

**HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION
SHIMLA**

NOTIFICATION

No. HPERC-(H)(1)-1/2012

Dated: Shimla, the 23rd Jan., 2013

WHEREAS the Himachal Pradesh Electricity Regulatory Commission had notified the Himachal Pradesh Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of Consumers) Regulations, 2003 and the Himachal Pradesh Electricity Regulatory Commission (Electricity Ombudsman) Regulations, 2004, in the Rajpatra, Himachal Pradesh (Extra-ordinary) dated 24th October, 2003 and 19th April, 2004, respectively;

AND WHEREAS after coming into force of the said regulations, there has been significant changes in the Distribution Performance Standards of the licensee and in the consumer grievance redressal mechanism and the recommendations in relation thereto have been made by the Forum of Regulators (FOR) in its Report on "Protection of Consumer Interest" which have been endorsed and approved by the Hon'ble Appellate Tribunal for Electricity for implementation vide its Order dated 15.4.2010.

AND WHEREAS, with a view to simplify the process for registration and resolution of consumer complaints, the Himachal Pradesh Electricity Regulatory Commission recognizes the urgency and need to revise and modify the existing regulations framed by the Commission;

NOW THEREFORE, the Himachal Pradesh Electricity Regulatory Commission, in exercise of the powers conferred by Clauses (r) and (s) of sub-section (2) of section 181, read with sub-sections (5) to (8) of section 42, of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf and in supersession of the Himachal Pradesh Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) Regulations, 2003 published in the Rajpatra, Himachal Pradesh (Extraordinary) dated 24th October, 2003 and the Himachal Pradesh Electricity Regulatory Commission (Electricity Ombudsman) Regulations, 2004 published in the Rajpatra, Himachal Pradesh (Extraordinary) dated 19th April, 2004, hereby, after

previous publication, 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 Electricity Ombudsman by the Commission for making representations against non-redressal of grievances of consumers and the time and manner of settlement of grievances by 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 Executive Disputes Resolution Mechanism, if any, set up by the distribution licensee.

REGULATIONS

THE HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION (CONSUMER GRIEVANCES REDRESSAL FORUM AND OMBUDSMAN) REGULATIONS, 2013

CHAPTER-I

SHORT TITLE, COMMENCEMENT, SCOPE, DEFINITIONS AND INTERPRETATION

1. Short title, extent and commencement. - (1) These Regulations may be called the Himachal Pradesh Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2013.

(2) These Regulations shall extend to the whole of the State of Himachal Pradesh.

(3) These Regulations shall come into force on the date of their publication in the Rajpatra, Himachal Pradesh.

2. Objectives, Scope and application. - (1) Without prejudice to right which a consumer may have apart from the rights conferred upon him under section 42 of the Act, the said section 42 requires every distribution licensee to establish a Consumer Grievance Redressal Forum as per the guidelines of the State Commission and any consumer who is aggrieved by non-redressal of his grievance by the forum, may make a representation for the redressal of his grievance to an authority to be known as Ombudsman, to be appointed or designated by the State Commission, who is to settle the grievance of the consumer within such time and in such manner as may be specified by the State Commission.

(2) The objective of these Regulations is to lay down the guidelines for setting up the Consumer Grievance Redressal Forum under section (5) of section 42 of the Act and the time limits within which and the manner in which the Consumer Grievance Redressal Forum and the Ombudsman, to be appointed under sub-section (6) of section 42 of the Act, shall settle the grievances of the consumers.

(3) These Regulations shall be applicable to all the distribution licensees, in the State of Himachal Pradesh, in their respective areas of supply.

(4) Nothing contained in these Regulations shall, expressly or impliedly, restrict the rights and privileges of the consumers available to them under the Internal Executive Disputes Resolution Mechanism (IEDRM) within the distribution licensee and any consumer, who is not satisfied with the solution offered by the licensee under such Internal Executive Disputes Resolution Mechanism, may file the representation under these Regulations.

3. Definitions .- (1) In these Regulations, unless the context otherwise requires, -

(a) “Act” means the Electricity Act, 2003(36 of 2003);

(b) “Annexure” means the annexure to these Regulations;

(c) “Commission” means the Himachal Pradesh Electricity Regulatory Commission;

(d) “complainant” means and includes -

(i) any consumer or consumers including their legal heirs or successors, having a grievance/complaint against a licensee and lodging the same either directly or through their representatives, or

(ii) any voluntary consumer association or associations, registered under the law for the time being in force and making the complaints in the larger common or similar interest of the consumers, or

(iii) any person whose electricity connection is disconnected, or

(iv) an applicant for a new connection for the supply of electricity;

(e) “grievance” means, and includes any complaint, relating to any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by a licensee in pursuance

of a licence, contract, agreement or under the Electricity Supply Code or in relation to the Distribution Performance Standards of the licensees, as specified by the Commission, and includes billing disputes of any nature and matters related to safety of the distribution system having potential of endangering life or property;

(f) “Forum” means the Forum for Redressal of Grievances of Consumers required to be established, by the distribution licensee, pursuant to sub-section (5) of section 42 of the Act and the guidelines contained in these Regulations;

(g) “licensee” means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and includes a deemed licensee;

(h) “Member” means the Member of the Forum and includes the Chairperson of the Forum;

(i) “Ombudsman” means an authority appointed or designated by the Commission, under sub-section (6) of section 42 of the Act, and these Regulations, with whom a representation may be made by any person, who is dissatisfied by the redressal or is aggrieved by the non-redressal of his grievances by the Forum;

(j)“representation” means the representation made to the Ombudsman by a complainant, who is aggrieved by the order of the Forum (including the partial or full dismissal order), or non-redressal of his grievances by the Forum within the specified time or dissatisfaction with the order issued by the Forum or non-implementation of the Forum’s order by the licensee within the specified time;

(k)“time lines” means the time specified in Annexure-I or any other provisions of these Regulations for processing any complaint or representation made under these Regulations.

(2) The other words and expressions used and not defined in these Regulations, but defined in the Act, shall have the meanings respectively assigned to them in the Act.

4. Interpretation.- These Regulations shall be construed harmoniously with the Electricity Supply Code specified by the Commission under the provisions of clause (x), and the Distribution Performance Standards of the licensee and under clause (za,),

of sub-section (2) of section 181 of the Act and in case of any inconsistency with these Regulations, Distribution Performance Standards of the licensee and the Electricity Supply Code shall prevail.

CHAPTER-II

CONSUMER GRIEVANCES REDRESSAL FORUM (CGRF)

5. Establishment of Forum .- (1) Every distribution licensee shall, within six months, from the grant of licence, establish, in its area of supply, under sub-section (5) of section 42 of the Act, a Forum for Redressal of Grievances of the consumers, in accordance with the guidelines contained in these Regulations:

Provided that the distribution licensee may, by an order, after considering factors such as the number of representations received, disposal of representation within the specified time limit, ease of access for the consumer and the geographical area, establish more than one Forum in its area of supply and in that event each such Forum shall have the jurisdiction as the distribution licensee, out of its total area of supply, define the territorial jurisdiction of each Forum in such order.

(2) In order to ensure that all grievances are disposed of within the specified time limit the Commission may, from time to time, direct the licensee to increase the number of Forums.

6. Headquarters of Forum .- The head office of the Forum shall be preferably at the headquarters of the distribution licensee. The Forum may, with the overall objective of ensuring that the complaints/grievances are heard and redressed within the time limit specified under these Regulations, conduct its sittings preferably at the Revenue Divisional headquarters or at such other places, within its area of jurisdiction, as may be considered necessary and proper by it.

7. Constitution of Forum and a Appointments of its Members. - (1) The Forum shall consist of three Members including the Chairperson, who shall be persons of experience, ability, integrity and standing, and out of them -

- (i) two Members shall be appointed by the distribution licensee out of its officers, who have more than one year service left for superannuation and out of these two -

- (a) one Member shall have degree in electrical engineering and have at least 25 years experience in generation, transmission, distribution or trading of electricity and who is not below the rank of a Chief Engineer or its equivalent; and
 - (b) one Member shall have degree in engineering or finance or commerce or economics or law or management and who is preferably not below the rank of a Superintending Engineer, or its equivalent, with working experience of at least 20 years in the organisation engaged in generation, transmission, distribution or trading in electricity;
- (ii) one Independent Member shall be nominated by the Commission, out of the persons –
- (a) who are retired officers of the State Government or of its Undertakings with a minimum 20 years service and are familiar with the consumer affairs or regulatory affairs; or
 - (b) who are representatives of the registered voluntary consumers protection organisations or NGOs or consumer activists with experience of at least five years in dealing with the matters concerning “consumer grievances”;

and such a Member shall be selected through advertisement in the newspapers and display on the website of the Commission:

Provided that a person to be nominated as Independent Member of the Forum shall not have been in the employment in any capacity under, or agency of, the licensee; for a minimum period of one year prior to his being nominated as the Independent Member of the Forum.

- (2) No person shall be appointed and/or be entitled to continue as a Member if he-
- (i) has been adjudged as an insolvent;
 - (ii) has been convicted of an offence which, in the opinion of the licensee, involves moral turpitude;

- (iii) has become physically or mentally incapable of acting as such a Member;
- (iv) has acquired such financial or other interest as is likely to affect prejudicially his functions as a Member;
- (v) has so abused his position as to render his continuance in office prejudicial to public interest; or
- (vi) has been guilty of proven misbehaviour.

(3) The licensee shall immediately after the appointment of the Members (other than the Independent Member) but not later than seven days after the appointment, provide details to the Commission regarding qualifications and experience of the Chairperson or other Member, as the case may be.

8. Removal of Member .- (1) An existing Member shall be liable to be removed from his office forthwith on any of the grounds mentioned in sub- regulation (2) of regulation 7.

(2) No Member shall be removed from his office on any ground specified in sub-regulation (2) of regulation 7, unless the licensee has held an independent inquiry in accordance with such procedure as be directed by the Commission:

Provided further that the Independent Member, nominated by the Commission under clause(ii) of sub-regulation (1) of regulation 7, shall be removed from his office only after the prior approval of the Commission.

9. Presiding Officer of the Forum .- (1) The Member of the Forum appointed, by the licensee, under sub-clause(a) of clause (i) of sub-regulation (1) of regulation 7, shall be the Chairperson of the Forum.

(2) The Chairperson shall have the general powers of superintendence and control over the Forum.

(3) In case the Chairperson of the Forum is unable to discharge the functions owing to his absence, illness or any other cause, the Member appointed under sub-clause(b) of clause(i) of sub-regulation (1) of regulation 7, shall discharge the functions of the Chairperson, until the day when the Chairperson assumes his office.

10. Tenure of Members .- (1) Every Member to be appointed by the licensee under Clause (i) of sub-regulation (1) of regulation 7, shall be appointed, and shall ordinarily hold office as such, for a period minimum of one year, but not exceeding three years:

Provided that no Member, other than the Independent nominated Member of the Forum, shall hold office as such, after he ceases to be the officer of the licensee;

(2) The Independent Member, nominated by the Commission, under Clause (ii) of sub-regulation (1) of regulation-7 shall hold office as such for a period of three years:

Provided that no Independent Member of the Forum shall hold office as such, after he attains the age of sixty five years.

11. Voting and consensus .- Two Members shall form the quorum for the Forum's meeting and proceedings before the Forum and each Member shall have one vote. In case of equality of votes on any issue, the Chairperson or in his absence the person presiding shall have the second or casting vote.

12. Vacancies .- (1) The licensee shall ensure that the post of a Member is not kept vacant for the period of more than 30 days:

Provided that in case the licensee is unable to fill the vacant post within a period of 30 days, the Commission may, at the request of the licensee, grant such additional time, as it deems fit, to the licensee for the purpose of filling up of such vacancy.

(2) No act or proceedings of the Forum shall be deemed to be invalid by reason of any defect in the constitution of the Forum or by reason of the existence of a vacancy amongst its Members.

13. Remuneration and other expenses. - (1) The salary or honorarium, TA/DA and other allowances payable to, and terms and conditions of service of -

(a) the Members appointed by the licensee under clause (i) of sub-regulation (1) of regulation 7; shall be governed by the terms and conditions of their employment with such a licensee and shall continue to draw the same salary as they are entitled to as regular employees of the licensee; and

(b) the Independent Member nominated by the Commission under clause(ii) of sub- regulation (1) of regulation 7; shall be such as may be determined by the Commission.

(2) The salary, allowances and other terms and conditions of service of the Member shall not be varied to his disadvantage after his appointment.

14. Secretariat .- (1) The office, staff and other facilities required by the Members of the Forum, for efficient functioning of the Forum shall be provided by the licensee.

(2) Out of such staff one person, not below the rank of the Section Officer or its equivalent, shall be designated as the full time Secretary of the Forum.

(3) The expenses of the Forum, including all salaries, honorarium and allowances payable to the Members and its staff, shall be allowed as pass through expense in the Annual Revenue Requirements of the licensee.

15. Particulars of the Forum to widely published.- The name, location, e-mail address, telephone and fax numbers of the Forum, shall be widely published through newspapers and displayed on the website and all the offices of the licensee and the Commission, and shall be intimated to the consumers through electricity bills. These particulars shall also be publicized through electronic media.

CHAPTER-III

RIGHT TO APPROACH THE FORUM

16. Right to approach the Forum .- (1) The Complainant shall, in respect of matters falling under the jurisdiction of the Forum, have the right to approach the Forum directly, without exhausting any other remedy available to him through any Internal Executive Disputes Redressal Mechanism other than the Forum established under these Regulations existing within the licensee;

(2) The Complainant can also approach the Forum in the following events :-

(i) if the licensee fails to register a grievance/complaint; or

(ii) if the licensee fails to resolve a grievance/complaint in accordance with the Distribution Performance Standards specified by the Commission; or

(iii) if the consumer/complainant is not satisfied with the redressal of his grievance/complaint by the licensee.

CHAPTER-IV

PROCESS FOR SUBMISSION AND REDRESSAL OF GRIEVANCES

17. Submission of grievances .- (1) The Complainant can submit his grievance either in person or through post, e-mail or fax giving the particulars of his grievance as specified in ANNEXURE – II:

Provided that the Forum shall take cognizance of any grievance submitted based on the merit of the case and will not reject any grievance for the sole reason of its not having been submitted in the specified format.

(2) The Complainant may also submit his grievance at the nearest Zonal, Operations Circle or Division headquarters of the licensee or at the other Complaint-Receiving Centres, set up by the licensee.

(3) All such Complaint-Receiving Centres shall accept the grievances from complainants falling within the jurisdiction of the Forum and the grievances along with other supporting documents, so received, shall be forwarded to the relevant Forum within the next working day.

(4) The Complainant shall be issued acknowledgement of the receipt of grievance by the Complaint Receiving Centre:

Provided that in case of receipt of grievance-

- (a) in person, the acknowledgement shall be issued immediately;
- (b) by post, e-mail or fax, the acknowledgement shall be despatched latest by the next working day:

Provided further that in case of receipt of grievance in the Complaint Receiving Centre, the contact details of the appropriate Forum shall be supplied alongwith the acknowledgement by the next working day.

(5) The licensee shall designate one of its officer as a nodal officer at the headquarters to monitor and ensure that all Complaints Receiving Centres forward the complaints received by them as per time lines specified under these Regulations.

(6) On receipt of complaint made under sub-regulation(1) of this regulation, the Forum may, by order under intimation to the Complainant, allow the complaint to be proceeded with or rejected:

Provided that no grievance shall be rejected, unless the Complainant has been given an opportunity of being heard.

(7) Where a complaint is allowed to be proceeded with under sub-regulation(6), the Forum may proceed with the complaint in the manner provided under these Regulations.

18. Prioritization of complaints .- As far as is possible and practical, the grievances shall be prioritized for redressal based on the following priority order :-

- (1) non-supply
- (2) connection/disconnection of supply
- (3) meter-related issues
- (4) billing-related issues
- (5) other issues:

Provided that it should be ensured that all grievances are disposed of within the time lines specified under these Regulations.

19. Limitations/ pre-conditions for submission of grievance. - The Forum may reject the grievance at any stage under any or more of the following circumstances :-

- (a) 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;
- (b) in cases which fall under sections 126, 127, 135 to 139, 152, and 161 of the Act;
- (c) in cases where the grievance has been submitted two years after the date on which the cause of action has arisen; and
- (d) in the case of grievances which are -
 - (i) frivolous, vexatious, malafide;
 - (ii) without any sufficient cause; or
 - (iii) where there is no prima facie loss or damage or inconvenience caused to the Complainant or the consumers who are represented by an association or group of consumers.

20. Process. - (1) The Forum shall forward a copy of the grievance to the officer designated by the licensee authorised to accept the service of notices, and to appear and defend on its behalf and where no such officer is designated by the licensee, to the concerned officer of the licensee or the employee / employees / department named in the grievance.

(2) The designated officer or the concerned officer, as the case may be, of the licensee shall furnish para-wise comments to the Forum on the grievance within the time lines specified in Annexure-I, failing which the Forum shall proceed on the basis of the material available on record.

(3) The Forum may call for any record from the licensee or from the Complainant as is relevant for examination and disposal of the grievance, and both the parties shall be under obligation to provide such information, document or record as the Forum may call for and where a party fails to furnish such information, document or record and the Forum is satisfied that the party in possession of the record is withholding it deliberately, it may draw an adverse inference in relation thereto.

21. Inspection. - (1) The Forum may direct the licensee to undertake an inspection or engage a third party to undertake such inspection with regard to the grievance, as may be required for expeditious redressal of the grievance or it may in special circumstances of a case and recording reasons therefore and at the instance and request of the Complainant, engage a third party (other than the licensee) to undertake inspection and obtain an independent report.

(2) The expenses of such third-party inspection, except expenses of inspection at the request of the Complainant, shall be borne by the licensee, and to the extent reasonable and justifiable, such expenses shall be allowed as pass through expense in the determination of tariff in accordance with the relevant Regulations of the Commission:

Provided that if inspection is taken up at the request of the Complainant, the expenses shall be deposited in advance by him, which may or may not be refunded by the Forum depending on whether the grievance is found to be of substance or not.

22. Promotion of settlement by conciliation.- The Forum may in appropriate cases call the designated officer or the concerned officer of the licensee, as the case may be, for negotiations in order to seek redressal of the grievance filed before it and if the matter is settled through negotiations, it may be recorded as a decision and conveyed to the Complainant and the licensee by the order of the Forum.

23. Hearing of representations.- (1) Where the Forum comes to the conclusion that the Complainant and the designated officer or the concerned officer of the licensee, as the case may be, are required to be heard for redressal of a grievance, the Forum shall call the Complainant and the designated officer or the concerned officer, as the case may be, with the details of the case and documents, if any, as may be necessary.

(2) Where the complainant or the licensee or his representative is unable to appear before the Forum on the date fixed for hearing on more than two occasions consecutively the Forum may, for reason to be recorded in writing, dispense with the presence of such person and may decide the grievance ex-parte.

(3) No adjournment shall ordinarily be granted by the Forum, unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Forum.

(4) The Forum may make an order as to the cost, occasioned by the adjournment, to be paid by the defaulting party to the non defaulting party and/or to the Forum.

24. Appearance through an Advocate.- A complainant, distribution licensee or any other person who is a party to any proceedings before the Forum may either appear in person or authorise 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.

25. Interim Order. - Upon request of the complainant, the Forum may issue such interim orders pending final disposal of the grievance as it may consider necessary:

Provided that the Forum 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 Forum 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 Forum 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 and an amount equal to $\frac{1}{3}^{\text{rd}}$ of the disputed amount is deposited in cash with the licensee and documentary evidence of such deposit has been furnished.

26. Issuance of Order.- (1) On receipt of the comments from the licensee or otherwise and after conducting or having made such inquiry or local inspection conducted as the Forum may consider necessary, and after affording reasonable opportunity of being heard to the parties, the Forum shall take a decision.

(2) If, after the completion of the proceedings, the Forum is satisfied that the allegations contained in the grievance are correct, it shall -

(a) issue an order to the distribution licensee directing it to do one or more of the following things in a time-bound manner, namely:-

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

(ii) to return to the complainant the undue charges paid by the complainant along with the interest at the rate equal to the short Term Prime Lending Rate of the State Bank of India as on 1st April of the financial year for the period for which the undue disputed amount was withheld by the licensee; or

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

(3) If, after the completion of proceedings, the Forum is satisfied that the allegations contained in the grievance are incorrect or if the interim Order issued under regulation 25, need not be confirmed, the Forum shall set aside the said interim Order and restore the other party to the position to which it would have been in the absence of such interim Order.

(4) The Order of the Forum shall be reasoned and the reasons given by the Forum in support of the Order, including those by the dissenting Member, if any, shall form a part of the Order, and the Members who heard the matter shall sign the Order.

(5) In cases of grievances related to non-supply, connection or disconnection of supply, the Forum shall pass the order within 20 days of filing of the grievance and in cases of other grievances, the order shall be passed within 45 days of filing of the grievance:

Provided that in the event of a grievance being disposed off after the specified maximum period, the Forum shall record, in writing, the reasons for the same at the time of disposing the said grievance under intimation to the Ombudsman.

(6) The order of the Forum shall be communicated to the complainant and the licensee in writing within three days. A certified copy of every order passed by the Forum shall be delivered to the parties.

(7) The Forum may at any time, after affording an opportunity of being heard, review its Order either on its own motion or an application of any of the parties to the original proceedings, within 30 days of the order on-

(i) 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;

- (ii) on account of some mistake or error apparent from the face of the record;
- (iii) for any other sufficient reasons.

27. Compliance of the order of Forum. - (1) The licensee shall comply with the order of the Forum within 21 days or within such shorter period as may be directed by an order made by the Forum, from the date of receipt of the order. In appropriate cases, considering the nature of the case, the Forum, upon the request of the licensee, may extend the period for compliance of its order up to a maximum of three months. Non-compliance of the order of the Forum shall be treated as violation of the Regulations of the Commission and accordingly liable for action under section 142 of the Act.

(2) The concerned officer of the licensee shall furnish a compliance report of the order of the Forum within seven days from the date of compliance, to the Forum and to the complainant. The Forum shall keep a record of the compliance of its orders and review the same every month. In case of non-compliance of its orders, the Forum shall take up the matter with the higher authorities of the licensee for compliance. If even after that the order is not complied with, the Forum shall inform the Commission regarding such non-compliance.

28. Representation against the Forum's order. - (1) A complainant may prefer a representation before the Ombudsman appointed/ designated by the Commission under the following circumstances:-

- (a) if the complainant is aggrieved by the non-redressal of the grievance by the Forum within the period specified,
- (b) if the complainant is not satisfied with the order passed by the Forum, and
- (c) if the complainant is aggrieved by the non-implementation of the Forum's order, by the licensee

(2) The representation under sub-regulation (1) shall be made-

- (a) in case the complainant is aggrieved by the non-redressal of the grievance by the Forum within 30 days after the time limit specified for the issuance of the Forum's Order;
- (b) in case the complainant is not satisfied with the Order passed by the Forum, within 30 days after issuance of the Order by the Forum;
- (c) if the complainant is aggrieved by the non-implementation of the Forum's Order, by the licensee, within 30 days after the time limit specified for the implementation of the Order.

(3) 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 Ombudsman against such an order.

29. Reporting requirements.-

(1) The Forum shall, within 15 days of the close of the quarter to which it relates, submit a quarterly report on disposal of grievances to the licensee, Commission and Ombudsman.

(2) The quarterly report should be submitted in accordance with the format as specified in ANNEXURE III.

(3) The Forum shall, within 45 days of the close of the financial year to which it relates, also furnish a yearly report containing a general review of the activities of the Forum during the financial year to the licensee, Commission and Ombudsman.

(4) The Commission shall –

- (a) analyse reports, submitted by the Forum under sub-regulation (3), with regards to levels of performance achieved on performance of the standards under section 57 (Consumer Protection – Standards of Performance of Licensee) of the Act;
- (b) facilitate capacity building of the licensee to develop and implement a comprehensive consumer awareness vis-à-vis public interaction programme, explaining to the consumers their rights as consumers serviced by the licensee.

CHAPTER-V

OMBUDSMAN

30. Qualifications, terms of appointment and removal of Ombudsman .-

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

(2) The Commission may appoint or designate more than one Ombudsman for a licensee or a common Ombudsman or Ombudsmen for two or more licensees 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.

(3) The Commission shall invite applications through public advertisement for the appointment of the Ombudsman, and shall also form a Selection Committee for recommending names for the appointment of the Ombudsman by the Commission.

(4) The Ombudsman shall be a person of experience, ability, integrity and standing who has adequate knowledge of and has shown capacity in dealing with problems relating to the electrical engineering, finance, commerce, economics, law, administration and management etc. and has held strategic positions in the said fields at the level not below that of the Chief Engineer in a Utility or equivalent position under the Government.

(5) No person shall be appointed or be entitled to continue as the 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 acting as an Ombudsman;
- (d) has acquired such financial or other interest as is likely to affect prejudicially his functions as an Ombudsman;
- (e) has abused his position so as to render his continuance in office prejudicial to public interest; or
- (f) has been guilty of proven misbehaviour:

Provided that the Ombudsman shall not be removed from his office on any ground specified in this sub-regulation, unless the Commission has, on an inquiry, concluded that the person ought, on such ground or grounds, be removed.

(6) The Ombudsman shall, before entering upon his office, make and subscribe to, before the Chairperson of the Commission, an oath of office and secrecy in such manner and form as may be determined by the Commission.

(7) The salary and other allowances payable to and all other terms and conditions for the appointment of the Ombudsman shall be such as may be determined by the Commission.

(8) The Ombudsman shall hold office for a fixed term of three years:

Provided that the Ombudsman shall not hold office as such after he attains the age of 65 years.

(9) The Ombudsman may, by giving three month's written notice or paying three months consolidated emoluments in lieu of the notice period, resign from his office.

31. Office of the Ombudsman .- (1) The Ombudsman's office shall preferably be located in the capital city of the State or at any District headquarters in the State:

Provided that the Ombudsman may hold hearings or proceedings at various places, within the State, in order to expedite the disposal of representations received before him.

(2) The Ombudsman appointed under sub- regulation (1) shall devote his whole time to the affairs of his office.

(3) The Commission shall provide the Ombudsman with a 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.

(4) All expenses of the Ombudsman including that of its office and secretariat shall be borne by the licensee and where there are more than one licensee such expenses shall be borne by them in proportion to their latest approved net Annual Revenue Requirement and such expenses shall be pass through in tariff.

(5) The Commission shall approve the budget estimates along with quarterly expenditure phasing for the year before the commencement of the financial year and the licensee shall release quarterly advance accordingly in the last month of the previous quarter for every succeeding quarter to the Ombudsman's office.

(6) The licensee shall make provision in the Annual Revenue Requirement of all expenses for recovery through tariff and actual expenses shall be adjusted during true up.

(7) The name, location, email address and telephone numbers of the Ombudsmen shall be widely publicised through newspapers and displayed on the websites and the offices of the licensees and the Commission, and shall be intimated to the consumers through electricity bills. These may also be publicised through electronic media.

32. Format for submission of representation .- The complainant may submit his representation to the Ombudsman as per the format specified in ANNEXURE -IV.

33. Pre-conditions/ limitations for entertaining complainant's representation .-

(1) The representation may be entertained by the Ombudsman only if all of the following conditions are satisfied that :-

- (a) it has been filed by the complainant being the aggrieved consumer or the association representing the consumer/s;
- (b) the complainant has, before making a representation to the Ombudsman, approached the Forum constituted under sub-section(5) of section 42 of the Act, 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 or 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 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 Ombudsman within 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 Ombudsman may entertain a representation after the expiry of the said period of thirty days if the Ombudsman is satisfied that there is sufficient cause for not filing it within that period;

(g) the complainant has deposited with the Ombudsman, an amount equal to 50% 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.

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

(3) The 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 Ombudsman in this regard shall be final and binding on the complainant and the distribution licensee:

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.

34. Promotion of settlement by conciliation. - (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 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.

(2) For the purpose of facilitating settlement of the representation, the Ombudsman may follow such procedures, as he may consider appropriate.

(3) When a representation is settled through mediation of the Ombudsman, the 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.

(4) If the complainant and the licensee accept the recommendations of the 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 Ombudsman, and are in full and final settlement of the representation.

(5) The Ombudsman shall make a record of such an agreement in his order and thereafter close the case.

35. Hearing of representations .- (1) After registering the representation, the 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 Ombudsman.

(2) The 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 Ombudsman.

(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 Ombudsman may deem fit duly considering the overall time limit specified, the Ombudsman may determine the manner, the place, the date and the time of the hearing of the matter as the Ombudsman considers appropriate.

(4) The Ombudsman may hear the parties and may direct the parties to submit written statements or submissions in the matter.

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

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

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

(8) The 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 Ombudsman.

36. Ombudsman Power to issue Interim Order :- (1) Upon the request of the complainant, the Ombudsman may issue such interim orders at any stage during the disposal of the representation as it may consider necessary:

Provided that the 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 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 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.

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

37. Issuance of Order. - (1) The Ombudsman shall pass a written order giving reasons for all his findings and stating the nature of the reliefs to which the complainant is entitled as per the order.

(2) The 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 Ombudsman shall record the reasons for such delay.

(3) The order passed by the 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 36 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.

(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.

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

(6) Non-compliance of the Ombudsman's orders shall be deemed to be a violation of these Regulations and shall be liable for appropriate action by the Commission under the provisions of the Act.

(7) No party can file an appeal before the Commission against the order passed by the 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 Ombudsman before appropriate bodies.

(8) The 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 –

- (i) 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;
- (ii) on account of some mistake or error apparent from the face of record;
- (iii) for any other sufficient reasons.

38. Reporting requirements.- (1) The Ombudsman shall, within 30 days of the close of the period to which it relates, submit to the Commission a half-yearly report on all the representations filed before it.

(2) The report shall cover-

- (a) facts of the representations;
- (b) responses of parties in brief;
- (c) opinion of the Ombudsman on the compliance of Distribution Performance Standards by the licensee;
- (d) key directions issued to the licensee and/ or to the consumer in the order; and
- (e) compliance of order by the licensee and/ or to the consumer.

(3) The Ombudsman shall within 45 days of the close of the financial year to which it relates also furnish a yearly report containing a general review of the activities of the

Ombudsman's office during the financial year to the Commission and the State Government.

- (4) The Commission shall –
- (a) analyse reports, submitted by the Ombudsman under sub-regulation (3), with regards to levels of performance achieved on performance of the standards under section 57 (Consumer Protection – Standards of Performance of Licensee) of the Act;
 - (b) facilitate capacity building of the licensee to develop and implement a comprehensive consumer awareness public interaction programme, explaining to the consumers their rights as consumers serviced by the licensee.

CHAPTER –VI

MISCELLANEOUS

39. 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.

40. Repeal and Savings .-

(1) The Himachal Pradesh Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of Consumers) Regulations, 2003 and the Himachal Pradesh Electricity Regulatory Commission (Electricity Ombudsman) Regulations, 2004, are hereby repealed.

(2) Notwithstanding such repeal –

- (a) anything done or any action taken or purported to have been done or taken including any appointment made, or any document or instrument executed or any direction given under the repealed regulations, shall, in so far as it is not inconsistent with the provisions of these Regulations, be deemed to have been done, taken, made or given under the corresponding provisions of these Regulations ;

(b) 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.

By order of the Commission

Secretary

Annexure-I
(See Regulation 3(k), 20(2), 34, 35 and 37)

TIME LINES

Sr. No.	Description of action to be taken	Time lines Specified	Time from which period begins to seen
PART-I	Complaints/representations before the Forum		
1	Forwarding complaints to the Forum when sent through Complaint Receiving Centers of the distribution licensee	By the next working day	
2	Acknowledge of receipt of complaint- (a) When presented in person (b) When received by post, e.mail or fax. (c) When received through the Complaint Receiving Centers	On same day By the next day By the next day	On the receipt of the complaint by the Forum
3	Forwarding of complaints to the concerned officer of the licensee- (a) In case of connection/disconnection of supply. (b) In other case	1 day 2 days	On the receipt of the complaint by the Forum
4	Response of the Licensee on the complaint - (a) In case of connection/disconnection of supply. (b) In other case	5 days 15 days	From the date of receipt of compliant.
5	Making available the record or to furnish any information to the Forum-	7 days	From the date of requisition of the record or information
6	Making of Orders by the Forum- (a) In cases of connection or disconnection of supply. (b) In other case	20 days 45 days	From the date of receipt of the complaint.
7	Compliance of the Orders of the Forum	21 days or the shorter	From the receipt of the Order by the licensee.

		period, directed by Forum within which Order is to complied with	
8	Reporting of compliance by the Licensee to the Forum	7 days	From the date of compliance.
Part-II	Representation before the Ombudsman		
1	Making representation to the Ombudsman (a) Against the Forum's Order	30 days	From the date of Order by the Forum.
	(b) For the non- redressal of grievance	30 days	After the expiry of 30 days time allowed under item (a)
	(c) For the non compliance of the Forum's Order by the licensee	Two months	From the date of Order of the Forum.
2	Settlement by Conciliation		
	(a) Service of notice to the concerned officer of the Licensee for settlement through mediation of the Ombudsman.	7 days	From the date of receipt of representation.
	(b) Acceptance of the recommendations of the Ombudsman.	15 days	From the date of receipt of recommendations of the Ombudsman.
	(c) Making a record of the conciliated agreement.	7 days	After the acceptance of the recommendation by the parties.
3	Registration of Representation		
	a) Registration of representation where the grievance is not settled by mediation or conciliation by the Ombudsman.	30 days	From the date of receipt of the representation by the Ombudsman.
	b) Calling of record from the Forum	7 days	From the date of registration of the representation by the Ombudsman.

	c) Sending of record by the Forum	7 days	From the date of receipt of the notice from the Ombudsman.
4	Order of the Ombudsman	60 days	From the date of receipt of representation.
5	Compliance of the Ombudsman's Order	15 days	From the issue of the Order
PART-III	Submission of Reports		
1	Submission of Reports by the Forum		
	(i) Quarterly	15 days	After the close of the quarter.
	(ii) Yearly	45 days	After the close of the year.
2.	Submission of Reports by the Ombudsman-		
	(i) Half yearly	30 days	After the close of period.
	(ii) Yearly	45 days	After the close of the financial year.

ANNEXURE- II

(See Regulation 17)

GRIEVANCE SUBMISSION BEFORE FORUM

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Date*: _____

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. Distribution Licensee*: _____

5. Complaint receiving centre number*: _____

6. Category of grievance *(please tick the relevant box/ boxes):*

a. Wrong billing ___ b. Recovery of arrears ___ c. Faulty Meter ___ d. Burnt meter ___ e. Supply interruption ___ f. Harmonics in supply ___ g. Supply voltage related ___ h. Deficient service ___ i. Delay in providing new connection ___ j. Reconnection ___ k. Change in connected load ___ l. Transfer of connection ___

m. Others *(please specify)*

7. Name designation and office address of the employee / employees (*specify employee ID or department*) or department against whom grievance has been filed (*if any*):

8. Details of the grievance, facts giving rise to the grievance* (*If space is not sufficient please enclose separate sheet*)

9. Nature of relief sought from the Forum

10. List of documents enclosed (*Please enclose copies of any relevant documents which support the facts giving rise to the grievance*)

11. 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 Grievance has never been submitted to the Forum 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 Grievance has not been settled through the Forum in any previous proceedings.

(d) The subject matter of my / our Grievance 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 Forum, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt.

..... , 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)

ACKNOWLEDGEMENT OF RECEIPT

The complainant (alongwith supporting documents) comprised of _____ pages from _____ for redressal of grievance _____ has been received on _____

Signature of the office-in charge

Name _____

Designation _____

Date _____

फोरम के समक्ष शिकायत हेतू

फोरम में शिकायत निवारण हेतू आवेदन

दिनांक:.....

1. शिकायतकर्ता का नाम:.....

2. शिकायतकर्ता का पूरा पता:.....

.....

.....

पिन कोड न0:.....

टेलीफोन न0:.....

फैक्स न0:.....

ईमेल पता:.....

3. उपभोक्ता श्रेणी व कनेक्शन न0 (कनेक्शन के लिए आवेदन करने के मामले में, आवेदन संख्या बताएं)

.....

4. वितरण लाईसेंसधारी:.....

.....

5. शिकायत प्राप्त केन्द्र न0:.....

.....

6. शिकायत की श्रेणी (कृपया प्रासंगिक रिक्त स्थान को चिह्नित करें)

क) गलत बिलिंग.....ख) बकाया राशि की वसूलीग)दोषपूर्ण

मीटर.....घ) जला हुआ मीटर.....ड.) आपूर्ति रूकावट.....

च) आपूर्ति में हारमोनिक्स.....

छ) वॉलटेज आपूर्ति सम्बन्धित.....ज) सेवा की कमी.....

.....

झ) नए कनेक्शन प्रदान करने में देरी.....ञ)रिकनेक्शन.....

.....

ट) जुड़े लोड में परिवर्तन.....ठ)कनेक्शन के स्थानांतरण.....

.....

ड) यदि अन्य, कृपया निर्दिष्ट करें.....

.....

7. कर्मचारी / कर्मचारियों के नाम (कर्मचारी का पता एवं विभाग निर्दिष्ट करें) या विभाग जिस के खिलाफ शिकायत दायर की है।

8. शिकायत का विवरण, शिकायत बढ़ने के कारण (यदि स्थान पर्याप्त नहीं है तो अलग शीट संलग्न करें)

9. फोरम से मांगी गई राहत का प्रकार:-

10. संलग्न दस्तावेजों की सूची (शिकायत से सम्बन्धित तथ्यों के समर्थन में प्रासंगिक दस्तावेजों की प्रतियां संलग्न करें)

11. घोषणा

(क) मैं / हम शिकायतकर्ता घोषणा करते हूँ / हैं कि

अ) उपरोक्त जानकारी सत्य और सही है और ;

ब) मैं / हम ने कोई भी वास्तविकता जोकि ऊपर तथा इस दस्तावेज में दर्शाई गई है को छुपाया

/ या गलत तरीके से नहीं बताया गया है।

इसके साथ प्रस्तुत:-

(ख) जहां तक मेरी जानकारी है वर्तमान विषय के सम्बन्धित मेरे द्वारा या हममें से किसी के द्वारा या इस मामले से सम्बन्धित पक्ष के द्वारा कभी भी फोरम के समझ शिकायत प्रस्तुत नहीं की;

(ग) मेरी / हमारी शिकायत के विषय में फोरम द्वारा किसी भी पिछली कार्यवाही में समाधान नहीं किया गया;

(घ) मेरी / हमारी शिकायत के विषय में किसी भी न्यायलय / अधिकारी / प्राधिकारी द्वारा फैसला नहीं किया गया है और किसी भी न्यायलय / अधिकारी / प्राधिकारी के समक्ष लम्बित नहीं है।

भवदीय,

(हस्ताक्षर)

(शिकायतकर्ता का नाम)

नामांकन- (अगर शिकायतकर्ता किसी प्रतिनिधि को मनोनीत करना चाहे एवं उसी की ओर से फोरम के समक्ष प्रस्तुती करना चाहे तो निम्नलिखित घोषणा प्रस्तुत करें)
मैं/हम उपभोक्ता एतद्द्वारा नीचे लिखे श्री/श्रीमति को मनोनीत करता/करते हूँ।
.....जिसका पता है।
.....
.....

..... मेरे/हमारे प्रतिनिधि द्वारा कार्यवाही में भाग लेना व किसी भी बयान की पुष्टि, उसके द्वारा की गई स्वीकृति एवं अस्वीकृति मेरे/हमारे ऊपर बाध्य होगी। उसके निम्न हस्ताक्षर मेरी उपस्थिति में किए गए हैं।

स्वीकार किया

(प्रतिनिधि के हस्ताक्षर)
(शिकायतकर्ता के हस्ताक्षर)

पावती की प्राप्ति

शिकायत (सह सहायक दस्तावेज) के पृष्ठों.....
.....से शिकायत के निवारण हेतु दिनांक.....
.....पर प्राप्त किए गये।

कार्यालय में प्रभारी के हस्ताक्षर
नाम.....
पदनाम.....
दिनांक.....

ANNEXURE III
(See Regulation 29)

QUARTERLY REPORTING BY FORUM

Quarter: ____ Financial Year: ____

1. Status of grievance redressal

S. No	Parameters	Delay in restoring supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
1	Grievances pending at the end of previous quarter							
2	Grievances received during this quarter							
3	Total grievances (1+2)							
4	Grievances attended during this quarter							
5	Balance grievances to be attended (3-4)							
6	Grievances successfully redressed during this quarter							
7	Grievances in the process of redressal							
8	Grievances escalated to Ombudsman							

Note: Sum of rows 6, 7 & 8 should be equal to row 4

2. Status of compliance by licensee

- a. Of the number of grievances successfully redressed during the quarter, state the number of grievances in which the order specified directions for the licensee:

- b. Describe the status of the licensee's compliance against each such grievance.

SUBMISSION OF REPRESENTATION BEFORE OMBUDSMAN

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 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. Distribution Licensee*: _____

5. Name and Address of the Forum*: _____

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 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 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 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)