

Rule & Procedures in MSEDCL for Redressal of Grievances

As provided under MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 MSEDCL has established Consumer Grievance Redressal Forums at all Zonal level. Such Forums shall follow the principles of natural justice, inter-alia includes the following I) It shall protect the interest of consumers. ii) It shall facilitate and expedite the redressal of grievances. Grievances falling within the purview of any of the following provisions of the Act are excluded from the jurisdiction of the Forums;

- a) Unauthorized use of electricity as provided under section 126 of the Act i.e. I.E. 2003.
- b) Offences and penalties as provided under section 135 to 139 of the Act.
- c) Accident in the distribution, supply of use of electricity as provided under section 161 of the Act; and
- d) Recovery of arrears where the bill amount is not disputed.

As regards procedural aspects are concerned, the Set Mechanism is having three-tier system, which is provided as under;

1) Internal Grievances Redressal Cell (IGRC)

The Applicant may approach to the appropriate office of the Distribution Licensee or IGRC and file the grievance as per the prescribed Format 'Form X' which is available on website & IGRC. The IGRC shall not admit any grievance unless it is filed within two (2) years from the date on which the cause of action has arisen. Where such grievance cannot be made in writing, the IGRC shall render all reasonable assistance to the person making the grievance orally to reduce the same in writing. The office of the IGRC shall issue acknowledgement of the receipt of the grievance to the consumer 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. The address & contact nos. of IGRC are available on following link of website;

https://www.mahadiscom.in/wp-content/uploads/2018/06/IGRC-Adresses_-Annexure-A.xls

2) Consumer Grievances Redressal Forum (CGRF)

Having redressed or not and even if consumer is not satisfied with the decision of IGRC, he can approach to CGRF under the prescribed format in schedule 'A' of the MERC (CGRF & Electricity Ombudsman) Regulations, 2006 in duplicate along with all the particulars, documentary evidences within 60 days from date of decision of IGRC. Upon receipt of the prescribed format 'A', the CGRF provides the acknowledgement of receipt of grievance to the

consumer within five (5) working days from the date of receipt of grievance by post and if submitted in person the acknowledgement is to be provided at the time of submission. A copy of the grievance shall be forwarded forthwith by the CGRF to the Nodal Officer designated by the Distribution Licensee for redressal or to file its reply to the grievance. Within fifteen (15) days of intimation from the CGRF or within such other time as it may be directed, the Distribution Licensee shall furnish to CGRF with a copy to the consumer, its issue-wise comments/ reply on the grievance, failing which the Forum shall proceed on the basis of the material record available.

The CGRF shall notify the Distribution Licensee and the applicant who has submitted the grievance, the date of hearing of the grievance in writing, giving sufficient advance notice. The consumer is supposed to argue the case or he may depute his Representative **other than an Advocate** to present the case and to do all or carry of the acts for the purposes. The Distribution Licensee may depute either Nodal officer or such other executives to represent the case. Upon personal hearing, if required, CGRF may grant further such period for the submission or compliances as the case may be. CGRF needs to decide the grievance within a period of two (2) Months from the date of receipt of the grievance. The address & contact nos. of CGRFs are available on following link of website;

https://www.mahadiscom.in/wp-content/uploads/2018/02/CGRF_web-aboutus.pdf

3) Electricity Ombudsman

Aggrieved by the order of CGRF, consumer can prefer appeal to the Electrical Ombudsman, Mumbai or Nagpur as the case may be within a period of 60 days from the date of order under the prescribed Form 'B'.

The addresses & contact nos. of Electricity Ombudsman are provided as under;

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	The Electricity Ombudsman (Nagpur) Plot no. 12, Shrikrupa Vijaynagar, Chhaoni, Nagpur, Pin Code-440013. Phone no. 0712 2022198.
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MSEDCL can challenge the Order of CGRF/ Ombudsman in the High Court.