

**Procedures for Redressal of Grievances in Compliance to Regulation 3.5 of
MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman)
Regulations, 2020**

BACKGROUND:

The preamble of the Electricity Act, 2003 (EA 2003) mentions protection of consumer interest as one of the prime goal. As per Section 42 (5) of the EA 2003, every Distribution Licensee ought to establish a forum for redressal of consumer grievances in accordance with notified Regulations.

MERC on 21 September, 2020 has notified MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 (hereinafter referred to as “the Regulation, 2020”) superseding Regulation, 2006. Web based Internal Complaint Redressal System (ICRS) is important feature of new Regulation which will replace existing Internal Grievance Redressal Cell (IGRC). Regulation 3.5 mandates Distribution Licensee to publish internal procedures for redressal of Grievances in consonance with Regulations, 2020.

OBJECTIVE:

The objective of Regulation, 2020 is to ensure that every distribution licensee has a clearly identifiable entity within its organization for addressing the complaints/grievances of consumers and specifying mechanism for grievance redressal. As per the Regulation, 2020, the Forum shall follow the principles of natural justice, including, inter-alia the following:

- (a) It shall protect the interest of consumers;
- (b) It shall inform consumers of their rights;
- (c) It shall facilitate and expedite the redressal of grievances.
- (d) It shall ensure that consumers can also have a remedy in the event of failure or delay on the part of the Distribution Licensee in redressing their complaints.

EXCLUSIONS:

Grievances falling within the purview of any of the following provisions of the EA 2003 or conditionalities mentioned below are excluded from the jurisdiction of the ICRS and Forums;

- (a) Unauthorized use of electricity as provided under section 126, 127 and 152 of the EA 2003;
- (b) Offences and penalties as provided under section 135 to 139 of the EA 2003;
- (c) Accident in the distribution, supply of use of electricity as provided under section 161 of the EA 2003;
- (d) In cases where proceedings in respect of the same matter and between the same Complainant and the Licensee are pending before any court, tribunal, arbitrator

or any other authority, or a decree or award or a final order has already been passed by any such court, tribunal, arbitrator or authority; and

- (e) In cases where the Grievance has been submitted two (2) years after the date on which the cause of action has arisen;

ASSISTANCE AVAILABLE AT CGRF:

Where Grievance cannot be made in writing, the Forum shall render all reasonable assistance to the person making the Grievance orally to reduce the same in writing and in filling up the format set out in Schedule A to these Procedures.

PROCEDURES FOR GRIEVANCE REDRESSAL:

A. Internal Complaint Redressal System (ICRS)

- (a) A consumer may register his/her complaints in person by visiting MSEDCL field offices or through call to toll free telephone numbers, electronically/digitally through SMS, online registration, web-chat facility and mobile application or the web-based portal of MSEDCL for Internal Complaint Redressal System.
- (b) 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;
- (c) All complaints received shall be automatically assigned/sent to the respective division, for speedy redressal;
- (d) The respective division is required to provide remedy on the complaint within three (3) working days in case of complaints related to non-supply, connection, re-connection or disconnection of supply and fifteen (15) working days for all other complaints, 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) There will be escalation index for nonresolution/ non-closure of complaint depending on the time elapsed from the date of registering the complaint;
- (g) Executive Engineer (Admin.) of Zone Offices has been assigned for overall superintendence of resolution of complaints by way of ICRS.
- (h) Complainant can file his/her feedback with a suggestion window for the service provided;

B. Consumer Grievances Redressal Forum (CGRF)

- (a) In the event of a consumer not satisfied with the remedies provided through ICRS, the consumer may file his/her grievances before the respective Consumer Grievance Redressal Forum (CGRF).

The List of CGRFs, their addresses and their area of Jurisdiction is given separately in Annexure A.

The grievances must be submitted in the prescribed format. The said format is enclosed herein as Schedule A or is available in downloadable format on the web portal (www.mahadiscom.in) and also available at all cash-collection centers and offices of MSEDCL.

- (b) Consumer may either directly or through his duly authorised representative, can submit his/her Grievance on the web portal (www.mahadiscom.in) or to the appropriate Forum under whose jurisdiction his/her connection exists. Consumer may submit grievances in-person, through post, email/fax, through web-portal or at the nearest complaint receiving center.
- (c) All complaints should clearly state nature of grievance/complaint along with supporting documents and relief sought.
- (d) Consumers must note that grievances will be admitted only if it is filed within 2 years from the date on which the cause of action has arisen.
- (e) The consumer may opt for third party inspection (if required). Such request for third party inspection to obtain independent report must be submitted to the Forum and the cost of the same must be deposited by consumer in advance.
- (f) The Forum will communicate the date of hearing of the Grievance in writing to the Complainant. Further hearing schedule will also be available on the MSEDCL Website.
- (g) A Consumer, MSEDCL or any other person who is a party to any proceedings before the Forum may either appear in person or authorize any representative other than an Advocate (within the meaning of the Advocates Act, 1961), to present his case before the Forum and to do all or any of the acts for the purpose, subject to production of duly authenticated authorization made by the party in favour of such representative, and subject to the condition that he, -
 - is appearing on an individual case basis;
 - has a pre-existing relationship with the Complainant (such as: a relative, neighbor, business associate or personal friend);
 - is not receiving any form of, direct or indirect, remuneration for appearing before the Forum and files a written declaration to that effect;
 - demonstrates to the Forum that he is competent to represent the party.
- (h) Any party appearing through a representative, shall be bound by the acts or omissions of such representative:
- (i) Nodal Officer of MSEDCL shall arrange and co-ordinate to furnish paragraph-wise comments to the Forum on the Grievance within five (5) working days (for Grievance related to non-supply, connection, re-connection or disconnection of supply) or fifteen (15) working days (all other Grievances) of receipt of the copy of

Grievance from the Forum failing which the Forum shall proceed on the basis of the material available on record:

- (j) Forum may grant extension of maximum seven (7) days to MSEDCL for submission of reply on case to case basis, except in case of Grievance related to non-supply, connection, re-connection or disconnection of supply, wherein no extension may be granted for submission of reply.
- (k) The CGRF will pass appropriate Order within 15 working days for non-supply, connection, re-connection & disconnection related matter and within 60 working days for all other matters.
- (l) A certified copy of the Order passed by the Forum shall be communicated to the parties within 3 days of such Order. Additionally Orders passed will also be available on MSEDCL Website.
- (m) MSEDCL shall intimate the compliance of the Order of the Forum to the Forum and the Complainant and shall also be updated on the web portal within seven (7) working days from the date of compliance.
- (n) Any person if aggrieved by an order of the Forum may apply for Review within 30 days of the date of Order subject to following:
 - Where no appeal or Representation has been preferred;
 - On account of some mistake or error apparent from the face of the record;
 - Upon the discovery of new and important matter or evidence which, after the exercise of due diligence, was not within his knowledge or could not be produced by him at the time when the order was passed.
- (o) The review application shall be accompanied by such documents, supporting data and statements as the Forum may determine.

C. Electricity Ombudsman

- (a) In case the complainant is not satisfied with the remedy provided by the CGRF, the consumer may approach the Electricity Ombudsman (EO). The addresses of the Electricity Ombudsmen and their area of Jurisdiction are given in Annexure B.
- (b) Any Complainant, who is aggrieved by the non-redressal of his Grievance by the Forum, may, either directly or through his duly authorised representative, make a representation for redressal of his Grievance to the Electricity Ombudsman within sixty (60) days from the date of the Order of the Forum.
- (c) The representation may be submitted either in person or through post, email or fax or on the web-based portal of the Electricity Ombudsman and must be in the format as specified in Schedule B herein.

- (d) All representations to the Electricity Ombudsman must clearly state the name and address of the consumer, facts giving rise to the representation supported by documents and the relief sought from the Electricity Ombudsman.
- (e) For appearing before the Electricity Ombudsman, the parties or their representatives should exhibit the same qualities as required for representations before the CGRFs viz. production of duly authenticated authorization. The Electricity Ombudsman may within its' discretion disallow any representative to appear in any case on account of breach of the terms of the undertaking or misconduct.
- (f) The consumer can file a representation before the Electricity Ombudsman only if the grievance falls under the following categories:
- The Forum has rejected the Grievance
 - The Forum has not passed an order on the Grievance for its redressal within a maximum period of 15 days or 60 days, as applicable
 - There has been undue delay in the disposal of the Grievance
 - The Representation is made within 60 days from the date of the Forum's Order
- (g) If any party, including the Distribution Licensee, is aggrieved by an order of the EO, then a review may be filed within 30 days from the date of such order subject to following.
- Where no appeal or Representation has been preferred;
 - On account of some mistake or error apparent from the face of the record;
 - Upon the discovery of new and important matter or evidence which, after the exercise of due diligence, was not within his knowledge or could not be produced by him at the time when the order was passed.
- (h) The review application shall be accompanied by such documents, supporting data and statements as the Electricity Ombudsman may determine.

APPEALS AGAINST CGRF/ ELECTRICITY OMBUDSMAN ORDERS:

- For Consumer: After being aggrieved by CGRF Order, the Consumer may approach Electricity Ombudsman. For filing appeal against Electricity Ombudsman, the consumer may approach Hon'ble High Court under Writ Jurisdiction.
- For MSEDCL: MSEDCL can challenge the Order of CGRF/ Electricity Ombudsman in the Hon'ble High Court under Writ Jurisdiction.

Annexure A

List Of CGRFs and Its Jurisdiction under MSEDCL			
Sr.No	CGRF Location	Details of Office of CGRF	Jurisdiction (Circle wise)
1	Bhandup	Consumer Grievance Redressal Forum, MSEDCL, Bhandup Urban Zone, Vidhyut, Ground floor, Near Asian Paint, L.B.S.Marg, Bhandup, Mumbai-400078, STD Code- 022, Phone : 25664314. E-mail: cgrfbhandupz@gmail.com	Vashi, Bhiwandi, Thane
2	Kolhapur	Consumer Grievance Redressal Forum,MSEDCL, Kolhapur Zone, Adm.Bldg., Tarabai Park, Kolhapur-416003. STD Code-0231, Phone : 2666001 , 2666002, E-mail : cgrfkolhapur@gmail.com	Kolhapur, Sangli, Ratnagiri, Sindhudurg
3	Nashik	Consumer Grievance Redressal Forum,MSEDCL,Nashik Zone, Type II Quarter, Quarter No.3, First floor, Vidyut Bhavan Premises, Bytco Point, Nashik Road 422101. STD Code-0253, Phone : 6526484 , 2591031 , E-mail : cgrfnsk@rediffmail.com	Nashik (U), Malegaon, Ahmednagar, Jalgaon, Nandurbar, Dhule
4	Aurangabad	Consumer Grievance Redressal Forum, Aurangabad Zone, Vidhyut Bhawan, Dr.Babasaheb Ambedkar Marg,Aurangabad-431001, STD Code- 0240, Phone : 2336172, Fax: 2336172, E-mail : cgrfaz11@gmail.com	Jalna, Aurangabad (U), Aurangabad, Latur, Beed, Osmanabad, Hingoli, Parbhani, Nanded
5	Amravati	Consumer Grievance Redressal Forum, Amravati Zone, Vidyut Bhawan, Shivaji Nagar, Camp Area, Amravati. STD Code- 0721, E-mail : eecgrfamtz@gmail.com	Amravati, Yavatmal
6	Pune	Consumer Grievance Redressal Forum, 925, Kasaba Peth, Administrative Building, 2nd floor, Pune-411011, STD Code- 020, Phone : 24480520 E-mail : cgrfpune@mahadiscom.in	Pune (R), Ganeshkhind, Rastapeth
7	Nagpur	Consumer Grievance Redressal Forum, Nagpur Zone, Prakash Bhawan, Link Road, Gaddi Gudam, Sadar, Nagpur-440001,STD Code-0712, Phone: 2551298, 2551295, 2556318, E-mail: cgrfnagpurzone@gmail.com	Nagpur (R), Nagpur (U), SNDL, Wardha, Chandrapur, Gadchiroli, Gondia, Bhandara
8	Kalyan	Consumer Grievance Redressal Forum, Kalyan Zone, Behind Tejashree Bldg., Jahangir Maidan, Karnik Road, Kalyan-421301, STD Code-0251,Phone : 2328283 Fax:2210707, E-mail : cgrfkalyan@yahoo.co.in	Kalyan-I, Kalyan-II, Pen
9	Baramati	Consumer Grievance Redressal Forum, Baramati Zone, "URJA BHAVAN", Bhigwan Road, Baramati-413102, STD Code-02112,Phone : 2334065 Fax:244773, E-mail : cgrfbaramati1@gmail.com	Baramati, Satara, Solapur
10	Akola	Consumer Grievance Redressal Forum, Akola Zone, Vidyut Bhawan, Ratanlal Plot, Ground Floor, Durga Chowk, Akola-444005, STD Code- 0724, E-mail : cgrfakola@gmail.com	Buldhana, Washim, Akola
11	Vasai	Consumer Grievance Redressal Forum, Vasai Jurisdiction, 2/3 Deepshree Building, Navghar, Dist. Palghar, Vasai East- 401202 Email: cgrfvasai@gmail.com	Vasai, Palghar

Annexure B

The addresses & contact nos. of Electricity Ombudsman Office

Office Address	Jurisdiction
Office of the Electricity Ombudsman (Mumbai) Maharashtra Electricity Regulatory Commission, 606 – 608, 6 th Floor, Keshva Building, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051. Tel. – 022 - 26592965, 30680528 Fax – 022 – 26592965 Email: electricityombudsmanmumbai@gmail.com	Mumbai, Mumbai Suburbs, Thane, Palghar, Raigad, Ratnagiri, Sindhudurg, Kolhapur, Sangali, Solapur, Satara, Baramati, Pune, Nashik, Ahmednagar, Dhule, Jalgaon, and Nandurbar.
The Electricity Ombudsman (Nagpur) Plot no. 12, Shrikrupa Vijaynagar, Chhaoni, Nagpur, Pin Code-440013. Phone no. 0712 2022198. Email: ombudsmanngp@gmail.com	Amravati, Yeotmal, Akola, Buldhana, Washim, Nagpur, Wardha, Gadchiroli, Chandarapur, Bhandara, Gondia, Latur, Beed, Osmanabad, Aurangabad, Jalna, Nanded, Parbhani and Hingoli.