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.