



GRIEVANCE REDRESSAL MECHANISM

Capacity Building of Electricity Consumers

Booklet on the various internal grievance redressal mechanisms within Discom and external mechanism as provided by RERC

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1. COMPLAINT HANDLING MECHANISMS

Consumers can register their complaints orally in person or on telephone or in writing to the duty in charge at the specified office. Various channels have been establishment for registration of consumer complaints.

a) Internal Redressal Mechanisms (Call Centres, Social Media, Apps etc.)

- These call centres are the easiest way to register consumer complaints which remain active for all hours of the day.
- The Toll-free number of the Call Centre is available on all bills.
- Complaints made must have a complaint registration number that is communicated to the consumer.
- The consumers can register cases related to no current, burnt transformer, unsafe line, electricity theft and misbehaviour by employees on these numbers.
- The details of all such mechanisms as provided in Annexure - A.

b) Grievances Redressal Cum Settlement Forum (GRSF)

In case the Discom's initial attempts to resolve the grievance are not satisfactory, the consumer can approach the appropriate GRSF and also request relief while the case is ongoing. Such forums have been set up at 1) Sub-Divisional 2) Divisional 3) Circle 4) Corporate level as per regulations of RERC.

- Registration Fee and Jurisdiction:

No fee shall be payable by the consumer for the redressal of non-monetary nature of grievance however the registration of monetary nature grievances will attract fees as prescribed below:

Forum level	Monetary Limit	Fee
Sub-divisional Forum	Rs.10,000/-	Rs.50/-
Divisional Forum	Rs.25,000/-	Rs.100/-
Circle (District) Forum	Rs.3,00,000/-	Rs.250/-
Corporate above	Above Rs.3,00,000/-	Rs.1000/-

The monetary grievance include grievance related to electricity bills, recovery of arrears, payment of demand etc. except the cases covered under section 126 and 135 of the act. The jurisdiction in case of non-monetary grievances shall be as below:

1. Divisional Forum: LT consumers
2. Circle/District Forum: HT consumers
3. Corporate: EHT consumers

At the office of every Forum, they will display the date of meeting last held & the next meeting, the scheduled number of grievances settled and pending.

- Constitution of the Forum
 - Sub-divisional forum: 4 members including one Independent Member nominated by RERC: Only 2 members including the Chairman are required for meetings to go forward.
 - Divisional forum: 5 members including one Independent Member nominated by RERC: Only half the members including the Chairman are required for meetings to go forward.
 - Circle/District Forum: 6 members including one Independent Member nominated by RERC: Only half the members (3) including the Chairman are required for meetings to go forward.
 - Corporate: 8 members including one Independent Member nominated by RERC: Only half the members (3) including the Chairman are required for meetings to go forward.
- Procedure for Grievance Redressal
 - Complaints can be made orally in person or through telephone or through registered post in writing to the duty in charge at the specified office.
 - The complaint should be addressed to Chairman of the forum as per jurisdiction and proof of any fees to be deposited should be annexed with it.
 - The office of the Forum Chairman or the authorized officer/official will acknowledge the grievance received, indicating the registration number and the date.
- Disposal of grievances
 - Time period for grievance redressal is supposed to be within a maximum of 45 days from the date of the registration.
 - The Chairman of the Forum, on considering the grievance, if satisfied, may grant an interim relief, pending final disposal of the grievance where prima-facie it appears to be genuine and the consumer is likely to suffer an irreparable loss if, an immediate relief is not provided.
 - If the consumer and the DISCOM achieve consensus during the proceeding, the decision will be recorded and a copy will be made available to the consumer. If consensus is not reached the orders will be put out based on the merits of the case.

Consumers not agreeing with the decision of Sub-Divisional/ Divisional/ Circle Forum may approach the Corporate Forum before making an appeal to the Ombudsman. For monetary nature of grievances, a fee of Rs.750/- be deposited while appealing the Corporate Forum.

Any consumer whose grievance has not been redressed by the GRSF can make an appeal to the Ombudsman.

c) Guidelines For Settlement Of Disputes By The Electricity Ombudsman

- The appeal must be made within 90 days of the decision or within 90 days of the final date at which the GRSF was supposed to redress the grievance. The appeal should have a copy of the grievance sent to the GRSF and the decision of the GRSF, if any.
- If this is due to non-disposal of grievance by a Forum, then the earlier case with the Forum stands automatically dropped.
- The consumer does not need an advocate. If they choose to have an advocate, authorisation form is required.
- On receipt of a representation it shall be registered by the Registrar who shall allot a Case Number which shall be referred in all future correspondence by the Appellant (the consumer) and the Licensee.
- Then the Corporate Office of the Discom as well as the Forum will be notified to file their replies within a given time. The date of hearing shall also be given with the notice.
- Discom will provide the reply to the Electricity Ombudsman along with a proof of supplying a copy of the same to the Appellant.
- The Consumer may furnish comments on the Discom's reply along with a proof of supplying a copy of the same to the Licensee.
- The Consumer and the Discom may e-mail their representation/ reply along with hard copy to the Electricity Ombudsman within the prescribed time period.
- The consumer may also file a stay application, within 7 days in case of rejection or non-disposal of stay application by the Forum or in case a consumer is not satisfied with final decision of the Forum. He shall attach relevant documents like copy of the grievance, stay application filed before the Forum and decision of the Forum on the grievance / stay application, if any.
- The stay shall be granted by the Electricity Ombudsman on the merit of the case which shall be confirmed after giving an opportunity to the Discom of being heard.
- The Electricity Ombudsman shall first conduct conciliation proceedings to settle the matter and award the decision accordingly.
- Where the representation is not settled by conciliation, the Electricity Ombudsman shall decide the matter on the pleadings and hearing the parties, indicating nature of relief including monetary compensation, if any.
- The Electricity Ombudsman shall decide the matter within 3 months of registering the case. A certified copy of the award shall be sent to the Consumer and to the Discom.

- The Consumer shall furnish a letter of acceptance to the Discom within 15 days of the award under intimation to the Electricity Ombudsman otherwise the award shall not be required to be implemented by the Licensee.
- The Discom shall comply with the settlement award within 15 days of receipt of the acceptance letter from the Appellant and intimate the compliance to the Electricity Ombudsman otherwise it shall be deemed to be a contravention of the provisions of the Electricity Ombudsman Regulations.
- The model format for filing the representation with the electricity ombudsman for settlement of disputes is presented in Annexure B.

d) Compensation Information

In the event of non-fulfilment of any Guaranteed Standards of Performance, the affected person may file an application personally or by registered post to the concerned Assistant Engineer for the claim of compensation.

Such application can be filed within 30 days of expiry of the specified time. The licensee shall pay such compensation, by way of adjustment through electricity bills, not later than 90 days from the date of violation of the Guaranteed Standard failing which an additional compensation @ 1% of the compensation amount shall be payable to the affected consumer for each week of delay or part thereof. The details are provided in Annexure C.

ANNEXURE-A

CHANNELS FOR LODGING OF COMPLAINTS

Channels for Lodging of Complaints	JVVNL	AVVNL	JdVVNL
24X7 Complaint Toll Free Number	1800-180-6507	1800-180-6565	1800-180-6045
	and 1800-180-6127 (8am to 8pm)	or 1912	or 1912
Complaint Helpline	9414037085, 0141-2203000	9414000783	9413359064
Whatsapp	9414037085	NA	9413359064
SMS	9414037085	9414000783	9413359064
Twitter	@JVNLCCare	@cccavvnl	ccc_jdvvnl
Facebook	www.fb.com/DISCOMJVNL	www.fb.com/a.v.v.n.l/	www.fb.com/jodhpurdiscom/
Email	helpdesk@jvvn.org	ccavvnl@gmail.com	cccjdvvnl@gmail.com
App	Bijli Mitra	NA	NA
Online Chat	Online Chat	NA	NA
Online /website	https://jvccc.intelenetglobal.com/registercomplaint	http://wss.rajdiscoms.com/avvnl_web/	http://wss.rajdiscoms.com/jdvvnl_web/
	and www.bijlimitra.com		
Post	Addressed to AEn,	Addressed to AEn,	Addressed to AEn,
	Sub-Divisional Office	Sub-Divisional Office	Sub-Divisional Office

ANNEXURE-B

MODEL FORMAT FOR FILING THE REPRESENTATION WITH THE ELECTRICITY OMBUDSMAN FOR SETTLEMENT OF DISPUTES

- 1. (a) Name & address of the complainant :
- (b) Consumer Account No. :
- (1) Name & address of the concerned Forum of licensee against which the representation is made. :
- (2) Registration no. and date of the grievance filed in the Forum established by the licensee :
- (3) Brief description of representation
(Enclose copy of grievance filed before the Forum and copy of decision thereof, if any):
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.....
- (4) Date of decision by the Forum
- (5) Relief sought from Electricity Ombudsman :
- (6) Declaration :
I solemnly declare that :
- (i) My grievance has not been redressed/I am not satisfied with the redressal of grievance by the Forum.
- (ii) The representation does not pertain to the same subject matter, for which any proceedings before the Appellate Tribunal or the Commission or Arbitrator are pending or a decree or Award or a final order has already been passed by any such authority,
- (iii) The representation does not pertain to the matters related to assessment of electricity charges for unauthorized use of electricity or theft of electricity.
- (iv) To the best of my knowledge and belief, the representation is not frivolous and vexatious in nature.

Date :

Place :

Signature of the complainant

ANNEXURE-C

COMPENSATION PAYABLE BY THE LICENSEE

Activity	Stipulated Time for Completion	Compensation if not fulfilled within Stipulated Time
The licensee shall restore the supply in case of supply related problem / fault like blowing of HT/LT fuse/MCB.	4 hrs. in Class 1 Cities 6 hrs. in Urban Areas 24 hrs. in Rural Areas	No current complaint Rs. 50 for LT Rs. 100 for HT
The licensee shall restore the supply in case of its overhead line/cable breakdowns within.	6 hrs. in Class 1 Cities 12 hrs. in Urban Areas 24 hrs. in Rural Areas	Overhead Cable Breakdown Rs. 50 for LT Rs. 100 for HT Underground cable break down Rs. 50 for LT Rs. 100 for HT
The licensee shall restore the supply in case of failure of its transformer within.	Distribution Transformers 16 hrs. in Class 1 Cities 36 hrs. in Urban Areas 72 hrs. in Rural Areas from the time of reporting of fault by the consumer Power Transformers 3 working days from occurrence of fault.	Rs. 100 for LT Rs. 300 for HT
Voltage Variations: in case of variation, the problem shall be resolved within the time frame.	2 working days in general 1 month in case of transformer repair/ replacement 4 months in case of substation augmentation 6 months in case of new substation from the time of reporting by the consumer.	Rs. 100 for LT Rs. 300 for HT

Activity	Stipulated Time for Completion	Compensation if not fulfilled within Stipulated Time
Testing of Meter and Replacement of stopped / damaged / burnt Meter	Verify the correctness of meter at site and if required replace the meter within 2 months of the date of notice by the consumer. The stopped / damaged / burnt meter shall be replaced by the licensee, within 2 months of such detection.	Testing of meter Rs. 200 for LT Rs. 500 for HT Rs. 1000 for EHT For no-current complaint due to meter Rs. 200 for LT Rs. 500 for HT Rs. 1000 for EHT
Demand note	The licensee shall inspect and inform the estimated cost to the consumer within 15 days of receipt of application.	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
Shifting of Meter	On receipt of amount of demand note and necessary clearances / no-objection, shall shift the meter within: 7 working days in case of LT consumers 15 working days in case of HT consumers	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
Shifting of Service line	On receipt of amount of demand note and necessary clearances / no-objection: 15 working days in case of LT consumers 1 month in case of HT consumers	Rs. 50 for LT Rs. 100 for HT
Scheduled outage		Rs. 50 for LT Rs. 100 for HT
Consumer bill complaint The consumer should first approach the concerned Sub-divisional officer or Billing officer who shall resolve the problem.	In case of un-satisfactory response, the consumer may get his complaint lodged in Call centre. The licensee shall resolve the billing problem within: <ul style="list-style-type: none"> 3 working days, in case no information is required to be collected 7 working days, in case some information is required to be collected by the billing authority. 	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
Disconnection of supply within	<ul style="list-style-type: none"> 3 working days (in Class 1 Cities) 7 working days (in Urban Areas) 10 working days (in Rural Areas) 	Disconnection of supply Rs. 50 for LT Rs. 100 for HT

Activity	Stipulated Time for Completion	Compensation if not fulfilled within Stipulated Time
		Rs. 200 for EHT Issue of no dues certificate Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
Transfer of ownership or change of category		Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
Billing complaint resolution		Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
Issue of no dues certificate		Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
Restoration of a disconnected consumer		Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
Compensation for damages on account of heavy fluctuations in supply or short circuiting of lines	Fan, B&W TV, Mixy	Rs 500
	Color TV, Semi-auto Washing m/c, Fridge	Rs 1000
	Full auto Washing m/c, Computer, A/C	Rs 2000

ANNEXURE-D

OTHER IMPORTANT PHONE NUMBERS AND ADDRESSES

NCDRC - National Consumer Disputes Redressal Commission

Address: National Consumer Disputes Redressal Commission, Upbhokta Nyay Bhawan, F-Block, GPO Complex, INA, New Delhi. District: New Delhi Pin: 110023, Phone: 011-24608801 Fax: 24651505.

President: Hon'ble Mr. Justice, D. K. Jain, President (Phone: 011-24608701)

Registrar: Mr. Anil Srivastava (Phone: 011-24608714)

Rajasthan State Consumer Disputes Redressal Commission

Address: State Consumer Disputes Redressal Commission Rajasthan, Handloom Haveli, Rajeev Gandhi Parisar, Ashok Marg, C-Scheme Jaipur. District: Jaipur. Pin: 302001, Phone: 0141-2372237, Fax: 2372237.

President: Hon'ble Mrs. Justice Nisha Gupta, President (Phone: 0141-2371837)

Registrar: Mr. Anil Srivastava (Phone: 011-24608714)

Office of the Electricity Ombudsman, Rajasthan

G.R.Choudhary

Address: Vidyut Viniyamak Bhawan, Near State Motor Garage, Sahakar Marg, Jaipur-302001, Phone 0141-2740843.

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