Chhattisgarh State Electricity Regulatory Commission
Irrigation Colony, Shanti Nagar, Raipur (C.G.) – 492001

Raipur, Dated October 14, 2022

No. D09/CSERC/2022 - In exercise of the powers conferred under clause (r) and (s) of sub-section (2) of Section 181 read with sub-sections (5), (6) and (7) of Section 42 of the Electricity Act 2003 (36 of 2003) and the Electricity (Rights of Consumers) Rules, 2020 notified by Government of India and all other powers enabling it in this behalf, the Chhattisgarh State Electricity Regulatory Commission hereby makes the Chhattisgarh State Electricity Regulatory Commission (Redressal of Grievances of the Consumers) Regulations, 2022.

CHAPTER 1
PRELIMINARY

1. Short Title and Commencement

1.1 These Regulations shall be called the Chhattisgarh State Electricity Regulatory Commission (Redressal of Grievances of the Consumers) Regulations, 2022.

1.2 These Regulations shall be applicable to the distribution licensees/franchisees operating in the State of Chhattisgarh in their respective licensed areas.

1.3 These Regulations shall come into force from the date of their notification in the Official Gazette.

1.4 These Regulations shall be construed harmoniously with the Standards of Performance of the distribution licensees and the Electricity Supply Code specified by the Commission under the provisions of clauses (x) and (za) of sub-section (2) of Section 181 of the Act. In case of any inconsistency with these Regulations, the Standards of Performance of the distribution licensees and the Electricity Supply Code shall prevail.

2. Definitions

2.1 In these regulations, unless the context otherwise requires:

(a) "Act" means the Electricity Act, 2003 (No. 36 of 2003);

(b) "Chairperson" means the chairperson of the Forum;

(c) "Commission" means the Chhattisgarh State Electricity Regulatory Commission constituted under section 82 of the Act.

(d) "complainant" means

(i) a consumer as defined under sub-section (15) of section 2 of the Act; or

(ii) an applicant for new connection; or

(iii) any registered consumer association; or

(iv) any unregistered association of consumers, where the consumers have similar interest; or

(v) in case of death of a consumer, his legal heirs or representatives

(vi) domestic prosumer;

(e) "complaint" means any representation by consumer or prosumer in writing made by a complaint regarding redressal of grievances.

(f) "consumer dispute" means a dispute where the licensee or its representative against whom a complaint has been made, denies or disputes the allegations contained in the complaint;

(g) "distribution licensee" means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in its licensed area of supply;

(h) "defect" means any fault, imperfection or shortcoming in the quality, quantity, purity or standard of service, equipment or material which is required to be maintained, under any law for the time being in force or under any contract, express or implied, or as is claimed, by the distribution licensee in any manner whatsoever in relation to electricity service;

(i) "electricity service" in particular and without prejudice to the generality of the term means supply, billing, metering & maintenance of quality and supply of electrical energy to the consumer and all other related services, etc.

(j) "Electricity Ombudsman" means an authority appointed or designated by the Commission, under sub-section (6) of section 42 of the Act, to whom a representation may be made by any consumer, who is aggrieved by non-redressal of his grievances by the Forum;

(k) "Forum" means 'Electricity Consumers grievance Redressal Forum' constituted by each licensee in terms of Sub-section (5) of section 42 of the Act;

(l) "Franchisee" means a person authorised by a Distribution licensee to distribute electricity on its behalf in a particular area within his area of supply;

(m) "grievances" shall mean a dissatisfaction of the consumer arising out of the 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 regarding any of the following:

(i) interruption in power supply;

(ii) voltage related complaints;

(iii) load shedding (unscheduled outage);

(iv) meter reading related complaints;

(v) electricity bill related complaints not relating to unauthorized use and theft of electricity covered under sections 126 and 135 of the Act; 20

(vi) disconnection and reconnection of power supply;

(vii) delay in release of new connection;

(viii) non-achievement of standards of performance as laid down by the Commission for distribution licensees and payment of compensation there of; and

(ix) any other grievance relating to damage to consumer's equipment / network / premises; requests for reduction/ enhancement in load / demand; non-payment of interest on security deposit or recovery of excessive charges for any services; etc.

However, the matters falling within the purview of any of the following provisions of the Act will not form a grievances under these Regulations:

(i) Unauthorised use of electricity as provided under Section 126 of the Act;

(ii) Offences and penalties as provided under sections 135 to 139 of the Act'

(iii) Compensation related to accident in the distribution, supply or use of electricity as provided under section 161 of the act; and

(iv) Recovery of arrears where the bill amount is not disputed;

(n) "licensee" means the distribution licensee;

(o) "Member" means a Member of the Forum; and

(p) "Ombudsman (lokpal)" means an authority appointed or designated by the Commission, under sub-section (6) of Section 42 of the Act.

(q) "Prosumer" means a person who consumes electricity from grid and can also inject electricity into the grid for distribution licensee, using same point of supply.

(r) “Rules” means the Electricity Rules, notified by Central Government under section of 176 the Electricity Act,2003.

3. Interpretation

3.1 Words and expressions used but not defined in these Regulations shall have the same meaning as assigned to it in the Act or any other law framed under the Act.

CHAPTER 2
CONSTITUTION OF THE FORUM

4. Constitution of forum

4.1 Every licensee, shall within six months from the date of grant of distribution licence, establish, in terms of sub-section 5 of section 42 of the Act, one or more Forum(s) for redressal of grievance of consumers in accordance with these regulations, with the approval of the Commission.

4.2 A distribution licensee shall establish minimum one (1) Forum in each region falling within its area of supply, with its office at the regional headquarter.

4.3 The distribution licensee shall display, prominently, the address of the Forum and its working hours at its offices, website.

4.4 The Forum shall consist of two Members including the Chairperson. The Chairperson of the Forum shall be the independent Member, appointed by the Commission.

5. Qualifications for appointment of Chairperson and Member of the Forum

5.1 The Chairperson and Member shall be persons of ability, integrity and standing who have adequate knowledge in their respective fields. The Members of the forum must possess the experience and qualifications as detailed below, however, the Commission can relax the qualification criteria wherever considered necessary.

5.2 The qualification of the Members of the forum shall be as under: -

(a) The Chairperson/ independent Member to be nominated by the Commission and appointed by the licensee should have familiarity with consumers' related affairs and should be graduate in any discipline with at least 25 years of professional experience, from amongst the retired employees of Central Government / State Government / PSU/ State-owned power utilities/ Statutory bodies.

(b) One Member, to be appointed by the licensee from amongst its officers, shall be a person possessing a Degree in Engineering and having at least Twenty (20) years of experience in the distribution and supply of electricity.

5.3 **Constitution of the Selection Committee to select Chairperson of the Forum**

There shall be Selection Committee to consider and recommend candidates for appointment as a Chairperson of the Forum consisting of the following:-

(a) The Chairperson of the Commission ... Member;

(b) The Member(s) of the Commission … Member;

(c) Subject Specialist … Member;

Provided that nothing contained in this section shall apply to the appointment of a person as the Chairperson who is an officer of the Commission.

5.4 The distribution licensee shall, within one month from the date of occurrence of any vacancy by reason of death, resignation or removal of the Chairperson and Member and six months before the superannuation or end of tenure make a reference to the Commission for filling up the vacancy.

5.5 The Selection Committee shall finalise the selection of the Chairperson within three months from the date on which reference is made to it and recommend the names for appointment before the Commission.

5.6 The distribution licensee shall submit to the Commission a panel containing names of at least two officers for post of the Member of the forum. Details of the qualifications, experience and the background related to integrity and standing shall be submitted in respect of each officer along with details of present pay drawn by them. The Commission shall consider the names proposed by the licensee and after its approval the licensee shall appoint the Member.

Designating any person to officiate as Chairperson in certain circumstances-

5.7 In the event of Chairperson being unable to discharge his functions owing to absence, illness or any other cause, the Commission may designate any officerfrom the Commission or other Forumto officiate as Chairperson for the interim period, till the day on which the Chairperson assumes his duties, or a new Chairperson is appointed, as the case may be.

6. **Terms of Office of Members of the Forum**

6.1 The Chairperson and the Member of the Forum shall hold office as such for a term of three years from the date on which he enters upon his office.

Provided that such Chairperson or other Member shall be eligible for reappointment for second term of two years.

Provided further that no Chairperson of the Forum or Member of the Forum shall hold office as such after he has attained -

(a) In the case of Chairperson of the Forum, the age of 65 years.

(b) In the case of Member of the Forum, the age of 62 years.

Terms and Conditions of service:

6.2 The salary and allowances payable to and the other terms and conditions of service of the Chairperson shall be as under:

The fixed pay or honorarium shall be the amount equivalent to difference between last pay drawn and the pension before commutation. Amount so fixed shall remain unchanged during the entire tenure of the appointee. The terms and conditions for appointment shall be governed by "Chhattisgarh Civil Seva (SamvidaNiyukti) Niyam, 2012" as amended from time to time.

Provided that the salary, allowances and other terms and conditions of the Chairperson and Membershall not be varied to their disadvantage after appointment or reappointment.

6.3 The licensee shall meet all the costs and expenses of the Forum including the cost of establishment and staff required to assist the Forum in the discharge of its functions under these regulations.

6.4 The expenditure on the Forum(s) will be considered in the revenue requirement of the licensee and will be allowed as a pass through expense.

6.5 The officer of the licensee appointed as per Regulation 5.2 (b) shall maintain their lien on the post held by them with the licensee.

7. **Removal of Members of the Forum**

7.1 Any Member of the forum can be removed if he-

(a) has been adjusted as insolvent; or

(b) has been convicted of an offence involving moral turpitude; or

(c) has become physically or mentally incapable of acting as much Member; or

(d) has without reasonable cause refused or failed to discharge his functions for a period of at least three months; or

(e) ceases to fulfill any of the conditions of his appointment as Member' or

(f) has acquired such financial or other interest that can prejudicially affect his functioning as a Member; or .

(g) has conducted himself in a manner or has so abused his position as to render his continuance in office prejudicial to the public interest or to the objects and purposes of the Act.

(h) has been guilty of proved misbehaviour.

(i) he is not participating in the forum hearing continuously for three hearings without any justifiable reasons.

7.2 No Member of the Forum shall be removed from his office on the grounds specified in Regulation 7.1 (a), (c), (d), (e), (f), (g), (h) and (i) until such Member is given an opportunity to defend himself before an enquiry Officer appointed by the Commission on request of the licensee and the report of the enquiry officer has been considered by the said licensee and a copy of the report made available to the person proposed to be proceeded against. While appointing the enquiry officer, the Commission will also specify whether the concerned Member can or can't participate in proceedings of the Forum during the course of enquiry. After the report is presented by the enquiry officer, the licensee shall obtain the approval of the Commission in writing before taking a final decision on the matter in case of the Members who are officers of the licensee.

7.3 The Commission/licensee shall communicate its decision taken under the provisions of the Regulation 7.2 to the Member concerned within a period of two months of the receipt of such report from the enquiry officer.

8. Proceedings of the Forum

8.1 All questions which come up before the Forum shall be decided by majority of the votes of the Members present and voting, and in the event of equality of votes, the Chairperson shall have second casting vote.

8.2 Forum(s) while dealing with the complaints/grievances shall follow the principles of natural justice, including, inter alia, the following:

i. it shall protect the interest of the consumers;

ii. it shall inform the consumers of their rights;

iii. it shall facilitate and expedite the redressal of complaints/grievance;

iv. it shall ensure that the consumers can also have a remedy in the event of failure or delay on the part of the distribution licensee in redressing their complaints/grievance.

8.3 The Forum shall meet at their head office and conduct at least one sitting in each revenue district, located in the relevant region, in a month and shall observe such rules of procedure in regard to the transaction of business at its meeting.

8.4 No act or proceeding of the forum shall be questioned or shall be invalidated merely on the ground of existence of any vacancy or defect in the constitution of the Forum.

8.5 All decisions of the Forum shall strictly be in accordance with the provisions of the Act, Rules and Regulations framed thereunder and orders and directions issued by the Commission from time to time.

8.6 For expeditious resolution of grievances of a complaint, 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.

Rights of Consumers to Approach the Forum

8.7 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 applicable Regulations 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 applicable Regulations.

8.8 The consumer may directly approach the Forum witha 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.

Limitations / Pre-conditions for submission of grievance

8.9 A complainant shall not be entitled to approach the Forum in any of the following cases:

i. 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;

ii. In cases which fall under Sections 126, 127, 135 to 139, 152 and 161 of the Act;

iii. complaints/grievances which are:

a) frivolous, vexatious, mala-fide;

b) without any sufficient cause;

c) there is no prima facie loss or damage or inconvenience caused to the complainant.

Provided that no complaint/grievance shall be rejected unless the complainant has been given an opportunity of being heard.

Procedure for complaint/grievances redressal

8.10 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.

8.11 The office of the Forum shall issue acknowledgment of the receipt of the complaint/grievance to the consumer/complainant showing clearly the serial number and date of receipt of the complaint/grievance with an acknowledged copy of the complaint/grievances in the following manner:

i. shall issue and deliver forthwith upon submission if the complaint/grievance is delivered personally;

ii. shall despatch/email/fax within two working days of receipt of the complaint/grievance if sent by post or courier or through email or fax; or

iii. shall despatch within two working days of receipt of the complaint/grievance if received by the consumer contact centres.

No complaint shall be returned to the complainant without issuing acknowledgement of its receipt and the same shall be disposed of according to the Regulations.

8.12. The Forums shall maintain true and correct records of all the complaints/grievance received by them from time to time and make available such records for inspection as and when the Commission may require.

8.13. The Forum shall forward a copy of the complaint to the officer concerned of the licensee or the employee/employees/department named in the complaint ("respondent party").

8.14. The respondent party shall furnish parawise comments to the Forum on the complaint within 7 days of its receipt, failing which the Forum shall proceed on the basis of the material available on record.

8.15. The Forum may call for any record from the respondent party or from the complainant, as is relevant for examination and disposal of the complaint/grievances and both the parties shall be under obligation to provide such information, document or record as the Forum may call for. 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 appropriate inference.

8.16. The Forum may also direct the licensee to undertake an inspection or engage a third party to undertake such inspection with regard to the complaint/grievances, as may be required for its expeditious redressal. The Forum can also engage a third party (other than the licensee) at the instance and request of the complainant, to undertake inspection and obtain an independent report. The Forum shall record the reasons for the need of such third party inspection, which should generally be resorted to rarely and keeping in view the special circumstances of a case. 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 expenses of licensee in accordance with the relevant Regulations. In case inspection is taken up at the request of the complainant, the amount of such expense shall be deposited in advance by him, which may or may not be refunded by the Forum depending upon the complaint being found to be of substance or not.

8.17. The Forum can call the officer concerned of the licensee for discussion in suitable cases, in order to seek redressal of the grievance filed before it. In case the matter is settled through discussion, it may be recorded as a decision and conveyed to the complainant and the licensee.

8.18. The Forum shall empanel the consumer representatives from each category such as, agriculture, domestic, non-domestic, industrial, public utilities. The Forum can call the empanelled consumer representative of concerned category for discussion in suitable cases, in order to seek redressal of the grievances filed before it.

The respective consumer representatives called for discussions shall be entitled to honorarium / fee for each sitting as may be decided by the Forum from time to time.

8.19. In case the Forum comes to the conclusion that the complainant and the officer concerned of the licensee are required to be heard for redressal of the grievance, the Forum shall call the complainant and the officer with the details of the case and documents, if any, as may be necessary.

8.20. 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.

8.21. E-hearing may also be held through video-conferencing or similar arrangements, as appropriate, provided the complainant has access to such facilities.

8.22. Where the complainant or the licensee or their representative fails to appear before the Forum on the date fixed for hearing on more than two occasions, the Forum may decide the grievance ex-parte.

8.23. No adjournment shall ordinarily be granted by the Forum unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Forum. The Forum may make an order as to the cost occasioned by the adjournment to be paid by the defaulting party to the non-defaulting party and/or to the Forum.

8.24. The Forum shall not be bound to follow the procedure prescribed in the Civil Procedure Code, 1908 (5 of 1908) or the Indian Evidence Act, 1872 (1 of 1872) in its proceedings.

Issue of Order

8.25. 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.

8.26. As far as is possible and practical, the complaints/grievances shall be prioritized for redressal based on the following priority order:

i. Disconnection of supply

ii. Meter related issues

iii. Billing related issues

iv. Other issues

In case of complaints/grievances related to disconnection of supply, the Forum shall pass the order within 7 days of filing of the complaint/grievance and in case of other complaints/grievances, the order shall be passed within 30 days of filing of the complaint/grievance:

Provided also that in the event of complaint/grievance being disposed of after the maximum period specified above, the Forum should record in writing, the reasons for

the same at the time of disposing of the said complaint/grievances and inform the Ombudsman.

8.27. After the completion of the proceedings, the Forum shall issue an order to the distribution licensee directing it to do one or more of the following in a time bound manner, namely:

i. to remove the cause of complaint/grievance in question;

ii. to return to the consumer(s) the undue charges paid by the consumer(s);

iii. to pay such compensation, to the person affected, as determined by the Commission, in case the licensee fails to meet the Standards of Performance as specified by the Commission;

iv. to remove the defects/deficiencies in the services in question;

v. to discontinue the unfair trade practice or the restrictive trade practice or not to repeat them;

vi. not to offer and/or to withdraw hazardous electricity services;

vii. any other order, deemed appropriate in the facts and circumstances of the case.

8.28. The proceedings and decisions of the Forum shall be recorded and shall be supported by reasons. The order shall be a reasoned order and signed by the Members conducting the proceedings. 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 form part of the order.

8.29. 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.

8.30. The order of the Forum shall be communicated to the complainant and the licensee in writing within seven days. A certified copy of every order passed by the Forum shall be delivered to the parties in the manner prescribed under Section 171 of the EA 2003. Copy of the orders issued by the Forums shall also be uploaded on the licensee's website.

8.31. The licensee shall comply with the order within the time limit specified by the Forum. In appropriate cases, considering the nature of the case, the Forum, on the request of the licensee, may extend the period for compliance of its order up to a maximum period of three months.

8.32. The officer concerned of the licensee shall furnish a compliance report on the order of the Forum within seven days from the date of compliance, to the Forum and to the

complainant. The Forum shall keep 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. If even after that the order is not complied with, the Forum shall inform the Ombudsman regarding such non-compliance.

8.33. In case of non-implementation of the Forum's order, the complainant may represent to the Ombudsman to direct the licensee to implement the Forum's order. Non-implementation of the Forum's order by the licensee shall be deemed to be a violation of the Regulations and shall be liable for appropriate remedial action.

Reporting Requirements

8.34. 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.

8.35. The quarterly report should be submitted in accordance with the format as specified in Annexure II.

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

Reports received by the Commission as above shall be placed on the Commission's website.

Special provision, Interim order, Review of order

8.37. The Forum may also issue interim orders on the request of the aggrieved person, as it considers appropriate, pending final disposal of the complaint.

8.38. The Forum may review its order suo-motu, at any time on account of mistake or error apparent on the face of the record and on the application of any of theparties to the original proceedings within 30 days of the order on the following grounds:

(i) Discovery of new and important matter or evidence which, after theexercise of due diligence was not within the knowledge of the personseeking the review or could not be produced by it at the time the order was made; or

(ii) On account of improper interpretation of provisions of the Act/ rules orregulations / codes notified by the Commission.

(iii) Any other sufficient reason.

8.39. The applicant shall in the application for such review 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 on the face of the record. The application shall be accompanied by such documents, supporting data and statements to substantiate such review.

8.40. When it appears to the Forum that there is no sufficient ground for review, the Forum shall reject such review application:

Provided that no application shall be rejected unless the applicant has been given an opportunity of being heard.

8.41. When the Forum 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.

8.42. The Forum shall pass the order on the review application within a maximum period of thirty days from the date of receipt of the review application by the Forum:

Provided that in the event of review application of being disposed of after the maximum period specified above, the Forum should record in writing, the reasons for the delay in the review order.

Representation before the Ombudsman

8.43. 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 grievances 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.

8.44. 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.

8.45. 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.

9. **General**

9.1. The Chairperson of the Forum shall have the general powers of superintendence and control over the Forum.

9.2. The Forum shall comply with such general directions as the Commission may issue from time to time in the interest of more efficient and effective redressal of grievances.

9.3. The licensee shall from time to time give due publicity about the Forum and it scharter through advertisement in widely circulated local newspapers and insuch other manner as it considers appropriate and as the Commission maydirect, from time to time. The names of the Members of the Forum, theiraddresses and phone numbers shall be displayed prominently at all the officesof the licensee which has interface with consumers and shall also be duly published, including on the electricity bills raised on the consumers.

9.4. The Forum is an institutional mechanism created by the licensee for redressal of the grievance of its consumers. It is, therefore, the responsibility of the licensee to empower it and take necessary measures to make it effective in the interest of its consumers. The licensee shall ensure that necessary instructions are issued to all concerned officers sensitising them about the Forum and it sfunctions, and about their duty to comply with its orders promptly.

9.5. The Forum may hire legal consultant as per requirement. Qualification for legal consultant shall be as under:-

He/she shall possess a graduate degree in Law from a recognized University and shall have at least ten (10) years of experience working as a Legal Advisor to an organization of repute. The experience of working in regulatory bodies/local bodies/public utilities and/ or convening meetings of board of Directors in a company or corporation will be preferable.

9.6 The licensee shall provide required supporting staff and appropriate office accommodation to the Forum.

9.7. The salary or honorarium or fees and other allowances payable to the Chairperson, Member and supporting staff shallbe charged to the licensee who shall be responsible for timely and regular payment.

9.8. The honorarium fees of the consumer representative and fees of the legal consultant shall be charged to the licensee who shall be responsible for timely payment.

9.9 The licensee shall meet all the costs and expenses of the Forum including thecost of establishment and staff required to assist the Forum in the discharge of its functions under these regulations.

9.10. The expenditure on the Forum(s) will be considered in the revenue requirementof the licensee and will be allowed as a pass through expense.

CHAPTER IV
CONSTITUTION AND FUNCTIONS OF THE OMBUDSMAN

10. Appointment of Electricity Ombudsman

10.1 The Commission may from time to time appoint or otherwise designate such person or persons as the Commission may consider appropriate as the Electricity Ombudsman or Ombudsmen to discharge the functions under Sub- section (7) of Section 42 of the Act.

10.2 The Commission may appoint or designate Electricity Ombudsman or Ombudsmen separately for each licensee or a Common Electricity Ombudsman or Ombudsmen for two or more distribution licensees.

11 General Conditions regarding Eligibility for Appointment

11.1 The Ombudsman shall be a person of ability, integrity and standing, with minimum qualification of a graduate from a recognized university. He shall also have experience in dealing with problems related to consumers and shall have minimum experience of at least twenty (20) years in the relevant fields. The general conditions regarding eligibility for appointment for the post of Electricity Ombudsman shall be as under:-

(i) Legal Affairs: The applicant should have experience at the level of District Judge. “District Judge” includes Additional Judge to the court of District Judge/ Additional District Judge/Sessions Judge/Additional Sessions Judge for atleast two years; OR

(ii) Industry/Engineering/Finance: The applicant should have experience of working in electricity power utility not below the rank of Chief Engineer, Director in a PSU/Utility/Regulatory Commission for atleast two years; OR

(iii) Administrative/Management/Defence Services: The applicant should have experience of working at the level of Secretary to State Government or Joint Secretary to Central Government or Major General or equivalent in an organized security force for atleast two years; OR

(iv) Consumer Affairs: The applicant should have experience as a Presiding Officer in the consumer Forum for at least two years;

11.2 No person shall be eligible to be appointed as Ombudsman if he has been in the service of a distribution licensee or in the holding company orsubsidiary of such holding company of a distribution licensee at any time during preceding two (2) years from the date of occurrence of the vacancy.

Designating any person to officiate as Ombudsman in certain circumstances

11.3 In the event of Ombudsman being unable to discharge his functions owing to absence, illness or in case of sudden demise of the Ombudsman or any other cause, the Commission may designate any officer of the Commission not below the rank of Joint Director toofficiate as Ombudsman for the interim period, till the Ombudsman resumes his duties, or on appointment of an Ombudsman and assumes his duty as the case may be.

12 Constitution of Selection Committee for Appointment of Ombudsman

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

(a) The Chairperson of the Commission ... Member;

(b) The Member(s) of the Commission … Member;

(c) Subject Specialist … Member;

12.2 The Secretary of the Commission shall be the Convener of the Selection Committee.

12.3 The Subject specialist shall be a Member co-opted by the Commission.

12.4 The quorum of the Selection Committee shall be two (2), out of which one (1) shall be the subject specialist.

12.5 Each Member shall have one vote and in case of equality of votes, the Chairperson of the Commission or the senior most Member of theCommission presiding over the Committee as the case may be, shall have a casting vote.

12.6 Applications for the post of Ombudsman shall be invited by the Commission, through public advertisement.

13 Term of Office and conditions of service

13.1 The Ombudsman shall hold office for a term of five years from the date he enters upon his office :

Provided that no Ombudsman shall hold office as such after he has attained the age of sixty-five years.

13.2 The Electricity Ombudsman appointed may be paid a fixed fees or honorarium as under:

(a) If appointee is a retired Judicial officer or officer of Central Govt. /State Govt. or PSU of State Govt./Central Govt. or Other Electricity Regulatory Commission, the fixed pay or honorarium shall be the amount equivalent to difference between last pay drawn and the pension before commutation. Amount so fixed shall remain unchanged during the entire tenure of the appointee. Applicable allowances shall be payable as per order of Central Govt. from time to time.

(b) For appointees not included in (a) above, the fixed pay or honorarium for the entire tenure shall fixed at pay Matrix Level-17 as per Chhattisgarh Revision of Pay Rule,2017, which shall be 1,41,800/- + applicable allowances shall be payable as per order of Central Govt. from time to time.

13.3 Before entering upon his office, the Electricity Ombudsman shall make and subscribe to an oath of office and secrecy in the form as may be prescribed by the Commission. The Chairman of the Commission will administer the oath.

13.4 The Electricity Ombudsman may hold sittings at such other places within his area of jurisdiction as may be considered necessary and proper by him.

13.5 The Electricity Ombudsman shall be deemed to be Public servant within the meaning of Section 21 of the Indian Penal Code, 1860(No.45 of 1860).

13.6 The expenditure on the office of the Ombudsman shall be borne by theCommission.

Jurisdiction

13.7 The territorial jurisdiction of the Ombudsman shall extend to the whole or part of the State of Chhattisgarh.

14. Resignation and Removal

14.1 The Electricity Ombudsman may relinquish his office by giving in writing to the Commission a notice of not less than three months. The Commission may at any time remove the Electricity Ombudsman from his office if he-

(a) has been adjudged as insolvent; or

(b) has been convicted of an offence involving moral turpitude; or

(c) has become physically or mentally incapable of acting as such Ombudsman; or

(d) has without reasonable cause refused or failed to discharge his functions for a period of at least three months; or

(e) ceases to fulfil any of the conditions of his appointment as Ombudsman; or

(f) has acquired such financial or other interest that can prejudicially affect his functioning as Ombudsman; or

(g) has conducted himself in a manner or has so abused his position as to render his continuance in office prejudicial to the public interest or to the objects and purposes of the Act.

(h} Has been guilty of proven misbehaviour.

Provided that the Electricity Ombudsman shall not be removed from his office, unless the Commission, has, on an enquiry, held by the Commission concludes that the Electricity Ombudsman ought, on suchground or grounds, be removed.

CHAPTER V
PROCEEDINGS AND POWERS OF THE OMBUDSMAN

15. Powers and Functions of the Ombudsman

15.1. The Ombudsman shall have the following powers and duties:

i. To receive representations, consider such representations and facilitate settlement by agreement, through conciliation and mediation between the licensee and complainant, and pass an order in accordance with these Regulations where such conciliation is not reached.

ii. On receipt of information from the Forum regarding non-compliance of the Forum's order by the distribution licensee, the Ombudsman shall initiate proceedings for implementation of Forum's order by the licensee.

iii. The Ombudsman shall in the first instance act as a counsellor and mediator in matters which are the subject matter of the representation.

iv. The Ombudsman shall exercise general powers of superintendence and control over his office and shall be responsible for the conduct of business of the office and shall also perform other functions as may be specified by the Commission.

v. The Ombudsman shall have the powers to incur expenditure on behalf of the office. In order to exercise such power, the Ombudsman shall draw up an annual budget for its office in consultation with the Commission and shall exercise its powers of expenditure within such approved budget. The budget shall have the provisions for the administrative expenditure of the Ombudsman. The

Commission shall sanction the required amount out of the Fund. The Commission shall, however, supervise the utilization of such amount and shall issue such instructions, from time to time, as it may deem reasonable and necessary.

Pre-conditions/ limitations for entertaining complainant's representation

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

i. It has been filed by the complaint (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. No appeal against an order of the Forum shall be entertained unless an amount equal to one third is deposited with the licensee and documentary evidence of such deposit is enclosed along with the appeal.

15.3. Subject to the provisions of the Act and these regulations, the Ombudsman's decision on whether the representation is fit and proper for being considered by it or not, shall be final.

15.4. The Ombudsman may reject the representation at any stage if it appears to him that the representation is:

i. frivolous, vexatious, malafide;

ii. without any sufficient cause;

iii. there is no prima facie loss or damage or inconvenience caused to the complaint; or

iv. complicated in nature such that the representation requires consideration of elaborate documentary and oral evidence and the proceedings before the Ombudsman are not appropriate for adjudication of such representations.

Provided that the decision of the Ombudsman in this regard shall be final and binding on the complainant and the distribution licensee:

Provided further that no representation shall be rejected in respect of clauses (i), (ii), (iii) and (iv) above, unless the complainant has been given an opportunity of being heard.

Procedure to be followed by the Ombudsman

15.5. The representation shall be in writing, duly signed by the complainant or his authorized representative, including facsimile or email mode, and shall contain the name and address of the complainant, the facts giving rise to the grievance supported by documents, if any, and may specify the relief sought from the Ombudsman.

15.6. The Ombudsman shall receive a representation in writing including through email and facsimile mode. A representation may be submitted in the format given in Annexure III. however, no representation shall be rejected by the Ombudsman merely on the ground that it is not in the prescribed format.

15.7. The representation shall contain a statement, duly signed by the complainant, to the effect that the conditions stipulated in regulation 16.2 above have been fulfilled, and that there is nothing, in the knowledge of the complainant, which would bar the Ombudsman from considering the representation, facilitating the settlement thereof, or passing an order in respect of the subject matter of the representation, or otherwise dealing with the representation in accordance with the provisions of these regulations.

15.8. The Ombudsman shall acknowledge the receipt of the representation in the following manner:

i. Forthwith upon submission if the representation is delivered personally; or

ii. Post / email / fax within two working days of receipt of the Representation if the same is received through post / courier / email / fax.

The Ombudsman, while issuing acknowledgement, shall assign a unique case number and date to each representation accepted by it.

15.9. The Ombudsman shall maintain true and correct records of all representations received from time to time.

Promotion of Settlement by Conciliation

15.10. As soon as it may be practicable to do but not later than one week from the date of receipt of representation, the Ombudsman shall serve a notice to the officer concerned of the licensee named in the representation along with a copy of the representation and endeavour to promote a settlement of the complaint by mutual agreement between the complainant and the licensee through conciliation or mediation.

15.11. The notice to the licensee served under Regulation 15.10 above shall specify the time period within which the licensee is required to respond to the representation, and this time period shall be such as to allow the Ombudsman to settle the matter by conciliation or mediation within 21 days from the date of receipt of the representation.

15.12. For the purpose of facilitating settlement of the representation, the Ombudsman may follow such procedures, as he may consider appropriate or as may be prescribed by the Commission.

15.13. When a complaint/grievance is settled through conciliation or mediation by the Ombudsman, the Ombudsman shall make a recommendation which he thinks fair in the circumstances of the case. The copies of the recommendation shall be sent to the complainant and the licensee.

15.14. If the complainant and the licensee accept the recommendation of the Ombudsman, they will send a communication in writing within 7 days of the date of receipt of the recommendation. They will confirm their acceptance to the Ombudsman and state clearly that the settlement communicated is acceptable to them, in totality, in terms of recommendations made by the Ombudsman and are in full and final settlement of complaint/grievance.

15.15. The Ombudsman shall make a record of such agreement in the case as his orders and thereafter close the case.

Hearing of Representations

15.16. After registering the representation, the Ombudsman, shall within 7 days of registration, call for records relating to the representation from the forum concerned. The forum shall send the entire records within 7 days from the date of receipt of such notice to the office of the Ombudsman.

15.17. Where the representation is not settled by agreement within a period of 21 days from the date of receipt of complaint or such extended period the Ombudsman may deem fit duly considering the overall time limit specified, the Ombudsman may determine the manner, the place, the date and the time of the hearing of the matter as he considers appropriate:

Provided, however, that the Ombudsman shall hold the hearing within 30 days from the date of receipt of Representation, or 15 days from the expiry of such extended period as has been specified by the Ombudsman for settlement by agreement among the parties:

Provided further that where the Ombudsman is unable to hold the hearing within such period as specified above, he may hold the hearing at a later date with the Commission's permission.

15.18. The Ombudsman may hear the parties and may direct them to submit written statements of submissions in the matter.

15.19. A complaint, distribution licensee or any other person who is a party to any proceedings before the Ombudsman may either appear in person or authorise any person to present his case before the Ombudsman and to do all or any of the acts for the purpose.

15.20. Where the complainant or the licensee or their representative fails to appear before the Ombudsman on the date fixed for hearing on more than two occasions, the Ombudsman may decide the Representation ex-parte.

15.21. No adjournment shall ordinarily be granted by the Ombudsman unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Ombudsman; provided further that the Ombudsman may make such orders as to the cost occasioned by the adjournment to be paid by the defaulting party to the non-defaulting party and/or to the Ombudsman.

Issue of Order

15.22. The Ombudsman shall decide the matter on the submissions of the parties, after providing them an opportunity of being heard. The Ombudsman shall pass a speaking

order with detailed reasoning. While making an order, the Ombudsman shall be guided by the evidence adduced by the parties, the principles of applicable laws including rules and regulations issued under the relevant laws, guidelines, directions and instructions of a general nature, issued by the Commission from time to time, prudent industry practices and such other factors which in its opinion are necessary in the interest of justice.

15.23. The Ombudsman shall pass an order as early as possible but in any case, within 45 days from the date of receipt of the representation. Where there is delay in disposal of a representation within the said period, the Ombudsman shall record the reasons for such delay.

15.24. The order passed by the Ombudsman shall set out:

i. issues arising from the proceedings before it;

ii. issue-wise decision;

iii. reasons for passing the order;

iv. directions, if any, to the distribution licensee or complainant or any other order, deemed appropriate in the facts and circumstances of the case.

15.25. The Ombudsman shall have the power to impose costs upon either of the parties, as it may deem appropriate in the circumstances before it.

15.26. A copy of the order shall be sent to the complainant and the licensee concerned.

15.27. The licensee shall duly comply with and implement the decision of the Ombudsman within 30 days of issue of the Order.

15.28 Non-compliance of the Ombudsman's Orders shall be considered as violation of these Regulations and shall be liable for appropriate action by the Commission under Sections 142 and 146 read with Section 149 of the Act.

15.29. The orders of the Ombudsman shall be final and binding on the parties. No party can file an appeal before the Commission against the order of the Ombudsman. However, the rights of complainant and licensee to file an appeal before the judicial bodies shall remain protected.

15.30. The Ombudsman may review its order either on its motion, at any time, or on the application of any of the parties to the original proceedings within 30 days of the order on the following grounds:

i. Discovery of new and important matter or evidence which, after the exercise of due diligence, was not within the knowledge of the person seeking the review or could not be produced by him at the time the order was made; or

ii. Mistake or error apparent on the face of the record; or

iii. Any other sufficient reason.

Provided that prior to initiating review of its order, the Ombudsman shall provide opportunity to all the parties to enable them to appear and to be heard.

15.31. The Ombudsman shall pass the review order within a maximum period of 45 days from the date of receipt of the review application or initiation of suo- motu review by the Ombudsman:

Provided that in the event of issuance of review order after the maximum period specified above, the Ombudsman should record in writing, the reasons for the delay in the review order.

15.32. Except in cases where a review application has been moved under the regulation 15.31 above by either of the parties, in the event of non-compliance / non-implementation of any order passed by the Ombudsman by either of the parties, the consumer may approach the Commission for the enforcement of the order within a period of 30 days of the passing of the order or from the expiry of the time granted for the implementation of the order by the Ombudsman, whichever is later. The Commission may issue any order (including an order imposing fines and penalties on the licensees, as provided for under the Act) or take any other steps, as it deems appropriate for the enforcement of the order.

15.33. The Ombudsman shall be guided by such factors which in the opinion of the Ombudsman are necessary in the interest of justice and shall ensure transparency while exercising its powers and discharging its functions in compliance with the principles of natural justice:

Provided that the Ombudsman shall not be bound by the Code of Civil Procedure, 1908 (5 of 1908) or the Indian Evidence Act, 1872 (1 of 1872) as in force from time to time.

Reporting Requirements

15.34. The Ombudsman shall submit to the Commission and the State Government a half-yearly report on all the representations filed before it during the period. The report should be submitted within 45 days of close of the period to which it relates.

15.35. The report shall cover:

i. facts of each representation;

ii. response of the licensees in redressal of the grievance;

iii. opinion of the Ombudsman on compliance of Standards of Performance by the licensee;

iv. key directions issued to the licensee and/or the consumer in the order;.

v. compliance of order by the licensee and/or the consumer.

15.36. The Ombudsman shall also furnish a quarterly report to the Commission asper Annexure IV of these regulations.

15.37. The Ombudsman shall also furnish a yearly report containing a general review of activities of the Ombudsman's office during the financial year to the Commission. The report should be submitted within 45 days of close of the financial year to which it relates.

15.38. Reports received by the Commission as per Clause 15.34, 15.36 and 15.37 above shall be placed on the Commission's website.

16. General

16.1. The expenditure on Ombudsman shall be borne by the licensees. The Commission will prepare every year the budget for the Ombudsman in consultation with him. The Commission will indicate the respective share of expenditure, to be borne by each licensee to be released quarterly in advance

16.2 The Ombudsman can also approach Commission regarding interpretation of regulations/codes/notified, and applicability of tariff as per tariff order(s) issued by the Commission.

CHAPTER VI
MISCELLANEOUS

Power to Relax

17. The Commission may by general or special order, for reasons to be recorded in writing, and after giving an opportunity of hearing to the parties likely to be affected, may relax any of the provisions of these Regulations on its own motion or on an application made before it by an interested person.

Power to amend

18. The Commission may from time to time add, vary, alter, suspend, modify, amend or repeal any provisions of these Regulations.

19. **Power to remove difficulties**

19.1 If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may, by an order, make such provisions, not inconsistent to the provision of the Act and these regulations, as may appear to be necessary for removing the difficulty.

19.2 The licensee may seek guidance or clarification from the Commission for removal of any difficulties that may arise in the establishment / functioning of the Forum as per these regulations.

19.3 Nothing in these regulations shall bar the Commission from adopting, in conformity with the provisions of the Act, a procedure, which is at variance with any of the provisions of these regulations, if the Commission, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, considers it necessary or expedient to do so.

19.4 Nothing in these regulations shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act with regard to redressal of grievance of consumers for which no regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner it thinks fit.

19.5 Nothing contained in these Regulations shall affect the rights and privileges of the consumer under any other law for the time being in force, including under the Consumer Protection Act, 1986 (68 of 1986).

20. **Infrastructure and Training**

20.1 The licensee shall ensure that all adequate infrastructures are put in place, including establishment of central complaint centre, to handle the complaint redressal mechanism and to ensure that all time limits are adhered to. It shall be the responsibility of the licensee to ensure that there are adequate phone lines to take all complaint calls, that the complaint desk is manned at all times, that adequate training on telephone and personal etiquette is undertaken, that all necessary forms / rules / procedures, etc, are available at all times and all other necessary steps are taken to

ensure that consumers have a good experience in their interaction with the officers / staff.

20.2 The licensee shall take all necessary steps to give wide publicity to these Regulations. These shall also be made available on their websites. Any changes/improvements will also be similarly publicized. The consumers shall also be made aware of their rights and duties from time to time. All necessary forms / rules related to complaints shall be stocked in sufficient quantities at all offices of the licensees and shall be made available to the consumers.

21. Repeal and savings

21.1 CSERC (Redressal of grievance of Consumers) Regulations, 2011 are hereby repealed and replaced by these Regulations.

21.2 Notwithstanding such repeal, anything done or any action taken including any order passed or notice issued, any inspection done or any direction given under the repealed Regulations shall be deemed to have been done or taken under the corresponding provisions of these Regulations.

Note: In case of any difference in the interpretation or understanding of the provisions of the Hindi version of these Regulations with those of the English version and in case of any dispute in this regard, the decision of the Commission shall be final and binding.

Annexure I

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCES

Date: _____

1. Name of the Complainant: _____
2. Full address of the Complainant: _____

   Pin Code: _____

   Phone No./ Mobile 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. Distribution Licensee: _____
5. Name of the Complaint receiving centre: _____
6. Category of grievance (please tick the relevant box/ boxes):

   a. Wrong billing_____ b. Recovery of arrears_____ c. Faulty Meter_____ d. Burnt meter_____ e. supply interruption_____ f. Harmonics in supply_____ g. Supply voltage related_____ h. Defective service_____ i. Delay in providing new connection_____ j. Reconnection _____ k. Change in connected load_____ l. Transfer of Connection _____ m. Other (please specify) _____
7. Name of the employee / employees (specify employee ID or department) or department against whom grievance has been filed (if any):

   _____

   _____

   _____
8. Details of the complaint, facts giving rise to the grievance (if space is not sufficient please attach 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 complaint/ 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 herein above and the documents submitted herewith.

    b) The subject matter of the present grievance has never been submitted to the Forum by me/ or by anyone of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

    c) The subject matter of my / our 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 Complaint 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/our presence.

ACCEPTED

(Signature of Representative)

(Signature of Complainant)

ANNEXURE IIQUARTERLYREPORTBYFORUM

NameoftheForum:_____

Quarter:_____ FinancialYear:_____

Format I

Sr. No	Parameters		Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
1	Grievancependingattheendof previousquarter								
2	Grievancereceivedduringthequarter								
3	Totalgrievance(1+2)								
4	Grievanceredressedduringthequarter								
5	Balancegrievancetobeattended (3-4)								
6	Grievance successfullyredressed during thequarter	Within30 days							
		After30daysalongwithreasonsinbrief							
		Total							
7	Grievanceintheprocessofredressal								
8	Grievance pending for more than 30 days along with reasons in brief								
9	Number of Cases redressed in favour of the licensee								
10	Number of Cases redressed in favour of the Consumers								
11	Others								
12	No.ofsittingsinthequarter								
13	No.ofsittingattendedbytheChairperson								
14	No.ofsittingattended bytheTechnicalMember								

Format II

Status of implementation of order of CGRF issued in favour of consumers (during the current quarter)

Sr. No.	CaseNo.	NameofApplicant	Subject of thecasein brief	CGRF Judgment No.andDate	OrderofCGRFinbrief	Time period givenin order forimplementation	Whetherconsumer approached theOmbudsman? Yes/No	Status of CGRForder/implementation(Provide date ofcompliance incase order isimplemented)

Format II

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)

Sr. No.	CaseNo.	Name ofApplicant	Subject ofthe case inbrief	CGRF JudgmentNo.anDate	Order ofCGRF inbrief	Time periodgiven in orderforimplementation	Whether consumerapproached theOmbudsman? Yes/No	Status of compliance onCGRF order (Providedate of compliance in caseorderisimplemented)

ANNEXURE III REPRESENTATION

BEFORE THE OMBUDSMAN

Date: _____

To
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 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./ Mobile 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. Distribution Licensee: _____
5. Name and Address of the Forum: _____
6. Date of submission of grievance by the Complainant to the Forum (please enclose a copy of the complaint/ grievance) :
   _____
7. Details of the representation, facts giving rise to the representation (if space is not sufficient please attach separate sheet)

   _____
   _____
   _____
   _____
   _____
   _____
   _____

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

_____

_____

9. Nature of relief sought from the Ombudsman

_____

_____

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

_____

_____

_____

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 herein above and the documents submitted herewith.

b) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by anyone of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

c) The subject matter of my / our 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 Complaint 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/our presence.

ACCEPTED

(Signature of Representative)

(Signature of Complainant)

ANNEXURE
IVQUARTERLYREPORTB
YOMBUDSMAN

Sr. No.	CGRF	Representations			Representationsdisposedof				Pendingat The end of the quarter	Representations Disposed of within45 days	Representation Disposed of after 45 days alongwith reasonsinbrief	Number ofsitting in a quarter
		Pending atthe startof the quarter	Received during the quarter	Total	Infavour of Appellant	In favour of licensee	Others	Total				