**MIZORAM ELECTRICITY REGULATORY COMMISSION**
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# DRAFT NOTIFICATION

**No.C.18016/1/2025-MZERC/__ :** In exercise of the powers conferred on it by clauses (r) and (s) of sub-section (2) of Section 181, read with sub-sections (5) to (7) 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 compliance of Rule 15 of Electricity (Rights of Consumers) Rules 2020 notified by Govt. of India vide G.S.R. 818(E) dated 31st December 2020, the Mizoram Electricity Regulatory Commission, after previous publication, hereby makes the following Regulations, providing guidelines to the Distribution Licensees in the State for establishing Forum(s) for redressal of Grievances of consumers and for the appointment of the Electricity Ombudsman by the Commission, for making representation against non-redressal of Grievances of consumers and the time and manner of settlement of Grievances by the Forum and the Electricity Ombudsman and for matters incidental and ancillary thereto and further to provide the consumers, in their discretion, before approaching the Consumer Grievances Redressal Forum under these Regulations, option to approach the Internal Grievance Redressal Cell set up by the distribution licensee.

## CHAPTER-1
## GENERAL

### 1. Short Title, Commencement and Interpretation

1.1 These Regulations shall be called the Mizoram Electricity Regulatory Commission (**Consumer Grievance Redressal Forum and Electricity Ombudsman**) **Regulations, 2025.**

1.2 These Regulations shall extend to the whole of the State of Mizoram.

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

1.4 These Regulations shall be construed harmoniously with the standards of performance of Distribution Licensees/Integrated Utilities 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:

Provided that in case of any inconsistency with these Regulations, the Standards of Performance of 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 (36 of 2003);

(b) **"Commission"** means the Mizoram Electricity Regulatory Commission;

(c) **"Complainant"** means any person or entity who lodges a complaint under these Regulations, and includes -

(i) a consumer or prosumer of electricity within the area of the Distribution Licensee;

(ii) an applicant for a new electricity connection or for change in existing connection (such as load enhancement or reduction);

(iii) a person whose electricity connection has been disconnected;

(iv) a duly authorized representative of a consumer;

(v) a group of consumers or a registered consumer association;

(vi) any other person who is affected by the action or inaction of the Distribution Licensee and is entitled to seek redressal under these Regulations;

(d) **"Complaint"** means a submission made by a complainant expressing dissatisfaction with the electricity service provided by the Distribution Licensee;

(e) **"Consumer"** for the purpose of these Regulations means any person who is supplied with electricity or who has applied for a connection 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 the Electricity 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 network of a licensee, the Government or such other person, as the case may be or whose electricity supply has been disconnected;

(f) **"Distribution Licensee"** means a licensee authorized to operate and maintain a distribution system for supplying electricity to the consumers in

his area of supply.

(g) **"Electricity Ombudsman"** means an authority appointed or designated by the Commission in pursuance of sub-section (6) of Section 42 of the Act and these Regulations, to whom any consumer, who is aggrieved by non-redressal of his grievances by the Forum, may make a representation;

(h) "**Electricity Service**" means supply, billing, metering, maintenance, and all related sub-services provided by the Distribution Licensee to the consumer;

(i) **"Electricity Supply Code"** means electricity supply code notified by the Commission under Section 50 of the Act;

(j) **"Forum"** means the forum for redressal of grievances of consumers required to be established by Distribution Licensees pursuant to sub-section (5) of section 42 of the Electricity Act, 2003 and these Regulations;

(k) "**Grievance"** under these Regulations means a complaint that remains unresolved, or is inadequately resolved, by the Distribution Licensee and is escalated by the complainant to the Consumer Grievance Redressal Forum for redressal. It shall relate to any fault, imperfection, shortcoming, defect, or inadequacy in the quality, nature, or manner of service or performance, which the Distribution Licensee is required to provide under a licence, contract, agreement, the Electricity Supply Code, or in relation to the standards of performance specified by the Commission. It includes billing disputes of any nature and matters related to the safety of the distribution system having the potential to endanger life or property. However, any representation which is subject matter of existing or proposed proceedings before the Commission or before any other authority including under Part X, XI, XII, XIV, and XV of the Act shall not form grievance under these Regulations;

(l) "**Integrated Utility**" means the Power and Electricity Department, Mizoram in their present form or the successor entity of the Department performing one or more of the functions of generation, transmission, distribution and trading;

(m) **"Internal Grievance Redressal Cell"** (hereinafter **"IGRC")** means such authority to be contacted by the complainant for redressal of his/her complaint as notified by the Distribution Licensee before going to the Forum;

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

(o) **"Representation"** shall mean the representation made to the Electricity Ombudsman by the consumer in person or on behalf of such consumer who is aggrieved by non-redressal of his grievances by the Forum (including dismissal order) within the specified time and in accordance with these Regulations.

(p) **"Standards of performance"** means the Standards of Performance specified by the Commission under Sub-section (1) of Section 57 of the Act;

**2.2 Interpretations**

Words and expressions used and not defined in these Regulations but defined inthe Act shall have the meanings respectively assigned to them in the Act.

## CHAPTER-2

## NATURE OF COMPLAINTS AND DUTY OF THE DISTRIBUTION LICENSEE

**3 Complaint and its Registration**

3.1 Grievance shall be generally initiated in the form of a complaint. The complaints are to be classified for convenience of handling into the following categories:

(a) Interruption in power supply;

(b) Voltage related complaints;

(c) Load shedding/scheduled outage;

(d) Meter related complaints;

(e) Complaints related to billing, collection, etc;

(f) Disconnection and reconnection of power supply;

(g) New service connection related complaints;

(h) Reduction or extension of load;

(g) Other issues.

3.2 The Distribution Licensee shall establish Internal Grievance Redressal Cells (IGRCs) at appropriate locations, each headed by the officer in-charge of the concerned local office of the Distribution Licensee. Each Cell shall maintain a register in **Form-2** for recording all complaints received. The Sub-Divisional

Officer concerned shall be responsible for ensuring the maintenance of proper and accurate records of complaints received, the action taken thereon by the IGRC, and the response of the consumer within his/her jurisdiction.

3.3 A consumer or prosumer can lodge a **Complaint at IGRC orally or in writing using Form-1 of these Regulations, or through telephone or authorized electronic means such as SMS/WhatsApp/email/website of the Distribution licensee.** The complaint will be first attended by the operational level officer/person/registration center/call center identified by the Distribution licensee. It is expected that many of the complaints shall be attended in this stage itself. **The Distribution Licensee shall maintain monthly report on complaints received as per Form-3 attached to these Regulations in each IGRC and a consolidated data in its head office** until a web-based portal is created for showing monthly status as per Clause 3.7 of these Regulations.

3.4 The Distribution Licensee shall publish its internal procedures for redressal of complaints in accordance with these Regulations and make the same available to public in English and Mizo languages at all offices of the Distribution Licensee, and inform consumers through the bills raised on them or through a separate handout regarding the availability of such rules and procedures. The procedures shall also be made downloadable from its website. All application Forms (i.e. Form-1, Form-4 and Form-5) appended to these Regulations shall also be made downloadable from its website free of cost.

3.5 The Distribution Licensee shall give wide publicity of the name, designation, address and telephone No. of Officials-in-Charge of IGRC for information of the consumers.

3.6 All complaints shall be duly registered on receipt of the complaint from the complainant. The complaints shall be generally taken up on first come first serve basis without showing undue preference to any person; and proper and accurate records of the complaints received, action taken and the reaction of the consumer concerned are to be duly maintained.

3.7 As part of the internal complaint redressal system of the Distribution Licensee, **a web-based portal shall be created within six (6) months of notification of these Regulations**, whereby consumers or prosumers can register their complaints electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers),

which shall be integrated with the complaint handling system through the Consumer Call Centres:

Provided that complaints submitted physically at the nearest office of the Distribution Licensee shall also continue to be accepted.

3.8 The Internal Grievance Redressal Cell created by the Distribution Licensees in accordance with the Joint Electricity Regulatory Commission for Manipur & Mizoram (Consumer Grievance Redressal) Regulations, 2016, adopted by the Commission shall continue to be in existence and shall function as at present establishment till such time the web-based portal for internal complaint redressal by the Distribution Licensee is created and fully functional:

**Provided that all pending complaints before the Internal Grievance Redressal Cells after six (6) months of notification of these Regulations shall be migrated by the Distribution Licensee to the web-based portal for internal complaint redressal.**

3.9 The complaints registered through the integrated portal under the internal complaint or grievance redressal system shall be addressed in the following manner:

(a) The complainant can create their own logins wherein they can lodge multiple complaints and keep a track of all individual complaints till the complaint is resolved;

(b) All complaints received shall be automatically assigned/sent to the respective concerned branch/cell, for speedy redressal;

(c) The respective branch/cell is required to provide remedy on the complaint within the time limit specified in **Schedule** to these Regulations from the date of registering the complaint;

(d) The concerned officer shall take necessary action on the complaint and update and/or close the same on the portal;

(e) The Distribution Licensee shall design its own escalation index for non-resolution/non-closure of complaint depending on the time elapsed from the date of registering the complaint;

(f) Every Distribution Licensee shall have one officer in its area/district/Circle, depending on the number of complaints received, assigned specifically for resolution of complaints, who shall be directly reporting to the Chief Engineer concerned;

(g) The portal shall also have a feedback mechanism with a suggestion window

wherein the consumers can register their feedback based on the service provided;

(h) The Distribution Licensee shall provide quarterly a **consolidated data** on the status of complaints based on the monthly report (Form-3), including summary of the feedback received from the consumers under its whole jurisdiction to the Electricity Ombudsman and to the Commission:

Provided that the same shall also be uploaded on the website of the distribution licensee in an easy-to-read format.

3.10 The Distribution Licensee shall handle the complaint in accordance within the time limit specified in **Schedule** to these Regulations.

3.11 In the event that the complaint is not redressed to the satisfaction of the complainant within the period specified in Schedule to these Regulations, and the complainant does not provide written acceptance of such resolution, the concerned officer of the IGRC shall, within three (3) days, forward the complaint along with his comments to the Forum concerned for further action, clearly stating the reasons for non-resolution within the stipulated time.

3.12 The complainant who has lodged a complaint to the IGRC, at any time after the expiry of the time limit for rendering service as specified in **Schedule** to these Regulations, may approach the Forum concerned for redressal of his/her grievance in the format as per **Form-4** appended to these Regulation.

3.13 The distribution licensee shall provide access to various services such as application submission, monitoring status of application, payment of bills, status of complaints raised, etc., to consumers through its website, web portal, mobile app and its various designated offices area-wise.

3.14 The distribution licensee shall provide all services such as application submission, payment of bills, etc., to senior citizens at their door-steps.

3.15 The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the call center of the distribution licensee.

3.16 The Distribution licensee and its officers, agents and representatives, in dealing with the consumer complaints, shall be guided by the following:

(i) The provisions of the Electricity Act 2003, the Electricity (Rights of Consumers) Rules, 2020 and its amendments from time to time, and

other relevant rules and regulations framed thereunder;

(ii) The Standards of Performance for the Distribution licensee, Electricity Supply Code, Complaint Handling Procedures and the License terms and conditions under any other order or directions of the Commission;

(iii) The resolution of complaint is done promptly as per Schedule;

(iv) The resolution of complaint satisfactorily will preserve and enhance the relationship between the licensee and the consumer;

(v) Proper and accurate records of the complaints received, action taken and the satisfaction level of the consumer concerned are duly maintained.

## CHAPTER-3
## CONSUMER GRIEVANCES REDRESSAL FORUM (CGRF)

### 4 Constitution of the Forum

4.1 Every Distribution Licensee shall establish CGRF under sub-section (5) of section 42 of the Act read with the Electricity (Rights of Consumers) Rules, 2020 at different levels to cater the needs of the sub-division, division, circle, zone, company level in accordance with these Regulations under the approval of the Commission.

4.2 A Distribution Licensee shall constitute a CGRF at the Circle or District level by appointing the Chairman and other members as required. Each Forum shall consist of three (3) members including the Chairman, who shall meet the following criteria:

(a) The Chairman shall be:

(i) a serving officer of the Distribution Licensee not below the rank of Superintending Engineer or Executive Engineer; or

(ii) a retired officer possessing a degree in Electrical Engineering with at least fifteen (15) years of experience in electricity distribution and having held a position not below the rank of Chief Engineer or Superintending Engineer.

(b) One Technical Member shall be an officer of the Distribution Licensee not below the rank of Executive Engineer, Sub-Divisional Officer, or Assistant Engineer.

(c) One Independent Member shall be nominated under the consent of the Commission to represent a Consumer Association or a Non-Governmental

Organization (NGO) or the prosumer. Such person shall be actively engaged in protecting the interests of electricity consumers, preferably with at least five (5) years of experience in handling consumer grievances, shall be familiar with consumer affairs, and shall not be a serving officer of the Distribution Licensee.

4.3 The CGRF at the Circle or District level shall cater to needs of the consumers belonging to the electrical Sub-divisions/Divisions/Circles of the respective districts. In cases, where the jurisdiction of a Division includes two or more districts, then separate CGRFs for each district shall be constituted. However, the concerned Superintending Engineer/Executive Engineer for the Circle/Division shall act as Chairman for each such district level CGRF.

4.4 The Licensee shall also establish CGRF at State level for consumers who did not get redressal of their grievances at district level. The Office of the State/Company level CGRF shall be in the Head Office of the Licensee in Aizawl and shall include the following Members:

(a) The Chairman who shall be a serving officer of the Distribution Licensee not below the rank of Chief Engineer or Superintending Engineer.

(b) One Technical Member who shall be an officer of the Distribution Licensee not below the rank of Superintending Engineer/Executive Engineer.

(c) One Independent Member to represent the consumer and prosumer shall be nominated under the consent of the Commission.

4.5 The Chairman of the Forum along with any of the members shall form the Quorum for the meeting of each CGRF. When the Chairman of the Forum is unable to discharge the functions owing to absence, illness or any other cause, the independent Member shall act as the Chairman until the day when the Chairman assumes office.

4.6 The Commission may direct the Distribution Licensee to substitute a member of the Forum with another person as per the composition and qualification providedin Clause 4.2 above if in the opinion of the Commission such substitution is necessary for the proper discharge of the functions of the forum and redressal of the grievances of the consumers.

4.7 Every member of the Forum shall hold office for a fixed term of two (2) years with a provision for extension of term by one more year but shall not be eligible for reappointment at any time after the expiry of his term of appointment. In exceptional case, the member who is in the employment of the Distribution

Licensee may be considered for reappointment. No person shall be appointed as member after he attains the age of 65 years.

Provided that a member of the Forum who is in the employment of the Distribution Licensee upon his transfer shall cease to be a member of the Forum and the Distribution Licensee shall appoint another officer as member of the Forum who shall comply with the eligibility criteria set out in clause 4.2 or 4.4.

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

(a) having been adjudged as an insolvent;

(b) having been convicted of an offence which in the opinion of the DistributionLicensee involves moral turpitude;

(c) having become physically or mentally incapable of acting as such member;

(d) having acquired such financial or other interest as is likely to affect prejudicially his functions as a member;

(e) having so abused his position as to render his continuance in office prejudicial to public interest; or

(f) having been guilty of proved misbehavior.

4.9 An existing member shall be liable to be removed from his office forthwith on account of any of the aforesaid disqualifications arising or being discovered.

Provided that no member shall be removed from his membership on any ground specified in the aforesaid clause 4.6 unless the licensee has held an independent inquiry in accordance with such procedure as directed by the Commission.

4.10 The licensee shall ensure that no post of a member in the Forum remains vacant for a period exceeding thirty days.

4.11 The office space, secretarial support, and other facilities required for smooth functioning of the Forum shall be provided by the licensee.

4.12 The Forum shall maintain a regular office at the principal place of business of the Distribution Licensee in the area, where the Forum shall receive the grievances. The Forum shall have sittings at such principal Office and also at any other place in the area of supply of the Distribution Licensee as may be decided by the Forum or as the Commission may direct from time to time considering the number of grievances received, the place from where the grievance is received and the proximity to the principal place of business of the Distribution Licensees and other relevant factors.

4.13 The distribution licensee shall give wide publicity of the forum offices, its

complete address, contact details and procedure for registration of grievances through print and electronic media and notice boards of its various offices and also intimate the same to the consumers on a separate hand out along with the electricity bills. The names and designation of the members of the Forum and the concerned officers of the Forum, the address, e-mail, facsimile and phone numbers of the Forum shall be displayed at all the offices of the Distribution Licensee and shall also be duly publicized through local newspaper.

4.14 The licensee shall specify the time within which various types of grievances by the forums are to be resolved. Normally, a grievance shall be decided within a period of thirty days and in any case not exceeding forty-five days from the date of receipt of such grievance. The consumer aggrieved by the decision of the Forum at Circle or District level may have the option to approach the State level forum before making an appeal to the Ombudsman.

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

4.16 A grievance handling procedure for the Forum shall be prescribed by the Distribution Licensee within six (6) months from issue of these Regulations and it shall be approved by the Commission.

4.17 The distribution licensee shall set up a mechanism for monitoring of the grievance redressal.

4.18 **Every CGRF shall submit a quarterly activity report on the number of grievances received, redressed and pending in respect of standards of performance, other performance parameters, within 5 days of the closed of each quarter to the Head of the Distribution Licensee in the format prescribed by the Forum of Regulators or the Commission, as may be specified from time to time. The Head Office of the Licensee or the State level CGRF, after compiling reports from all CGRFs, shall submit the consolidated data to the Electricity Ombudsman and to the Commission within 15 days from the beginning of the first month of the succeeding quarter.**

4.19 The performance of CGRF shall be monitored by the Commission and the Forum shall duly comply with such directions as the Commission may issue from time to time in a timely and expeditious manner.

## 5. Renumeration and other expenses

5.1 The sitting fees, honorarium and/or other allowances (collectively "Remuneration") payable to the Chairman who is a retired officer and to the Independent Member shall be as determined by the Commission from time to time.

5.2 The terms and conditions of service of a member of the Forum who is in the employment of the licensee shall be governed by the terms and conditions of his/her employment with such a licensee. Thus, the Chairman who is a serving officer and the Technical Member shall continue to draw the same salary as he/she is entitled to as a regular employee of the licensee and they shall not be given additional remuneration for being in the Forum.

5.3 The Distribution Licensee shall meet the remuneration and expenses of the Forum including the establishment and staff required to assist the Forum in the discharge of its functions under these Regulations. The expenditure on the Forum(s), to the extent reasonable and justifiable, will be considered in the revenue requirement of the licensee and will be allowed as a pass-through expense.

## 6. Procedure for Grievance Redressal of the Forum:

6.1 The Forum shall receive the complaints forwarded by the IGRC or the grievance made by the complainant in the format as per Form-4. The Forum may, however, seek information and details from the complainant as felt necessary. The Forum shall also facilitate easy registration of grievance by consumers by notifying an official e-mail address.

6.2 The Forum shall send an acknowledgement of receipt of grievance to the consumer bearing a serial number and date within five (5) working days from the date of receipt of a grievance. Where the grievance has been submitted in person,the acknowledgement shall be provided at the time of submission.

6.3 Forum shall not admit any grievance unless it is filed within 1(one) year from the date on which the cause of action has arisen.

6.4 The Forum shall not entertain a grievance:

(a) unless the consumer has complied with the procedure under Regulation 3.3 or 3.7 and has submitted his grievance as per the specified Form-4 to the Forum;

(b) unless the consumer is aggrieved on account of his complaint being not redressed by the IGRC within the period set out in these Regulations;

(c) unless the Forum is satisfied that the complaint is not in respect of the same subject matter that has been settled by the Forum in any previous proceedings; and

(d) where a representation by the consumer, in respect of the same complaint or grievance, is pending in any proceedings before any court, tribunal or 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.

6.5 The employee nominated or authorized by the Distribution Licensee in this regard, or the employee named in the complaint, shall submit para-wise comments on the grievance within ten (10) days from the date of receipt of the communication from the Forum. If such comments are not received within the stipulated period, the Forum shall proceed to decide the matter based on the material available on record.

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

6.7 If the Forum is ***prima facie*** of the view that any grievance referred to it falls withinthe purview of any of the following provisions of the Act, the same shall be excluded from the jurisdiction of the Forum:

(a) unauthorized use of electricity as provided under section 126 of the Act;

(b) offences and penalties as provided under sections 135 to 139 of the Act;

(c) accident in the distribution, supply or use of electricity as provided under section 161 of the Act; and

(d) recovery of arrears where the bill amount is not disputed.

6.8 The Forum shall maintain true and correct records of all grievances received by the Forum from time to time and make available such records for inspection of the Commission or an officer authorized by the Commission. Such records shall also be open for inspection by the consumers and others who are complainants as defined in this Act. Wherever required by the complainants, the Forum shall provide in writing information of the present status of the grievance.

6.9 The Forum shall redress the grievances expeditiously and shall communicate its decision to the Complainant within a period not exceeding 30 days of the receipt of the grievance by the Forum. The Forum shall give the reasons in support of its decision.

6.10 The Forum shall be entitled to call for any record and/or require attendance of any person to facilitate and expedite the disposal of the Grievance. The Forum shall also be entitled to direct the Distribution Licensee/Integrated Utility to undertake an inspection.

6.11 Any complainant aggrieved by orders of the Forum may prefer representation before the Electricity Ombudsman appointed / designated by the Commission under sub-section 6 of section 42 of the Act under the following two circumstances:

(a) If the complainant is aggrieved by the non-redressal of the grievance by the Forum within the period specified, and

(b) If the complainant is aggrieved with the orders passed by the Forum.

(c) Non-implementation of Forum's order by the Licensee in specified time limit.

6.12 Such a representation may be made within 30 days from the date of receipt of the order of the Forum or expiration of 30 days after the time limit specified for issuance of the order, whichever is applicable.

6.13 The Forum may settle any 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 Electricity Ombudsman against such an order.

## 6 Findings of the Forum

6.1 On completion of the proceedings conducted under Regulation 6, the Forum shall take a decision by a majority of votes of the members of the Forum and in the event of equality of votes, the Chairman shall have the second and casting vote.

6.2 If, after the completion of the proceedings, the Forum is satisfied after voting under Regulation 6.1 that any of the allegations contained in the Grievance is correct, it shall issue an order to the Distribution Licensees directing it to do one ormore of the following things in a time bound manner, namely-

(a) to remove the cause of grievance in question;

(b) to return to the consumer the undue charges paid by the consumer;

(c) to pay such amount as may be awarded by it as compensation to the consumer for any loss or damage suffered by the consumer:

Provided however that in no case shall any consumer be entitled to indirect, consequential, incidental, punitive, or exemplary damages, loss of profits or opportunity.

(d) to pay such amount as compensation as specified by the Commission in the standards of performance of Distribution Licensees.

(e) any other order, deemed appropriate in the facts and circumstances of the case.

6.3 The order of the Forum shall be binding on the consumer and the Distribution Licensee.

6.4 Any order passed or direction issued by the Forum shall be complied with by the Distribution Licensee or by the person to whom it is addressed, within the time frame specified therein. A report of such compliance shall also be submitted to the Forum within the period stipulated in the order or direction.

## 7 Review of Order

7.1 Any person may file an application for review of order before the Forum, on ground of 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 on the face of the record, within thirty (30) days of the date of the order, as the case may be.

7.2 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.

7.3 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.

7.4 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.

7.5 The Forum shall pass the order on the review application within a maximum period of 30 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.

## CHAPTER-4
## ELECTRICITY OMBUDSMAN

### 8. Qualification, terms of appointment and removal of Electricity Ombudsman

8.1 In terms of sub-section (6) of section 42 of the Act, the Commission may from time to time, appoint or otherwise designate a person as the Electricity Ombudsman to discharge the functions in accordance with sub-section (7) of section 42 of the Act.

8.2 The Commission may appoint or designate Electricity Ombudsman separately for each Distribution licensee or a common Electricity Ombudsman for two or more Distribution licensees. The Commission may also appoint more than one Electricity Ombudsman for the same Distribution licensee and specify the area of operation of each such Electricity Ombudsman considering factors such as the number of representations received, disposal of representations within the specified time limit, ease of access for the consumers and the geographical area.

8.3 The Commission shall invite applications through public advertisement for the appointment of the Electricity Ombudsman. For the purpose of selection of Ombudsman, the Commission may constitute a committee of such persons as the Commission may consider appropriate to short list and make recommendations of eligible persons:

Provided that in case of end of tenure of the Electricity Ombudsman, application shall be invited at least six (6) months prior to the date of end of tenure. Provided also that in case of occurrence of vacancy for the post of Electricity Ombudsman, by reason of death, resignation or removal, the application shall be invited, within one (1) month from the date of occurrence of such vacancy.

8.4 The Electricity Ombudsman shall be a person of experience, ability, integrity, and standing, with adequate knowledge of and demonstrated capacity in the fields of electrical engineering, law, or administration. The person shall have not less than twenty years of experience in any of the above fields and shall have held strategic positions in Group 'A' services of the Government or in the State/Central Electricity Regulatory Commission:

Provided that the Electricity Ombudsman shall preferably have working

knowledge of Mizo language at least up to Middle School standard and be acquainted with the functioning of electricity distribution business.

8.5 The person selected should not be associated with the activities of any of the licensees for a period of preceding one year. The person once appointed should not have any financial interest in the electricity industry of the state during his tenure.

8.6 No person shall be appointed or allowed to continue as the Electricity Ombudsman, if he -

(a) has been adjudged as an insolvent;

(b) has been convicted of an offence which, in the opinion of the Commission, involves moral turpitude;

(c) has become physically or mentally incapable of discharging his duties as Ombudsman;

(d) has acquired such financial or other interests as are likely to be prejudicial to the discharge of his functions as Ombudsman;

(e) has so abused his position as to render his continuance in office prejudicial to public interest;

(f) has been guilty of misconduct.

(g) has not attained the age of fifty-five years or has exceeded the age of sixty-five years.

Provided that no Electricity Ombudsman shall be removed from office on any of the grounds specified above unless the Chairperson of the Commission, after conducting an inquiry and providing the Electricity Ombudsman an opportunity to be heard, is satisfied that sufficient grounds for removal exist.

8.6 The Electricity Ombudsman shall hold office for a fixed term of three years. The tenure may be extended for a further period not exceeding two years:

Provided that the Electricity Ombudsman may relinquish his office by giving in writing to the Commission a notice of not less than three months.

8.7 In the event of the post of the Electricity Ombudsman falling vacant for any reason, or if the Electricity Ombudsman is unable to discharge his functions owing to absence, illness, demise, or any other cause, the Commission shall, by notification, designate an officer of the Commission not below the rank of Senior Grade to officiate as Electricity Ombudsman for the interim period, until a formal appointment is made or the incumbent Electricity Ombudsman resumes duty, as the case may be.

8.8 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 specified by the Commission. The Chairperson of the Commission will administer the oath.

8.9 The remuneration, including honorarium and other allowances, payable to the Electricity Ombudsman, along with other terms and conditions of service, shall be as determined and fixed by the Commission from time to time:

Provided that the remuneration and other terms of office of the Electricity Ombudsman shall not be altered to his/her disadvantage after appointment or re-appointment.

8.10 In the case where serving officer is designated as Electricity Ombudsman, the Commission shall make all efforts to relieve the Electricity Ombudsman of his normal duties to enable him/ her to complete the proceedings expeditiously.

## 9. Office of the Electricity Ombudsman

9.1 The Office (s) of the Electricity Ombudsman(s) shall preferably be located in the capital city of the State or at any District headquarters in the State:

Provided that the Electricity Ombudsman may hold hearings or proceedings at such places within the State, as may be considered necessary in order to expedite the disposal of representations received before him.

9.2 The Commission shall provide the Electricity Ombudsman with Secretariat. The staff strength of the said Secretariat and terms and conditions of appointment of the staff shall be determined by the Commission from time to time.

9.3 All expenses of the Electricity Ombudsman including that of its office and supporting staff shall be borne by the Commission out of the Fund constituted under Section 103 of the Act, which in turn shall be recovered from the Distribution licensees in proportion to their latest approved net ARRs. At the start of every quarter, the Commission shall present an estimated bill of expenses for the succeeding quarter to each licensee. The licensee shall make the payment to the Commission within one month of the receipt of such a bill. The actual expense shall be adjusted while truing up of the Aggregate Revenue Requirement (ARR) of the licensee and the licensee shall be allowed to recover such actual expense as pass through in the determination of tariffs.

9.4 The Commission shall determine the budget estimates along with quarterly expenditure phasing for the year before the commencement of the financial

year to be included in ARR of the licensee for the ensuing year, and the licensee shall release quarterly advance accordingly based on an estimated bill of expense presented in accordance with clause 9.3 of these Regulations in the previous quarter for every succeeding quarter for the Electricity Ombudsman's office.

9.5 The licensee shall make provision in the ARR of all expenses of the Electricity Ombudsman's Office based on the budget estimates determined by the Commission for recovery through tariff and actual expenses shall be adjusted during true up.

9.6 The name, location, e-mail address and telephone numbers of the Electricity Ombudsmen shall be widely publicized by the Distribution licensee through newspapers, and displayed on the websites and the offices of the licensees and the Commission, and shall be intimated to the consumers on a separate hand out along with the electricity bills. These may also be publicized by the Distribution licensee through electronic media.

## 10 Pre-conditions/ Limitations for entertaining Complainant's representation

10.1 The complainant shall submit his representation to the Electricity Ombudsman as per the format specified in **Form-5.**

10.2 The representation may be entertained by the Electricity Ombudsman only if all of the following conditions are satisfied:

(a) It has been filed by the complainant being the aggrieved consumer or the association representing the consumer(s). For avoidance of doubt, a licensee is not allowed to file a representation before the Electricity Ombudsman against the order of the Forum;

(b) The complainant had, before making a representation to the Electricity Ombudsman, approached the Forum constituted under Section 42(5) of the Electricity Act, 2003 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; 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 Electricity 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 Electricity Ombudsman within thirty (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 Electricity Ombudsman may entertain a representation after the expiry of the said period of thirty days if the Electricity Ombudsman is satisfied that there is sufficient cause for not filing it within that period;

(g) The complainant has deposited with the Electricity Ombudsman, an amount equal to one-third of the amount assessed by the Forum, if any;

(h) The complainant who claims compensation from the distribution licensee has paid such fees as may be stipulated by the Commission from time to time;

(i) The representation of the complainant does not fall under sections 126, 127, 135 to 140, 142,143,146,145, 152 and 161 of the Act.

10.3 Notwithstanding the above, the Ombudsman shall not entertain any representation in regard to matter which are subject matters of existing or proposed proceedings before the Commission or before any other authority including under Part X, XI, XII, XIV and XV of the Act.

10.4 Subject to the provisions of the Act and this Regulation, the Electricity Ombudsman's decision as to whether the representation is fit and proper for being considered by it or not, shall be final.

10.5 The Electricity Ombudsman may reject the representation at any stage if it appears to him that the representation is –

(a) frivolous, vexatious, malafide;

(b) without any sufficient cause;

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

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

Provided further that no representation shall be rejected in respect of sub-clauses (a), (b) and (c) unless the complainant has been given an opportunity of being heard.

**11 Promotion of settlement by conciliation**

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

11.2 For the purpose of facilitating settlement of the representation, the Electricity Ombudsman may follow such procedures, as he may consider appropriate.

11.3 When a representation is settled through mediation of the Electricity Ombudsman, the Electricity Ombudsman shall make a recommendation which he thinks fair in the circumstances of the case and shall send the copies of the recommendation to the complainant and the licensee.

11.4 If the complainant and the licensee accept the recommendations of the Electricity Ombudsman, they will send a communication in writing, within 15 days of the date of receipt of the recommendations, stating clearly that the settlement communicated is acceptable to them, in totality, in terms of the recommendations made by the Electricity Ombudsman, and are in full and final settlement of the representation.

11.5 The Electricity Ombudsman shall make a record of such an agreement in his order and thereafter close the case.

**12 Hearing of representations**

12.1 After registering the representation, the Electricity Ombudsman, within seven days of registration, shall call for records relating to the representation from the concerned Forum and the concerned Forum shall send the entire records, within seven days from the date of receipt of such notice, to the office of the Electricity Ombudsman.

12.2 The Electricity Ombudsman may require the licensee or any of the officials, representatives or agents of the licensee to furnish documents, books, information and data as may be required to decide the representation and the licensee shall duly comply with such requirements of the Electricity Ombudsman.

12.3 Where the representation is not settled by agreement within a period of 30 days from the date of receipt of the representation or within such extended period as the Electricity Ombudsman may deem fit duly considering the overall time limit specified, the Electricity Ombudsman may determine the manner, the place, the date and the time of the hearing of the matter as the Electricity Ombudsman considers appropriate.

12.4 The Electricity Ombudsman may hear the parties and may direct the parties to submit written statements or submissions in the matter.

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

12.6 Where the complainant or the licensee or their representative is unable to appear before the Electricity Ombudsman on the date fixed for hearing on more than two occasions consecutively, the Electricity Ombudsman may, for reasons to be recorded, dispense with the presence of such person and, reject or decide the representation ex-parte.

12.7 No adjournment shall ordinarily be granted by the Electricity Ombudsman unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Electricity Ombudsman.

12.8 The Electricity 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 Electricity Ombudsman.

**13 Ombudsman Power to issue Interim Order**

13.1 Upon the request of the complainant, the Electricity Ombudsman may issue such interim orders at any stage during the disposal of the representation as it may consider necessary:

Provided that the Electricity Ombudsman shall have the power to pass such an interim order in any proceeding, hearing or matter before it, as it may consider appropriate if the complainant satisfies the Electricity Ombudsman that prima facie the distribution licensee has threatened or is likely to remove or disconnect

the electricity connection, and has or is likely to contravene any of the provisions of the Act or any rules and regulations made thereunder or any order of the Commission, provided that, the Electricity Ombudsman has jurisdiction on such matters:

Provided further 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.

13.2 The Electricity Ombudsman shall be guided by the principles of natural justice, and subject to the other provisions of these Regulations, the Electricity Ombudsman shall have power to regulate its own procedure.

**14 Issuance of Order**

14.1 The Electricity Ombudsman shall pass a written speaking order giving reasons for all his findings and stating the nature of the reliefs to which the complainant is entitled as per the order.

14.2 The Electricity Ombudsman shall pass an order as early as possible, but in any case, within 60 days from the date of receipt of the representation and where there is delay in the disposal of a representation within the said period, the Electricity Ombudsman shall record the reasons for such delay.

14.3 The order passed by the Electricity Ombudsman shall set out -

(a) issue-wise decisions;

(b) reasons for passing the order;

(c) reasons for vacation of the interim Order, if any, made under regulation **13** and its impact;

(d) directions, if any, to the distribution licensee or complainant, and

(e) any other order, deemed appropriate in the facts and circumstances of the case.

14.4 A copy of the order shall be sent to the parties and also to the concerned Forum for information within one week from the date of such order.

14.5 The licensee shall duly comply with and implement the decision of the Electricity Ombudsman on the representation filed by the complainant within 15 days of the issuance of the Order.

14.6 Non-compliance of the Electricity Ombudsman's orders shall be deemed to be a violation of these Regulations and shall be liable for appropriate action by the Commission under section 142 of the Act.

14.7 No party can file an appeal before the Commission against the order passed by

the Electricity Ombudsman. However, this is without prejudice to the rights of the complainant and the licensee to seek appropriate remedy against the order passed by the Electricity Ombudsman before appropriate bodies.

14.8 The Electricity Ombudsman may, at any time, after affording an opportunity of being heard, review his Order, either on his own motion or on an application of any of the parties to the 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 from the face of record;

(c) for any other sufficient reasons.

**15 Submission of Reports to the Commission**

15.1 The Electricity Ombudsman shall, within 15 days of the close of the period to which it relates, submit to the Commission a quarterly report on the number of grievances received, redressed and pending, etc filed before it as per the format prescribed by the Commission from time to time.

15.2 The Electricity Ombudsman shall within 45 days of the close of the financial year also furnish the annual status report regarding the preceding year on the number of grievances received, redressed and pending, etc filed before it, in similar format mentioned at clause 15.1 or such information as the Commission may require.

## CHAPTER-5
## MISCELLANEOUS

**16 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.

**17 Repeal & Savings**

17.1 Save as otherwise provided in these Regulations, the Mizoram Electricity Regulatory Commission adoption of the Joint Electricity Regulatory Commission for the States of Manipur & Mizoram (Consumer Grievance Redressal) Regulations, 2016 Order 2024 and the Mizoram Electricity Regulatory Commission adoption of the Joint Electricity Regulatory

Commission for the States of Manipur & Mizoram (Electricity Ombudsman) Regulations, 2010 Order 2024, and all subsequent amendments thereto are hereby repealed from the date of coming into force of these Regulations.

17.2 Notwithstanding such repeal, 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.

17.3 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.

**22. Issue of Orders and Practice Directions:**

Subject to the provisions of the Act, the Commission may from time to time issue orders, circulars and practice directions in regard to the implementation of these Regulations.

**23. Power to Amend**

The Commission may, at any time vary, alter, modify or amend by notification any provision of these Regulations.

By order of the Commission

Sd/- LALCHANCHINMAWII
Assistant Secretary

**SCHEDULE**

## COMPLAINT RESOLUTION PROCEDURE AND TIME LIMITS FOR DIFFERENT CATEGORIES

**(See Regulations under Chapter – 2)**

A.1 For LT and HT consumers, complaint shall be registered with the Call Center/Central Complaint Center / e-mail/ WhatsApp / Website/Officers of the Distribution Licensee as specified in the Table A along with name, address, consumer number, and a brief description of the complaint.

In case of non-resolution, the consumer may approach the District level CGRF for redressal of his grievance.

A.2 The complaint may be made by telephone of personally and the concerned officer of the Distribution Licensee shall ensure prompt response and action. The official immediately on receiving the complaint shall register it and issue a Complaint Number. The Distribution Licensee shall also introduce provisions of e-mail, mobile app and website link for lodging complaints by the consumers.

A.3 The Tables 1 to 9 below outline the normal time limit for resolution of complaints.

A.4 Adherence of time limit for rendering the services under various nature of complaints mentioned below shall be subjected to the condition that Distribution Licensee is not prevented from doing so due to extraordinary situations like cyclone, flood, storm or any such occurrences not attributable to the Licensee.

**Table- A**

| Sl. No. | Category of Consumers | Where to lodge complaint – IGRC |
|---|---|---|
| 1 | LT/HT consumers | Call Centre / Complaint Booth / Central Complaint Centre/ Junior Engineer /Assistant Engineer / Sub-Divisional Officer |

**(1) Interruption in Power Supply (Fuse-off calls, Line breakdowns, transformer failure, etc.)**

**Table-1**

| Sl. No. | Type of Service | Area | Time Limit for Rendering the Service |
|---|---|---|---|
| 1 | Fuse off call | Urban areas | 4 (Four) hours |
| | | Rural Areas | 24 (Twenty-Four) hours |
| 2 | 33kV/11kV/400 V Overhead line breakdown | | |
| | (i) Where replacement of pole is not required | Urban Areas | 12 (Twelve) hours |
| | | Rural Areas | 36 (Thirty-Six) hours |
| | ii) Where replacement of pole is required | Urban Areas | 24 (Twenty-Four) hours |
| | | Rural Areas | 48 (Forty-Eight) hours |

| | | | |
|---|---|---|---|
| 3 | Underground cable fault / Bus Riser fault | Urban Areas | 36 (Thirty- Six) hours |
| | | Rural Areas | 72 (Seventy-Two) hours |
| 4 | Replacement of failed distribution transformer | Urban Areas | 48 (Fouty-Eight) hours |
| | | Rural Areas | 72 (Seventy-Two) hours |
| 5 | Replacement of damaged service line | | |
| | i. Replacement at consumer's cost (fault in consumer's installation) | Urban | 24 (Twenty-Four) hours from deposit of applicable cost |
| | | Rural | 48 (Forty-Eight) hours from deposit of applicable cost |
| | ii. Replacement required at licensee's cost (normal wear & tear) | Urban/Rural | 48 (Forty-Eight) hours of receipt of Complaint |

**(2) Voltage Related Complaints**

2.1 In case of low/high or erratic voltage condition, the complaint may be registered at Level-I as specified in Table A along with name, address, consumer number, and a brief description of the complaint.

2.2 The Table 2 below outlines the time limit for resolution of complaints.

**Table 2**

| Sl. No. | Types of Service | Area | Time Limit for Rendering the Service |
|---|---|---|---|
| 1. | In case high voltage is reported by consumer | Urban/Rural | 12 hrs. |
| 2. | In other cases | | |
| | (i) If no work is involved and only maintenance of line is required. | Urban Areas | 48 hrs |
| | | Rural Areas | 72 hrs |
| | (ii) If augmentation of system is required | Urban/Rural | 120 days (Applicable only when the transmission voltage is within the prescribed limit) |

**(3) Contingencies/Scheduled Outage**

3.1 In case of power cuts exceeding 72 hours and 120 hours in a month in urban and rural areas respectively, the consumer may lodge a complaint as per Table 3.

3.2 For a scheduled power cut, the consumers must be intimated at least 24 hours in advance through the print media, electronic media and/or through SMS, etc. The timing for the scheduled power cut must also be displayed on the notice board of the Distribution and the Fuse-off Call Center for the information of the consumer.

3.3 Load shedding arising out of forced outage of transmission/distribution line and due to system contingencies may have to continue beyond sun set in a day under exceptional circumstances.

**Table 3**

| Sl. No. | Types of Service | Area | Time Limit for Rendering the Service |
|---|---|---|---|
| 1. | For scheduled outages | Urban/Rural Areas | Within 12 hours from the scheduled start of outage or restoration by 6PM of the day, whichever is earlier. |
| 2. | Cumulative interruptions to a consumer in a month | Urban Areas | 72 hours |
| | | Rural Areas | 120 hours |

**(4) Meter Related Complaints**

**Table 4**

| Sl. No. | Type of Service | Area | Time Limit for Rendering the Service |
|---|---|---|---|
| 1 | Meter inspection in case of consumer complaint | Urban Areas | 4 (Four) days |
| | | Rural Areas | 12 (Twelve) days |
| 2 | Replacement of Defective/Stopped/Burnt meter | Urban Areas | 24 (Twenty-four) hours |
| | | Rural Areas | 72 (Seventy-two) hours |

**(5) Electricity Bill Related Complaints**

**Table 5**

| Sl. No. | Type of Service | Area | Time Limit for Rendering the Service |
|---|---|---|---|
| 1 | Regarding non receipt of bill or inadequate time for payment. | Urban/ Rural Areas | Within 24 hours of receipt of complaint. |
| 2 | In case of other complaints. | Urban/ Rural Areas | During subsequent billing cycle |

**(6) Disconnection and Reconnection of Power Supply**

6.1 When a consumer fails in payment of any bill in full, without the approval of the authorized officer, by the due date, the service connection of the consumer will be liable to be disconnected on temporary basis as per section 56 of the Electricity Act 2003 (36 of 2003). Before disconnection of a consumer's installation, the licensee would serve a separate notice of fifteen clear days. Effort should be made that before disconnecting a domestic connection; an adult member of the family should be informed. If the proof of payment of dues is produced to the satisfaction of the Licensee's employee deputed for the purpose, the supply shall not be disconnected.

6.2 Consumers who suffer disconnections will have the right to appeal for reconnection as per procedure provided in this document.

6.3 In case of a disconnection being justified, the security deposit of the consumer will be adjusted to the extent of the consumer's arrear. In case it is found by the Electricity Ombudsman that the disconnection is unjustified, the Licensee may be penalized and compensation may be awarded to the consumer.

6.4 Reconnection will be done within the time limit mentioned below as per Table 6 on receipt of due payment.

**Table 6**

| Sl. No. | Type of Service | Area | Time Limit for Rendering the Service |
|---|---|---|---|
| 1. | Permanent disconnection and Refund of security deposit | Urban / Rural | 7 days from the date of payment of final bill |
| 2. | Reconnection of a consumer in case disconnection was done on account of non-payment of past dues, the licensee shall reconnect the consumer's installation after receipt of past dues and other charges as applicable. | Urban / Rural | 12 (Twelve) hours |

**(7) New Connection**

7.1 The timeframe for activities to provide new connection including inspection of premises, information of charges to be paid and execution of the work after payment is provided in the Table 7 below.

7.2 Where the distance of the premises where service connection is required is more than 45 (fourty five) meters away from the existing distribution main, such service connection shall be deemed as requiring the extension of distribution main.

7.3 Within the overall time limit allowed under the Act or fixed by the Commission, the recommended time limit given below for various types of services shall also apply to applications for change of connection point and change of establishment.

**Table 7**

| Sl. No. | Type of Service | Area | Time Limit for Rendering the Service |
|---|---|---|---|
| (1) | Time period for provision of supply from the date of receipt of completed application and payment of charge | | |
| | - In case connection is to be from existing network without any augmentation | Urban Areas | 7 (Seven) days |
| | | Rural Areas | 15 (Fifteen) days |
| | - where extension of distributing mains | Urban/ Rural | 3 (Three) months for LT & HT consumers and 6 (Six) months for EHT consumers. |
| | - augmentation/installation of transformer capacity is required | Urban/ Rural | 3 (Three) months for LT & HT consumers and 6 (Six) months for EHT consumers. |

| | | | |
|---|---|---|---|
| | - where commissioning of new sub-station forming a part of the distribution system is required | Urban/Rural | 1 (One) year |
| (2) | Temporary Connection (from the date of remittance of expenditure & advance charges, and provided there is no outstanding dues from the consumer applying for temporary connection) | | |
| | - where supply can be provided from the existing network | Urban/Rural | 3 days |
| | - where supply can be provided after extension of service line or enhancement of capacity of transformer | Urban/ Rural | 30 days for LT connection and 90 days for HT connection |
| **Note: Provided the above provisions are applicable only for residences and settlements which are constructed/established in accordance with the relevant laws of the land. The distribution licensee is not obliged to supply power to illegally constructed residences/settlements.** | | | |

In all cases when the licensee completes the extension work and is ready to give supply, the licensee shall a notice on the consumer to take power supply within thirty days. If the consumer fails to make arrangements to receive power supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter the consumer shall be liable to pay any charges due as per the agreement. In the cases where the consumer is informed about non-feasibility of any of his requisitions by the Licensee, the Consumer may approach the Commission for necessary direction.

### (8) Change in Consumer Load

| Sl. No. | Type of Service | Area | Time Limit for Rendering the Service |
|---|---|---|---|
| **i)** | **Enhancement of Connected Load/ Contracted Demand** | | |
| a) | If no addition or alteration to the system including new/alternate metering arrangement is required | Urban/ Rural | Within 7 days of receipt of payment of charges, if any and completion of formalities. |
| b) | If the system needs any alteration, addition/ up gradation of system voltage | | |
| | Conversion from LT single phase to LT three phase or vice-versa | Urban/ Rural | Within forty 45 (five) days from the date of payment of necessary charges by the consumer |

| | | | |
|---|---|---|---|
| | Conversion from LT to HT or vice-versa | Urban/ Rural | Within 60 (sixty) days from the date of payment of necessary charges by the consumer |
| | Conversion from HT to EHT or vice-versa | Urban/ Rural | Within 120 (one hundred and twenty) days from the date of payment of necessary charges by the consumer |
| **ii)** | **Reduction of Connected Load/ Contract Demand** | Urban/ Rural | Within 7 days or notice period for termination of agreement whichever is later from the date of receipt of application |

**(9) Other Complaints**

| Sl. No. | Type of Service | Area | Time Limit for Rendering the Service |
|---|---|---|---|
| 1. | Shifting of meter/ Existing Connection | | |
| i) | Shifting of meter | Urban/ Rural | 7 days from the date of payment of charges |
| ii) | Shifting of LT lines | Urban/ Rural | 20 days from the date of payment of charges |
| iii) | Shifting of HT lines | Urban/ Rural | 45 days from the date of payment of charges |
| iv) | Shifting of transformer | Urban/ Rural | 45 days from the date of payment of charges |
| 2. | Change in Consumer Category | Urban/ Rural | Within 7 days of payment of charges and other formalities |
| 3. | Change in consumer's name and other details | Urban/ Rural | Within two billing cycles. |

9.1 In case of complaints of a nature other than those covered above, for example complaint/ information on electricity theft, wastage of energy, misbehavior by Distribution Licensee personnel, irregular entry into consumer's premises by Distribution Licensee employees into consumer premises etc., those may be registered with the office of the Sub-Divisional Officer/ Executive Engineer. The complaint may be made by telephone, by post or personally for which a Complaint Number shall be provided. For postal complaints, the receipt shall be dispatched by the next working day. The concerned officer of the Distribution Licensee shall ensure prompt response and action and also ensure non-recurrence.

9.2 The time limit for resolution of a such a complaint would normally not exceed 15 days and a written reply shall be made along with resolution of the complaint.

## 10. IMPLEMENTATION STEPS

To ensure that these Regulations are put in place and action taken accordingly, the following steps will be taken by the Distribution Licensee:

**(1)** For providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply, the distribution licensee shall establish a centralized 24x7 toll-free call centre within 3 months from the date of notification of these Regulations. The Central Complaint Centre will receive all the complaints of the licensee and will provide a token number to the complainant. The Central Complaint Centre shall thereafter initiate steps to process the complaint.

**(2)** A web-based portal shall be created within six (6) months of notification of these Regulations by the Distribution Licensee, whereby consumers can register their complaints electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers), which shall be integrated with the complaint handling system through the Centralised Call Centre.

**(3)** The complaints registered through the portal/ Consumer Call Centre shall be addressed in the following manner:

(a) The complainant can create their own logins (Portal users only) wherein they can lodge multiple complaints and keep a track of all individual complaints till the complaints is resolved;

(b) All complaints received through the portal and call centre shall be automatically assigned/ sent to the respective Level, for speedy redressal within the time limits;

(c) The portal shall have facilities for sms, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

(d) The respective officer shall be responsible to provide remedy on the complaint within the time frame stated above from the date of registering the complaint;

(e) The concerned officer shall take necessary action on the complaint and update and/ or close the same on the portal;

(f) The Distribution Licensee shall design its own escalation index for non-resolution/non-closure of complaint depending on the time elapsed from the date of registering the complaint.

(g) The Distribution Licensee shall automatically transfer the non-resolved cases to the respective district- level CGRFs;

(h) The portal shall also have a feedback mechanism with a suggestion window wherein the consumers can register their feedback based on the service provided;

**(4) Reasons for Non-redressal of Complaints:**

In case of failure by the notified officer to resolve the complaint to the satisfaction of the consumer within the specified time limit, he shall report the reasons for the failure to the concerned higher authority of the Distribution Licensee on a monthly basis.

**(5) Power Outages**

The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the call center of the distribution licensee.

**(6) Services to senior citizens**

The distribution licensee shall provide all services such as application submission, payment of bills, etc., to senior citizens at their door-steps.

**(7) Availability of Forms / Rules:**

The licensee will ensure the availability of the following items at all offices and in downloadable form at the website of the licensee for convenience of the consumers:

a) Regulations for Redressal of Consumer Grievance.
b) Various forms for lodging of complaints.
c) Application form for new connections.
d) Seniority list for new connections.
e) Electricity Supply Code.
f) Schedule of Miscellaneous Charge.
g) Consumer Rights Statement.
h) Approved Performance Standards.
i) Applicable electricity tariff and surcharges/duties.
j) Display of the names, addresses and telephone numbers of officers on the notice boards.
k) Display of the office timings for bill collection on the notice boards.
l) Display of the time schedule of the power cuts on the notice board. A dashboard should also be created with regular monitoring at suitable place.
m) Display of target time-period within which the different types of problems will be resolved by the licensee.

All forms are to be made available in the website of the Distribution Licensee and consumers may download the same free of cost.

**(8) Public Awareness**

a) The distribution licensee shall publish the procedure for filing of complaints, in the bills for monthly energy consumption. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills.
b) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service-related offices to bring awareness of consumer rights, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.

**(9) Infrastructure and Training:**

The Distribution Licensee shall ensure that all adequate infrastructure is put in place, to handle the complaint redressal mechanism and to ensure that all time limits are adhered to. It shall be the responsibility of the Distribution 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.

**Form – 1**

Cost of Form – Re 2/-

## Registration of Complaint at IGRC

Complaint No. & Date

_____

(To be provided by office)

Consumer No.:_____

1. Name and address: _____

_____

2. Contact No. & e-mail id of complainant:_____

3. Type of problem (Please tick the type of problem applicable)

| Interruption | Voltage | Load shedding | Meter | Bill | Disconnection | New Connection | Others |
|---|---|---|---|---|---|---|---|

4. Brief description of complaint:_____

_____

_____

5. Any other information: _____

_____

_____

6. Date & time of complaint:_____

Signature of complainant

.....Tear from here .....

**To be retained by consumer**

Complaint No. & Date

_____

(To be provided by office)

Consumer No: _____

1. Name of consumer:_____

2. Brief description of complaint:_____

_____

_____

3. Target date & time to resolve complaint:_____

(To beprovided by office)

Signature and name of staff receiving the application

Designation & Seal

(Please provide your complaint number in any future communication)

**Form -2**

Name of office: _____
Place: _____

**Complaint Receiving Register**

| Sl. No. | Date | Time | Complaint No. | Name of complainant and his contact number | Type of problem | Complaint forwarded to | Details of redressal of complaint | | | Name of the Official who attended rectification | Initial of JE or SDO | Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Date | Time | Details | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| | | | | | | | | | | | | |

**Form -3**

Month: _____

## Monthly report on complaints received

| S/ No. | Name of office | Type of Complaint | Complaintsat the beginning of the month (No) | No. of complaints received during the month (No) | Complaints under Col.3 that are resolved (No) | Complaints under Col.4 that are resolved | No.of complaints pending at the end of the month | | | | | No. of Complaints redressed within stipulated time | No. of Complaints not redressed within stipulated time | Remarks (including reasons for non-redressal of com-plaints). |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | More than 6 months | 3 to 6 months | 1 to 3 months | For 1 month | Total | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| | | | | | | | | | | | | | | |

**Form-4**

Cost of Form – Rs.5/-

**APPLICATION TO DISTRICT/STATE LEVEL FORUM FOR REDRESSAL OF GRIEVANCE**

Grievance No.(to be provided by CGRF) & Date_____

1. Name and address _____
_____
_____

2. Contact No. & e-mail id of complainant_____
_____
_____

3. Name of IGRC/District-level CGRF (in case the complaint is made to State Level Forum) where complaint was registered earlier:
_____
_____

4. Brief description of the grievance (Facts giving rise to the grievance)

*(If space is not sufficient please enclose separate sheet):*_____
_____
_____
_____
_____
_____
_____
_____

5. Complaint No. & Date (given by licensee at IGRC/District level CGRF):
_____

6. Remedy provided by the Officer at IGRC/ District level CGRF, if any *(If remedy has been provided, please enclose relevant communication from the Distribution Licensee):*_____
_____
_____

7. Nature of relief sought from the Forum:
_____
*(Please enclose any proof to support claim, if any)*

8. List of documents enclosed
*(Please enclose copies of any relevant documents which support the facts giving riseto the Grievance):*

| | |
|---|---|
| 1. | 2. |
| 3. | 4. |
| 5. | 6. |

9 DECLARATION

(i) I/We, the consumer /s herein declare that:

(a) the information furnished herein above is true to my/our knowledge; and information derived from records which I/we believe to be true; and

(b) I/We have not concealed or misrepresent any fact stated herein above and the documents submitted herewith.

(ii) The subject matter of the present grievance has never been submitted to the Forum by me/ or by any one of us earlier to the best of my/our knowledge.

(iii) The subject matter of my/our grievance has not been settled through the Forum in any previous proceedings.

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

Yours faithfully,

(Full Signature of complainant)

.....Tear from here .....

**To be retained by Consumer**

Complaint No. & Date

_____

(To be provided by office)

Consumer Number: _____

1. Name of consumer:_____
2. Brief description of complaint: _____

_____

Signature and name of staff receiving the application

Designation & Seal

**Form-5**

**REPRESENTATION BEFORE ELECTRICITYOMBUDSMAN**

**No. _____of Year_____**

***(to be filled up By Office)***

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 Electricity 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 with Contact No: _____
   _____
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 Electricity 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 Electricity Ombudsman by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

(c) The subject matter of my/ our representation has not been settled through the Office of the Electricity Ombudsman in any previous proceedings.

(d) The subject matter of the present representation has not been decided by any 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)