

**Procedures for Redressal of Grievances of Electricity Consumers in the
State of Goa and UTs**

Procedure for filing the complaints

Every complaint/grievance received shall contain the following:-

- a) The name of the complainant, individual or the organisation, consumer number, postal address and telephone number, fax number and the e-mail address (if any) of the complainant.
- b) The name of the Electricity office to which the complaint pertains.
- c) Full description or narration of the complaint/grievance including copies of the relevant and supporting documents, if any.
- d) The relief sought.
- e) The complainant shall lodge the complaint with CGRF in person or by post or by courier service or by any other means of transmission of documents (including fax message). The CGRF shall also accept the complaint through e-mails provided the complainant submits the hard copies of the same separately to the Forum.
- f) CGRF shall not insist or prescribe any format for filing of the complaint.

Procedure for handling the complaints

1. On receipt of the consumer's complaint/grievance, the Secretary or the authorised officers in the Forum Secretariat shall make an endorsement on the complaint/grievance subscribing his initial with date and complaint number as assigned. All consumer complaints shall be registered and serially numbered for each year.
2. Within 5 (five) working days from the date of the receipt of a complaint/grievance, the Secretary or the authorised officer of the Forum shall send an acknowledgement to the complainant.

3. A copy of complaint/grievance, within two days of its receipt, shall be forwarded to the concerned or the nodal officer of the Distribution licensee to file observation/objection if any in writing.
4. The Nodal officer designated by the Distribution licensee shall act as the coordinator for filing of reply, making submission, providing issue-wise comments on the complaint/grievance, submitting compliance status/reports, etc. before the Forum and /or the Electricity Ombudsman, as the case may be.
5. The nodal officer or the authorised officer of the licensee or the employee named in the complaint shall furnish para-wise comments on the complaint/grievance within 10 days from the date of receipt of the letter from CGRF, with a copy to the complainant consumer. Failing which, the Forum shall proceed on the basis of material available on record.
6. The CGRF shall notify the Distribution licensee and the complainant applicant, the date, time and venue of hearing of the complaint/grievance, in writing giving sufficient advance notice.
7. A consumer, Distribution licensee or any other person who is a party to any proceeding before the Forum may either appear in person or authorise any person other than an advocate (within the meaning of the Advocates Act, 1961) to present his case before the Forum and to do all or any of the acts for the purpose.
8. The CGRF may call for, any record of the licensee or from the complainant relevant information for examination and disposal of the grievance and the parties shall be under obligation to provide such information, document or record as the Forum may call for.
9. Where a party fails to furnish such information, document or record and the Forum is satisfied that the party in possession of the record is withholding it deliberately, it may draw an adverse inference.
10. 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, and after affording reasonable opportunity of hearing to the parties the Forum shall pass appropriate orders for disposal of the grievance, as far as possible, within **45 days** of filling the complaint.

11. The proceedings and decisions of the Forum shall be recorded and shall be supported by reasons.
12. The decision/s of the Forum shall be based on the opinion of the majority members of the Forum present and voting. In the event of equality of votes, the Chairperson shall have the second and casting vote.
13. The order of the Forum shall be communicated to the Complainant and licensee in writing within 7days of conclusion of the proceedings.
14. The licensee shall comply with the order of the Forum within 21 days from the date of receipt of the order.
15. The Forum may, award such compensation to the complainants as it considers just and appropriate in the circumstances of the case.
16. The Forum may issue such interim orders pending final disposal of the complaint as it may consider necessary.
17. The Forum shall, however, have the powers to pass such 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 disconnect the electricity connection, and has or is likely to contravene any of the provisions of the Act or any order of JERC, provided that the Forum has jurisdiction on such matters. Where it appears that the object of passing the interim order would be defeated by delay, no such interim order shall be passed unless the opposite party has been given an opportunity of being heard.
18. Where the complainant or the licensee or any other person who is party to any proceedings before the Forum fails to appear before the Forum on the date fixed for hearing, the Forum may decide the complaint ex-parte.

19. No adjournment shall be ordinarily granted by the Forum unless sufficient cause is shown and the reasons for the grant of adjournment have been recorded in writing by the Forum.
20. The Forum may settle any complaint 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 order.
21. The Forum shall not be bound to follow the procedure prescribed in the Civil Procedure Code 1908 (Act 5 of 1908) as in force from time to time.
22. The Forum for efficient discharge of its functions shall conform to the principles of fair play and justice.
23. Any complainant aggrieved by orders of the CGRF may prefer a representation before the Electricity Ombudsman as appointed/designated by JERC.

For the purpose of awareness among the consumers, the Licensee/CGRF shall give a wide publicity to the above procedure by way of display on the notice boards of their various bill collection centres, offices, website or any other means as considered appropriate.