequent Amendment in these Rules has also been notified vide Notification dated 28.06.2021. The State Electricity Regulatory Commissions have been asked to either make new Regulations or amend existing Regulations to align the Regulations with the said Rules vide letter dated 18.01.2021. Accordingly, the Commission has decided to make amendments in the Gujarat Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 (referred onwards as the CGRF and Ombudsman Regulations) as narrated in the Draft Regulations attached herewith. Below is the narration in sequence to the MoP Rules which attracts modification in the existing GERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 as well as rational for carrying out the amendments;

**1. Rule 2 (b) of the GoI Rules**

“applicant” means an owner or occupier of any premises who files an application form with a distribution licensee for supply of electricity, increase or decrease in sanctioned load or contract demand, change in title or mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, rules and regulations made thereunder;

**Relevant provision of the Existing CGRF and Ombudsman Regulations:**

No such definition of ‘Applicant’.

**Amendment proposed:**

1.5 (a-1) ‘Applicant’ means an owner or occupier of any land/premises who files an application form with a distribution licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act and the Supply Code, rules and regulations made thereunder or other services;

**Rational:**

To provide clarity in regard to the word ‘Applicant’ used in the definition of ‘Complainant’, the definition of ‘Applicant’ is proposed to be added as per the Rules.

**2. Rule 15 (1) of the GoI Rules**

The distribution licensee shall establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the Act at different levels to cater the needs of the sub- division, division, circle, zone, company level. The forum shall be headed by an officer of the licensee of appropriate seniority. The forum shall consist of officers of the licensee and have not more than four members as consumer and prosumer representatives. The Appropriate Commission shall nominate one independent member who is familiar with the consumer affairs. The forum may be

assigned different types of grievances depending on the nature of the grievance and the level at which it can be best resolved.

Provided that the manner of appointment and the qualification and experience of the persons to be appointed as member of the forum and the procedure of dealing with the grievances of the consumers by the Forum and other similar matters would be as per the guidelines specified by the State Commission.

**Relevant provision of the Existing CGRF and Ombudsman Regulations:**

**2.1**

In terms of Sub-section (5) of Section 42 of the Act every Distribution Licensee shall, within three months of the date of notification of these Regulations or date of grant of licence, whichever is later establish Forum(s) to ensure redressal of the Grievances of the Complainants within the time frame specified in these Regulations and in accordance with the guidelines laid under these Regulations.

**2.2**

The number of Forums, their Locations and areas of jurisdiction of each forum may be decided by the Licensee. While deciding the number of Forums, location and area of jurisdiction, the Licensee shall ensure that adequate number of Forums are established such that consumers under the jurisdiction of the respective Forum have an easy access to the Forum, Members of the Forum are able to conduct at least one sitting in each revenue district in a month and all Grievances are redressed within the time-limit specified under these Regulations.

### **2.3**

In order to ensure that all Grievances are disposed within the specified time-limit and enhance the ease of consumers to reach the Forum, the Commission may, from time to time, require the Licensee to increase the number of Forums and also increase the reach of the Forums for the convenience of the consumers.

### **2.4**

The Forum shall function in the interest of the Act, Rules and Regulations framed thereunder and orders and directions issued by the Commission from time to time. Any undue hinderance in the independent functioning of the Forum can be reported to the Commission.

### **2.5**

Each Forum shall consist of 3 (three) members: (i) Chairperson, (ii) Technical Member and (iii) Independent Member. The Chairperson and the Technical Member shall be appointed by the licensee; the Independent Member shall be nominated by the Commission.

The Licensee shall inform the appointment of the Chairperson and the Technical Member to the Commission within a week of their appointments.

### **2.6**

The members to be appointed / nominated shall meet the following criteria:

1. The Chairperson of the Forum shall be (i) a retired district judge / a retired senior judicial officer, or (ii) a retired civil servant not below the rank of Collector, or (iii) a retired electrical engineer not below the rank of Superintending Engineer or equivalent and having at least Twenty (20) years of experience, with adequate

- knowledge of power sector. Experience related to consumer affairs will be preferred.
2. The Licensee shall invite applications for the post of the Chairperson of the Forum through proper advertisement in the press and website, from the persons possessing qualification and experience as above. The Licensee shall submit a panel of two names found suitable for the selection of Chairperson of the Forum to the Commission for its consideration. The Commission may approve one of the candidates from the said panel after interaction with the candidates suggested by the licensee and send it to the Licensee for appointment. In the event, if the Commission does not find the candidates selected by the Licensee suitable for the post, the Commission may ask the Licensee for re-invitation of the applications. The Licensee shall appoint the candidate approved by the Commission as Chairperson of the Forum.
  3. The Technical Member shall be appointed by the concerned licensee from amongst the serving officers of the company not below the rank of Executive Engineer or equivalent having experience not less than 15 years and shall be posted at the Forum headquarter.
  4. The Independent Member shall be a person of stature and repute having sufficient exposure to and experience of consumer affairs and having graduate degree in any field/ discipline. Person possessing degree in law from a recognized university and having at least ten (10) years of experience in handling legal matters shall have an added advantage.
  5. The Independent Member shall be nominated by the Commission. The post of the Independent Member shall be advertised in the press and the website of the Commission and selection shall be done after conducting personal interaction

with the candidate

Provided that the Members of the Forum shall preferably have working knowledge of the vernacular language of the State of Gujarat.

The Licensee shall ensure that none of the posts are kept vacant for more than 30 days. Provided that in case the Licensee is unable to fill the vacant post within a period of 30 days, the Commission may, at the request of the Licensee, grant such additional time, as it deems fit, to the Licensee for the purposes of filling such vacancy.

If the Licensee is unable to find a suitable person meeting the above qualifying criteria in spite of its best efforts, the Licensee shall seek the Commission's approval for relaxing the qualifying criteria and conduct the procedure as per para 2 and 3 above.

## **2.7**

No person shall be eligible to be appointed as Chairperson of the Forum if he has been in the service of the same Distribution Licensee at any time during preceding - Two (2) years from the date of occurrence of such vacancy for which the appointment is to be made.

By virtue of an appointment as a Member of the CGRF of a Distribution Licensee, the person shall not claim to be a permanent employee of that Distribution Licensee.

## **2.8**

In case of end of tenure of the Chairperson or the Independent Member, applications shall be invited at least six (6) months prior to the end of tenure:

Provided also that in case of occurrence of any vacancy in the Forum for the post of Chairperson or the Independent Member, by reason of death, resignation or removal, the applications shall be invited, within one (1) month from the date of occurrence of such vacancy.

## **2.10**

The Chairperson and Independent Member shall hold office for a term of three years from the date he enters upon his office:

Provided that subject to fulfillment of the conditions of eligibility the Chairperson or Independent Member of the Forum shall be eligible for reappointment for a second term of one year each two times after approval from the Commission:

Provided also that no Member or Chairperson shall hold office for more than five years or after attaining the age of sixty-five (65) years, whichever is earlier.

## **2.11**

The remuneration of the Chairperson and Independent Member of the Forum shall be such as may be laid down by the Commission from time to time. Other terms and conditions of service of Chairperson and Independent Member of the Forum shall be such as may be decided by the Licensee.

## **2.12**

The terms and conditions of service of a member of the Forum who is in the employment of the Licensee shall be governed by the terms and conditions of his employment with such Licensee. The Technical Member shall continue to draw the

same salary as he is entitled to, as a regular employee of the Licensee.

#### **2.14**

The Chairperson or Independent Member of the Forum may tender his resignation, by giving not less than three (3) months notice in writing to the Appointing Authority.

The Appointing Authority may relax the specified period of notice considering the request.

#### **2.15**

No person shall be appointed and/or be entitled to continue as a Chairperson or Member if he stands disqualified on account of his:

- i. having been adjudged insolvent;
- ii. having been convicted of an offence which, in the opinion of the Licensee, involves moral turpitude;
- iii. having become physically or mentally incapable of acting as such member;
- iv. having acquired such financial or other interest as is likely to affect prejudicially his functioning as a member;
- v. having so abused his position as to render his continuance in office prejudicial to public interest; or
- vi. having been guilty of proved misbehaviour.

Provided that no member shall be removed from his office on any ground as specified above, unless the licensee has, on an independent inquiry held by it, in accordance with such procedure as may be prescribed by the Commission, reported



to the Commission that such member ought, on such ground or grounds, to be removed.

## **2.16**

The headquarters of the Forum shall be at the principal place of business/headquarters of the Distribution Licensee and at any other place as may be decided by the Distribution Licensee in terms of Clause 2.2 herein above. The office space, secretarial support and other facilities required for smooth functioning of the Forum shall necessarily be provided by the Licensee. The Licensee shall appoint/designate one of its officers as a full-time Convener to the Forum and shall also provide required supporting staff on a full-time basis as required by the Forum for efficient functioning of the Forum. The staff of the Forum shall:

- i. receive Grievances and Complaints;
- ii. receive any other documents which may be required to be filed with the Forum;
- iii. maintain record of proceedings;
- iv. circulate matters to members of the Forum for directions and proper orders;
- v. do all other acts and deeds in compliance with orders issued by the Forum; and
- vi. do all other acts and things required for the functioning and the proceedings of the Forum.

The office of the Forum shall remain open on all working days of the Licensee and shall observe the working hours of the Licensee.

### **2.23**

The Forum shall have the jurisdiction to entertain the Complaints/Grievances as may be decided by the Licensee.

### **2.25**

The Forum shall conduct its business and hold the hearings at its Head Office and also at District level. In order to expedite disposal of the Complaints/Grievances and to provide convenient access to the Consumers, the Forum shall hold at least one sitting in a week on a specific day at Forum headquarter. At least one sitting in a month shall be held at the headquarters of the districts within its jurisdiction.

### **2.26**

The quorum for any sitting of the Forum shall be two (2), out of which one (1) should be the Independent Member. Each member shall have one vote. If the matter is heard by two members only i.e. Chairperson and Independent Member or Technical Member, then Chairperson shall have a casting vote in case of tie. Where the matter is heard by the Independent Member and Technical Member, the Independent Member shall have a casting vote in case of tie.

### **2.30**

For expeditious resolution of grievance of a Complainant, any mechanisms existing within the Licensee, other than the Forum established under these Regulations, may be retained.

Provided that the Complainant shall have the right to approach the Forum directly in respect of matters falling under jurisdiction of the Forum.

### **2.32**

The Consumer may directly approach the Forum with a Complaint/Grievance at the office of the Forum, which the Forum may forward to the Licensee for the necessary action. In case of urgency of the issue involved, the Forum may initiate the procedure of addressing the Complaint/Grievance at its level.

### **4.3**

The redressal or settlement of pending grievances and representations, respectively, and the appointments of Member and Chairperson of the Forums and the Ombudsman made before coming into force the Gujarat Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 shall continue to be governed by the provisions of the earlier Regulations namely (1) Gujarat Electricity Regulatory Commission (Establishment of Ombudsman) Regulations, 2004, (2) Gujarat Electricity Regulatory Commission (Establishment of Forum for Redressal of Grievances of the Consumers) Regulations 2004, notified on 25th August, 2004 and (3) Gujarat Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2011 notified on 7th April, 2011.

#### **Amendment proposed:**

2.1 In terms of Sub-section (5) of Section 42 of the Act every Distribution Licensee shall, within three months of the date of notification of these Regulations or date of grant of licence, whichever is later establish Forum(s) in accordance with Clause 2.2 to ensure redressal of the Grievances of the Complainants in accordance with these Regulations.

2.2 The distribution licensee shall establish Consumer Grievance Redressal Forum (CGRF) at Circle/ Zonal level and at Corporate Office level. The CGRF at Corporate Office level shall be termed as Company Level CGRF.

The Forums created under Gujarat Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 shall cease to exist with the effect from creation of Circle/ Zonal level Forum and the Company level Forum in accordance with this Clause. The pending matters with the Forums created under the GERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 shall be transferred to the Company level Forum created under this Clause.

2.4 Each Forum shall consist of 5 (Five) members: (i) Chairperson (ii) Finance/Accounts member (iii) One Representative of Consumer (iv) One Representative of Prosumer and (v) Independent Member. The Chairperson, Finance/Accounts member and Representative of Consumer as well as Prosumer shall be appointed by the licensee; the Independent Member shall be nominated by the Commission.

The Licensee shall inform the appointment of the Chairperson, Finance/Accounts member and Representative of Consumer as well as Prosumer to the Commission within a week of their appointments.

2.5 The members to be appointed / nominated shall meet the following criteria:

1. The Chairperson of the Forum shall be Technical Person who is an Officer in service of the Company and not below or equivalent to the rank of Executive Engineer for Circle/ Zonal level Forum and not below or equivalent to the

rank of Additional Chief Engineer for Company level Forum.

2. Finance/Accounts Member of the Forum shall be the Finance/ Accounts person who is an Officer in service of the Company and not below or equivalent to the rank of Superintendent of Accounts for Circle/ Zonal level Forum and not below or equivalent to the rank of Deputy Chief Accounts Officer for Company level Forum.
3. For the Circle/ Zonal level forum, representative of Consumer and Prosumer shall be from the dominant Consumer/ Prosumer Category in the respective Circle/ Zonal area. For the Company level forum, representative of Consumer and Prosumer shall be from recognized Consumer/Prosumer Organization/ Associations functioning in the area of the licensee. In all the forums representatives of consumers and prosumers shall be appointed by the Corporate Office of the respective Distribution Licensee for respective Grievance Redressal Forum. The methodology for such appointment shall be as decided by the respective Distribution Licensee with the approval of the Commission.

Provided that a person shall not be appointed in more than one Forum to represent the consumer and/or prosumer.

4. The Independent Member shall be a person of stature and repute having sufficient exposure to and experience of consumer affairs and having graduate degree in any field/ discipline. Person possessing degree in law from a recognized university and having at least ten (10) years of experience in handling legal matters shall have an added advantage.
5. The Independent Member shall be nominated by the Commission. The post of the Independent Member shall be advertised in the press and the website of the Commission and selection shall be done after conducting personal

interaction with the candidate

Provided that the Members of the Forum shall preferably have working knowledge of the vernacular language of the State of Gujarat.

The Licensee shall ensure that none of the posts are kept vacant for more than 30 days. Provided that in case the Licensee is unable to fill the vacant post within a period of 30 days, the Commission may, at the request of the Licensee, grant such additional time, as it deems fit, to the Licensee for the purpose of filling such vacancy.

If the Licensee is unable to find a suitable person meeting the above qualifying criteria in spite of its best efforts, the Licensee shall seek the Commission's approval for relaxing the qualifying criteria and conduct the procedure as per para 3 above.

2.6 By virtue of an appointment as Representative of Consumer, Representative of Prosumer and Independent Member as a Member of the CGRF of a Distribution Licensee, the person shall not claim to be a permanent employee of that Distribution Licensee.

2.7 In case of end of tenure of the Independent Member, the licensee shall inform the Commission in writing at least six (6) months prior to the end of tenure:

Provided also that in case of occurrence of any vacancy in the Forum for the post of the Independent Member, by reason of death, resignation or removal, the applications shall be invited, within one (1) month from the date of occurrence of such vacancy.

2.9 Representative of Consumer, Representative of Prosumer and Independent Member shall hold office for a term of three years from the date he enters upon his office:

Provided that subject to fulfillment of the conditions of eligibility the Representative of Consumer, Representative of Prosumer of the Forum shall be eligible for reappointment for a second term of one year each two times by the licensee:

Provided also that subject to fulfillment of the conditions of eligibility the Independent Member of the Forum shall be eligible for reappointment for a second term of one year each two times after approval from the Commission:

Provided also that no Representative of Consumer, Representative of Prosumer and Independent member shall hold office for more than five years or after attaining the age of sixty-five (65) years, whichever is earlier.

2.10 The remuneration of the Representative of Consumer, Representative of Prosumer shall be as decided by the licensee from time to time with the approval of the Commission. The remuneration of the Independent Member of the Forum shall be such as may be laid down by the Commission from time to time. Other terms and conditions of service of Representative of Consumer, Representative of Prosumer and Independent Member of the Forum shall be such as may be decided by the Licensee.

2.11 The terms and conditions of service of a member of the Forum who is in the employment of the Licensee shall be governed by the terms and conditions of

his employment with such Licensee. The Chairperson and the Finance/Accounts member shall continue to draw the same salary as he is entitled to, as a regular employee of the Licensee.

2.13 The Representative of Consumer, Representative of Prosumer and Independent Member of the Forum may tender his resignation, by giving not less than three (3) months notice in writing to the Appointing Authority.

The Appointing Authority may relax the specified period of notice considering the request.

2.14 No person shall be appointed and/or be entitled to continue as a Representative of Consumer, Representative of Prosumer and Independent Member if he stands disqualified on account of his:

- i. having been adjudged insolvent;
- ii. having been convicted of an offence which, in the opinion of the Licensee, involves moral turpitude;
- iii. having become physically or mentally incapable of acting as such member;
- iv. having acquired such financial or other interest as is likely to affect prejudicially his functioning as a member;
- v. having so abused his position as to render his continuance in office prejudicial to public interest; or
- vi. having been guilty of proved misbehaviour.



Provided that no Representative of Consumer, Representative of Prosumer and Independent Member shall be removed from his office on any ground as specified above, unless the licensee has, on an independent inquiry held by it, in accordance with such procedure as may be prescribed by the Commission, reported to the Commission that such member ought, on such ground or grounds, to be removed.

2.15 The headquarters of the Circle/ Zonal/ Company level Forum shall be at the principal place of business/headquarters of the Circle/Zonal/ Distribution Licensee respectively. The office space, secretarial support and other facilities required for smooth functioning of the Forum shall necessarily be provided by the Licensee.

The Licensee shall designate one of its employee not below the rank of Junior Assistant or equivalent as a Convener to the Circle/ Zonal level Forum. The Licensee shall appoint/designate one of its officers as a full-time Convener to the Company level Forum and shall also provide required supporting staff on a full-time basis as required by the Company level Forum for efficient functioning. The Convener/staff of the Forum shall:

- i. receive Grievances and Complaints;
- ii. receive any other documents which may be required to be filed with the Forum;
- iii. maintain record of proceedings;
- iv. circulate matters to members of the Forum for directions and proper orders;

- v. do all other acts and deeds in compliance with orders issued by the Forum;  
and
- vi. do all other acts and things required for the functioning and the proceedings of the Forum.

The office of the Forum shall remain open on all working days of the Licensee and shall observe the working hours of the Licensee.

2.22 Each level Forum shall have the jurisdiction to entertain the Complaints/Grievances as may mentioned below:

1. Circle/ Zonal level Forum: Complaint/ Grievance
  - i. of Non-monetary/general nature such as relating to quality of supply, defects in service and standard of performance of the licensee.
  - ii. of Monetary nature relating to electricity bills, recovery of arrears, payment of demand raised by licensee upto value of Rs. One Lakh except the cases covered under Section 126 and 135 of the Act.
  - iii. by LT consumers related to compensation against failure of Distribution Licensee to perform as per GERC (Standard of Performance of Distribution Licensee) Regulations, ---- as amended from time to time.
2. Company level Forum: Complaint/ Grievance
  - i. of Non-monetary/general nature such as relating to quality of supply, defects in service and standard of performance of the licensee.

- ii. of Monetary nature relating to electricity bills, recovery of arrears, payment of demand raised by licensee above value of Rs. One Lakh except the cases covered under Section 126 and 135 of the Act.
- iii. by HT/EHT consumers related to compensation against failure of Distribution Licensee to perform as per GERC (Standard of Performance of Distribution Licensee) Regulations, ----- as amended from time to time.

Provided further that Temporary Injunction with reference to any complaint/grievance may be granted by the Company level Forum and not by any other Forum.

Provided that the disputes between the prosumer and the licensee related to billing pertaining to energy injection and billing amount would be settled by the Company level Forum and Electricity Ombudsman. However, for any other issues between the prosumer and the licensee pertaining to the GERC (Net Metering Rooftop Solar PV Grid Interactive Systems) Regulations, 2016, as amended from time to time, and their interpretations shall be decided by the Commission.

2.24 The Circle/ Zonal level Forum shall conduct its business and hold the hearings at its Office. The Company level Forum shall conduct its business and hold the hearings at its Head Office and also at District level as per requirement. In order to expedite disposal of the Complaints/Grievances and to provide convenient access to the Consumers, the Company level Forum shall hold at least one sitting in a week on a specific day at Company level Forum headquarter.

2.25 The quorum for any sitting of the Forum shall be four (4). Out of Representative from Consumer or Prosumer, one (1) Representative shall be part of the quorum depending upon the complaint/ grievance raised by Consumer or Prosumer respectively. Out of four (4) Members in quorum, one (1) Member shall be Chairperson, one (1) member shall be Finance/ Accounts Member, one (1) shall be representative of consumer/prosumer and one (1) Independent Member. Each member shall have one vote, in case of tie the Chairperson shall have right of casting vote.

2.29 For expeditious resolution of grievance of a Complainant, any mechanisms existing within the Licensee, other than the Forum established under these Regulations, shall be retained. The licensee shall ensure that complaints/ grievances of general nature and complaints/ grievances such as factual errors, bill correction, correction of arithmetical errors and errors apparent on the records should be redressed promptly at the level of concerned officer only and should not be referred to Forum. Provided that the Complainant shall have the right to approach the Forum directly in respect of matters falling under jurisdiction of the Forum.

2.31 The Consumer/ Complainant/ Prosumer may directly approach the Company level Forum with a Complaint/Grievance at the office of the Forum, which the Company level Forum may forward to the Licensee for the necessary action. In case of urgency of the issue involved, the Company level Forum may initiate the procedure of addressing the Complaint/Grievance at its level.

4.3 The grievances or representations redressed or settled before coming into force of Gujarat Electricity Regulatory Commission (Consumer Grievances

Redressal Forum and Ombudsman) (First Amendment) Regulations, 2022 shall continue to be governed by the provisions of the Gujarat Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 notified on 30th September, 2019.

**Rational:**

To align with the Rules and with an aim to provide easier access of Consumer Grievances Redressal Forum to the consumer, it is proposed to establish Consumer Grievances Redressal Forum at circle/zonal level and also at Company level.

Further, with consideration of establishment of Consumer Grievance Redressal Forum at circle/zonal level and also at Company level, it is required that each Consumer Grievance Redressal Forum be assigned with different categories of grievances including grievances related to monetary matters based on the level of the Forums. Accordingly, grievances to be handled by different level of Forums have been identified and Clauses in this regard have been proposed to be amended. It is also specified that application for temporary injection shall only be taken care by the Company Level Forum. Also, applications seeking compensation against failure of Distribution Licensee in meeting standards of performance shall only be handled by the Company Level Forum looking to provision made in the Draft GERC (Standard of Performance of Distribution Licensee) Regulation, 2022 about penal compensation.

Moreover, quorum of each Consumer Grievance Redressal Forum along with appointment criteria for Members of the Consumer Grievances Redressal Forums are proposed to be modified in accordance with the Rules.

Further it is provided that complaints like factual error etc. should be resolved at officer level only and should not be referred to Forum.

It is also proposed to continue with existing redressal mechanism and members of the Forum appointed prior to notification of these Amendments till creation of the Forums in accordance with these Amendments.

### **3. Rule 15 (2) of the GoI Rules**

The licensee shall specify the time within which various types of grievances by the different levels of the forums are to be resolved. Normally, a grievance shall be decided within a period of thirty days and in any case not exceeding forty five days from the date of receipt of such grievance. The consumer aggrieved by the decision of sub-divisional or divisional or circle forum will have the option to approach the company level forum before making an appeal to the Ombudsman.

### **Relevant provision of the Existing CGRF and Ombudsman Regulations:**

#### **1.5 (c)**

“Complainant” means (a) any Consumer or Consumers including their legal heirs or successors, having a Complaint against a Licensee and lodging the same either directly or through their representatives; or (b) any voluntary consumer association or associations, registered under the law for the time being in force and making the Complaints in the larger interest of the Consumers; or (c) any Consumer(s)/voluntary consumer association(s) where the Licensee does not register or fails to register the Complaint of such Consumer(s)/voluntary consumer

association(s); or (d) any person whose electricity connection is disconnected; or (e) an applicant for a new connection for the supply of electricity.

### **1.5 (I)**

“Representation” shall mean the representation made to the Ombudsman by a Complainant who is aggrieved by the order of the Forum (including the dismissal order), or non-redressal of his Grievances by the Forum within the specified time in accordance with the Regulations or non-implementation of Forum’s order by the Licensee within the specified time.

### **2.31**

A Complainant can approach the Forum in the following events:

- i. If the Licensee fails to register a Complaint; or
- ii. If the Licensee fails to resolve a Complaint in accordance with the Standards of Performance specified by the Commission; or
- iii. If the Consumer/Complainant is not satisfied with the Redressal of the Complaint (including dismissal) even after taking up the issue at the level of division head/circle head, as provided for in the Standards of Performance.

### **2.47**

After considering the Complaint/Grievance submitted by the Consumer, issue-wise comments on the Complaint/Grievance submitted by the Distribution Licensee, all other records available, the Forum shall complete the enquiry as expeditiously as possible and every endeavour shall be made by the Forum to pass appropriate order,

on the Complaint/Grievance for its redressal within a maximum period of 30 days from the date of receipt of the Grievance by the Forum.

## **2.51**

The order of the Forum shall invariably mention the contact details of the Electricity Ombudsman appointed or designated by the Commission and the period within which representation, if any, to be made to the Ombudsman under these Regulations.

## **2.59**

Cases in which temporary injunctions may be granted:

Where in respect of any Complaint/Grievance it is affirmed on affidavit or otherwise on prima facie plausible grounds:

- I. that if the temporary injunction is not granted, the purpose for which the Complaint/Grievance is filed would be defeated for delay, or
- II. that the Licensee threatens or intends to remove or disconnect the electricity connection, or
- III. that the Licensee is not following the provisions of the Electricity Act, 2003, the State Act or any applicable Rules and Regulations.

The Forum may by order grant a temporary injunction to stay or prevent or restrain such act, or make such other order, as the Forum thinks fit, until the disposal of Complaint application or until further orders.



## **2.60**

Before granting injunction, Forum to give notice:

The Forum shall except where it appears that the object of granting the injunction would be defeated by the delay, before granting an injunction, direct notice for the same to be given to the opposite party:

Provided that, where it is proposed to grant an injunction without giving notice of the Complaint/Grievance and any application to the opposite party, the Forum shall record the reasons for its opinion that the object of granting the injunction would be defeated by delay, and require the applicant:

- i. to deliver to the opposite party, or to send him by registered post, immediately after the order granting the injunction has been made, a copy of the application for injunction together with:
  - a) a copy of the affidavit filed in support of the application;
  - b) a copy of the application;
  - c) copies of documents on which the Complainant relies;
- ii. to file, on the day on which such injunction is granted or on the day immediately following that day, an affidavit stating that aforesaid copies have been so delivered or sent.

## **2.61**

Forum to dispose of application for injunction within 15 days:

Where an injunction has been granted without giving notice to the opposite party, the Forum shall finally dispose of the application within 15 days from the date on which the injunction was granted; and where it is unable to do so, it shall record the reasons for such inability.

## **2.62**

Order for injunction may be discharged, varied or set aside:

Any order for an injunction may be discharged, varied or set aside by the Forum, on an application made by any party dissatisfied with such order:

Provided that if in an application for temporary injunction or in any affidavit supporting such application, a party has knowingly made a false or misleading statement in relation to a material particular and the injunction was granted without giving notice to the opposite party, the Forum shall vacate the injunction unless for reasons to be recorded, it considers that it is not necessary to do so in the interests of justice:

Provided further that where an order for injunction has been passed after giving to a party an opportunity of being heard, the order shall not be discharged, varied or set aside on the application of that party except where such discharge, variation or setting aside has been necessitated by the change in the circumstances, or unless the Forum is satisfied that the order has caused undue hardship to that party.

## **2.70**

Such a representation may be made within a period of 30 days after issue of order by the Forum or expiration of 30 days after the deadline specified for issue of the order, or within 30 days after the deadline specified for implementation of order, whichever is applicable.

## **2.71**

The Forum may settle any Complaint/Grievance in terms of an agreement reached between the parties at any stage of the proceedings before it and there shall be no

right of representation before the Ombudsman against such order.

**Amendment proposed:**

1.5 (c) “Complainant” means (a) any Consumer/s and/or Prosumer/s including their legal heirs or successors, having a Complaint against a Licensee and lodging the same either directly or through their representatives; or (b) any voluntary consumer association or associations, registered under the law for the time being in force and making the Complaints in the larger interest of the Consumers; or (c) any Consumer(s)/voluntary consumer association(s) where the Licensee does not register or fails to register the Complaint of such Consumer(s)/voluntary consumer association(s); or (d) any person whose electricity connection is disconnected; or (e) an applicant for a new connection for the supply of electricity.

1.5 (d) “Consumer” means any person who is supplied with electricity for his/her own use by a 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 works of a licensee, the Government or such other person, as the case may be.

1.5 (l) “Prosumer” means a person who consumes electricity from grid and also can inject the electricity in to the grid for distribution licensee, using same point of supply.

1.5 (n) “Representation” shall mean the representation made to the Company level Forum and to the Ombudsman by a Complainant who is aggrieved by the order of the Circle/ Zonal level Forum and/ or the Company level Forum, as the case maybe, (including the dismissal order), or non-redressal of his Grievances by the Circle/ Zonal level Forum and/ or the Company level Forum, as the case maybe, within the specified time in accordance with the Regulations or non-implementation of Circle/ Zonal level Forum and/ or the Company level Forum’s order, as the case maybe, by the Licensee within the specified time.

2.30 A Complainant can approach the Forum in the following events:

- i.If the Licensee fails to register a Complaint; or
- ii.If the Licensee fails to resolve a Complaint in accordance with the Standards of Performance specified by the Commission; or
- iii.The consumer aggrieved by the decision of Circle/ Zonal level Forum will have the option to approach the Company level forum before making an appeal to the Ombudsman

2.46 After considering the Complaint/Grievance submitted by the Consumer/ Complainant/ Prosumer, issue-wise comments on the Complaint/Grievance submitted by the Distribution Licensee, all other records available, the Forum shall complete the procedure as expeditiously as possible and every endeavour shall be made by the Forum to pass appropriate order, on the Complaint/Grievance for its redressal within a maximum period of 30 days from the date of receipt of the Grievance by the Forum.

Provided that the Company level Forum shall pass appropriate order, on the representation received on the order issued by Circle/ Zonal level Forum within a maximum period of 15 days from the date of receipt of the representation by the Company level Forum.

2.50 The order of the Circle/ Zonal level Forum shall invariably mention the contact details of the Company level Forum and Ombudsman. The order of the Company level Forum shall invariably mention the contact details of the Electricity Ombudsman appointed or designated by the Commission. The order shall also mention the period within which representation, if any, to be made to the Company Level Forum or Ombudsman, as the case may be, under these Regulations.

2.58 Cases in which temporary injunctions may be granted by Company level Forum:

Where in respect of any Complaint/Grievance it is affirmed on affidavit or otherwise on prima facie plausible grounds:

- I. that if the temporary injunction is not granted, the purpose for which the Complaint/Grievance is filed would be defeated for delay, or
- II. that the Licensee threatens or intends to remove or disconnect the electricity connection, or
- III. that the Licensee is not following the provisions of the Electricity Act, 2003, the State Act or any applicable Rules and Regulations.

The Company level Forum may by order grant a temporary injunction to stay or prevent or restrain such act of the Licensee, or make such other order, as

the Forum thinks fit, until the disposal of Complaint application or until further orders.

2.59 Before granting injunction, Company level Forum to give notice:

The Company level Forum shall except where it appears that the object of granting the injunction would be defeated by the delay, before granting an injunction, direct notice for the same to be given to the opposite party:

Provided that, where it is proposed to grant an injunction without giving notice of the Complaint/Grievance and any application to the opposite party, the Company level Forum shall record the reasons for its opinion that the object of granting the injunction would be defeated by delay, and require the applicant:

- i. to deliver to the opposite party, or to send him by registered post, immediately after the order granting the injunction has been made, a copy of the application for injunction together with:
  - a) a copy of the affidavit filed in support of the application;
  - b) a copy of the application;
  - c) copies of documents on which the Complainant relies;
- ii. to file, on the day on which such injunction is granted or on the day immediately following that day, an affidavit stating that aforesaid copies have been so delivered or sent.

2.60 The Company level Forum to dispose of application for injunction within 7 (Seven) working days:

Where an injunction has been granted without giving notice to the opposite party, the Company level Forum shall finally dispose of the application within 15 (Fifteen) working days from the date on which the injunction was granted; and where it is unable to do so, it shall record the reasons for such inability.

2.61 Order for injunction may be discharged, varied or set aside:

Any order for an injunction may be discharged, varied or set aside by the Company level Forum, on an application made by any party dissatisfied with such order:

Provided that if in an application for temporary injunction or in any affidavit supporting such application, a party has knowingly made a false or misleading statement in relation to a material particular and the injunction was granted without giving notice to the opposite party, the Company level Forum shall vacate the injunction unless for reasons to be recorded, it considers that it is not necessary to do so in the interests of justice:

Provided further that where an order for injunction has been passed after giving to a party an opportunity of being heard, the order shall not be discharged, varied or set aside on the application of that party except where such discharge, variation or setting aside has been necessitated due to sufficient reasons/ causes to be recorded in such Order.

2.69 Such a representation before the Company level Forum may be made within a period of 15 days after issue of order by the Circle/ Zonal level Forum or expiration of 15 days after the deadline specified for issue of the order, or within 15 days after the deadline specified for implementation of order, whichever is applicable.

Further, such a representation before the Ombudsman may be made within a period of 15 days after issue of order by the Circle/ Zonal/ Company level Forum or expiration of 15 days after the deadline specified for issue of the order, or within 15 days after the deadline specified for implementation of order, whichever is applicable.

2.70 The Forum may settle any Complaint/Grievance in terms of an agreement reached between the parties at any stage of the proceedings before it and there shall be no right of representation before the Company level Forum and/or the Ombudsman, as the case may be, against such order.

**Rational:**

To align with the Rules and with increasing usage of rooftop solar, consumer and prosumer are defined and distinguished and made eligible to approach various Forums based on the nature of grievances.

Further, to align with the Rules and with consideration of establishment of Consumer Grievances Redressal Forums at different level, it is proposed that consumer aggrieved by order of Circle/Zonal level forum has option to approach either company level forum or Ombudsman.

Moreover, with creation of Consumer Grievances Redressal Forums and identification of grievances be handled by such Forums, it is proposed that complaint and representation are distinguished and defined separately based on the level of the



Forum.

As envisaged in the Rules, representation against Order of the Circle/ Zonal level Forum may be made before the Company level Forum or the Ombudsman. In order to complete the procedure of grievance redressal faster, it is proposed to reduce the time of making representation before the Company level Forum or the Ombudsman from existing 30 days to 15 days.

Also, time line for issuance of Order by Company level Forum on the representation against the Order issued by Circle/ Zonal level Forum is proposed as 15 days to facilitate speedy disposal of consumer's grievances.

Further, temporary injunction power are vested to Company level Forum amongst the Forums in the interest of justice to the Consumer. Moreover, time limit for issuance of Order on the application for temporary injunction is proposed to reduce to 7 (Seven) working days to present provision of 15 (Fifteen) days in order to provide speedier response to the application for temporary injunction.

Moreover, to avoid subjectivity for varying or setting aside order of injunction issued after giving opportunity to be heard to parties, it is proposed that in such order reasons or causes should be properly recorded for setting aside or varying the injunction order.

#### **4. Rule 15 (3) of the GoI Rules**

If a consumer's grievance is not redressed by the company level forum within the specified time or the consumer is not satisfied with the disposal of his grievance, he will be free to approach the Ombudsman appointed by the Commission.

**Relevant provision of the Existing CGRF and Ombudsman Regulations:**

**1.5 (I)**

“Representation” shall mean the representation made to the Ombudsman by a Complainant who is aggrieved by the order of the Forum (including the dismissal order), or non-redressal of his Grievances by the Forum within the specified time in accordance with the Regulations or non-implementation of Forum’s order by the Licensee within the specified time.

**2.34**

The Forums shall receive the Complaint/Grievance in writing including through email and facsimile mode. The Complaint/Grievance may be submitted in the format given in Annexure I. However, no Complaint/Grievance shall be rejected by the Forum merely on the ground that it is not in the prescribed format.

**2.69**

A Complainant may prefer a representation before the Ombudsman appointed/designated by the Commission under the following circumstances:

- i. If the Complainant is aggrieved by the non-redressal of the Grievance by the Forum within the period specified;
- ii. If the Complainant is aggrieved with the order passed by the Forum;
- iii. Non-implementation of Forum’s order by the Licensee in specified time limit.

### **3.19**

A Representation may be entertained by the Ombudsman only if all of the following conditions are satisfied:

- i. It has been filed by the Complainant (aggrieved Consumer). For avoidance of doubt, a Licensee is not allowed to file a Representation before the Ombudsman against the order of the Forum.
- ii. The Complainant had, before making a Representation to the Ombudsman, approached the Forum constituted under Sub-section (5) of Section 42 of the Act for redressal of his Complaint/Grievance.
- iii. The Representation by the Complainant, in respect of the same Complaint/Grievance, is not pending in any proceedings before any court, tribunal or arbitrator or any other authority, or a decree or award or a final order has not been passed by such authorities.
- iv. The Complainant is not satisfied with the redressal of his Complaint/Grievance by the Forum or the Forum has rejected the Complaint/Grievance or has not passed the order within the time limit specified or the Distribution Licensee has not implemented the Forum's order within specified time limit.
- v. The Complainant has filed the Representation before the Ombudsman within 30 days from the date of receipt of the order of the Forum or date of expiry of the period within which the Forum was required to issue the order, or date of expiry of the period within which Distribution Licensee has to implement Forum's order, whichever is applicable:

Provided that the Ombudsman may entertain an appeal after the expiry of the said period of 30 days if the Ombudsman is satisfied that there is sufficient

cause for not filing it within that period.

- vi. The Representation does not fall under Sections 126, 127, 135 to 139, 152 and 161 of the Act.
- vii. The Complainant who claims compensation from the Distribution Licensee has paid such fees as may be stipulated by the Commission from time to time.
- viii. The Complainant has deposited one third amount in terms of the Forum's order, if required, with the Licensee and submitted a proof of payment made.

### **Annexure III**

#### **REPRESENTATION BEFORE THE OMBUDSMAN**

Date: _____
To The Ombudsman <i>(specify full address)</i>
Dear Sir / Madam
 SUB: <i>(please make a mention of the order of the Forum against which a representation to the Ombudsman is being made)</i>
 Details of the grievance are as under:
1....
2....
...

8. Whether the consumer has received the final decision of the Forum? (*If yes, please enclose copy of the Forum's order conveying its final decision*)

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9. Nature of relief sought from the Ombudsman

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10.....

11. Declaration

(a) ....

(b) The subject matter of the present representation has never been brought before the Office of the 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 Ombudsman in any previous proceedings.

(d) .....

.....

**NOMINATION** – (If the Complainant wants to nominate his representative to appear and make submissions on his behalf before the Ombudsman, the following declaration should be submitted.)

.....

**Amendment Proposed:**

1.5 (n) “Representation” shall mean the representation made to the Company level Forum and to the Ombudsman by a Complainant who is aggrieved by the order of the Circle/ Zonal level Forum and/ or the Company level Forum, as the case maybe, (including the dismissal order), or non-redressal of his Grievances by the Circle/ Zonal level Forum and/ or the Company level Forum, as the case maybe, within the specified time in accordance with the Regulations or non-implementation of Circle/ Zonal level Forum and/ or the Company level Forum’s order, as the case maybe, by the Licensee within the specified time.

2.33 The Forums shall receive the Complaint/Grievance in writing including through email and facsimile mode. The Complaint/Grievance may be submitted in the format given in Annexure I or III as the case maybe. However, no Complaint/Grievance shall be rejected by the Forum merely on the ground that it is not in the prescribed format.

2.68 A Complainant may prefer a representation before the Company level Forum or the Ombudsman appointed/ designated by the Commission under the following circumstances:

2.68.1 A complainant may prefer representation before the Company level Forum under the following circumstances:

- i. If the Complainant is aggrieved by the non-redressal of the Grievance by the Circle/ Zonal level Forum within the period specified;
- ii. If the Complainant is aggrieved with the order passed by the Circle/ Zonal level Forum;
- iii. Non-implementation of Circle/ Zonal level Forum's order by the Licensee in specified time limit.

2.68.2 A complainant may prefer representation before the Ombudsman under the following circumstances:

- i. If the Complainant is aggrieved by the non-redressal of the Grievance by the Circle/Zonal level Forum and/or the Company level Forum within the period specified;
- ii. If the Complainant is aggrieved with the order passed by the Circle/ Zonal level Forum and/ or the Company level Forum;
- iii. Non-implementation of Circle/ Zonal level Forum and/ or the Company level Forum's order by the Licensee in specified time limit.

3.19 A Representation may be entertained by the Ombudsman only if all of the following conditions are satisfied:

- i. It has been filed by the Complainant (aggrieved Consumer). For avoidance of doubt, a Licensee is not allowed to file a Representation before the Ombudsman against the order of the Forum.

- ii. The Complainant had, before making a Representation to the Ombudsman, approached the Circle/ Zonal level Forum and/ or the Company level Forum, constituted under Sub-section (5) of Section 42 of the Act for redressal of his Complaint/Grievance.
- iii. The Representation by the Complainant, in respect of the same Complaint/Grievance, is not pending in any proceedings before (i) the Company level Forum as specified in Clause 2.46 of these Regulations, (ii) any court, (iii) tribunal, (iv) arbitrator, (v) any other authority, or a decree or award or a final order has not been passed by such authorities.
- iv. The Complainant is not satisfied with the redressal of his Complaint/Grievance by the Circle/ Zonal level Forum and/ or the Company level Forum, or the Circle/ Zonal level Forum and/ or the Company level Forum has rejected the Complaint/Grievance or has not passed the order within the time limit specified or the Distribution Licensee has not implemented the Circle/ Zonal level Forum and/ or the Company level Forum's order within specified time limit.
- v. The Complainant has filed the Representation before the Ombudsman within 15 days from the date of receipt of the order of the Circle/ Zonal level Forum and/ or the Company level Forum or date of expiry of the period within which the Circle/ Zonal level Forum and/ or the Company level Forum was required to issue the order, or date of expiry of the period within which Distribution Licensee has to implement Circle/ Zonal level Forum and/ or the Company level Forum's order, whichever is applicable:



Provided that the Ombudsman may entertain the representation after the expiry of the said period of 15 days if the Ombudsman is satisfied that there is sufficient cause for not filing it within that period.

- vi. The Representation does not fall under Sections 126, 127, 135 to 139, 152 and 161 of the Act.
- vii. The Complainant who claims compensation from the Distribution Licensee has paid such fees as may be stipulated by the Commission from time to time.
- viii. The Complainant has deposited one third amount in terms of the Forum's order, if required, with the Licensee and submitted a proof of payment made.

### **ANNEXURE III**

#### **REPRESENTATION BEFORE THE COMPANY LEVEL FORUM AND/OR THE OMBUDSMAN**

Date: \_\_\_\_\_

To

The Chairperson of the Company level Forum or The Ombudsman  
(specify full address)

Dear Sir / Madam

*SUB: (please make a mention of the order of the Forum against which a representation to the Company level Forum or the Ombudsman is being made)*

Details of the grievance are as under:

1.....

2.....

9. Nature of relief sought from the Company level Forum or the Ombudsman

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10. ....

11. Declaration

(a) ....

(b) The subject matter of the present representation has never been brought before the Company level Forum or the Office of the 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 Company level Forum or the Office of the Ombudsman in any previous proceedings.

(d) ....

.....

**NOMINATION** – (If the Complainant wants to nominate his representative to appear and make submissions on his behalf before the Company level Forum or the Ombudsman, the following declaration should be submitted.)

.....

**Rational:**

To align with the Rules, it is proposed that consumer be provided with option to approach either company level Forum or Ombudsman if aggrieved by order of circle/zonal level Forum.

**2 Rule 15 (4) of the GoI Rules**

The distribution licensee shall give wide publicity of the forum office, its complete address, contact details and procedure for registration of grievances through print and electronic media and notice boards of its various offices and also intimate the same to the consumers through electricity bills.

**Relevant provision of the Existing CGRF and Ombudsman Regulations:**

**2.18**

The name, address, e-mail, facsimile and telephone numbers of the Forums shall be widely publicised through newspapers and also displayed on the websites and at all the offices of the Licensee and shall be intimated to the Consumers through their electricity bills. The electricity bills shall also contain a statement to the effect that a Complainant whose Complaint/Grievance is not resolved by the Licensee may file a Complaint before the Forum. The above mentioned details may also be publicised through electronic media.

**Amendment Proposed:**

2.17 The name, address, e-mail, facsimile and telephone numbers of the Forums and procedure for registration of the grievance shall be widely publicised through newspapers and also displayed on the websites and at all the offices of the Licensee and shall be intimated to the Consumers through their electricity bills. Manual of procedure for providing common services and handling customer grievances shall be made available for reference of

consumers at every office of the distribution licensee and downloadable from its website. The electricity bills shall also contain a statement to the effect that a Complainant whose Complaint/Grievance is not resolved by the Licensee may file a Complaint before the Forum. The above mentioned details may also be publicised through electronic media.

**Rational:**

To align with the Rules and with an aim to make consumer aware about complete Grievance Redressal Mechanism, it is proposed that such information is published widely through various means.

**3 Rule 15 (5) and (6) of the GoI Rules**

- (5) The distribution licensee shall set up a mechanism for monitoring of the grievances redressal.
- (6) The licensee will send quarterly reports to the Ombudsman and to the Commission, in respect of standards of performance, other performance parameters and consumer grievances related information showing the extent to which the time schedule has been followed in redressing the consumer grievances.
- (7) The performance of CGRF shall be monitored by the Commission.

**Relevant provision of the Existing CGRF and Ombudsman Regulations:**

**2.56**

The Forum shall submit a quarterly report on disposal of Complaints/Grievances to the Licensee, Commission and Ombudsman. The report should be submitted within 15 days of close of the quarter to which it relates.

**Amendment Proposed:**

2.55 The Forum shall submit a quarterly report on disposal of Complaints/Grievances to the Licensee, the Commission and Ombudsman. The report should be submitted within 15 days of close of the quarter to which it relates. The licensee shall send quarterly report to the Ombudsman and to the Commission in respect to consumer grievance related information showing the extent to which the time schedule specified in these Regulations related to grievance redressal has been followed by the Forums.

**Rational:**

To align with the Rules, it is proposed that the licensee be responsible for monitoring of grievance redressal and accordingly monitoring mechanism is proposed to be amended.

**4 Rule 16 (4) (a) of the GoI Rules**

For creating proper awareness among consumers and licensee staff, the distribution licensee shall ensure to undertake the following steps, namely:-

- a) Manual of procedure for providing common services and handling customer grievances shall be made available for reference of consumers at every office of the distribution licensee and downloadable from its website

**Relevant provision of the Existing CGRF and Ombudsman Regulations:**

**2.18**

The name, address, e-mail, facsimile and telephone numbers of the Forums shall be widely publicised through newspapers and also displayed on the websites and at all the offices of the Licensee and shall be intimated to the Consumers through their electricity bills. The electricity bills shall also contain a statement to the effect that a Complainant whose Complaint/Grievance is not resolved by the Licensee may file a Complaint before the Forum. The above mentioned details may also be publicised through electronic media.

**Amendment Proposed:**

2.17 The name, address, e-mail, facsimile and telephone numbers of the Forums and procedure for registration of the grievance shall be widely publicised through newspapers and also displayed on the websites and at all the offices of the Licensee and shall be intimated to the Consumers through their electricity bills. Manual of procedure for providing common services and handling customer grievances shall be made available for reference of consumers at every office of the distribution licensee and downloadable from its website. The electricity bills shall also contain a statement to the effect that a Complainant whose Complaint/Grievance is not resolved by the Licensee may file a Complaint before the Forum. The above mentioned details may also be publicised through electronic media.

**Rational:**

To make consumer aware about the complete Grievance Redressal Mechanism and to align with the Rules, it is proposed that information in regard to complete grievance redressal mechanism be widely publicised through various means.

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