

11.1. If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may, by general or special order, direct the Distribution Licensee, the Forum and the Ombudsman to take suitable action, not being inconsistent with the Electricity Act, 2003, which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

11.2. The Licensee may make an application to the Commission and seek suitable orders to remove any difficulties that may arise in the establishment of the Forum as per these Regulations or otherwise in the implementation of the Regulations.

**(12) Issue of Orders and Practice Directions:**

Subject to the provision of the Electricity Act, 2003, the Commission may from time to time issue orders and practice directions for the effective implementation of these Regulations.

**(13) Power to Amend:**

The Commission may, at any time add, vary, alter, modify or amend any provision of these regulations.

**(14) Submissions of Reports to the Commission:**

14.1. The Forum and the Ombudsman each shall submit a quarterly status report on the number of complaints received, redressed and pending, etc within 10 (ten) days of the end of the quarter, to the Commission.

14.2. The Forum and the Ombudsman each shall also furnish to the commission, by 30<sup>th</sup> April every year, a report containing a general review of the activities of their offices during the preceding financial year and shall furnish such information as the Commission may require.

**(15) Repeal and Savings:**

15.1. The MSERC (Redressal of Consumer Grievances) Regulations, 2007 and MSERC (Redressal of Consumer Grievances), (Amendment) Regulations 2011 is hereby replaced with these Regulations.

15.2. Notwithstanding such repeal, anything done or any action taken under the said Guidelines shall be deemed to have been done or taken under the corresponding provisions of these Regulations.

**(J.B Poon)**

*Secretary*

*Meghalaya State Electricity Regulatory Commission*

**SCHEDULE - I**

**COMPLAINT RESOLUTION PROCEDURE AND TIME LIMITS FOR DIFFERENT CATEGORIES (See Regulations under Chapter – II)**

**(1) Interruption in power supply (Fuse-off call, Line breakdowns, Transformer failure, etc.)**

1.1. In case of interruption of power supply for LT / HT consumers, the complaint shall be registered with the Fault control / complaint Centre of the Distribution Licensee along with name, address, consumer number, and a brief description of the complaint. The

consumer complaints will be registered by the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer of the Distribution Licensee.

- 1.2. The complaint may be made by telephone or personally and the concerned officer of the Distribution Licensee all ensure prompt response and action. The official immediately on receiving the complaint shall register it and issue a Complaint Number. The Distribution Licensee shall also introduce Provisions of e-mail, mobile applications and website link for lodging complaints by the consumers.
- 1.3. The Table 1A below outlines the normal time limit for resolution of complaints:
- 1.4. Adherence of time limit for rendering the services under various nature of complaint mentioned below is subjected to the condition that Distribution Licensee is not prevented from doing so due to extraordinary situations like cyclone, flood, storm or any such occurrences not attributable to the Licensee.

**Table 1A**

<b>S.No</b>	<b>Type of Service</b>	<b>Time Limit for Rendering the Service</b>
1.	<b>Fuse-off / Fault Calls:</b>	
	Cities / Towns	6 working hours
	Rural Areas	24 hours

2.	<b>Line / Cable Breakdowns:</b>  <p>Cities / Towns</p> <p>Rural Areas</p>	<p>(i) Where replacement of pole is not required : 24 Hrs. (ii) Where replacement of pole is required : 48 Hrs.</p> <p>(i) Where replacement of pole is not required: 24 Hrs. (ii) Where replacement of pole is required : 72 Hrs.</p>
3.	<b>Street Lights:</b>  <p>(a). Rectification of line fault</p> <p>(b). Replacement of Defective Units</p>	<p>24 hours</p> <p>2 days (subject to the materials to be made available by the concerned authorities)</p>
4.	<b>Replacement of failed / Damaged Distribution Transformer:</b>  <p>Cities / Towns</p> <p>Rural Areas</p>	<p>1 day</p> <p>5 days</p>
5.	<b>Replacement of damaged service line:</b>  <p>(a). In case of damage to service wire due to consumer's fault</p> <p>(b). In case of damage to service wire on account of normal wear and tear or reasons not attributable to the consumer (service wire to be supplied by the Board / Licensee free of cost)</p>	<p>3 days from the date of Purchase of service-wire by the consumer.</p> <p>3 days from the date of receipt of complaint.</p>

#### **Procedure for resolution of complaint**

- 1.5. In case of non-resolution or unsatisfactory resolution of the complaint at Level I, officers mentioned in Para 1.1 above, the consumer may take his / her complaint to the officer at Level II mentioned in Table 1B below. Immediately on receipt of any complaint the officer shall not only take action to ensure restoration of supply on the same day, he will also investigate the reason of delay in providing service at level 1. Table 1B presents the procedure for lodging the complaints.

**TABLE – 1B**

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
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LT / HT consumers	Fault Control Centre / Complaint Booth /Area Manager / Assistant Executive Engineers / Dy General Manager / Executive Engineer	General Manager / CEO / Superintending Engineer
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## (2) Voltage related complaints

- 2.1. In case of low / high or erratic voltage condition for LT / HT consumers, the complaint shall be registered with the Fault control / Complaint Centre of the Distribution Licensee along with name, address, consumer number, and a brief description of the complaint. The consumer complaints will be registered by the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer of the Distribution Licensee.
- 2.2. The complaint may be made by telephone, by post or personally and the Distribution Licensee shall ensure prompt response and action. The official receiving the complaint shall register it in Form 1 and issue a Complaint Number. For postal complaints, the receipt shall be dispatched by the next working day.
- 2.3. The Table 2A below outlines the time limit for resolution of complaints:

**TABLE -2A**

S. No.	Type of Service	Time Limit for Rendering the Service
1.	<b>In case high voltage is reported by consumer:</b>  Cities / Towns Rural Areas	6 hrs 24 hrs
2.	<b>In other areas:</b> (a). If no work is involved and only maintenance of line is required.  Cities / Towns Rural areas  (b). In case of low voltage and augmentation of system is required (For line & transformer):	1 day 7 days  90 days (Applicable only when the transmission voltage is within the prescribed limit)

## Procedure for resolution of complaint

- 2.4. In case the problem is local in nature, the problem shall be resolved within 1 day in case of cities / towns and 7 (seven) days in case of rural areas. In case of need for augmentation of the distribution line, transformer capacity or installation of capacitor, the timeframe for resolution shall be 90 (ninety) days; the consumer shall be informed of the same in writing by the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer.
- 2.5. In case of non-resolution, the consumer may take his complaint to the officer (level 2) as mentioned in the Table 2B below in form 2. The officer shall take immediate action on the same and shall inform the consumers about the reasons of delay and the time required

to solve the problem. The officer shall provide this information to the consumer, in writing, within 7 (seven) days of receipt of complaint.

**TABLE-2B**

<b>Category of Consumers</b>	<b>Where to lodge complaint – Level I (Office of)</b>	<b>Next higher level for complaint – Level II (Office of)</b>
LT / HT consumers	Fault Control Centre / Complaint Booth / Area Manager / Assistant Executive Engineers / Deputy General Manager / Executive Engineer	General Manager / CEO / Superintending Engineer

**(3) Load shedding / un-scheduled outage**

- 3.1. In case of load shedding / un-scheduled power cuts exceeding 6 (six) hours of duration in a day or power cuts exceeds 25 (twenty five) hours in a week, the consumer may lodge a complaint with the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer of the Distribution Licensee. The consumer's complaint shall be recorded by the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer.
- 3.2. The complaint may be made by telephone, by post or personally for which a Complaint Number shall be provided. For postal complaints, the receipt shall be dispatched by the next working day. The concerned officer of the Distribution Licensee shall ensure prompt response and action and also ensure non-recurrence.
- 3.3. For scheduled power cuts, the consumers must be intimated at least 24 (twenty four) hours in advance through the print media, public address, electronic media and / or through telephone. The timing for the scheduled power cut must also be displayed on the Notice Board of the Distribution Sub-divisions and the Fault Control Centre for the information of the consumer.
- 3.4. The duration of scheduled power cut must never exceed 12 (twelve) hours, and supply should normally be restored before sun set.
- 3.5. The licensee should submit its plan of scheduled regular outages to the Commission for information and approval.
- 3.6. Load shedding / scheduled / Un-scheduled outage: Arising out of forced outage of transmission / distribution line and due to system contingencies may have to continue beyond sun set in a day under exceptional circumstances.

**Procedure for resolution of complaint**

- 3.7. In case of non-resolution or unsatisfactory resolution of complaints the consumer may lodge a complaint with the officer at Level 2 as mentioned in the Table 3 below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within 24 (twenty four) hours of receipt of complaint and take steps to correct the situation

**TABLE - 3**

<b>Category of Consumers</b>	<b>Where to lodge complaint – Level I</b>	<b>Next higher level for complaint – Level II</b>
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	<b>(Office of)</b>	<b>(Office of)</b>
LT / HT consumers	Fault Control Centre / Complaint Booth / Area Manager / Assistant Executive Engineers / Deputy General Manager / Executive Engineer	General Manager / CEO / Superintending Engineer

#### **(4) Meter related complaints**

- 4.1. If the consumer suspects that his meter is faulty, he may record his complaint with the Junior Engineer / Assistant Executive Engineer / Executive Engineer under Revenue Sub-division / Division in case of LT / HT connection. The complaint may be made over the telephone, by post or in person. The officer receiving the complaint must immediately issue a Complaint Number. For postal complaints, the receipt shall be dispatched by the next working day.
- 4.2. On receipt of the complaint, the initial inspection shall be done within 7 (seven) days of receiving the complaint in Cities / Towns and 15 (fifteen) days of receiving the complaint in Rural areas. The meter inspection shall be carried out on chargeable basis. The amount shall be payable by the consumer. If the meter is found to be defective, the Distribution Licensee shall immediately undertake replacement as per time limit in Table 4A.
- 4.3. If on inspection, the Distribution Licensee finds that the meter is not defective and a replacement is not required, but the consumer is not satisfied with the finding, he may pay Meter Testing Charge and have the meter tested in the MeECL / Licensee laboratory in his presence. Alternately, the Distribution Licensee may install a check-meter in the consumer premises to check its accuracy.
- 4.4. The Table 4A below also provides the time limit for replacement of burnt meters. However, during inspection if it is found that the burning is a result of tampering of the meter or attached equipment, or if the seal is found broken, action will be taken against the consumer as per rules.

**TABLE-4A**

<b>S. No.</b>	<b>Type of Service</b>	<b>Time Limit for Rendering the Service</b>
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1.	<p><b>LT Consumers</b> (a). Preliminary checking of meter on receipt of consumer complaint</p> <p style="text-align: right;">Cities / Towns Rural Areas</p> <p>(b). Replacement of Stopped / Defective meters</p> <p style="text-align: right;">Cities / Towns Rural Areas</p>	<p>7 days. 15 days.</p> <p>7 days 21 days</p>
2.	<p><b>Replacement of Burnt meters:</b> <u>Cities / Towns:</u></p> <p>(i) Where the burnt meter is not attributable due to tampering by the consumers</p> <p>(ii) Where the cost of the meter is recoverable from the consumer, written notice is to be given immediately but not later than 7 days of receipt of complaint.</p> <p>iii) Where the consumer is required to supply the metering equipment.</p> <p style="text-align: right;"><u>Rural Areas:</u></p> <p>(i) Where the burnt meter is not attributable due to tampering by the consumers</p> <p>(ii) Where the cost of the meter is recoverable from the consumer, written notice is to be given immediately but not later than 7 days of receipt of complaint.</p> <p>iii) Where the consumer is required to supply the metering equipment.</p>	<p>7 days</p> <p>15 days after receipt of payment</p> <p>15 days after supply of metering equipment.</p> <p>15 days</p> <p>30 days after the receipt of payment.</p> <p>30 days after supply of metering equipment.</p>
3.	<p><b>H.T. Consumers: (Cities / Towns / Rural Areas</b> (i) Replacement of stopped/defective meter or related equipments</p> <p>(ii) Where the cost of the meter is recoverable from the consumer, written notice is to be given immediately but not later than 7 days of receipt of complaint</p> <p>iii) Where the consumer is required to supply the meter/equipment</p>	<p>7 days after receipt of complaint (Subject to availability of equipment / material. If procurement of meter is required, the meter should be arranged and installed within a period of 30 days)</p> <p>15 days after the receipt of payment (Subject to availability of equipment / material. If procurement of meter is required, the meter should be arranged and installed within a period of 30 days)</p> <p>30 days after delivery of metering equipment to Board / Licensee's office.</p>

#### Procedure for resolution of complaint

- 4.5. In case of non-resolution or unsatisfactory resolution of complaints within the timeframe mentioned above, the consumer may lodge a complaint with the Level 2 Officer mentioned in Table 4B below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 10 (ten) days.

**TABLE 4B**

<b>Category of Consumers</b>	<b>Where to lodge complaint – Level I (Office of)</b>	<b>Next higher level for complaint – Level II (Office of)</b>
LT / HT consumers	Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

### **(5) Electricity bill related complaints**

#### **Incorrect Bill:**

- 5.1. In case of errors or any other complaints in the bill, the consumer may register his complaint in Form 1 with Junior Engineer (Revenue) / Assistant Executive Engineer (Revenue) / Executive Engineer (Revenue) for both LT / HT connection. The complaints may be made over the telephone, in person, or by post. For all complaints a Complaint Number with date of receipt of complaint will be issued and in case of postal complaints, the receipt shall be issued by the next working day.
- 5.2. The time limit for resolution of above complaints is provided in Table 5A. In such cases where an inspection of the meter is not required, the time limit presented in the Table 5A below shall apply.

**TABLE-5A**

<b>Type of Service</b>	<b>Time Limit for Rendering the Service</b>
(i). In case any additional information is not required to be collected	Immediately (On the spot)
(ii). In case any additional information is required to be collected:	
Cities / Towns	1 day
Rural areas	7 days

The check readings taken during redressal of bill related complaints and replacement of meter should be posted correctly in the Meter-Reading card.

The same procedure shall be applicable for the cases of conversion of categories.

#### **5.3. Non receipt / delayed receipt of bill**

The Distribution Licensee shall intimate the consumer of the due date on which he will receive his energy bill and also the due date for payment of his bills. This will normally



be the due date for all billing cycles for that consumer. In case the due date falls on a holiday in any month, the next working day shall be the due date for that month.

- 5.4. In case of non-receipt or delayed receipt of bill, the Consumer shall take the following steps:

In case of non-receipt of bill within the due date (of receipt of bill) or 15 (fifteen) days of reading of meter, the consumer may contact the bill issuing office to collect the duplicate bill and arrange payment before the due date of payment. In the event of non receipt of the bill the responsibility of the Licensee and the consumers are summarized as below:

<b>Responsibility of the consumer</b>	<b>Responsibility of the licensee</b>
In case of non-receipt of bill within the due date (of receipt of bill) or 15 days of reading of meter, the consumer may contact the bill issuing office to collect the duplicate bill and arrange payment before the due date of payment.	The licensee shall issue a duplicate bill promptly, free of charge. The licensee shall investigate the cause of non-receipt of bill and take suitable steps to ensure that the consumer receives his electricity bills regularly thereafter.

- 5.5. Those consumers who repeatedly experience non receipt or delayed receipt of bills, may register their complaint for the non-receipt / delayed receipt in Form 1 with Junior Engineer (Revenue) / Assistant Executive Engineer (Revenue) / Executive Engineer (Revenue) for both LT / HT connection. Normally such complaints may be made only after outstanding dues are cleared.
- 5.6. The complaints may be made over the telephone, in person, or by post. For all complaints a Complaint Number will be issued and in case of postal complaints, the receipt shall be issued by the next working day.

#### **Procedure for resolution of complaint**

- 5.7. In case of non-resolution or unsatisfactory resolution of complaints within the time limit mentioned above, the consumer may lodge a complaint with the Level 2 officers mentioned in Table 5B below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 7 (seven) days.

**TABLE – 5B**

<b>Category of Consumers</b>	<b>Where to lodge complaint – Level I (Office of)</b>	<b>Next higher level for complaint – Level II (Office of)</b>
LT / HT consumers	Junior Engineer /Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

#### **(6) Disconnection and Reconnection of power supply**

- 6.1. When a consumer fails in payment of any bill in full, without the approval of the authorized officer, by the due date, the service connection of the consumer will be liable to be disconnected on temporary basis as per section 56 of the Electricity Act 2003 (36 of 2003). Before disconnection of a consumer's installation, the licensee would serve a separate notice of 15 (fifteen) clear days. Effort should be made that before disconnecting a domestic connection; an adult member of the family should be informed.

If the proof of payment of dues is produced to the satisfaction of the Licensee's employee deputed for the purpose, the supply shall not be disconnected.

- 6.2. Consumers who suffer disconnections will have the right to appeal for reconnection as per procedure provided in this document.
- 6.3. In case of a disconnection being justified, the security deposit of the consumer will be adjusted to the extent of the consumer's arrear. In case it is found by the Ombudsman that the disconnection is unjustified, the Licensee may be penalized and compensation may be awarded to the consumer.
- 6.4. Reconnection will be done within the time limit mentioned below as per Table 6A on receipt of due payment:

**TABLE-6A**

Type of Service	Time Limit for Rendering the Service
Reconnection after payment:	
Cities / Towns	24 hours
Rural areas	48 hours

#### **Procedure for restoration of power supply**

- 6.5. In cases of incorrect disconnection and delays in reconnection, the consumer may lodge a complaint in Form 1 with the office (Level 1) of the utility mentioned in the Table 6B below. Complaint may be registered over telephone or in person. In case of non-redressal or unsatisfactory redressal of complaints the consumer may approach the higher office (Level 2) as mentioned in the Table 6B by registering his complaints. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 24 (twenty four) hours.

**TABLE 6B**

Category of Consumers	Where to lodge complaint – Level I (Office of)	Next higher level for complaint – Level II (Office of)
LT / HT consumers	Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

#### **(7) Delay in providing new connection including enhancement or reduction of load**

- 7.1. All applications for new LT connections shall be received by the Junior Engineer / Assistant Executive Engineer (Revenue). The Executive Engineer (Revenue) shall receive all applications for the new HT connections and change of load. The application forms shall be available at the offices of the Distribution Licensee or on the website of the Licensee.
- 7.2. The timeframe for activities to provide new connection including inspection of premises, information of charges to be paid and execution of the work after payment is provided in the table 7A below.

- 7.3. Where the distance of the premises where service connection is required is more than 50.0 (fifty) Meters away from the existing distribution main, such service connection shall be deemed as requiring the extension of distribution main.
- 7.4. Within the overall time limit allowed under the Act or fixed by the Commission, the recommended time limit given below for various types of services shall also apply to applications for change of connection point and change of establishment.

**TABLE 7A**

1.	<p><b>LT connection</b></p> <p>(i). Notice of inspection on receipt of complete application 3 working days</p> <p>(ii). Inspection after sending the notice Cities / Towns 5 working days Rural areas 7 days</p> <p>(iii). Issue of demand note to the applicant for payment of estimated charges (if the extension work is not required and the connection is to be given from the existing network) Cities / Towns 5 working days Rural areas 7 working days</p> <p>(iv). Issue of demand note to the applicant for payment of estimated charges if (a) extension work or (b) enhancement of transformer capacity is required: (a). For extension of LT network: Cities / Towns 10 working days Rural areas 15 working days (b). For Augmentation Addition of Transformer Capacity Cities / Towns 15 working days Rural areas 30 working days</p> <p>(v). Commencement of supply: (a). After payment of necessary charges (If the connection is required to be given from existing network) Cities / Towns 10 working days Rural areas 12 working days (b). After payment of necessary charges (If line extension work and or Augmentation / Addition in transformer capacity is required) a) If extension of LT line is required (i). All connections in Cities / Towns 45 days (ii). All connections in Rural Areas 60 days</p>	
2.	<p><b>High Tension Connection: (Cities / Towns / Rural Areas)</b></p> <p>(i). Informing feasibility after receipt of the application 7 working days</p> <p>(ii). Issue of demand note of estimated charges (after issue of notice of feasibility) 10 working days</p> <p>(iii). Release of connection after receipt of estimated charges (a). If no extension work is involved 10 days</p>	

	(b). If extension work is involved	90 days
3.	<b>Extra High Tension Connection: (Cities / Towns / Rural Areas)</b> (i). Informing feasibility after receipt of the application (ii). Issue of demand note of estimate charges after issue of notice of feasibility (iii). Release of connection after receipt of estimate charges	10 working days 30 days 150 days (Since it will involve extension of line)

7.5 In all cases when the licensee completes the extension work and is ready to give supply, the licensee shall serve a notice on the consumer to take power supply within 30 (thirty) days. If the consumer fails to make arrangements to receive power supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter the consumer shall be liable to pay any charges due as per the agreement. In the cases where the consumer is informed about non-feasibility of any of his requisitions the Licensee, the Customer may approach the Commission for necessary direction.

#### **Procedure for resolution of complaint**

7.6 In case action is not taken by the utility as per the time limit provided in the table above, the applicant may lodge a complaint in Form 1 with the office (Level 1) mentioned below in Table 7B. Complaints may be lodge over telephone or in person. If still no action is taken within 7 (seven) working days, the applicant may lodge hid complaint with higher office (Level 2) as mentioned below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 7 (seven) days.

**Table 7B**

<b>Category of Consumers</b>	<b>Where to lodge complaint – Level I (Office of)</b>	<b>Next higher level for complaint – Level II (Office of)</b>
LT / HT consumers	Junior Engineer /Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

7.7 In case the licensee delays in serving new connection (at variance from table 7A) he is liable to pay penalty to the consumer as per the decision of the Commission.

#### **(8) Shifting of Meters / LT Service Lines / Overhead Lines on Consumers' request**

8.1. All applications for shifting of Meters / LT Service Lines / Overhead Lines shall be received by the Area Manager / Assistant Executive Engineer / Deputy General Manager / Executive Engineer of the Distribution Licensee. The applications shall be registered along with names, address, consumer number, email id and phone number.

8.2. The Consumer can bring the application personally or he / she can send it by post and the Distribution License shall ensure prompt response and action. The official

8.3. The timeframe for activities to be under taken by the Licensee including inspection of premises, information of charges to be paid and execution of the work after payment is provided in the table 8A below.

1.	<p><b>Shifting of Meters / LT Service Lines:</b></p> <p>(i) Inspection of the premises of the Consumer:</p> <p style="text-align: right;">Cities / Towns Rural Areas</p> <p>(ii) Issue of demand note to the applicant for payment of estimated charges:</p> <p style="text-align: right;">Cities / Towns Rural Areas</p> <p>(iii) Commencement and completion of work from the date of payment of the charges and necessary clearances:</p> <p style="text-align: right;">Cities / Towns Rural Areas</p>	<p>Within 3 days Within 7 days</p> <p>Within 7 days Within 10 days</p> <p>7 days 10 days</p>
2.	<p><b>Overhead Lines: (Cities / Towns / Rural Areas)</b></p> <p>(i) Informing feasibility after receipt of the application</p> <p>(ii) Issue of demand note of estimated charges (after issue of notice of feasibility)</p> <p>(iii) Commencement and completion of work after receipt of estimated charges</p> <p style="text-align: right;">Cities / Towns Rural Areas</p>	<p>7 working days</p> <p>30 working days</p> <p>30 days 90 days</p>

8.4. In case of non-resolution or unsatisfactory resolution on the application within the timeframe mentioned above, the consumer may lodge a complaint with the Level 2 Officer mentioned in Table 8B below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 30 (thirty) days.

<b>Category of Consumers</b>	<b>Where to lodge complaint – Level I (Office of)</b>	<b>Next higher level for complaint – Level II (Office of)</b>
LT / HT Consumers	Area Manager / Assistant Executive Engineer / Deputy General manager / Executive Engineer	General Manager / CEO / Superintending Engineer

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- 9.1. All applications for providing temporary Power Supply shall be received by the Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue) of the Distribution Licensee.
- 9.2. The Applicant can bring the application along with Test Report personally and the Distribution License shall examine the technical feasibility of the connection and ensure prompt response and action. If the connection is found to be technically not feasible, the Licensee shall intimate the applicant within 3 (three) days.
- 9.3. If there are unpaid dues on the premises, temporary connection can be refused till the dues are cleared. Temporary connection shall be granted for a period upto 3 (three) months at a time which can be further extended. However, grant of temporary connection does not in anyway create a right for favour of the applicant for claiming a permanent connection
- 9.4. The timeframe for activities to provide the Temporary supply of Power to the premises of the applicant is shown in Table 9A below.

**TABLE 9A**

1.	<b>Temporary power supply connection:</b>	
	(i). Notice for inspection after the application is found to be technically feasible	
	Cities / Towns	3 working days
	Rural Areas	7 working days
	(ii) Inspection after sending the notice:	
	Cities / Towns	3 working days
	Rural Areas	7 working days
	(iii) Load sanction and Issue of demand note to the applicant for payment of estimated charges:	
	Cities / Towns	3 working days
	Rural Areas	7 working days
	(iv). The applicant shall make payment in accordance with the demand note within 2 (two) days failing which the sanction shall stand lapsed.	
	(v) Commencement of supply:	
	(a). After payment of necessary charges ( the connection shall be given from existing network only)	
	Cities / Towns	7 days
	Rural Areas	10 day

**Procedure for resolution of application**

In case of non-resolution or unsatisfactory resolution on the application within the timeframe mentioned above, the consumer may lodge a complaint with the Level 2 Officer mentioned in Table 9B below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 10 (ten) days.

**TABLE 9B**

<b>Category of Consumers</b>	<b>Where to lodge complaint – Level I (Office of)</b>	<b>Next higher level for complaint – Level II (Office of)</b>
LT Consumers	Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

**(10) Disconnection of Power Supply on Consumers' request**

10.1. All applications for Disconnection of Power Supply shall be received by the Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue) of the Distribution Licensee.

10.2. The Consumer can bring the application personally or he / she can send it by post and the Distribution Licensee shall ensure prompt response and action. The official receiving the application shall register it in Form 1 and issue a duplicate copy of the receipt to the consumer. For application sent by post, the receipt shall be dispatched by next working day.

10.3. If there are unpaid dues on the premises, disconnection can be refused till the dues are cleared. Thereafter, "No Dues certificate" shall be issued by the Licensee to the applicant.

10.4. The timeframe for disconnection of power supply to the premises of the applicant is shown in Table 10A.

**TABLE-10A**

<b>Type of Service</b>	<b>Time Limit for Rendering the Service</b>
Disconnection after observing all formalities:	
Cities / Towns	24 hours
Rural Areas	48 hours

**Procedure for resolution of application**

In case of non-resolution or unsatisfactory resolution on the application within the timeframe mentioned above, the consumer may lodge a complaint with the Level 2 Officer mentioned in Table 10B below. The office, after investigating the case, shall intimate the consumer, in writing, the reason of delay, within the next working day and take steps to correct the situation in the next 10 (ten) days.

**TABLE 10B**

<b>Category of Consumers</b>	<b>Where to lodge complaint – Level I (Office of)</b>	<b>Next higher level for complaint – Level II (Office of)</b>
LT / HT Consumers	Junior Engineer / Assistant Executive Engineer / Executive Engineer (Revenue)	CEO / Superintending Engineer

**(11) Other complaints**

11.1 In case of complaints of a nature other than those covered above, for example complaint / Information on electricity theft, wastage of energy, misbehaviour by Distribution Licensee personnel, irregular entry into consumer's premises by Distribution Licensee employees etc., those may be registered with the office of the Area Manager / Assistant Executive Engineer / Executive Engineer (Distribution & Revenue) / Deputy General Manager. The complaint may be made by telephone, by post or personally for which a Complaint Number shall be provided. For postal complaints, the receipt shall be dispatched by the next working day. The concerned officer of the Distribution Licensee shall ensure prompt response and action and also ensure non-recurrence.

11.2 The time limit for resolution of such a complaint would normally not exceed 15 (fifteen) days and a written reply shall be made along with resolution of the complaint.

## **IMPLEMENTATION STEPS**

To ensure that these Regulations is put in place and action taken accordingly, the following steps will be taken by the Distribution Licensee:

### **(1) Consumer Grievance Register:**

All information regarding complaints received at the respective office and their redressal shall be maintained in a "Consumer Grievance Register" in the specified format at all Distribution Sub-divisions, Division Offices, Circle Offices and Chief Engineer's Office for both Distribution and Revenue matters and in the office of the Forum.

### **(2) Monthly Report:**

The higher officers shall review the above "Consumer Grievance Register" fortnightly and records shall be maintained in a Monthly Report in specified format. The Inspecting Officer shall also review the above register of complaints and follow-up action from time to time. A synopsis of the format, represented circle wise, shall be posted on the websites of the Companies. The progress of the resolution of complaints by the Forum shall also be posted on the website of the licensee every month.

### **(3) Complaint Monitoring Cell:**

There shall be a separate Complaint Monitoring Cell in the offices of the Executive Engineer, Deputy General Manager, Chief Executive Officer and Superintending Engineers. This Cell shall maintain the records of delay in providing service to consumers and monitor actions taken to redress complaints and take remedial action if necessary.

### **(4) Daily Report:**

Information on the following parameters shall be reported to the Complaint Monitoring Cell in the office of the concerned Deputy General Manager and the Executive Engineers daily:

Number of problems of interruption of power / Fuse-off / Fault calls not attended to for more than 24 (twenty four) hours. This should be accompanied with a brief description of the issues involved.

Name of areas where load shedding / un- scheduled outage continued for more than 24 (twenty four) hours.

Number of cases where unauthorized entry into consumer's houses were reported

### **(5) Reasons for Non-Redressal of Complaints:**

In case of failure by the notified officer to resolve the complaint to the satisfaction of the consumer within the specified time limit, he shall report the reasons for the failure to the Chief Executive Officers (CEO) / Superintending Engineers and Chief Engineer on a monthly basis.

### **(6) Availability of Forms / Rules:**



The licensee will ensure the availability of the following items at all offices for the convenience of the consumers:

- a) Regulations for Redressal of Consumer Grievance.
- b) Various forms for lodging of complaints.
- c) Application form for power supply.
- d) Priority list for new connections.
- e) Electricity Supply Code
- f) Schedule of Miscellaneous Charge.
- g) Consumer Rights Statement.
- h) Approved Performance Standards.
- i) Applicable electricity tariff and surcharges/duties.
- j) Display of the names, addresses and telephone numbers of officers on the notice boards.
- k) Display of the office timings for bill collection on the notice boards.
- l) Display of the time schedule of the power cuts on the notice board.
- m) Display of target time-period within which the different types of problems will be resolved by the licensee.

**(7) Central Complaint Centre:**

The Licensee shall establish Central Complaint Centre in due course where consumers should be able to lodge complaint through telephonic conversation or through the Internet. Licensee should make arrangements to acquire a single telephone number for the entire state where consumers can lodge complaint. The Central Complaint Centre will receive all the complaints of the licensee and will provide a token number to the complainant. The Central Complaint Centre shall thereafter initiate steps to process the complaint. The licensee may implement this facility first of all in cities and thereafter extend the same facility to the rural areas.

**(8) Infrastructure and Training:**

The Distribution Licensee shall ensure that all adequate infrastructure is put in place, to handle the complaint redressal mechanism and to ensure that all time limit are adhered to. It shall be the responsibility of the Distribution Licensee to ensure that there are adequate phone lines to take all complaint calls, that the complaint desk is manned at all times, that adequate training on telephone and personal etiquette is undertaken, that all necessary forms / rules / procedures etc are available at all times and all other necessary steps are taken to ensure that consumers have a good experience in their interaction with the officers / staff.