

# xkgd xklgk.ks fuokj.k ep

fo|q dk; nk] 2003 vrxr dye 42 1/5 1/2 vlo; s LFkfi r 1/2

egjkV<sup>a</sup> jkT; fo|q forj.k da uh 1/6; khhr 1/2  
ukf'kd ifjemy

nj/ouh Ø-% 0253&6526484  
QDI 0253&2591031  
Email.cgrfnsk@rediffmail.com

xkgd xklgk.ks fuokj.k ep  
; kps dk; kzy; ] [kjcnk i kdZ  
ifgyk etyk] 115 rs 117]  
} kj dk] ukf'kd 422011-

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t k-Ø% I -I -@xtxfue#uki @uk-' k-ea@uk-' k-fo-2@603@79@2016&17@ fnukd &18@04@2017

## 1/ft Vj ikp Onkjz

[kMhr fo|q ijoB; kl kBh Hkji kbZ nsk s o  
feuhfiyj o#u Hkifexr duD'ku nsk s

Xkkgk.ks nk[ky fnukd % 09@03@2017  
fudky fnukd % 18@04@2017

ifr]

1% I k- fyuk Jhdka dkG] }  
lykV ua 40] 41]v; k'; kuxj] } rØkjnkj  
I a Rrh vi kWeV I ekj  
mi uxj ukf'kd 422006  
1/2k-da049085326588 1/2

2% ukMy vf/kdkjh }  
e-jk-fot forj.k da uh 1/6; kZ 1/2 } oht forj.k da uh  
'kgj eMy dk; kzy; ] ukf'kd  
3% dk; bdkjh vfHk; ark 1/4 k&2-1/4 }  
e-jk-fot forj.k da uh 1/6; kZ 1/2 }  
foHkfx; dk; kzy; ] ukf'kd jkM

### fu.kz i =

I kS fyuk Jhdka dkG] ukf'kd gs fot forj.k da uhps ?kjxqrh xkgd  
vkgr- R; kauh oht forj.k da uhdMs [kMhr fo|q ijoB; kl kBh Hkji kbZ nsk s  
o feuhfiyj o#u Hkifexr dcy tkMfu feG.kckcr egjkV<sup>a</sup> jkT; fo|q  
forj.k da uhP; k vrxr xkgd rØkj fuokj.k I ferhdMs rØkj nk[ky dsh-  
i.k vrxr xkgd rØkj fuokj.k I ferh dMfu foghr dkyko/khr dks krgh  
mRrj iklr u >kY; kus vki ys xklgk.ks R; kauh vuq ph ^v\* e/; s epkdMs I knj  
dys rs epkdMs Øekd 48 vlo; s fn- 09@03@2017 jkst h ukno.; kr vkys

epkP; k fn- 10@03@2017 P; k cBdhr gs i dj.k l pko.khl ?ks; kpk fu.kz  
?ks; kr vkyk- xklgk.ks vt kph l pko.kh epkP; k dk; kly; kr fn- 31@03@2017  
jksth l - 11-30 oktrk fuf'pr dj.; kr vkyh- ; k l ca/khph l puk rØkknj  
xkgd o forj.k dā uhp; k l cf/kr vf/kdkū; kauk fn- 14@03@2017 jkst hP; k  
i=klō; s ns; kr vkyh- ; kp i=kl kor rØkj vt kph ir ukMy vf/kdkjh] 'kgj  
eMG dk; kly; ] ukf'kd ; kauk nou rØkj vt klū kj eifugk; vfHki k; 15  
fnol kr epkdMs l knj dj.; kckcr o R; kph ir xkgdkyk i kkpfo.; kckcr  
l fpr dj.; kr vkys

l pko.khl fo|r forj.k dā uhrQž i Hkkjh ukMy vf/kdkjh Jh- , l - , l -  
l okj ke] vfrfjDr dk; ždkjh vfHk; ark Jh- foi j] l gk; d vfHk; ark Jh- Ogh- ih-  
iokj gs rj xkgdkps orhus Jh- Mh- Mh- Hkkj gs mi fLFkr gkrs

### **xkgdkph ckt %**

1- xkgdkP; k ?kjk l kBh ffkz Qst ?kxrh feVj cl foysys gkrsR; kpk fot i jōBk  
fn- 10@12@2016 jkst h vpkud [kMhr >kyk- ; krhy , d Qst cn  
>kY; kdkj.kkus fot ph ekVkj ¼ k. ; kpk iā ½ pkyq 'kdyk ukgh R; keGs xkgdkus  
vkluykbū rdkj dsh gkrh- i.k R; kojrh dkskrkgh ifrl kn u feGKY; keGs  
fn- 12@12@2016 jkst h y[ kh rdkj miuxj foHkkxkr dsh- l dkGh 10  
oktrk rdkj ukfoyh vl rk ok; jeus nā kjh 2-00 oktrk ; ou l kixrys  
dh] vkiyh dcy [kjk >kyh rh cnyu ?ksks o fu?ku xsys

2- ; k l ol xkshurj xkgdkus i gk fnukad 10@01@2017 jkst h ufou vkluykbū  
rdkj ukfoyh- R; koGh QkuOnkjs l kixrys dh [kkckojhy rkjP; k Hkkxkojrh  
dkcū vkY; keGs fo|r i jōBk cn >kysy gkrk- rks rōcy , d efgū; kuh ¼  
30 fnol kuh½ pkyq >kyk- fdjdkG dke vl Y; keGs ckd i k.kh ?kkyrk  
vkys ukgh - rl p ?kkr ykbMps fnos ykork vkys ukgh-

### **xkgdkP; k ekx. ; k %**

- 1- fo|r i jōBk [kMhr >kY; kus xkgdkl vkfkd upl ku Hkji kbā frkl 50  
iæk.ks 30 fnol kph ns ks
- 2- feuh fi yj o#u xkgdkps rl p l okps duD' ku n; kos
- 3- [kkckojhy m?kM; k y?kpkc rkj k Rojhr dk<k0; k-
- 4- oht fcy fjMhæ l g oGr n; kos i= iVhr fcy Vdkos
- 5- Fkdh fcy vl sy rj fu; ekiæk.ks ukVhl n; koh fdok Qku d#u rl s  
dGokos

### **forj.k dā uhp ckt %**

forj.k dā uhp; k orhus ukMy vf/kdkjh] ukf'kd 'kgj eMy ; kuh i=  
fn- 30@03@2017 Onkjs fnysy vgoky epki s l knj dsh- forj.k dā uhp; k  
i frfu/kauh ifriknu dsh dh%

- 1- xk-da 049085326588 gs oht duD' ku l ks fyuk Jhdkr dkGs ; kP; k ukos  
vl u R; k l nHkkjhy , d Qst pk fot i jōBk feGr ul ycker rdkj miuxj  
d{k rdkj fuokj.k d{k ; Fks fn- 12@12@2016 jkst h rdkj fuokj.k uknoghr  
vk<Grš

- 2- I nj rdkjhP; k vultakus fn- 12@12@2016 jksth dkekoj gtj vl yV; k Jh- dgyd.khZ Vojh"B r=K½ o Jh- <kds ¼r=K½ ; kuh fnyV; k tckckiæk.ks R; kp fno'kh 12-00 oktP; k l ekjkl rs rdkj fuokj.k dj.; kdjhrk xsys vl rk rFks xkgdkps ?kj cn vl Y; kps rFkk xVyk dgyi vl Y; kps vk<Gys rjh xkgdkP; k ikyojhy l f0gl ok; j pd d#u cf?kryh vl rk rFks dBykgh fc?kkM vk<Gyk ukgh o ifrcak Eg.ku l f0gl ok; jps NMs ikyoj l fLFkrhr dj.; kr vkys
- 3- xkgdkl Hke.k/ouh da 9823357099 oj ?kj cn vl Y; kdkj.kkus vraxr ok; fjæ pd dj.; kr vl eFkZ vl Y; kps Qku d#u dGfoys R; k mij xkgdkus ?kjh vKY; kurj Lor%pk l lyk; pd d#u rdkj vl Y; kl i qgk rdkj uknfo.; kckcr [kykl k dsyk xsyk-
- 4- xkgdkus vtkr uen dV; kiæk.ks vWlykbZ rdkj da 5202810 fn- 11@12@2016 o 5372380 fn- 22@01@2017 jksth uknfoY; kps vk<Gpu ; rs rlp fn- 09@01@2017 jksth ns[khy xkgdkus miuxj d{k ; Fks nk[ky dsv; k rdkjhP; k vultakus iR; d oGd ?kj cn vl Y; kus ehVj toG tkou [kk=h djrk vkyh ukgh- ijarq xkgdkP; k ikyojhy l f0gl ok; j pd d#u cf?kryh vl rk rFks dBykgh fc?kkM vk<Gyk ukgh l nj rdkjhps iufolyksdu iqks ; Fkhy dky l vj ; Fku ns[khy dj.; kr ; rs o rFkhy fjekdæk.ks xkgdkl Qku d#u rdkj fuokj.k >KY; kph ukn vk<Grs
- 5- rnurj xkgdkus vraxr rdkj fuokj.k l ferh ; Fks rdkj nk[ky dsyh vl rk fn- 10@02@2017 jksth R; kph l uko.kh ?ks ; kr vkyh- ijarq l nj l uko.kh xkgd xjgtj gkrs o xkgdkl nj/ouho#u l idz dsyk vl rk , drQhZ fu.kZ ?ks ; kl gjdr ukgh vl s xkgdkus dGfoys
- 6- rdkj vtkr uen mijh y?knkc okghuh Hkifexr dj.; kps dke ukf'kd egkuxjikyhdk rlp egkforj.k ekQr VI; kVI; kus pkyq vl u QM miyC/ksud kj dkes iw kZ gkr vkgr-
- 7- oht fcys fjMhaxud kj ?ks ; kdjhrk ekckbzy vWOnkjs fjMhax ?krys tkr vl u dkgh vijhgk; l dkj.kkLro fjMhax ?krk u vKY; kl xkgdkP; k ekckbzyoj , l , e, l tkrks o xkgd Lor% egkforj.k vWOnkjs fjMhax tek d# 'kdrks tskd#u xkgdkl ; kX; oht fcy feGq 'kdsy-
- 8- l ol xkgdkph oht fcys foghr oGr okVi dsyh tkrkr ijarq T; k fBdk.kh xkgdkps ?kj cn vl rs rFks oht fcy xgkG gks ; kph vFkok m'khjk feG.; kph 'kD; rk ukdkjrk ; r ukgh- rjh oht fcy oGr feG.kd kBh xkgdkus [www.mahadiscom.in](http://www.mahadiscom.in) ; k ocl kbVoj jftLV3 ku dV; k bæy o , l , e, l Onkjs oht fcy feGq 'kdrs djhrk xkgdkus l nj l fo/kpk ykHk ?; kok-
- 9- oht fcy Fkdckdh vl Y; kl xkgdkl ys[kh ukvhl fnY; kurj oht [kMhr dj.; kph dk; bkgh dj.; kr ; rs rFkfi xkgd l nj tkxoj jkgr ul Y; kl ojhy nklgh i/nrhpv voye dj.ks v'kD; gkrs o oht [kMhr dj.; kph dVq dkjokbz dj.ks vfuok; l gkrs R; keGs xkgdkus oht fcy enrhr Hk#u l gdk; l djkos

10 xkgdkP; k rdkjhps MERC SOP iæk. ks iR; sd oGđ n[ky ?kou foghr oGr fuokj.k dj.; kr vkysys vkgs ijarq xkgdkP; k vuifLFkrheGs rlp xkgdkus ?kj vkY; kurj [kk=h d#u iłgk rdkj u uknfoY; kus xkgdkP; k ehVjps rhugh Qst pkyq fLFkrhr vl Y; kph [kkrjtek gkoq 'kdyh ukgh- l nj dkj.ks egkforj.k dāuh dBY; kgh vkfFkd upl ku Hkjkbl ns; kl cka'khy ukgh-

**vrxr rdkj fuokj.k d{kph dk; bkgb**

vrxr rdkj fuokj.k d{k ukf'kd 'kgj eMy dk; kY; ; Fks fn- 05@01@2017 jksth iklr >kyY; k rdkjhph luko.kh fn- 10@02@2017 jksth luko.kh ?ks; kr vkyh- ek= fu.kz miyC/k ukgh-

**epkps fu'd'kz %**

- 1- forj.k dāuhP; k çrhonukiæk.ks o vkuuykbū rØkjHP; k jdkMZ uł kj xkgdkus ohtijobk [kMhr vl Y; kph vkuykbū rØkj ½ 5202810½ fn- 11@12@2016 jksth uknoyh gkrh - rlp miuxj d{k rØkj fuokj.k d{k ; Fks fn- 12@12@2016 jksth rØkj fuokj.k uknoghr uknoyh gkrh- l nj rØkjHP; k vutkækus fn- 12@12@2016 jksth ojh"B ræK o ræK gs R; kp fno'kh 12-00 oktP; k l ekjkl rs rØkj fuokj.k dj.; kdjhrk xsys vl rk rFks xkgdkps ?kj cn vl Y; kps rFkk xvyk dtyq vl Y; kps vk<Gys xkgdkP; k ikyojhy l foł ok; j pd d#u cf?kryh vl rk rFks dBYkgh fc?kkM vk<Gyk ukgh o çfrca'k Eg.ku l foł ok; jps NMs ikyoj l fLFkrhr dj.; kr vkys xkgdkl Hæ.k/ouh Ø- 9823357099 oj ?kj cn vl Y; kdkj.kkus vrxr ok; fjæ pd dj.; kr vl eFk vl Y; kps Oku d#u dGfoys xkgdkus ?kj vkY; kurj l lyk; pd d#u xjt vl Y; kl iłgk rØkj uknokoh vl s l kixrys ek= R; kurj l ekjs efgukHkj xkgdkdMuu dBYkgh çfrl kn forj.k dāuhl feGkyk ukgh-
- 2- fn- 09@01@2017 jksth xkgdkus miuxj d{k ; Fks rØkj nk[ky dsh- ; k rØkjHP; k vutkækus çR; sd oGđ ?kj cn vl Y; kus ehVj toG tkou [kk=h djrk vkyh ukgh- xkgdkus iłgk vkuuykbū rØkj ½ 5372380½ iłgk fn- 22@01@2017 jksth uknoyh gkrh o rFkhy fjekdçek.ks xkgdkl Oku d#u rØkj fuokj.k >KY; kph ukn vkgs ; k [kyk'kkP; k vutkækus fnl rs dh forj.k dāuhus R; kP; k cktius çR; sd oGh rØkjhph n[ky ?kou dk; bkgb dsh vkgs rlp ojhy oLr fLFkrheGs oht ijobk fn- 12@12@2016 urj 30 fnol cn jkfgyk] vl k fufobkn fu'd'kz fu?kr ukgh-
- 3- xkgdkauh epkyk fnyY; k fuonukr rs ukdjh fufur epbz ; Fks jkgr vl uu nku@pkj egl; kauh nku&rh fnoł kl kBh ukf'kdyk l nj ?kkr jkgrkr vl s uem dsys vkgs xY; k 12 egl; kP; k ¼ , fcy 16 rs ekpl 17½ R; kP; k oht fcykps voykdu dsys vl rk ?kj l rr cn vl Y; kus oht okij l krRR; kus 'kū; vl uu oht forj.k dāuh dMuu oht okijph ½deku vkdkj ykou½ fcy ns; kr ; r vkgr- tj xkgdkdMuu xsys 12 efgus oht p okijyh tkr

ul sy o l nj ?kjr xkgd okLr0; kl ul rhy nj çFke n'kLh xkgdkps  
dkghp upl ku >kysys ukgh - R; keGs Hkj i kbZ ekx. ks l ; fä d ukgh-

egkj k'V<sup>a</sup> fo| r fu; ked vk; kx ¼ xkgd xklgk. ks fuokj. k ep o  
fo| r ykdiky ¼ fofu; e 2006 e/khy fofu; e 6-9 uq kj %

The Forum may reject the Grievance at any stage if it appears to it that the Grievance is:

(a) frivolous, vexatious, malafide;

(b) without any sufficient cause;

(c) there is no prima facie loss or damage or inconvenience caused to the consumer;

l cc ep oht ij oBk 30 fnol cn jkfyk o xkgdkps upl ku >kys ; k  
dkj. kkl kBh xkgdkph Hkj i kbZ ekx. kh vekU; djhr vkgS

4- l nj xkgdkl o brj xkgdkl [kkckojhy m?kMik rkjk dk<u feuh  
fi yjo#u Hkifexr dcy }kjs oht ij oBk |kok] v' kh ekx. kh xkgdkus dsh  
vkgS egkj k'V<sup>a</sup> fo| r fu; ked vk; kx ¼ xkgd xklgk. ks fuokj. k  
ep o fo| r ykdiky ¼ fofu; e 2006 e/khy fofu; e 2-1&l h uq kj  
xklgk. ; kph 0; k [ ; k [kkyhyi ek. ks dsh vkg%

*"Grievance" means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by a Distribution Licensee in pursuance of a licence, contract, agreement or under the Electricity Supply Code or in relation to standards of performance of Distribution Licensees as specified by the Commission and includes inter alia (a) safety of distribution system having potential of endangering of life or property, and (b) grievances in respect of non-compliance of any order of the Commission or any action to be taken in pursuance thereof which are within the jurisdiction of the Forum or*

*Ombudsman, as the case may be.*

ek= gh ckc oj uen Bxklgk. kb P; k 0; k [ ; r cl r ukgh- gh l orhy  
dedjrk ul u ; æ. kk l qkkj. kpk (System Improvement) Hkkx vkgS forj. k  
dä uhus ; kckr ; kX; [kqkl k dsyskp vl u ; kl ca/kh fu; ekuq kj o fu/kh  
mi y) ruq kj ; kX; dkjokbz forj. k dä uhus djkoh v' kh l ipuk ep nr  
vkgS

5- ohtfcy fjMhæ l g oGr |kos o i= i\hr fcy Vdkos v' khgh ekx. kh dsh  
vkgS ek= l nj xkgdkps ?kj l rr cn jkgr vl Y; kus R; kP; k ehVjP; k  
jhfmæ t fu; fer feG. ; kckr vMp. kh vgr- forj. k dä uhyk ehVjP; k  
jhfmæ t fu; feri .ks feG. ; kl kBh xkgdkup ; kX; 0; oLFk djkoh v' kh  
l ipuk epkus dsh- xkgdkph i= i\h ; kX; fBdk. kh ul Y; kus o rh dkgh  
oGk di Mîküh >kdyh tkr ul Y; kus fcys i= i\hr Vkdyh tkr ukgh  
vl k [kqkl k forj. k dä uhus dsh- gh i= i\h fnl sy v' kh l q kX;  
fBdk. kh yokoh ] v' kgh l ipuk epkus xkgd çrfu/khl fnY; k- forj. k  
dä uhus xkgdkl kBh , d ekckbZ vll mi yC/k d#u fnys vl u ehVj jhfMæ  
mi yC/k >kysy ukgh vl k , l -, e-, l - vkY; koj Lor% ehVj jhfMæpk

QkV/ks ; k vW } kjs forj.k dā uhyk xkgd l knj d: 'kdrkr- r l p ; k vi oj fcy s gh i kgw 'kdrkr-

- 6- Fkdrh fcyki kVh oht i gōBk [ kMhr djko; kpk >kY; kl forj.k dā uhr Qk ukVhl fnyh tkrp- ek= fcy s njegk oGōj Hkj.ks gh xkgdkph tokcnkjh vkgs fcy çklr >kys ukgh Eg.ku xkgdkl fcy Hkj.; kph tokcnkjh VkgRk ; s kkj ukgh- fcy feGkys ul Y; kl forj.k dā uhl a r' kh rØkj d#u fcykph nq jh çr feGokoh - egkj k"V<sup>a</sup> fo| r fu; ked vk; kx ¼ fo| r i gōBk l fgrk vkf.k i gōBk P; k brj vVh½ fofu; e] 2005 P; k fofu; e 15-5-3 uq kj%

*Provided further that the non-receipt of bill or loss of bill does not excuse the consumer from discharging his obligation to make payment within the due date for payment of electricity charges-*

- 7- epkus l çf/kr mi foHkkxh; vf/kdkjh ; kauh 1 vkBoM; kP; k vkr LFGi kgk. kh d#u vMp. khps fujkdj.k djkos vl s l fpr dsys

xkgdkps i fronu ] fo| r forj.k dā uhpk [ kqyl k o l knj dj.; kr vkysyh dxni =s ; k l oZ ckchpk fopkj d#u ojhy fu" d" kP; k o funž kP; k vk/khu jkgu ep gs xklgk.ks fudkyh dk<hr vkgs

; k fu. kž k fo#/n rØk njk ; kauh vihy djko; kps vl Y; kl ] egkj k"V<sup>a</sup> fo| r fu; ked vk; kx ¼ xkgd xklgk.ks fuokj.k ep o fo| r ykdiky ¼ fofu; e 2006 e/khy fu; e Ø- 17-2 uq kj ek- fo| r ykdiky ; kpdMs ] Vnkj k & egkj k"V<sup>a</sup> oht fu; ked vk; kx] 606] ^d s kok\*\* çxyk] cknk dklyDI ¼ p½ epb 400051½ ; Fks ; k vkns kP; k fnukadki kl u 60 fnol kP; k vkr rs vihy d# 'kdrkr-

¼ ktu fl - dyd.kh ½  
l nL;

¼ l nhi n- njom: ¼  
l nL; & l fpo rFkk  
dk; ZvfHk; rk

¼ l gsk ik- ok?k ½  
v/; {k

i r ekfgrhl kBh o ; kX; R; k dk; bkghl kBh vx f'kr %

- 1- e[ ; vfHk; rk] e-jk-fo-fo-da½e; kZ½ i fjeMG dk; kžy; ] ukf' kdj kM 422101 ¼ dk; Zdkjh vfHk; rk ; i z kkl uA ; kps djhrk½
- 2- e[ ; vfHk; rk] e-jk-fo-fo-da½e; kZ½ i fjeMG dk; kžy; ] ukf' kdj kM 422101 ¼ t ul ā dz vf/kdkjh ; kps djhrk½
- 3- vf/k{kd vfHk; rk] e-jk-fo-fo-da½e; kZ½ ' kgj eMy dk; kžy; ] ukf' kd

