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NOTIFICATIONS BY HEADS OF DEPARTMENTS Etc.

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PUBLIC WORKS NOTIFICATIONS
TELANGANA STATE ELECTRICITY REGULATORY COMMISSION,
HYDERABAD

No. TSERC/03/2015

Dated 16.09.2015

REGULATION NO.3 OF 2015

Introduction.

1. The A P Reorganisation Act 2014 (Central Act) 6 of 2014 has been enacted and came in to force on 02.06.2014. It provided for establishment of a separate Regulatory Commission for the State of Telangana. Accordingly by G.O.Ms. 3 dated 26.07.2014, the Government of Telangana issued the notification constituting the Telangana State Electricity Regulatory Commission.

2. By G. O. Ms. No. 13 dated 22.10.2014, the government has appointed the Chairman and Members for the TSERC. The Chairman and Members of TSERC assumed office on 03.11.2014. The Commission in order to start functioning has at first instance adopted all the regulations orders and directions given by the erstwhile APERC in the combined state of Andhra Pradesh and being a joint body after the formation of the state of Telangana. One of the regulations is the regulation on CGRF and Ombudsman.

3. The tariff proposals for the year 2015 – 2016 came to be filed on 07.02.2015. Public hearings were conducted on the tariff proposals and during the hearings it has been noticed from the submissions of various stakeholders that the functioning of the CGRF in the state of Telangana along with the office of Ombudsman left much to be desired and was not upto expectation of the stakeholders. There were several complaints about sub-optimal functioning and improper disposal of grievances and non implementation of the orders of the Consumer Grievance Redressal Forum and Ombudsman by the licensees.

4. In order to streamline the functioning of the CGRF and Ombudsman in the state of Telangana, the Commission initiated the process of framing a fresh regulation meeting the aspirations of people of Telangana for the purpose in place of the adopted regulation. Accordingly, a draft regulation was prepared and placed on the website of the Commission calling for objections and suggestions on 28.05.2015 with due date as 12.06.2015. Subsequently, the objections were noticed and having not been satisfied, the commission initiated the process of holding a public hearing on the draft regulation. Towards this end a press release was issue on 10.07.2015 notifying the date of hearing as 25.07.2015 on which the interested persons / organization may submit their suggestions and objections on the draft regulation.

5. During the public hearing the stakeholders raised the issue of functioning of the CGRF and the Ombudsman. They stated that all the members including Chairman of the CGRF are the employees of the DISCOM, therefore suggested that atleast the Chairman should be a person not related to the DISCOM. They also suggested that

the Ombudsman should invariably be from judicial service. It was also suggested that the employees of the DISCOM be made responsible for implementation of the orders of the CGRF and Ombudsman by making provisions for imposing compensation in case of non compliance of the orders of the CGRF and Ombudsman.

6. Ultimately after hearing all the stakeholders on 25.07.2015, the commission now proceeds to formulate the present regulation as below.

7. In exercise of the powers conferred under sub-sections (5) and (7) of Section 42 read with clauses (r) and (s) of sub-section (2) of section 181 of the Electricity Act, 2003 (Central Act No.36 of 2003) and all powers enabling it in that behalf, the Telangana State Electricity Regulatory Commission hereby makes the following Regulation for setting up of the Forum for redressal of grievances of the consumers, for the appointment of Vidyut Ombudsman against non-redressal of grievances of the Consumers or Complainants and the time and manner of settlement of grievances by the Vidyut Ombudsman and for matters incidental and ancillary thereto: -

**THE TELANGANA STATE ELECTRICITY REGULATORY COMMISSION
(ESTABLISHMENT OF MECHANISM FOR REDRESSAL OF GRIEVANCES OF
THE CONSUMERS) REGULATION, 2015**

**CHAPTER – I
PRELIMINARY**

1) SHORT, TITLE, COMMENCEMENT AND INTERPRETATION:

- 1.1. This Regulation may be called the Telangana State Electricity Regulatory Commission (Establishment of mechanism for Redressal of Grievances of the Consumers) Regulation, 2015
- 1.2. This Regulation shall be applicable to the Distribution Licensees in the state of Telangana in their respective licensed areas.
- 1.3. This Regulation shall come into force from the date of its publication in the Official Gazette of the Government of Telangana.
- 1.4. This Regulation shall be construed harmoniously with the provisions of the Act, Rules and other Regulations of this Commission as amended and in force from time to time. In case of any conflict or inconsistency in this Regulation with the provisions of the Act, Rules and other Regulations of this Commission, the latter shall prevail.

1.5. DEFINITIONS:

In this Regulation, unless the context otherwise requires:

- a. **“Act”** means the Electricity Act, 2003 (Central Act No. 36 of 2003) as amended and in force from time to time;
- b. **“Commission”** means the Telangana State Electricity Regulatory Commission.
- c. **“Complainant”** is a person who has a grievance and includes the following
 - i. A consumer as defined in sub-section (15) of section 2 of the Act;
 - ii. An applicant for a new connection;
 - iii. Any registered consumer association under any law;
 - iv. Any unregistered association or a group of consumers, where the consumers have a common or similar interests;
 - v. Legal heir(s) or representative(s) of a deceased consumer; or
 - vi. Any person who is a tenant or a lessee of a premises, or any person who is in occupation of any premises, where the service connection is in the name of owner of the premises and the electricity supplied by the licensee through that service connection is consumed by the tenant, lessee or person in occupation, as the case may be.
- d. **“Grievance”** means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which is required to be undertaken by a distribution licensee under the Act or has been undertaken to be performed by a distribution Licensee in pursuance of a licence, contract, agreement or under the Electricity Supply Code or in relation to standards of performance of distribution Licensees as specified by the Commission and includes billing disputes of any nature and matters related to safety of the distribution system or having potential of endangering of life or property.
- e. **“Forum”** means the forum for redressal of grievances of consumers required to be established by a distribution Licensee as per the provisions of this Regulation made under sub-section (5) of Section 42 of the Act.

- f. **“Licensee”** means a distribution Licensee including the Southern Power Distribution Company of Telangana Limited and the Northern Power Distribution Company of Telangana Limited within the state.
- g. **“Ombudsman”** means an authority appointed or designated as such by the Commission under sub-section (6) of Section 42 of the Act.
- h. **“Representation”** means a representation made to the Ombudsman by the complainant in person or on behalf of such a complainant who is aggrieved by the outcome of the Forum’s proceedings in respect of his / her grievance or non-redressal of his/her grievance including not issuing the order within the specified time-limit, dissatisfaction with the order issued, partial or full dismissal of the grievance.

Interpretation

- 1.6. Words and expressions used and not defined in this Regulation but defined in the Act, shall have the meanings respectively assigned to them in the Act.
- 1.7. Words and expressions used and not defined in the Regulation and the Act, shall have the meanings generally assigned to them by custom or usage in the electricity industry as the context requires or as defined under any law passed by the state legislature and applicable to the electricity industry.

CHAPTER - II

2) CONSUMER GRIEVANCES REDRESSAEORUM (CGRF)

- 2.1. Every distribution Licensee in exercise of powers conferred under sub-section (5) of Section 42 of the Act, within six months, from the date of coming into force of this Regulation or from the date of grant of distribution license or from the date of commencement of functioning as a distribution licensee pursuant to any further transfer scheme, as the case may be, shall establish one or more Forum(s) for redressal of grievances of complainants in accordance with this Regulation.

2.2. Number of Fooms, location and jurisdiction.

- 2.2.1. Each distribution licensee in the state shall establish two Forums within its area of supply, unless otherwise directed or permitted by the Commission from time to time.

- 2.2.2. The jurisdiction and location of each Forum within the area of supply of a distribution licensee shall be such as may be notified by the distribution licensee with the prior approval of the Commission.
- 2.3. A Forum shall conduct at least one sitting in each week in its jurisdiction and all grievances shall be redressed within the time-limit specified in this Regulation. The Forum shall ensure that it considers all grievances especially relating to billing disputes, non-supply, delay in release of new connection/service, disconnection and re-connection, change of category, change of name or address and quality of supply as per Standards of Performance specified by the Commission, even if it receives them through letters, e-mails or any other electronic form as recognised by the Information Technology Act, 2000.

Appointment and Removal of Members

- 2.4. Each Forum shall consist of a Chairperson, a Technical Member and a Finance Member. The Chairperson, Technical and Finance Member(s) shall be appointed by the Licensee as laid down in this Regulation No.2.10.

Independent Member/Co-opted Member:

- 2.5. The Licensee shall associate a representative of registered non-profit consumer association as specified in clause 2.6 (d) as a Co-opted member of the Forum (here in after known as Independent Member). He shall be appointed by the Commission.
- 2.6. The Chairperson or the Members to be selected shall meet the following criteria:

a) Chairperson:

The person shall be a retired District Judge or a retired Judicial Officer having 20 years of service or a retired Chief Engineer (Electrical) of a Distribution Licensee with 20 years of experience.

Provided that a retired Chief Engineer (Electrical) of a Distribution Licensee applying for the post of Chairperson of the Forum shall not have been in the employment in any capacity under, or agency of, the Distribution Licensee for a minimum period of three (3) years prior to being appointed Chairperson of the Forum.

b) Technical Member:

The person shall be a serving officer of the Licensee, not below the rank of a Superintending Engineer or equivalent, with at least 15 years of experience with a distribution licensee.

c) Finance Member:

The person shall be a serving officer of the Licensee, not below the rank of General Manager (Finance/ Accounts) with at least 15 years of experience with a distribution licensee.

d) Independent Member:

The person shall be a representative of a registered society or Non-Governmental Organisation (NGO) or a registered consumer organization having one of its main objectives as consumer protection or a registered association of commerce or industry, with at least five years of standing and the representing member shall have five years of experience in consumer -related matters.

Provided that a person applying for the post of Independent Member of the Forum shall not have been in the employment in any capacity under, or agency of, the Distribution Licensee for a minimum period of three (3) years prior to being appointed Independent Member of the Forum.

2.7. The members of the Forum shall be persons of experience, ability, integrity and standing.

2.8. The Chairperson and the Technical/Finance member shall work full-time and the Independent Member shall attend the sittings or hearings of the Forum

Provided that the Commission may consider it necessary, convenient for consumers or expedient to do so, direct that the sittings or hearings of the Forum shall be held on such days or other holidays for any class of cases/ consumers as may be directed.

Provided further that the Licensee shall accordingly notify the working days and hours of the Forum so adjusted as to comply with the directions of the Commission.

2.9. The Licensee for the purpose of empanelling the Chairperson or the Members of Forum other than an Independent Member shall constitute a selection committee consisting of:

- a) The Chairman & Managing Director of the Licensee Company – Chairperson.
- b) A person nominated by the Principal Secretary or the Secretary (Energy) to the Government of Telangana – Member
- c) The Director (Human Resource Development) of the Licensee Company – Member.

The Selection committee shall recommend a panel of two names for every vacancy referred to it.

- 2.10. The Licensee shall submit to the Commission a panel of two names each for Chairperson, Technical Member and Finance Member as recommended by the selection committee. The Licensee shall appoint the Chairperson and the Members selected by the Commission from the panels submitted by the Licensee.
- 2.11. Every Member of the Forum shall hold office for a fixed term of three years or till he attains the age of 65 years whichever is earlier. A Chairperson or a Member of the Forum including Independent Member shall not be eligible for any extension of term or for re-appointment except for such short periods not exceeding six months as is necessary or expedient, with the prior approval of the Commission to enable the appointment of successor Members.
- 2.12. A person applying for the post of Chairperson should have attained a minimum age of fifty five (55) years and a maximum age of sixty two (62) years on the date of publication of the advertisement for the vacancy.
- 2.13. No person shall be appointed and/or be entitled to continue as a Chairperson or a Member if he/she stands disqualified on account of his/ her:
 - a) Having been adjudged an insolvent;
 - b) Having been convicted of an offence which, in the opinion of the Licensee, involves a moral turpitude;
 - c) Having become physically or mentally incapable of acting as such a member;
 - d) Having acquired such financial or other interest as is likely to affect prejudicially his/ her functions as a Chairperson or a Member;
 - e) Having so abused his/ her position as to render his/ her continuance in office prejudicial to public interest;
 - f) Having been guilty of proved misbehaviour;

- g) Refusal or failure, without reasonable cause to discharge the functions for a period of at least three months; or
 - h) Ceases to fulfil any of the conditions of his appointment as a Member.
- 2.14. The Chairperson or a Member shall not be removed from office by a Licensee on any of the grounds set out in Regulation No.2.13 (a) to (h) unless the Commission upon its own motion or upon receiving a complaint or a report from the Licensee or any other person, and upon conducting inquiry or causing such inquiry to be conducted by such persons and in such manner as it considers fit and expedient, and after hearing the Chairperson or Member concerned, has directed the removal of the Chairperson or a Member from the office.
- 2.15. The Licensee shall ensure that no post of the Chairperson or a Member other than independent member in the Forum remains vacant for a period exceeding thirty days.

Explanation:

For the purpose of this clause, the Licensee shall ensure that the selection committee meets at least 45 days before the likely vacancy or vacancies so as to meet the time limit of 30 days and complete the process of appointment well in time. In case of death or resignation or removal or in any other situation, the Licensee shall take steps immediately to convene the meeting of the selection committee and not later than one month by simultaneously releasing the advertisement of vacancy or vacancies.

Remuneration and other expenses

- 2.16. The remuneration comprising of salary, allowances or perquisites of the Chairperson shall be decided by the Licensee in consultation with the Commission from time to time. The remuneration comprising of sitting fee or other allowances of the Independent Member shall be decided by the Commission from time to time and the same shall be borne by the Licensee.
- 2.17. The terms and conditions of service of a Member of the Forum who is in the employment of a Licensee may be governed by the terms and conditions of his/her employment with such a Licensee. The Technical/Finance Member shall continue to draw the same salary as he/she is entitled to as a regular employee of the Licensee.

- 2.18. The office space, secretarial support, and any other facility required for smooth functioning of the Forum shall be provided by the Licensee. As far as possible, the location of the office of Forum may be in a place convenient to the consumers.
- 2.19. The Licensee shall meet all the expenses of the Forum including the capital expenditure of establishment and staff required to assist the Forum in discharge of its functions under this Regulation. The expenditure on the Forum(s) shall be considered in the Annual Revenue Requirement (ARR) of the Licensee and shall be allowed as a pass-through expense.

Procedural matters

- 2.20. The quorum for any meeting or proceedings of the Forum shall be two, and each member shall have one vote. The Chairperson or in his absence the Senior Member present, shall preside the meeting or proceedings. In case of equality of votes on any issue or matter, the Chairperson, or in his absence the person presiding, shall have the second or casting vote.
- 2.21. The Chairperson shall have the general powers of superintendence and control over the Forum.
- 2.22. In the event of one of the Members dissenting, the order passed by the majority along with the reasons given by the dissenting Member shall form part of the order of the Forum. Such dissenting order shall also be communicated to the parties concerned. The total order comprising of the majority decision as well as the dissenting view on the grievance of the consumer has to be treated as an order of the Forum.
- 2.23. The Independent Member shall have access to all the complaints with the right to participate in the deliberations, meetings and proceedings of the Forum that may be held to deal with the complaint(s). The Independent Member shall not have any right to vote but views expressed by him shall also be communicated to the Complainant.
- 2.24. All decisions of the Forum shall, as far as possible, be unanimous or on the basis of decision taken by the majority of the members present.
- 2.25. No action or proceeding of the Forum shall be deemed to be invalid by reason only of some defect in the constitution of the Forum or by reason of the existence of a vacancy among its members.

- 2.26. The Forum shall comply with such general directions as the Commission may issue from time to time in the interest of efficient and effective redressal of grievances in a timely and expeditious manner.
- 2.27. The Licensee shall from time to time give due publicity about the Forum and its charter through advertisement in widely circulated local newspapers and in such other manner as it considers appropriate and as the Commission may direct, from time to time. The names of the Chairperson or Members of the Forum and their phone numbers shall be displayed prominently at all the offices of the Licensee or on its website which has interface with the consumers and shall also be duly published on the electricity bills of the consumers.

Reporting Requirements

- 2.28. The Forum shall submit a quarterly report on disposal of grievances including un-implemented orders by the Licensee to the Commission, Ombudsman and Licensee. The report shall be submitted within 15 days of the close of the quarter to which it relates to.
- 2.29. The quarterly report shall be submitted in accordance with the format as specified in ANNEXURE III of APPENDIX I.
- 2.30. The Forum shall 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. The report shall be submitted within 45 days of the close of the Financial Year to which it relates to.

Presence of grievance handling mechanism preceding the Forum

- 2.31. For expeditious resolution of the complaints of a Complainant, any mechanism existing within the Licensee, other than the Forum established under this Regulation, may be retained. The creation of the Forum shall not debar a Complainant from settling his/her complaints through such internal mechanism.

Provided that the Complainant shall have the right to approach the Forum directly in respect of matters falling under the jurisdiction of the Forum.

Classification and prioritization of grievances

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

- a) Non-Supply;
- b) Re-connection of supply after receipt of dues by Licensee;
- c) Disconnection of supply;
- d) Meter-related issues;
- e) Billing-related issues;
- f) Standards of Performance related issues;
- g) Change of category or change of name or address of a consumer;
- h) Release of a new connection; or
- i) Other issues

Provided that the Forum shall ensure the disposal of all grievances within the time limit specified in this Regulation.

Process for submission of grievance

- 2.33. The Complainant may submit his/her grievance to the appropriate Forum under whose jurisdiction his/her connection exists or a connection has been applied for. The Complainant may also submit his/her grievance at the nearest complaint-receiving centre, if established by the Licensee. The grievance may be submitted in person, through post, e-mail or any other electronic form as recognised by the Information Technology Act, 2000.
- 2.34. All complaint-receiving centres shall accept the grievances from Complainants falling within the jurisdiction of the Forum. The grievance so received along with other supporting documents shall be forwarded to the relevant Forum within three working days from the date of receipt.
- 2.35. The grievance shall be submitted as per the format specified in ANNEXURE I of APPENDIX I:
- Provided that the Forum shall take cognizance of any grievance submitted based on the merit of the case and may not reject any grievance for the sole reason of it not having been submitted in the format specified.*
- 2.36. The Complainant shall be issued an acknowledgement of the receipt of grievance including the contact details of the Forum by the complaint receiving centre. In case of submission of the grievance in person, the acknowledgment shall be issued immediately. In case of receipt of grievance by post, email or any other electronic form as recognised by the Information Technology Act,

2000, the acknowledgement shall be despatched latest by the next working day.

Limitations/ preconditions for submission of grievance

2.37. The Forum may reject the grievance at any stage under the following circumstances:

- a) Where proceedings in respect of the same matter or issue 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 as the case may be;
- b) Where cases fall under Sections 126, 127, 135 to 139, 152, and 161 of the Act;
- c) Where the grievance has been submitted two years after the date on which the cause of action arose or ceases to continue, whichever is later.
- d) In the cases, where grievances are:
 - frivolous, vexatious, malafide;
 - without any sufficient cause; or
 - where there is no prima facie loss or damage or inconvenience caused or to be caused to the Complainant or the consumers who are represented by an association or group of consumers.

Provided that no grievance shall be rejected in writing unless the Complainant or Association of persons has been given an opportunity of being heard.

Process

2.38. The Forum shall forward a copy of the grievance to the concerned officer of the Licensee or the department named in the grievance ("respondent party").

2.39. The respondent party shall furnish paragraph-wise comments to the Forum on the grievance within five days (grievance related to non-supply, Re-connection after payment of dues or disconnection) or 20 days (all other grievances) of the receipt of the grievance copy, failing which the Forum shall proceed on the basis of the material available on record and pass the order as it deems fit.

2.40. The Forum may call for any record from the respondent party or from the Complainant as is relevant for examination and disposal of the grievance, and

both the parties shall be under an obligation to provide or furnish such information, document or record as the Forum may call for. Where a party fails to provide or 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.

- 2.41. The Forum may also 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. The Forum can also engage a third party (other than the Licensee) at the instance and request of the Complainant, to undertake an inspection and obtain an independent report. The Forum shall record the reasons for the need for such third-party inspection, which should generally be resorted to rarely and keeping in view the special circumstances of a case. 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. Where an 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.

Provided that any inspection shall only be with a notice to the complainant and he shall have a right to be present at the time of inspection.

- 2.42. The Forum may call the concerned officer of the Licensee for discussion in suitable cases for redressal of the grievance filed before it. In case the matter is settled in discussion between the Licensee and the Complainant, it may be recorded as a decision and communicate it to the Complainant and the Licensee by an order of the Forum.
- 2.43. Where the Forum considers it necessary that the Complainant and the concerned officer of the Licensee are required to be heard for redressal of the grievance, the Forum shall call the Complainant and the concerned officer of the licensee with the details of the case and documents, if any, as may be necessary.

- 2.44. 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 in writing to present his/her case before the Forum and to do all or any of the acts for the purpose.
- 2.45. Where the Complainant or the Licensee or their representatives fail(s) to appear before the Forum on the date fixed for hearing on more than two occasions, the Forum may decide the grievance ex-parte on the basis of material available on record and may also impose the costs as the Forum may deem it appropriate.
- 2.46. 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.
- Provided that no adjournment shall be granted after giving two opportunities to the Complainant and the Licensee.*
- 2.47. The Forum shall be guided by the principles of natural justice strictly, and subject to the other provisions of this Regulation. The Forum shall have the powers to regulate its own procedure.

Issue of Order

- 2.48. On receipt of the comments from the Licensee or otherwise and after conducting or having such inquiry or local inspection conducted as the Forum may consider necessary or expedient, and after affording a reasonable opportunity of being heard to the parties, the Forum shall take a decision by a majority of votes of the members of the Forum present and in the event of equality of votes, the Chairperson, or in his absence the person presiding, shall have a second or casting vote and pass an order in writing as it deems fit. The views of the Independent Member shall form part of the decision making process. However, he has no voting right in the decision making process.
- 2.49. Where after the completion of the proceedings, the Forum by majority is satisfied that any of the allegations / facts contained in the grievance are correct, it shall issue an order in writing to the Distribution Licensee directing it to do one or more of the following things/acts in a time-bound manner, namely:
- a) Remove the cause of grievance in question;

- b) Return to the Complainant the undue charges paid by the Complainant along with simple interest at 9% per annum for the period for which the undue charges were withheld by the Licensee;
- c) May direct the Licensee in exceptional grievance(s)/case(s), to pay such amount as may be awarded by it as compensation to the Complainant for any loss or injury suffered by the Complainant owing to the negligence of the Licensee. While awarding compensation, the Forum may consider the Standards of Performance notified by the Commission or may award reasonable compensation as the Forum deems appropriate to the Complainant in the facts and circumstances of the case(s)/grievance(s);

Provided that where the compensation awarded is attributable to the malafide action of the employee or employees, such compensation shall be recovered from the salary or salaries of the employee or employees responsible for such malafide action in proportion to their salaries by the Licensee(s).

- d) May direct the Distribution Licensee to initiate departmental disciplinary proceedings against the employee or employees in the facts and circumstances of the grievance or case; or
- e) May direct the Distribution Licensee to pay the cost to the complainant in exceptional grievance or case.

2.50. The proceedings and decisions of the Forum shall be in writing and shall be supported by reasons and the Licensee shall implement the decisions and orders made in favour of the Complainant. The order shall be a reasoned order and signed by the members conducting the proceedings. Where the members differ on any point or points, the opinion of the majority shall be the Order of the Forum. The opinion of the minority shall be recorded and forms part of the Order.

2.51. Where the grievances relate to non-supply, re-connection on payment of dues or disconnection of supply, the Forum shall pass the order within 15 days of filing of the grievance and in case of other grievances, the order shall be passed within 45 days of filing of the grievance.

Provided that in the event of grievance being disposed of after fifteen (15) days or forty five (45) days as the case may be, the Forum shall

record in writing, the reasons for the same at the time of disposing of the said grievance and inform the Ombudsman.

- 2.52. The order passed by the Forum shall be communicated within five (5) working days to the Complainant and the Licensee. A certified copy of every order passed by the Forum shall be delivered to the parties.

Explanation:

The order copy comprising of the majority order and minority view apart from the views of the Independent Member duly certified by an officer of the Forum and so communicated shall be neatly typed and printed legibly using line spacing of 0.5" and printed on both sides of the paper.

- 2.53. The Licensee shall comply with the order of the Forum within 21 days from the date of receipt of the order. In exceptional cases, the Forum, upon the request of the Licensee, may extend the period for compliance of its order for a period not exceeding three months for network related issues and fifteen days for other issues.

Provided that the order directing the payment of compensation as specified in Standard Performance Regulation issued and amended from time to time under section 57 of the Act shall be implemented within the time prescribed therein.

Compensation for non-compliance of the Order of Forum

- 2.54. The Licensee or any officer of the Licensee responsible for compliance/implementation of the order of the Forum shall do so within the time stipulated in this Regulation failing which the Licensee or the officer concerned, as the case may be, shall be liable to pay the compensation as directed by the Forum for non-compliance of its order.
- 2.55. Where there is inaction on part of an employee or several employees based on hierarchy of posts who has to sanction implementation of the Forum's order, then, all such employees, shall be liable to pay compensation as directed by the Forum for non-compliance of order of the Forum to the Complainant, in proportion to the salaries drawn by them from the Licensee within a period of two weeks from the date of receipt of the compensation order of the Forum.
- 2.56. The Forum may issue a notice either suo-motu or at the instance of Consumer / Complainant for non-compliance of its order(s) within the due date prescribed

in this Regulation to the employee/employees concerned *including the Director(s) concerned* and the Licensee. After giving an opportunity of being heard, the Forum is satisfied that there was no reasonable cause for not complying with its order(s), it may award compensation up to a sum of Rs.25,000/- (Rupees Twenty Five Thousand) for each non-compliance to the consumer/ complainant. In case of a continuing failure, with an additional compensation which may extend to Rs.1,000/- (Rupees One Thousand) for every day during which the failure continues after non-compliance of the first such direction.

Provided that the Forum may also direct the Licensee to recover the compensation payable to the consumer/complainant for non-compliance of its order(s) from the salary/salaries of the employee/employees who is/are found to be responsible for non-compliance without reasonable cause within the due date prescribed in this Regulation. The Licensee shall recover such compensation imposed by the Forum from the salary/salaries of the concerned employee/employees including Director(s) and pay such sum to the consumer/Complainant.

Provided further that where the Licensee does not recover such compensation from the concerned employee/employees including the Director(s) but makes the payment to the consumer / complainant, such sum shall not be allowed by the Commission while approving the Annual Revenue Requirements (ARR) Filings for subsequent Financial Year and the Licensee shall forego such amount of revenue.

- 2.57. Where the complaint is found to be malafide by the Forum, the Licensee shall be entitled to invoke the Terms and Conditions of supply as notified by it for recovery of the amounts, if any due to it. The Licensee and its Officer(s) have to strictly adhere to the procedure as has been spelt out in the Act and Regulations made for this purpose by the Commission.
- 2.58. 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.
- 2.59. In addition to award of compensation, the Forum shall also inform the Commission regarding the non-compliance of its order(s).

- 2.60. For Non-compliance of the Forum's order, the Commission may also initiate the action under the provisions of the Act.

Explanation:

The initiation of action by the Commission may be either suo-motu or upon a complaint made in accordance with the Conduct of Business Regulation notified by the Commission.

Special provision Interim Ordes

- 2.61. Upon request of the Complainant, the Forum on the matters on which it has jurisdiction may issue such interim order(s) pending final disposal of the grievance as it may consider necessary.

Provided that the Forum shall have the powers 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 further that where a grievance is filed and an interim-relief is prayed for, the Licensee shall not proceed to take any further coercive or adverse steps against the consumer/complainant till the disposal of the prayer of interim relief.

- 2.62. 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 of settlement.

- 2.63. A Complainant may prefer a representation before the Ombudsman, appointed by the Commission under the following two circumstances:

- a) If the Complainant is aggrieved by the non-redressal of the grievance by the Forum within the period specified; or
- b) If the Complainant is aggrieved by the order passed by the Forum.

Such a representation may be made within such a period of time as stipulated in this Regulation no. 3.19 (a).

CHAPTER - III**3) OMBUDSMAN****Qualification, terms of appointment and removal of Ombudsman**

- 3.1.** The Commission may, from time to time, appoint or designate a person as Ombudsman to discharge the functions in accordance with the provisions of sub-section (6) of Section 42 of the Act.
- 3.2.** 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 consumer and the geographical area.
- 3.3.** The Commission shall invite applications through the public advertisement for the appointment of the Ombudsman.
- 3.4.** The selection committee for the post of Ombudsman shall consist of the Chairperson and the Members of the Commission. The Chairperson of the Commission shall be the Chairperson of the selection committee.
- 3.5.** The Ombudsman shall be a person of experience, ability, integrity and standing.
- 3.6.** The following categories of persons shall be eligible to be appointed as Ombudsman:
- a) a Retired District Judge;
 - b) a Retired Secretary (Law) to a State Government; or
 - c) Any person who has held the position of a member or chairperson of any statutory quasi-judicial body at the state level for at least three years
- 3.7.** The Ombudsman shall hold the office for a fixed term of three years. The tenure may be extended for a further period not exceeding two years by the Commission at its discretion.
- Provided that no person shall be appointed as Ombudsman after he attains the age of sixty two (62) years.*
- 3.8.** The age-limit of a person occupying the office of Ombudsman shall be sixty five (65) years.
- 3.9.** The Pay Scale and allowances of Vidyut Ombudsman shall be on par with the pay scale of Principal Secretary to the Government of Telangana from time to time.

3.10. The Commission shall have the powers to remove the Ombudsman from office only if he/ she has:

- a) Been adjudged an insolvent;
- b) Been convicted of an offence which, in the opinion of the Commission, involves moral turpitude;
- c) Become physically or mentally incapable of acting as an Ombudsman;
- d) Acquired such financial or other interest as is likely to affect prejudicially his/ her functions as an Ombudsman;
- e) Abused his/ her position so as to render his/ her continuance in office prejudicial to public interest; or
- f) Been guilty of proven misbehaviour

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

Office of the Ombudsman

3.11. The Ombudsman's office shall preferably be located in the capital city of the state or any district headquarters, as the Commission may direct from time to time. The Ombudsman may hold hearings or proceedings at various places within the state to expedite the disposal of representations received before him/her.

3.12. The post of Ombudsman shall be a full-time post.

3.13. 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.

3.14. All expenses of the Ombudsman's office including that of the Secretariat shall be borne by the Commission which can recover such expenses from the Licensees in such proportion as the Commission may determine from time to time based on the Ombudsman's work load from time to time or on the basis of the Annual Revenue Requirement (ARR) of the Licensees under the jurisdiction of Ombudsman or on such other consideration as the Commission may consider fit from time to time. At the start of every quarter, the Commission shall present an estimated bill of expenses to each Licensee. The Licensee shall

make the payment to the Commission within 15 days of the receipt of such a bill. The actual expense shall be adjusted while approving the ARR of the Licensee and the Licensee shall be allowed to recover such actual expense as pass through in the determination of tariffs.

- 3.15.** The name, location, email address and telephone numbers of the Ombudsman shall be widely publicised through newspapers, radio, television, displayed on Licensee's website, offices of the Licensee(s), printed on the consumer electricity bill(s) and any other mode.

Reporting Requirements

- 3.16.** The Ombudsman shall submit to the Commission a half-yearly report on all the representations filed before him during the period. The report should be submitted within 30 days of the close of the period to which it relates to. A copy of the Report may be forwarded to the Licensee(s) and the State Government for information (Energy Department).

- 3.17.** The report shall cover:

- a) Number of representations received and disposed of;
- b) Opinion of the Ombudsman on the compliance of standards of performance by the Licensee;
- c) Compliance of orders by the Licensees and/or consumer;
- d) Any other matter which the Commission may direct.

- 3.18.** The Ombudsman shall also furnish a yearly report containing a general review of the activities of the Ombudsman's office during the Financial Year to the Commission. The report should be submitted within 45 days of the close of the Financial Year to which it relates to.

Representation before the Ombudsman.

- 3.19.** A Representation may be entertained by the Ombudsman subject to the following conditions:

- a) The Complainant including an association representing the Complainant(s), if aggrieved by the order of the Forum may prefer a Representation to the Ombudsman within 45 days from the date of receipt of the order of the Forum.

Provided that the Ombudsman may entertain a Representation of the Complainant after the expiry of the period of 45 days if he is satisfied that there was a sufficient cause for not filing it within the said period allowing it be filed, within a further period of not exceeding 15 days.

- b) The Complainant had, 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/her 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; a decree or award or a final order has not been passed by any such court, tribunal, arbitrator or authority
- d) The representation by the Complainant 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/her grievance by the Forum or the Forum has rejected the grievance or has not passed the order within the time-limit specified, as the case may be.
- f) The Complainant has deposited with the Ombudsman, a sum equal to one-third of the amount assessed by the Forum, if any.

Provided that a representation may be entertained by the Ombudsman without payment of one-third assessed sum in exceptional grievances involving financial hardship after giving an opportunity of being heard to the licensee.

3.20. Subject to the provisions of the Act and this Regulation, the Ombudsman's decision on whether the representation is fit and proper for being considered by him or not, shall be final.

Provided that no representation may be rejected where a grievance is heard and adjudicated by the Forum.

3.21. 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 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.

Format for submission of representation

- 3.22.** The Complainant can submit his/ her representation as per the format specified in ANNEXURE II of APPENDIX I.

Promotion of settlement by conciliation

- 3.23.** As soon as it may be practicable to do but not later than one week from the date of receipt of the representation, the Ombudsman shall serve a notice to the complainant and also 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 dispute by mutual agreement between the Complainant and the Licensee through conciliation or mediation.
- 3.24.** For the purpose of facilitating settlement or disposal of the representation, the Ombudsman may follow such procedures, as he may consider appropriate.
- 3.25.** When a dispute is settled through mediation of the Ombudsman, the Ombudsman shall make a recommendation which he thinks fair in the circumstances of the case. The copies of the recommendation shall be sent to the Complainant and the Licensee.
- 3.26.** If the Complainant and the Licensee accept the recommendation of the Ombudsman, they shall send a communication in writing within 15 days of the date of receipt of the recommendation. They shall confirm their acceptance to the Ombudsman and state 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.
- 3.27.** The Ombudsman shall make a record of such an agreement as his/her orders and thereafter close the case.

Hearing of representations

- 3.28.** After registering the representation, the Ombudsman, within seven days of registration, shall call for records/files relating to the representation from the

Forum concerned. The Forum concerned shall send the entire record/file within seven days from the date of receipt of such notice, to the office of the Ombudsman.

- 3.29.** The Ombudsman may require the Licensee or any of the officials of the Licensee, representatives or agents of the Licensee to furnish documents, books, information, data and details as may be required to decide the representation and the Licensee shall duly comply with such requirements of the Ombudsman.
- 3.30.** Where the representation is not settled by an agreement within a period of 30 days from the date of receipt of the representation or such extended period as the Ombudsman may deem fit, he may determine the manner, the place, the date and the time of the hearing of the matter. He may direct to produce or cause to be produced, any evidence on which the complainant or the Licensee may rely upon in support of his or their grievance.
- 3.31.** The Ombudsman shall hear the parties and may direct the parties to submit the written submissions in the matter.
- 3.32.** 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 in writing to present his/her case before the Ombudsman and to do all or any of the acts for the purpose.
- 3.33.** Where the Complainant or the Licensee or their authorised representative fails to appear before the Ombudsman on the date fixed for hearing on more than two consecutive occasions, the Ombudsman may decide the representation ex-parte on the basis of material available on record.
- 3.34.** No adjournment shall ordinarily be granted by the Ombudsman unless a sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Ombudsman.

Issue of Order/Award/ Compensation

- 3.35.** The Ombudsman shall pass a written Order/Award giving reasons for all his/her findings. The Order/Award may state the nature of the reliefs to which the Complainant is entitled to. A copy of the order/Award shall be sent to the parties for compliance and also to the concerned Forum for information.

Explanation:

The order copy duly certified by the Ombudsman or an Officer and so communicated shall be neatly typed and printed legibly using line spacing of 0.5" and printed on both sides of the paper.

- 3.36.** The Ombudsman shall pass an order within 60 days from the date of receipt of the representation. Where there is a delay in the disposal of a representation within the said period, he shall record the reasons for such a delay.
- 3.37.** The order passed by the Ombudsman shall set out:
- a) Issue-wise decisions;
 - b) Reasons for passing the order; and
 - c) Directions, if any, to the Distribution Licensee or Complainant, or any other order, deemed appropriate in the facts and circumstances of the case including enhancement of compensation or cost, as the case may be.
- 3.38.** 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 receipt of the Order/Award.
- 3.39.** Non-compliance of the Ombudsman's orders shall be deemed to be a violation of this Regulation and liable for appropriate action by the Commission under the provisions of the Electricity Act, 2003.
- 3.40.** No party can file an appeal before the Commission against the order passed by the Ombudsman. 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 the appropriate bodies.

Interim Order:

- 3.41.** Upon request of the Complainant, the Ombudsman on matters on which he has jurisdiction may issue such interim order(s) at any stage during the disposal of the representation as he may consider it necessary or appropriate, provided 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 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 distribution licensee or any opposite party has been given an opportunity of being heard.

Compensation for noncompliance of the Order

3.42. Notwithstanding anything contained in this Regulation No. 3.39, the Ombudsman may issue a notice either suo-motu or at the instance of Consumer / Complainant for non-compliance of his order(s) within the due date prescribed in this Regulation No.3.38 to the employee/employees concerned *including the Director(s) concerned* and the Licensee. After giving an opportunity of being heard, the Ombudsman is satisfied that there was no reasonable cause for not complying with his order(s), he may award the compensation up to a sum of Rs.50,000/- (Rupees Fifty Thousand) for each non-compliance. In case of a continuing failure, with an additional compensation which may extend to Rs. 2,000/- (Rupees Two Thousand) for every day during which the failure continues after non-compliance of the first such direction.

Provided that the Ombudsman may also direct the Licensee to recover the compensation payable to the consumer/complainant for non-compliance of his order(s) from the salary / salaries of the employee/employees who is/are found to be responsible for non-compliance without reasonable cause within the due date prescribed. The Licensee shall recover such compensation imposed by the Ombudsman from the salary / salaries of the concerned employee / employees including Director(s) and pay such sum to the consumer / Complainant.

Provided further that where the Licensee does not recover such compensation from the concerned employee/employees including the Director(s) but makes the payment to the consumer / complainant, such sum shall not be allowed by the Commission while approving the Annual Revenue Requirements (ARR) Filings for subsequent Financial Year and the Licensee shall forego such amount of revenue.

- 3.43.** The Ombudsman shall be guided by the principles of natural justice, and subject to the other provisions of this Regulation. The Ombudsman shall have the powers to regulate his own procedure and shall dispose of any Complaint fairly and equitably.

CHAPTER – IV

4) CHAPTER 4: CONSUMER ADVOCACY

- 4.1. A Consumer Advocacy Cell may be instituted by the Commission to provide assistance to Complainants for representing their cases before the Ombudsman and the Cell may be located in the office of the Commission and funded by the Commission.
- 4.2. The Cell may also perform additional functions as specified below:
- a) Half-yearly review of grievances, representations and reports submitted by the Forum and the Ombudsman.
 - b) Analysis of reports submitted by the Licensee with regard to levels of performance achieved on performance standards specified under Section 57 of the Act.
 - c) Facilitate capacity building of consumer groups and ensure their effective representation for enhancing the efficacy of regulatory processes.

CHAPTER – V

5) CHAPTER 5: MISCELLANEOUS

Savings

- 5.1. The redressal or settlement of pending grievances and representations, respectively, made before coming into force of the Telangana State Electricity Regulatory Commission (Establishment of mechanism for Redressal of Grievances of the Consumers) Regulation, 2015 shall continue to be governed by the provisions of the earlier Regulation No.1 of 2014 notified by the Commission.

Powers to remove difficulties

- 5.2. If any difficulty arises in giving effect to any of the provisions of this Regulation, the Commission may make such provisions not inconsistent with the provisions of this Act, as may appear to be necessary for removing the difficulty.

Power to amend

- 5.3. The Commission may, at any time vary, alter, modify or amend any provision of this Regulation.

Repeal

- 5.4. On and from the date of publication of this Regulation in the Official Gazette of the Government of Telangana, the Regulation No.1 of 2004 along with the amendments as made by the erstwhile APERC from time to time and adopted by the Commission in its Regulation No. 1 of 2014, stands repealed to the extent relating to the Regulation of Ombudsman and the Forum.
- 5.5. Notwithstanding such repeal any action taken under the said Regulation shall not become invalid and deemed to have been taken under the corresponding provision of the present Regulation, or to the extent, if not provided for in this Regulation, such action shall subsist and deemed to have been taken as if such repeal provision is subsisting.

BY ORDER OF THE COMMISSION

(Sd/-),
Secretary,
Telangana State Electricity
Regulatory Commission.

APPENDICES**APPENDIX I: FORMATS****ANNEXURE I: GRIEVANCE SUBMISSION BEFORE FORUM****APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE**

Note: * indicates compulsory fields

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 ___ d. Supply interruption ___ e. Harmonics in supply ___
 f. Supply voltage related ___ g. Deficient service ___
 h. Delay in providing new connection ___ i. Reconnection on payment of dues ___
 j. Change in connected load ___ k. Transfer of connection ___ l. change of category ___
 m. change of name ___ n. change of address ___ o. disconnection ___
 p. no supply ___ q. replacement of failed DTR ___
 r. Others (please specify) _____
7. Name 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)

AUTHORISATION – (If the Complainant wants to authorise 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)

Note: In case of engaging an Advocate, this authorisation is not necessary. Advocate may file a memo of appearance on his letter head.

**ANNEXURE II: SUBMISSION OF REPRESENTATION OR APPEAL BEFORE
OMBUDSMAN**

REPRESENTATION APPEAL BEFORE THE OMBUDSMAN

Note: * indicates compulsory fields

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 / Appeal to the Ombudsman is being made)

Details of the grievance or Appeal are as under:

1. Name of the Complainant/Licensee: _____
2. Full address of the Complainant/Licensee*: _____
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 / Appeal, facts giving rise to the representation / appeal* (If space is not sufficient please enclose separate sheet)

8. Whether the Complainant or Licensee 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 Complainant or Licensee 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 or Licensee 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 or Appeal 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 or Appeal has not been settled through the Office of the Ombudsman in any previous proceedings.

(d) The subject matter of the present representation or Appeal 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 or Director of the Licensee name in block letters)

NOMINATION – (If the Complainant / Licensee 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 Complainant/Licensee 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.

I / We the above named Complainant/Licensee 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) /

(Signature of Director)

Note: In case of engaging an Advocate, this authorisation is not necessary. Advocate may file a memo of appearance on his letter head.

ANNEXURE III: 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 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: _____
