

## Functioning of Consumer Grievance Redressal Forum in Distribution Circles

- (i) The Consumer Grievance Redressal Forum consists of Superintending Engineer/Electricity Distribution Circle as Chairperson and two members nominated by the District Collector of the District where the forum is headquartered.
- (ii) Every grievance to the forum must be submitted in writing to the Chairperson of the forum in the complaint format given in Annexure-I. The complaint can also be lodged through e-mail within seven working days of receipt of a consumer grievance, the forum shall send an acknowledgment to the complainant.
- (iii) Complainant shall be informed in writing if the complaint is rejected.
- (iv) The complainant can represent himself or through a representative of his choice to appear before the forum.
- (v) Appropriate order shall be passed on the complaint within a maximum period of 2 months from the date of receipt of complaint by the forum.
- (vi) The proceedings and decisions of the forum will be communicated to the licensee and to the complainant for compliance.
- (vii) Any person aggrieved by an order made by the forum may prefer an appeal against such order to the Electricity Ombudsman within a period of 30 days from the date of the order.