

Procedures for Redressal of Grievances of Electricity Consumers in the UT of Chandigarh

Procedure for filing of the complaints before the Forum.

Every complaint/grievance received shall contain the following :-

- a) The name of the complainant, individual or the organization, alongwith consumer number, postal address and telephone number, fax number and the e-mail address, if any, of the complainant. The Complaint shall also bear signature or thumb impression or any other mark of identification of the complainant with date of filing of the complaint.
- b) The name and address of the Electricity Office to which the complaint pertains.
- c) Full description or narration of the complaint/grievance, including copies of the relevant and supporting documents, if any.
- d) The relief sought.
- e) The complainant shall lodge the complaint with CGRF in person or by post or by courier service or by any other means of transmission of documents (including fax message). The CGRF shall also accept the complaint through e-mails provided the complainant submits the hard copies of the same separately to the Forum within 5 days.
- f) CGRF shall not insist on or prescribe any format for filing of the complaint.

Procedure for Handling the Complaints.

- 1. On receipt of the consumer's complaint/grievance, the authorized officer of the Forum shall make an endorsement on the complaint/grievance in token of receipt, subscribing his initial with date and complaint number as assigned. All consumer complaints shall be registered and serially numbered for each year, in a Register maintained for this purpose.

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2. If the complainant files the complaint in person, by appearing in the office of the Forum, it should be acknowledged forthwith by the authorized officer of the Forum. Otherwise, if the complaint is received by post or email, within 5 (Five) working days from the date of receipt of the complaint/grievance the authorized officer of the forum shall send an acknowledgement to the complainant.
 3. A Copy of complaint/grievance, within two days of its receipt, shall be forwarded to the concerned or the Nodal officer of the Distribution Licensee/Electricity Department, with the request to file the reply, if any, in writing.
 4. The Nodal officer designated by the Distribution Licensee/ Electricity Department, shall act as the coordinator for filing of reply, making submissions, providing issue-wise comments on the complaint/grievance, submitting compliance status/reports, etc. before the Forum.
 5. The Nodal Officer of the authorised officer of the Distribution Licensee /Electricity Department or the employee named in the complaint shall furnished para-wise comments on the complaint/grievance within 10 days from the date of receipt of the letter from CGRF, with a copy to the complainant consumer, failing which, the Forum shall proceed on the basis of material available on record with them.
 6. The CGRF shall notify the Distribution licensee/Electricity Department and the complainant applicant, the date, time and venue of hearing of the complaint/grievance, in writing giving sufficient advance notice.
 7. The Consumer, Distribution licensee/Electricity Department or any other person who is a party to any proceeding before the Forum may either appear in person or authorize any person 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.
 8. The CGRF may call for, any information or record of the Distribution licensee/Electricity Department or of the complainant, for examination and just disposal of the grievance and the parties shall be under obligation to provide such information, documents or records as the Forum may call for.

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9. Where a party fails to furnish such information, documents or record and the Forum is satisfied that the party in possession of the record is withholding it deliberately, it may draw an advance inference against it.
 10. On receipt of the comments/replies from the Distribution Licensee/Electricity Department and after conducting or having such inquiry or local inspection conducted as the Forum may consider necessary, and after affording reasonable opportunity of being heard to both the parties, the Forum shall pass appropriate order for disposal of the grievance within 45 days of filing of the complaint.
 11. The proceedings and decisions of the Forum shall be recorded and shall be supported by reasons.
 12. The decision/s of the Forum shall be based on the opinion of the majority members of the Forum present and voting. In the event of equality of votes, the Chairperson shall have the casting vote.
 13. The order of the Forum, shall be communicated to the complainant and the Distribution Licensee/Electricity Department in writing within 7 days of conclusion of the proceedings.
 14. The Distribution Licensee/Electricity Department shall comply with the order of the Forum within 21 days from the date of receipt of the order, failing which it shall be liable for action U/S 142, 146 r/w 149, as the case may be, of the Electricity Act, 2003.
 15. The Forum may, award such compensation to the complainants as it considers just and appropriate in the circumstances of the case.
 16. The Forum may issue such interim orders pending final disposal of the complaint as it may consider necessary.
 17. The Forum shall, however, have the power to pass such interim order in any proceeding, hearing or matter before it, as it may consider appropriate, if the complainant satisfies the Forum that prima facie, the Distribution Licensee/Electricity Department has threatened or is likely to disconnect the electricity connection, and has or is likely to contravene any of the provision of the

Act or any order of JERC, provided that the Forum has jurisdiction on such matters.

18. Where it appears to the Forum 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.
19. Where the Complainant or the Distribution Licensee/Electricity Department or any other person who is party to any proceeding before the Forum, fails to appear before the Forum, on the date fixed for the hearing, the Forum may decide the complaint ex-parte.
20. No adjournment shall ordinarily be granted by the Forum unless sufficient cause is shown and the reasons for the grant of the adjournment have been recorded in writing by the Forum.
21. The Forum may settle any complaint in terms of an agreement reached between the parties in consonance with the rules, at any stage of the proceedings before it and there shall be no right of representation before the Ombudsman against such order.
22. The Forum shall not be bound to follow the procedure prescribed in the Civil Procedure Code -1908 (Act 5 of 1908), as in force from time to time.
23. The Forum for efficient discharge of its functions shall conform to the principles of fair play and justice.
24. Any Complainant aggrieved by orders of the CGRF may prefer a representation before the Electricity Ombudsman as appointed/designated by JERC.
For the purpose of awareness among the consumers, the Distribution licensee/Electricity Department/CGRF shall give wide publicity to the above procedure, by way of display on the notice boards of their various bill collection centres, offices, website or any other practicable means.