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EXTRAORDINARY

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प्राधिकार से प्रकाशित
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संयुक्त विद्युत विनियामक आयोग
(गोवा राज्य और संघ राज्य क्षेत्र के लिये)
अधिसूचना

गुरुग्राम, 16 अगस्त, 2024

उपभोक्ता शिकायत निवारण फोरम और लोकपाल विनियम, 2024

जेईआरसी सं.-31/2024- गोवा राज्य और संघ राज्य क्षेत्र अर्थात् अंडमान और निकोबार द्वीप समूह, चंडीगढ़, दादरा और नगर हवेली एवं दमन और दीव, लक्षद्वीप एवम पुडुचेरी के लिए संयुक्त विद्युत विनियामक आयोग, विद्युत अधिनियम, 2003 (2003 की 36) की धारा 42 की उप-धारा (5) से (8) के साथ धारा 181 की उप-धारा (2) के खंड (आर) और (एस) के तहत प्रदत्त शक्तियों और इस संबंध में इसे सक्षम करने वाली अन्य सभी अधिकारों का प्रयोग करते हुए और पूर्व प्रकाशन के बाद और संयुक्त विद्युत विनियामक आयोग (उपभोक्ता शिकायत निवारण फोरम और लोकपाल) विनियम 2019 के स्थान पर, ऐसे अधिनियम से पहले किए गए या किए जाने से चूक गए अधिनियम या शिकायतों के संबंध में, संयुक्त विद्युत विनियामक आयोग ("जेईआरसी") इसके द्वारा निम्नलिखित विनियम 2024 बनाता है।

अध्याय -I

संक्षिप्त शीर्षक, प्रारंभ, सीमा, परिभाषाएं और व्याख्या

1. संक्षिप्त शीर्षक, सीमा और प्रारंभ -

(1) इन विनियमों को संयुक्त विद्युत विनियामक आयोग (उपभोक्ता शिकायत निवारण फोरम और लोकपाल) विनियम, 2024 कहा जाएगा।

(घ) वर्तमान अभ्यावेदन का विषय किसी भी सक्षम प्राधिकरण/न्यायालय/मध्यस्थ द्वारा तय नहीं किया गया है, और किसी भी ऐसे प्राधिकरण/न्यायालय/मध्यस्थ के समक्ष लंबित नहीं है।

भवदीय

(हस्ताक्षर)

(शिकायतकर्ता का नाम स्पष्ट अक्षरों में)

नामांकन – (यदि शिकायतकर्ता अपने प्रतिनिधि को लोकपाल के समक्ष उपस्थित होने और अपनी ओर से अभ्यावेदन देने के लिए नामित करना चाहता है, तो उसे निम्नलिखित घोषणा प्रस्तुत करनी चाहिए।)

मैं/हम उपर्युक्त उपभोक्ता जिनका पता
..... है.....

..... कार्यवाही में अपना/अपना प्रतिनिधि नामित करते हैं तथा पुष्टि करते हैं कि उनके द्वारा दिया गया कोई भी कथन, स्वीकृति या अस्वीकृति मेरे/हमारे लिए बाध्यकारी होगी। उन्होंने मेरी उपस्थिति में नीचे हस्ताक्षर किए हैं।

स्वीकृत

(प्रतिनिधि के हस्ताक्षर)

(शिकायतकर्ता के हस्ताक्षर)

JOINT ELECTRICITY REGULATORY COMMISSION

(For the State of Goa & UTs)

NOTIFICATION

Gurugram, the 16th August, 2024

CONSUMER GRIEVANCES REDRESSAL FORUM AND OMBUDSMAN REGULATIONS, 2024

No. JERC-31/2024.—The Joint Electricity Regulatory Commission for the State of Goa and Union Territories namely Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli and Daman & Diu, Lakshadweep, Puducherry in exercise of the powers conferred on it under clauses (r) and (s) of sub-section (2) of section 181, read with sub-sections (5) to (8) of section 42, of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf and after previous publication, and in supersession of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulation 2019, except in respect of Act or things done or omitted to be done before such supersession, the Joint Electricity Regulatory Commission ("JERC") hereby makes the following Regulations 2024.

CHAPTER-I

SHORT TITLE, COMMENCEMENT, SCOPE, DEFINITIONS AND INTERPRETATION

1. Short title, extent and commencement. –

- (1) These Regulations may be called the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2024.
- (2) These Regulations shall extend to the whole of the State of Goa and Union Territories namely Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli and Daman & Diu, Lakshadweep, Puducherry.

- (3) These Regulations shall come into force on the date of their publication in the Gazette of Govt of India.
- (4) In case of variance between English and Hindi versions of these Regulations, English version shall prevail.

2. **Definitions:** - (1) In these Regulations, unless the context otherwise requires, -

- a) "Act" means the Electricity Act, 2003(36 of 2003);
- b) "Annexure" means the annexure to these Regulations;
- c) "Commission" means the Joint Electricity Regulatory Commission for the State of Goa and Union Territories namely Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli and Daman & Diu, Lakshadweep, Puducherry.
- d) "Chairperson" means the Chairperson of the Consumer Grievance Redressal Forum appointed by the distribution licensee.
- e) "Complainant" means—
 - i. a consumer; or a prosumer;
 - ii. an applicant for a new electricity connection;
 - iii. any consumer association registered under the Companies Act, 2013 1956 (1 of 1956) or under any law relating to Registration of Societies and /or Charitable Institutions or under any other law for the time being in force; or
 - iv. any unregistered association or group of consumers, having common or similar interests;
 - v. in case of death of a consumer, his legal heirs or authorized representatives;
 - vi. any other person claiming through or authorized by or acting as agent for the consumer affected by the services or business carried out by the distribution licensee.
- f) **Complaint** means, and includes
 - (i) A grievance, related to any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by a Distribution Licensee ("Licensee") in pursuance of a license, contract, agreement or under the JERC Electricity Supply Code 2018 as amended from time to time or in relation to the Distribution Performance Standards of the licensees, as specified by the Commission, and includes billing disputes of any nature and matters related to the safety of the distribution system having potential of endangering life or property; or a dissatisfaction of a Consumer arising out of failure of the licensee to register or redress a Complaint and shall include any dispute between the Consumer and the Licensee with regard to any complaint or with regard to any action taken by the licensee in relation to or pursuant to a complaint filed by the affected person.
 - (ii) a distribution licensee has charged or recovered for electricity services mentioned in the grievance a price or charge in excess of the price or charge fixed by the Commission;
 - (iii) electricity services which are hazardous to life and safety when availed, are being offered for use to the public in contravention of the provisions of any law for the time being in force;
 - (iv) breach of any obligation by the distribution licensee which adversely affects any consumer;
- g) **Consumer** means any person who is supplied with electricity for his own use by a Licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this 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;
- h) **Prosumer** means a person who consumes electricity from the grid and can also inject electricity into the grid of distribution licensee, using same point of supply;
- i) **Consumer Grievance Redressal Forum (CGRF)** means the Forum for Redressal of Grievances of Consumers to be established, by the distribution licensee, pursuant to sub-section (5) of section 42 of the Act and the provisions contained in these Regulations;

- j) **"Distribution Licensee"** means a licensee authorized to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and includes a deemed licensee;
 - k) **"Member"** means the Member of the Forum and unless the context otherwise requires, the expression 'Member' shall also include the Chairperson;
 - l) **"Multi-Tasking Staff" (MTS)** means class of employees performing multi tasks as given in the extant Policy decision of Department of Personnel & Training.
 - m) **"Electricity Ombudsman"** means an authority appointed or designated by the Commission, under sub-section (6) of section 42 of the Act, and these Regulations, with whom a representation may be made by any person, who is dissatisfied by the redressal or is aggrieved by the non-redressal of his grievances by the Forum;
 - n) **"Representation"** means the representation made to the Ombudsman by a complainant, who is aggrieved by the order of the Forum (including the partial or full dismissal order), or non-redressal of his grievances by the Forum within the specified time or dissatisfaction with the order issued by the Forum or non-implementation of the Forum's order by the licensee within the specified time;
 - o) **"timelines"** means the time specified in Annexure-I or any other provisions of these Regulations for processing any complaint or representation made under these Regulations.
3. Words and expressions used and not defined in these Regulations but defined in the Electricity Act, 2003 (36 of 2003) or in the Consumer Protection Act, 1986 (68 of 1986) shall have the meanings respectively assigned to them in these Acts and in case of any conflict, the meaning assigned in the Electricity Act, 2003 shall prevail.

CHAPTER-II

CONSUMER GRIEVANCES REDRESSAL FORUM (CGRF)

4. Establishment of Forum: -

Every distribution licensee shall, within six months, from the grant of licence including the deemed licensee, establish, in its area of supply, under sub-section (5) of section 42 of the Act, a Forum for Redressal of Grievances of the consumers, in accordance with the guidelines contained in these Regulations:

5. **Headquarters of Forum: -** The head office of the Forum shall be preferably at the place of headquarters/Circle of the distribution licensee. The Forum may, with the overall objective of ensuring that the complaints/grievances are heard and redressed within the time limit specified under these Regulations, conduct its sittings apart from its HQs, at such other places, within its area of jurisdiction, as may be considered necessary and proper by it.

6. Constitution of Forum -

- (1) 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.
- (2) The Commission may direct the Distribution licensee to create an additional CGRF over and above the existing CGRFs, considering factors such as ease of access for the consumers and the geographical area, the number of representations received, disposal of representations within the specified time limit.

6A Appointment of Chairperson and Members.

(1) Qualifications for Chairperson and Members

- a) **Chairperson: -** An officer of the Distribution licensee of appropriate seniority not below the rank of Executive Engineer and in the case of Andaman & Nicobar Islands and Lakshadweep not below the rank of Assistant Engineer with minimum of 15 years of experience in State/Central Power sector or Power utilities.
- b) **Member: -**

- (i) **Member (Distribution Licensee):** -An officer of the Distribution licensee of appropriate seniority not below the rank of Executive Engineer and in case of Andaman & Nicobar Island and Lakshadweep not below the rank of Assistant Engineer having minimum of 10 years of experience in State/Central Power sector or Power utilities
 - (ii) **Member (Consumer/Prosumers):** An individual having minimum 10 years' experience in industries/commerce.
 - (iii) **Independent Member:** - An individual possessing minimum bachelor degree having at least 10 years of experience in handling consumer affairs.
- (2) The Distribution Licensee for the purpose of appointment of Chairperson and Member of the Forum shall select Chairperson/Member of the Forum by inviting applications through internal advertisement or nominations or any other mode as deemed fit.
 - (3) The Commission for the purpose of appointment of Independent Member shall invite applications through public advertisement in at least two Newspapers, Website of the Commission, website of Distribution licensee for the appointment of the Independent Member,
 - (4) The Commission for the appointment of the Independent Member shall form a Selection Committee
 - (5) The selection committee shall comprise of

The Chairperson of the Commission ...	Head of the Committee;
The Member of the Commission ...	Member;
Secretary of the Commission	Convenor

6B No person shall be appointed and/or be entitled to continue as **Chairperson or Member** if –

- (1) he has been adjudged as an insolvent; or
- (2) he has been convicted of an offence which, in the opinion of the licensee, involves moral turpitude; or
- (3) he has become physically or mentally incapable of acting as such as **Chairperson or Member**; or
- (4) he has acquired such financial or other interest as is likely to affect prejudicially his functions as a **Chairperson or Member**; or
- (5) he has so abused his position as to render his continuance in office prejudicial to public interest; or
- (6) he has been guilty of proven misbehaviour; or
- (7) his consistent negligence towards the duties is established; or
- (8) has without reasonable cause refused or failed to discharge his functions for a period of at least three months; or
- (9) ceases to fulfil any of the conditions of his appointment as a Chairperson/Member;

7. Removal of Chairperson and Member-

- (1) An existing **Chairperson or Member** shall be liable to be removed from his office forthwith on any of the grounds mentioned in sub- regulation (6B) of regulation 6 or a complaint against either of them, after an inquiry by the Ombudsman.
 - (2) The Ombudsman shall conduct an inquiry of the independent member (CGRF) on the basis of complaint filed by the Chairperson (CGRF). On the recommendation of Ombudsman, the Commission under Regulation 6 sub-regulation (6B), may remove independent member from his office.
 - (3) The Ombudsman shall conduct an inquiry of the Chairperson/Member(s) on the basis of complaint filed against either of them. On the recommendations of Ombudsman, the Commission under Regulation 6 Sub Regulation (6B), may direct to the licensee to remove Chairperson/Member(s) from his office under intimation to this Commission.
- 8. Presiding Officer of the Forum:** - (1) The Chairperson of the Forum appointed under regulation 6 sub regulation 6A

- a) shall be the presiding officer of the Forum.
- b) The Chairperson shall have the general powers of superintendence and control over the Forum.
- c) In case the Chairperson of the Forum is unable to discharge the functions owing to his absence, illness including vacancy of the post or any other cause, the Member appointed under Regulation 6 sub regulation 6A 1 clause b (i) shall discharge the functions of the Chairperson, until the day when the Chairperson assumes his office.

9. **Tenure of Members:** - (1) The Chairperson or Member appointed by the distribution licensee under Regulation 6 sub regulation 6A (1) shall hold office for a period of 3 years which may be extended further for a period of 3 years or till the age of superannuation whichever is earlier from the date they enter the office.

Provided that an officer of the Distribution licensee appointed as Chairperson or Member, by the Distribution licensee, shall not hold office as such, after he ceases to be the officer of the licensee;

- a) The **Independent member** appointed by the Commission shall hold office for a period of 3 years which may be extended further for a period of 3 years or till the age of sixty-seven years (67 years) whichever is earlier from the date he enters the office.
 - b) **Representative of consumer/prosumer** appointed by the distribution licensee shall hold office for a period of three years which may be extended further for a period of three years or till the age of sixty-seven (67) years whichever is earlier.
 - c) In case **Chairperson or any Member** (including independent member) decides to relinquish the post, he may do so after giving a notice of two months in writing to the Licensee.
10. **Voting and consensus:** - In case of equality of votes on any issue, the Chairperson or in his absence, the person presiding shall have the second or casting vote.
11. **Vacancies:** - The licensee shall ensure that the post of a Chairperson and a Member is not kept vacant for the period of more than 30 days.

12. Remuneration -

- (1) The Chairperson and Members appointed by the distribution licensee are the officers of Distribution licensee and hence the pay and allowances such as TA/DA, Leaves and other benefits shall be the same which they shall be otherwise entitled while in service.
- (2) The Chairperson and Members who are an officer of the Distribution licensee shall be entitled for a fixed additional allowance of Rs 10,000/ per month in addition to their pay and allowances.
- (3) The Independent Member and Member representing consumer/prosumer of the Forum shall be eligible to receive a remuneration of Rs. 60,000/- per month. The Commission shall enhance monthly remuneration of Independent member/member representing consumer/prosumer upto 10% every year after evaluating performance.
- (4) Independent member and representative of consumer/prosumer, shall be entitled for TA/DA while out on duty as eligible to Class I officers of the rank of Deputy Secretary of Level 12 in the Central Government.

13. Secretary and Staff of the Forum

- (1) The Chairperson shall specify the human resource requirement. The distribution licensee shall, at all times, provide human resource requirement to the forum i.e. secretarial assistance and Multi-Tasking Staff (MTS),
- (2) The distribution licensee shall appoint/designate one of its officers as full time Secretary, who shall be at least a graduate from a recognized University and shall have adequate work experience as an executive in the middle management.
- (3) The Secretary of the Forum shall hold office for a term of three years from the date he enters upon his office which may be extended further for a period of three years or till the age of superannuation whichever is earlier.

- (4) The Chairperson of the Forum shall exercise general powers of superintendence and administrative control over his office including Members/Secretary/Staff and shall be responsible for the conduct of business of the office.

14. Secretariat-

- (1) The office space, staff and other facilities required by the Forum, shall be provided by the licensee.

The expenses of the Forum, including remuneration to all the members including the independent member shall be borne by the licensee and shall be allowed as pass through expense in the Annual Revenue Requirements of the licensee.

15. Jurisdiction of the Forum

- (1) The Forum shall have the jurisdiction to entertain the grievances filed by the complainant with respect to the services provided by the Distribution Licensee and give such orders and directions as may be deemed necessary.
- (2) The Forum shall entertain only those grievances where the complainant has approached the appropriate authority of the distribution licensee as specified in the complaint handling procedure in SOP Regulations from time to time and is not satisfied either with the response of the licensee or there is no response from the Licensee within the time stipulated therein:

Provided that no grievance shall be entertained unless it is filed before the Forum within three months from the date the consumer has exhausted the remedy under the complaint handling procedure.

16. Limitation of Jurisdiction of the Forum

- (1) The Forum shall not entertain a grievance if it pertains to the same subject matter for which any proceedings before any court, authority or any other Forum is pending or a decree, award or a final order has already been passed by any competent court, authority or forum.
- (2) The Forum shall not entertain grievances falling under Sections 126, 127, 135 to 139, 142, 152, and 161 of the Act. Subject to sub-regulation (1) and (2) above, no grievance shall be rejected by the Forum at any stage, unless the complainant has been given an opportunity of being heard.

17. **Particulars of the Forum to be widely published:** - The name, location, e-mail address and telephone of the Forum, shall be widely published by the licensee through newspapers from time to time, at least once in each quarter, and displayed on the website and all the offices of the licensee and the Commission, and shall also be intimated to the consumers through electricity bills by printing necessary details on the back side of the bills. These particulars shall also be publicized through electronic media.

CHAPTER-III

PROCESS FOR SUBMISSION AND REDRESSAL OF GRIEVANCES

18. Submission of grievances: -

Grievance filing

- (1) Every grievance to the Forum must be submitted in writing or through e-mail or through website-based grievance registration process to the Forum stating;
- a) the name of the individual or the organization, postal address, connection number/details, telephone number and the E-mail address (if any) of the complainant;
 - b) the name of the office of the origin of complaint, name of the electricity Sub Division, Division, Circle, Zone and Company;
 - c) a full description of the matter, which is the source of the grievance, including copies of any relevant and supporting documents, if any;
 - d) the relief prayed for.
 - e) a statement that the matter is not pending before any other court, tribunal, commission, arbitrator, authority or forum.
- (2) A copy of response if any from the distribution licensee shall be enclosed.

19. Grievance handling procedure for the forum

- (1) On receipt of the consumer grievance, the Secretary shall make an endorsement on the grievance subscribing his dated initial.
- (2) Within 7 days of receipt of a consumer grievance, the Secretary shall send an acknowledgement to the applicant. Consumer grievances received shall be registered and serially numbered for each year, and shall be referred e.g. UT or State/C.G. No. 1/2024, 2/2024 and so on. A copy of the grievance shall be forwarded simultaneously to the concerned officer of the distribution licensee for redressal or to file objection if any in writing within 10 days, failing which the Forum shall proceed Ex-parte on the basis of the material available on record.

Provided that the Forum shall take cognizance of any grievance submitted based on the merit of the case and will not reject any grievance for the sole reason of its not having been submitted in the specified format.

20. Limitations/ pre-conditions for submission of grievance. – The Forum may reject the grievance at any stage under any or more of the following circumstances: -

- (1) in cases where proceedings in respect of the same matter and between the same Complainant and the licensee are pending before any court, tribunal, arbitrator or any other authority, or a decree or award or a final order has already been passed by any such court, tribunal, arbitrator or authority;
- (2) in cases which fall under sections 126, 127, 135 to 139, 142, 143, 152, and 161 of the Act;
- (3) in cases where the grievance has been submitted two years after the date on which the cause of action has arisen;

21. Process. –

- (1) The Forum shall forward a copy of the grievance to the concerned officer of the licensee or the employee / employees named in the grievance.
- (2) The Forum may call for any record from the licensee or from the Complainant as is relevant for examination and disposal of the grievance, and both the parties shall be under obligation to provide such information, document or record as the Forum may call for and where a party fails to furnish such information, document or record and the Forum is satisfied that the party in possession of the record is withholding it deliberately, it may draw an adverse inference in relation thereto.

22. Inspection. - (1) The Forum may direct the licensee to undertake an inspection or engage a third party to undertake such inspection with regard to the grievance, as may be required for expeditious redressal of the grievance or it may in special circumstances of a case and recording reasons therefore and at the instance and request of the Complainant, engage a third party (other than the licensee) to undertake inspection and obtain an independent report.

- (2) The expenses of such third-party inspection, except expenses of inspection at the request of the Complainant, shall be borne by the licensee, and to the extent reasonable and justifiable, such expenses shall be allowed as pass through expense in the determination of tariff in accordance with the relevant Regulations of the Commission;

Provided that if inspection is taken up at the request of the Complainant, the expenses shall be deposited in advance by him, which may or may not be refunded by the Forum depending on whether the grievance is found to be of substance or not.

23. The Forum may settle any grievance in terms of an agreement reached between the parties at any stage of the proceedings before it.
24. **Hearing of representations: -** On receipt of the grievance, the Secretary or any other person, as may be authorized by the Forum, shall make an endorsement on the grievance subscribing his dated initial and shall send an acknowledgement to the complainant within seven (7) days of receipt of the grievance.
 - (1) Grievances received shall be registered and serially numbered for each year, and shall be referred e.g. State UT/C.G. No. 1/2024, 2/2024,..., 1/2025, 2/2025,... and so on.
 - (2) A copy of the grievance shall be forwarded within seven (7) days of receipt, to the Nodal Officer designated by the Distribution Licensee for redressal or to file its reply in writing.

- (3) The Distribution Licensee shall, within fifteen (15) days of intimation from the Forum or within such other time as may be directed, furnish its issue-wise comments on the grievance, to the Forum with a copy to the consumer and if there is any failure by the Distribution Licensee in providing such comments, the Forum may proceed on the basis of the material available on record.
- (4) The Forum shall notify the Distribution Licensee and the complainant, the date of hearing of the grievance in writing, giving sufficient advance notice, of not less than five (5) days. The Forum may facilitate the hearing through online mode also.
- (5) A consumer, Distribution Licensee or any other person who is a party to any proceedings before the Forum may either appear in person or authorize any person to present his case physically or virtually before the Forum and to do all or any of the acts for the purpose.
- (6) Where any person who has been a party to the proceedings before the Forum fails to appear, on the date of hearing either physical or virtual, as may be fixed, on more than two consecutive occasions, in this behalf, the Forum may decide the grievance ex-parte:

Provided that no adjournment shall ordinarily be granted by the Forum unless sufficient cause is shown and the reasons for the grant of adjournment have been recorded in writing by the Forum.

- (7) The Forum may call for, any record or information of the Distribution Licensee or from the complainant for examination and disposal of the Grievance, and the parties shall be under obligation to provide such information, document or record as the Forum may call for: Provided that if a party fails to furnish such information, document or record and the Forum is satisfied that the party in possession of the record is withholding it deliberately, it may draw an adverse inference.
- (8) On receipt of the comments from the Distribution Licensee or otherwise and after conducting or having such inquiry or local inspection conducted as the Forum may consider necessary, and after affording reasonable opportunity of hearing either physical or virtual, to the parties, the Forum shall pass appropriate orders for disposal of the grievance, within a period of 60 days of filing of the grievance: Provided that if the order of the Forum is passed after the completion of the said period of sixty (60) days, the Forum shall record in writing reasons for the same.
- (9) The proceedings and decision(s) of the Forum shall be recorded and shall be supported by reasons.
- (10) The quorum for the Forum shall be two and each member shall have one vote and in case of equality of votes, the Chairperson of the Forum or the senior most member of the Forum discharging the functions of the Chairperson of the Forum presiding over the meeting, as the case may be, shall have a casting vote.
- (11) A certified copy of the order of the Forum shall be delivered to the parties to such order in writing within seven (7) days from the date of order.
- (12) The Forum may pass such interim orders, at any stage during the disposal of the grievance, on the request of the consumer as the Forum considers appropriate pending the final decision on the Grievance: Provided that except where it appears that the object of passing the interim order would be defeated by delay, no such interim order shall be passed unless the opposite party has been given an opportunity of being heard.

25. Appearance through an Advocate: - A complainant, distribution licensee or any other person who is a party to any proceedings before the Forum may either appear in person or authorise any person, other than an Advocate (within the meaning of the Advocates Act, 1961), to present his case before the Forum and to do all or any of the acts for the purpose.

26. Issuance of Order. -

(1) The order passed by the Forum shall set out -

- a) issue-wise decision;
- b) reasons for passing the order;
- c) directions, if any, to the Distribution Licensee or consumer or any other order, deemed appropriate in the facts and circumstances of the case; and
- d) directions to pay such amount as compensation as specified by the Commission in the SOP Regulations.

- (2) Reasons are to be recorded if the final orders are passed on the basis of settlement arrived at between the parties: Provided that the settlement arrived at between the parties shall be submitted through affidavit.
- (3) Every order made by the Forum shall be a reasoned order and signed by the members conducting the proceedings: Provided that where the members differ on any point or points, the opinion of the majority shall be the order of the Forum. The opinion of the minority shall however, be recorded and shall form part of the order: Provided further that, along with every order, the Forum shall intimate the complainant of the contact details of the Ombudsman and limitation of time for preferring a representation before the Ombudsman.
- (4) Subject to the right of representation before the Ombudsman specified in these Regulations, the orders of the Forum shall be final.

27. Supply of certified copies

Any person shall be entitled to obtain certified copy of the orders of the Forum subject to payment of such fee and after complying with such other terms, which the Forum may direct.

28. Power to Review

- (1) The Forum may at any time, after affording an opportunity of being heard, review its Order either on its own motion or an application of any of the parties to the original proceedings, within 30 days of the order on-
 - a) the discovery of new and important matter of evidence which, after the exercise of due diligence, was not within his knowledge or could not be produced by him at the time the order was made;
 - b) on account of some mistake or error apparent on the face of the record;
 - c) for any other sufficient reasons.

29. Monitoring of the Consumer Grievances Forum

- (1) The distribution licensee shall set up a mechanism for monitoring of the grievance redressal.
- (2) 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.
- (3) The performance of CGRF shall be monitored by the Commission.

30. Compliance of the order of Forum. —

- (1) The licensee shall comply with the order of the Forum within 15 days or within such shorter period as may be directed by an order made by the Forum, from the date of receipt of the order. In appropriate cases, considering the nature of the case, the Forum, upon the request of the licensee, may extend the period for compliance of its order up to a maximum of three months. Non-compliance of the order of the Forum shall be treated as violation of the Regulations of the Commission and accordingly liable for action under section 142 of the Act.
- (2) The concerned officer of the licensee shall furnish a compliance report of the order of the Forum within seven days from the date of compliance, to the Forum and to the complainant. The Forum shall keep a record of the compliance of its orders and review the same every month. In case of non-compliance of its orders, the Forum shall take up the matter with the higher authorities of the licensee for compliance.
- (3) 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.

31. Representation against the Forum's order. — (1) A complainant may prefer a representation before the Ombudsman appointed/ designated by the Commission under the following circumstances: -

- (a) if the complainant is aggrieved by the non-redressal of the grievance by the Forum within the period specified,
- (b) if the complainant is not satisfied with the order passed by the Forum, and
- (c) if the complainant is aggrieved by the non-implementation of the Forum's order, by the licensee

(2) The representation under sub-regulation (1) shall be made-

- (a) in case the complainant is aggrieved by the non-redressal of the grievance by the Forum within 30 days after the time limit specified for the issuance of the Forum's Order;
- (b) in case the complainant is not satisfied with the Order passed by the Forum, within 30 days after issuance of the Order by the Forum;
- (c) if the complainant is aggrieved by the non-implementation of the Forum's Order, by the licensee, within 30 days after the time limit specified for the implementation of the Order.

32. Reporting requirements: - (1) The Forum shall, within 07 days of the close of the quarter to which it relates, submit a quarterly report on disposal of grievances to the licensee, Commission and Ombudsman.

(2) The quarterly report should be submitted in accordance with the format as specified in ANNEXURE III or any other format as prescribed by the Commission from time to time'

(3) The Forum shall, within 45 days of the close of the financial year to which it relates, also furnish a yearly report containing a general review of the activities of the Forum during the financial year to the licensee, Ombudsman and the Commission.

(4) The forum shall also conduct from time to time (at least once in every quarter) consumer awareness vis-à-vis public interaction programme, explaining to the consumers their rights as consumers serviced by the licensee. The Licensee shall also participate in such programme and facilitate the Forum and bear the expenditure in arranging such programme.

CHAPTER-IV

OMBUDSMAN

33. Qualifications, terms of appointment and removal of Ombudsman

33 A) Appointment of Ombudsman

The Commission shall appoint or designate a person to be known as Ombudsman to carry out the functions entrusted to him by the Act and these Regulations.

General Conditions regarding Eligibility for Appointment

The Ombudsman appointed by the Commission shall be a person of integrity, having experience in any of the areas viz Law, Management, Engineering (Electrical/Mechanical), Finance, Economics, Commerce, Public Administration who has served at the level of Director to the Government of India or equivalent or Superintending Engineer in the Government of India / State Government/State Power utilities or equivalent or General Manager in Schedule 'A' Central Public Sector Undertaking (CPSU) or equivalent in public or private sector undertaking.

Notwithstanding anything above, the Commission may designate any of its Officers to act as the Ombudsman.

a. B) Age Limit:

The age of the applicant on the date of occurrence of vacancy shall be such that he may be able to serve at least one term of three (3) years as Ombudsman.

No person shall be appointed to the Ombudsman or continue to be Ombudsman if he suffers from any of the disqualifications mentioned in Regulation 33 J (2) or if he has reached the age of sixty-seven (67) years.

33 C) Constitution of Selection Committee for Appointment of Ombudsman

(1) The Commission for the purpose of selecting the Ombudsman, shall constitute a Selection Committee comprising of-

- | | | |
|-----|---------------------------------------|------------------------|
| i. | The Chairperson of the Commission ... | Head of the Committee; |
| ii. | The Member of the Commission ... | Member; |
| v. | Subject Specialist ... | Member; |
| vi. | Secretary of the Commission... | Convenor |

- (2) The Secretary of the Commission shall be the Convener of the Selection Committee.
 - (3) The Subject specialist shall be a member co-opted by the Commission.
 - (4) Each member shall have one vote and in case of equality of votes, Head of the Selection Committee shall have a casting vote. Commission presiding over the Committee as the case may be, shall have a casting vote.
 - (5) Applications for the post of Ombudsman shall be invited by the Commission, through public advertisement.
 - (6) In case of occurrence of vacancy by reason of death, resignation or removal, the Commission, shall invite applications, within one (1) month from the occurrence of any vacancy and in case of superannuation or end of tenure, the Commission shall do so within six (6) months before the date of superannuation or end of the tenure, as the case may be.
 - (7) The list of eligible persons shall be placed before the Selection Committee by the Secretary of the Commission within 15 Days from the last date for receipt of applications.
 - (8) The Selection Committee shall finalize the selection of the Ombudsman within one (1) month from the submission of the list of the eligible persons.
- 33 D) The Ombudsman shall, before entering upon his office, make and subscribe to, before the Chairperson of the Commission, an oath of office and secrecy in such manner and form as may be determined by the Commission.
- 33 E) The Ombudsman is entitled to a consolidated salary of Rs 1,00,000/- per month. In addition, the Ombudsman will be entitled for Rs 15000/- (Rupees Fifteen Thousand) as conveyance allowance shall be payable to Ombudsman and all other terms and conditions for the appointment of the Ombudsman shall be such as may be determined by the Commission.
- 33 F) He shall be entitled for economy air fare and shall be entitled for payment of daily allowance and local travel as applicable to class one officer of the level of Director (Level 13) in the Central Government.
- 33 G) He shall be entitled for 08 days casual leave and 10 days Medical leave in a calendar year.
- 33 H) He shall also be entitled for reimbursement of expenses towards use of mobile for official purposes subject to a ceiling of Rs. 1000 per month.
- 33 I) Notwithstanding the above, the Commission reserves the right to enhance the payment of monthly remuneration (excluding other allowances) to the Ombudsman upto 10% every year after evaluating various performance parameters assigned by the Commission.
- 33 J) Resignation and Removal
- 1) The Ombudsman may, by giving two (2) months' notice may resign from his post. Under special circumstances Commission may relax the specified period of notice.
 - 2) The Commission may, by order remove the Ombudsman from office, if he-
 - (a) has been adjudged an insolvent;
 - (b) has been convicted of an offence involving moral turpitude;
 - (c) has become physically or mentally incapable of acting as such member;
 - (d) has acquired such financial or other interest as is likely to affect prejudicially his functions as a member;
 - (e) has so abused his position as to render his continuance in office prejudicial to the public interest;
 - (f) has been guilty of proved misbehaviour.
 - 3) The Ombudsman shall be liable to be removed from his office in the event of any of the disqualifications mentioned in sub-regulation 33J (2) arising or being discovered:

Provided that, the Ombudsman shall not be removed from his office on any ground specified in clauses (d), (e) or (f) of Sub-regulation 33J (2) unless the Commission, has, on an enquiry, concluded that the Ombudsman ought to be removed on such ground.

34. **Office of the Ombudsman:** - The Ombudsman's office shall be located at such place as may be decided by the Commission.

(1) Term of Office and conditions of service

- (a) The term of the Ombudsman shall be for a period of three (3) years from the date he enters upon office: Provided that subject to fulfilment of the conditions of eligibility, the Ombudsman shall be eligible for an extension for further period of three (3) years.
- (b) Provided that no Ombudsman shall hold office after attaining the age of sixty-seven (67) years.
- (c) The salary, allowances and other terms and conditions of service of the Ombudsman shall be as per the Regulations as amended from time to time:
- (d) The Ombudsman appointed shall devote his whole time to the affairs of his office and shall not undertake any other part-time or honorary work.
- (e) Provided that the Ombudsman may hold hearings or proceedings at various places, within his jurisdiction, in order to expedite the disposal of representations received before him.
- (f) All expenses of the Ombudsman including that of its office and supporting staff shall be borne by the Commission which in turn shall be recovered from the licensee and where there is more than one licensee such expenses shall be borne by them in proportion to their latest approved net Annual Revenue Requirement and such expenses shall be pass through in tariff.
- (g) The Commission shall approve the budget estimates along with quarterly expenditure phasing for the year before the commencement of the financial year and the licensee shall release quarterly advance accordingly in the last month of the previous quarter for all expenses related to every succeeding quarter for the Ombudsman including its office.
- (h) The name, location, email address and telephone numbers of the Ombudsman shall be widely publicized through newspapers and displayed on the websites and the offices of the licensees and the Commission, and shall be intimated to the consumers through electricity bills. These may also be publicized through electronic media.

(2) Supporting Staff

- a) The Ombudsman shall be assisted by supporting Staff as approved by the Commission.
- b) The Ombudsman shall assess the human resource requirement and submit the proposal to the Commission for approval.
- c) The appointment of the supporting staff shall be made by the Commission by its order and also specify other terms and conditions of the supporting staff. The appointment of the support staff, shall be for a period not exceeding three years in the first instance which is extendable/ renewable at the discretion of the Commission. Provided that the support staff, shall not continue in the office on attaining the age of sixty years

The Ombudsman shall exercise general powers of superintendence and administrative control over his office and shall be responsible for the conduct of business of the office.

CHAPTER V

PROCEEDINGS AND POWERS OF THE OMBUDSMAN

35. **Format for submission of representation:** - The Ombudsman shall consider the representations of the consumers consistent with the provisions of the Act, the Rules and Regulations made hereunder or general orders or directions given by the appropriate government or appropriate Commission in this regard. For the convenience of consumers, the Ombudsman may standardize the format for filing the complaint. All representations must be filed in English or Hindi. The support documents shall also be translated into English/Hindi if the original document is in another language.

36. Pre-conditions/ limitations for entertaining complainant's representation: -

- (1) The representation may be entertained by the Ombudsman only if all of the following conditions are satisfied that: -
 - a) it has been filed by the complainant being the aggrieved consumer or the association representing the consumer/s;
 - b) the complainant has, 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 grievance;
 - c) the representation by the complainant, in respect of the same 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 any such court, tribunal, arbitrator or authority;
 - d) the representation is not in respect of the same cause of action which was settled or dealt with on merits by the Ombudsman in any previous proceedings whether or not received from the same complainant or along with one or more complainants or one or more of the parties concerned with the cause of action;
 - e) the complainant is not satisfied with the redressal of his grievance by the Forum or the Forum has rejected the grievance or has not passed the order within the time-limit specified; or the licensee has not implemented the Forum's Order;
 - f) the complainant has filed the representation before the Ombudsman within 30 days from the date of receipt of the decision of the Forum or the date of expiry of the period within which the Forum was required to take the decision or the date of expiry of the period within which the distribution licensee was required to implement Forum's order whichever is applicable:
 Provided that the Ombudsman may entertain a representation after the expiry of the said period of thirty days if the Ombudsman is satisfied that there is sufficient cause for not filing it within that period;
 - g) the representation of the complainant does not fall under sections 126, 127, 135 to 139, 152 and 161 of the Electricity Act.
- (2) Within seven days from the date of receipt of the representation, the Ombudsman shall serve a notice to the concerned licensee along with a copy of the representation for mutual agreement between the complainant and the licensee through mediation or conciliation.
- (3) When a representation is settled through mediation or conciliation, the Ombudsman shall make a record of such an agreement in his order and thereafter close the case.

37. Proceedings of the Ombudsman

- (1) Within seven (7) days of receipt of a representation send an acknowledgement to the complainant.
- (2) Representations received shall be registered and serially numbered for each year, and shall be referred e.g. C.G. No. 1/2024, 2/2024,..., 1/2025, 2/2025,... and so on.
- (3) Within seven (7) days of registration, the Ombudsman shall call for records relating to the representation from the concerned Forum.
- (4) The concerned Forum shall send the entire records to the office of the Ombudsman within fifteen (15) days from the date of receipt of such notice.
- (5) The Ombudsman may determine the manner, the place, the date and the time of the hearing of the matter as the Ombudsman considers appropriate.
- (6) The Ombudsman shall issue a notice to the Distribution Licensee and the applicant who has submitted the representation, the date of hearing in writing, giving sufficient advance notice, of not less than seven (7) days. Provided that representations filed by applicants who are senior citizens, physically challenged, widows and persons suffering from serious ailments shall be listed and disposed of on a priority basis.

- (7) A consumer, Distribution Licensee or any other person who is a party to any proceedings before the Ombudsman may either appear in person or authorize any person to present his case before the Ombudsman and to do all or any of the acts for the purpose.
- (8) Where any person who has been a party to the proceedings before the Ombudsman fails to appear on the date of hearing as may be fixed on more than two (2) consecutive occasions, in this behalf, the Ombudsman may decide the Grievance Ex-Parte:

Provided that no adjournment shall be ordinarily granted by the Ombudsman unless sufficient cause is shown and the reasons for the grant of adjournment have been recorded in writing by the Ombudsman.
- (9) The Ombudsman may hear the parties and may direct the parties to submit written statements of submissions in the matter.
- (10) The Ombudsman shall pass a written order giving reasons for all his findings and award.
- (11) The Ombudsman shall pass an award as early as possible but no later than three (3) months from the date of receipt of the representation:

Provided that where there is delay in disposal of a representation within the said period of three (3) months, the Ombudsman shall record reasons of such delay.
- (12) The order passed by the Ombudsman shall set out – (i) issue-wise decision; (ii) reasons for passing the order; (iii) directions, if any, to the Distribution Licensee or consumer or any other order, deemed appropriate in the facts and circumstances of the case; and (iv) directions to pay such amount as compensation as specified by the Commission in the SOP Regulations.
- (13) Notwithstanding the provisions of sub-Regulation (12) above, the Ombudsman may pass such interim orders, at any stage during the disposal of the representation, on the request of the consumer as the Ombudsman considers appropriate pending the final decision on the representation: Provided that, except where it appears that the object of passing the interim order would be defeated by delay, no such interim order shall be passed unless the opposite party has been given an opportunity of being heard.
- (14) A certified copy of the order or award shall be sent to the parties within seven (7) days from the date of order. A copy of the order may also be sent to the concerned Forum for information.

38. Finality of award

The award or the orders of the Ombudsman shall be final and binding on the parties.

39. Powers to remand matters to the Forum

- (1) Where the Forum has disposed of the Grievance and the order of the Forum is reversed or set aside in the proceedings before the Ombudsman, the Ombudsman may, if it thinks fit and necessary, by order remand the Grievance to the Forum.
- (2) The Ombudsman may, further direct what issue or issues shall be decided in the grievance so remanded, and shall send a copy of its judgment and order to Forum from whose order the representation has been preferred to Ombudsman, with such directions as may be necessary to consider the Grievance and pass orders accordingly.

40. Power to Review

- (1) Any person aggrieved by an order of the Ombudsman, may, upon the discovery of new and important matter or evidence which, after the exercise of due diligence, was not within his knowledge or could not be produced by him at the time when the order was passed or on account of some mistake or error apparent from the face of the record, may apply for a review of such order, within thirty (30) days of the date of the order, as the case may be, to the Ombudsman.
- (2) An application for such review shall clearly state the matter or evidence which, after the exercise of due diligence, was not within his knowledge or could not be produced by him at the time when the order was passed or the mistake or error apparent from the face of the record. The application shall be accompanied by such documents, supporting data and statements as the Ombudsman may determine.

- (3) When it appears to the Ombudsman that there is no sufficient ground for review, the Ombudsman shall reject such review application: Provided that no application shall be rejected unless the applicant has been given an opportunity of being heard.
- (4) When the Ombudsman is of the opinion that the review application should be granted, it shall grant the same provided that no such application will be granted without previous notice to the opposite side or party to enable him to appear and to be heard in support of the order, the review of which is applied for.

41. Powers to call information

For the purpose of carrying out his duties, Ombudsman shall have the same powers to call for records or information as are available to the Forum under sub-Regulation (8) of Regulation (24).

42. Monitoring of the representations of the Ombudsman

- (1) The Ombudsman shall keep a record of the representations reported to it and the results thereof.
- (2) The Ombudsman shall send to the Commission, a quarterly report on disposal of the representations within thirty (30) days of the close of the quarter and a yearly report containing a general review of the activities of his office, within sixty (60) days of the close of the year.
- (3) The Ombudsman shall prepare a report on a quarterly basis giving details of the nature of the grievances of the consumer dealt by the Ombudsman, the response of the licensee in the redressal of the grievances and the opinion of Ombudsman on the licensee compliance of the standards of the performance as specified by the Commission under section 57 of the Act during the preceding six months.

CHAPTER -VI

MISCELLANEOUS

43. General-

- (1) The Commission may, if it considers necessary in the public interest so to do, publish the reports of the Ombudsman in such consolidated form or otherwise as it deems fit.
- (2) The Commission may by order provide for or clarify any matter on which no provision is made in these Regulations or the provision made is insufficient.
- (3) The Forum and Ombudsman shall exercise such other powers as the Commission may, by order, delegate from time to time.
- (4) Chairperson and Members of the Forum, the Ombudsman, the Secretary and the staff thereof, when purporting to act under any provision of the Electricity Act, 2003 or under any provision of these Regulations or directions or orders issued there under shall be deemed to be public servants within the meaning of Section 21 of the Indian Penal Code, 1860 and Section 2 of the Prevention of Corruption Act, 1988.

44. Power to relax

The Commission may by general or special order, for reasons to be recorded in writing, relax any of the provisions of these Regulations on its own motion or on an application made before it by an interested person.

45. **Power to remove difficulties:** - If any difficulty arises in giving effect to any provisions of these Regulations, the Commission may, by a general or special order, direct the distribution licensee, the Forum or the Ombudsman to take suitable action, not being inconsistent with the Act, which appears to the Commission to be necessary or expedient for the purpose of removing the difficulties.

- (1) The provisions of these Regulations shall be without prejudice to the right, which the consumer may have apart from the rights conferred upon him by these Regulations.
- (2) All appointments made, and documents executed, before the commencement of these Regulations, shall continue to have effect till the expiry of the period for which such appointment has been made or the document has been executed.

46. **Power to issue practice directions:** - Subject to the provisions of the Act, The Commission may from time-to-time issue orders and practice directions in furtherance of these Regulations.
47. **Power to amend:** - The Commission, for reasons to be recorded in writing, may at any time vary, alter or modify any provisions of these Regulations by a specific order.
48. **Repeal and Savings:-**
- (1) On and from commencement of these Regulations, the Joint Electricity Regulatory Commission (Consumer Grievance Redressal forum (CGRF) and Ombudsman) Regulations 2019, shall stand repealed.
 - (2) Notwithstanding such repeal anything done or action taken or purported to have been done, or proceedings initiated under such repealed Regulations, shall be deemed to have been done under these Regulations to the extent that the same were not inconsistent with the Act.
 - (3) The Consumer Grievance Redressal Forum and Ombudsman of the Joint Electricity Regulatory Commission for the state of Goa and Union Territories namely Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli and Daman & Diu, Lakshadweep, Puducherry, established under CGRF and Ombudsman Regulation 2019 shall be deemed to be the CGRF and Ombudsman for the purposes of these Regulations and the Chairperson, Members, staff of the CGRF, Ombudsman and its staff shall be deemed to have been appointed under these Regulations and they shall continue to hold office on the same terms and conditions on which they were appointed under JERC CGRF and Ombudsman Regulations 2019, till their term expires.
 - (4) The provisions of these Regulations shall be without prejudice to the right, which the consumer may have apart from the rights conferred upon him by these Regulations.

By order of the Commission

S.D.SHARMA, Secy. (I/c)

[ADVT.-III/4/Exty./436/2024-25]

Annexure-I

TIME LINES

S.No.	Description of action to be taken	Time Specified	Time from which period begins to seen
Part-I	Complaints/representations before the Forum		
1	Forwarding complaints to the Forum when sent through Complaint Receiving Centres of the distribution licensee	By the next working day	
2	Acknowledge of receipt of complaint- (a) When presented in person (b) When received by post, email or fax. (c) When received through the Complaint Receiving Centres	On same day By the next day By the next day	On the receipt of the complaint by the Forum
3	Forwarding of complaints to the concerned officer of the licensee-		

	(a) In case of connection/ disconnection of supply. (b) In other case	1 day 2 days	On the receipt of the complaint by the Forum
4	Response of the Licensee on the complaint - (a) In case of connection/ disconnection of supply. (b) In other case	5 days 15 days	From the date of receipt of complaint.
5	Making available the record or to furnish any information to the Forum-	7 days	From the date of requisition of the record or information
6	Making of Orders by the Forum- (a) In cases of connection or disconnection of supply. (b) In other case	15 days 45 days	From the date of receipt of the complaint.
7	Compliance of the Orders of the Forum	15 days or the shorter period, directed by Forum within which Order is to be complied with	From the receipt of the Order by the licensee.
8	Reporting of compliance by the Licensee to the Forum	7 days	From the date of compliance.
Part-II	Representation before the Ombudsman		
1.	Making representation to the Ombudsman (a) Against the Forum's Order (b) For the non- redressal of grievance (c) For the non-compliance of the Forum's Order by the licensee	30 days 30 days 30 days	From the date of Order by the Forum. After the expiry of 30 days' time allowed under item (a) From the date of Order of the Forum.
2.	Settlement by Conciliation (a) Service of notice to the concerned officer of the Licensee for settlement through mediation of the Ombudsman. (b) Acceptance of the recommendations of the Ombudsman. (c) Making a record of the conciliated agreement.	7 days 15 days 7 days	From the date of receipt of representation. From the date of receipt of recommendations of the Ombudsman. After the acceptance of the recommendation by the parties.
3.	Registration of Representation		

	a) Registration of representation where the grievance is not settled by mediation or conciliation by the Ombudsman.	30 days	From the date of receipt of the representation by the Ombudsman.
	b) Calling of record from the Forum	7 days	From the date of registration of the representation by the Ombudsman.
	c) Sending of record by the Forum	7 days	From the date of receipt of the notice from the Ombudsman.
4.	Order of the Ombudsman	90 days	From the date of receipt of representation.
5.	Compliance of the Ombudsman's Order	15 days	From the issue of the Order
Part-III	Submission of Reports		
	Submission of Reports by the Forum		
	(i) Quarterly	07 days	After the close of the quarter.
	(ii) Yearly	45 days	After the close of the year.
	Submission of Reports by the Ombudsman-		
	(i) Quarterly	30 days	After close of the period
	(ii) Yearly	60 days	After the close of the financial year.

ANNEXURE- II
(See Regulation 18)

GRIEVANCE SUBMISSION BEFORE FORUM
APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Date*: _____

1. Name of the Complainant: _____

2. Full address of the Complainant *: _____

Pin Code*: _____

Phone no.*: _____

Fax no.: _____

Email id: _____

3. Nature of Connection and Consumer no.* (in case of having applied for a connection, state the application number): _____

4. Division/Sub Division/Section Name*: _____

5. Complaint receiving centre number*: _____

6. Category of grievance (please tick the relevant box/ boxes):

a) Wrong billing ☐

h) Deficient service ☐

b) Recovery of arrears ☐	i) Delay in providing New connection ☐
c) Faulty Meter ☐	j) Reconnection ☐
d) Burnt meter ☐	k) Change in connected load ☐
e) Supply interruption ☐	l) Transfer of connection ☐
f) Harmonics in supply ☐	m) Others (please specify) _____
g) Supply voltage related ☐	

7. Name, designation and office address of the employee / employees against whom grievance has been filed (if any):

8. Details of the grievance, facts giving rise to the grievance* (If space is not sufficient, please enclose separate sheet)

9. Nature of relief sought from the Forum

10. List of documents enclosed (Please enclose copies of any relevant documents which support the facts giving rise to the grievance)

11. Declaration

(a) I/ We, the Complainant /s herein declare that:

(i) the information furnished herein above is true and correct; and

(ii) I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

(b) The subject matter of the present Grievance has never been submitted to the Forum 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 Grievance has not been settled through the Forum in any previous proceedings.

(d) The subject matter of my / our Grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Complainant's name in block letters)

NOMINATION – (If the Complainant 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. _____, 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 Complainant)

ACKNOWLEDGEMENT OF RECEIPT

The complainant (along with supporting documents) comprised of _____ pages from _____ for redressal of grievance _____ has been received on _____

Signature of the office-in charge

Name _____

Designation _____

Date _____

ANNEXURE III

(See Regulation 29)

QUARTERLY REPORTING BY FORUM

Quarter: _____ Financial Year: _____

1. Status of grievance redressal

S. No	Parameters	Delay in restoring supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
1	Grievances pending at the end of previous quarter							
2	Grievances received during this quarter							
3	Total grievances (1+2)							
4	Grievances attended during this quarter							
5	Balance grievances to be attended (3-4)							
6	Grievances							

	successfully redressed during this quarter							
7	Grievances in the process of redressal							
8	Grievances escalated to Ombudsman							

Note: Sum of rows 6, 7 & 8 should be equal to row 4

2. Status of compliance by licensee

- a) Of the number of grievances successfully redressed during the quarter, state the number of grievances in which the order specified directions for the licensee:
- b) Describe the status of the licensee's compliance against each such grievance

ANNEXURE- IV
(See Regulation 31)

SUBMISSION OF REPRESENTATION BEFORE OMBUDSMAN

Date*: _____

To
The Ombudsman
(specify full address)

Dear Sir / Madam

SUB: (please make a mention of the order of the Forum from which a representation to the Ombudsman is being made)

Details of the grievance are as under:

1. Name of the Complainant: _____

2. Full address of the Complainant *: _____

Pin Code*: _____

Phone no.*: _____

Fax no.: _____

Email id: _____

3. Nature of Connection and Consumer no.* (in case of having applied for a connection, state the Application number): _____

4. Division/Sub Division/Section Name*: _____

5. Name and Address of the Forum*: _____

6. Date of submission of grievance by the Complainant to the Forum* (please enclose 3 copies of the grievance): _____

7. Details of the representation, facts giving rise to 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. If the consumer has received the final decision of the Forum, whether any amount was assessed by the Forum to be paid by the consumer to the licensee? (If yes, please enclose receipt of the deposit of 1/3rd of such amount with the Ombudsman)

10. Nature of relief sought from the Ombudsman

11. List of documents enclosed (Please enclose three copies of all relevant documents which support the facts giving rise to the representation)

12. Declaration

(a) I/ We, the Complainant/s herein declare that:

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

(ii) I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

(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) The subject matter of the present representation has not been decided by any competent Authority/court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Complainant's name in block letters)

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.)

I/We the above named consumer hereby nominate Shri/Smt., 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 Complainant)