

Electricity Ombudsman (Mumbai): FAQs

- **What machinery is available for redressal of grievances of electricity consumers?**

The consumer has to approach the concerned Internal Grievance Redressal Cell (IGRC) established by the Distribution Licensees namely MSEDCL, RIL, TATA and BEST. If the grievance is not solved by IGRC within two months and no remedy is provided or no decision is given on the grievance, the consumer can approach the Consumer Grievance Redressal Forum (CGRF/ Forum) of the Distribution Licensee in Schedule Form A. If the decision of the Forum is not satisfactory or acceptable to the consumer, the consumer can file Representation in the office of the Electricity Ombudsman in Schedule Form B.

- **Which are the Statutory Regulations regarding grievances of the consumers?**

The Maharashtra Electricity Regulatory Commission (MERC) has framed the following Regulations:-

- (i) Maharashtra Electricity Regulatory Commission (Consumer Grievances Redressal Forum & Electricity Ombudsman) Regulations, 2006 [CGRF Regulations, 2006]
- (ii) Maharashtra Electricity Regulatory Commission (Electricity Supply Code & Other Conditions of Supply) Regulations, 2005 [Supply Code Regulations, 2005]
- (iii) Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014. [SOP Regulations, 2014]

The above Regulations are available on website of the MERC www.mercindia.com and on website of the Electricity Ombudsman www.mercombudsman.org.in.

- **What type of grievances the electricity consumers can file?**

The CGRF Regulations, 2006 provides the definition of "Grievance" in Clause 2.1 (c) as below:

"Grievance" means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which 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 inter alia (a) safety of distribution system having potential of endangering of life or property, and (b) grievances in respect of non-compliance of any order of the Commission or any action to be taken in pursuance thereof which are within the jurisdiction of the Forum or Ombudsman, as the case may be.

- **Initially, to which authority should the electricity consumer apply for redressal? Where can one get the address?**

A consumer with a Grievance may intimate the IGRC in the prescribed form and within the time frame as stipulated by the Distribution Licensee. In every monthly electricity bill, the details of IGRC and Forum are mentioned.

- **Within what time limit the electricity consumer can file his grievance before the Forum?**

The electricity consumer can file his grievance before the Forum within two (2) years from the date on which the cause of action has arisen.

- **Any court fee or stamp duty to be paid while filing grievance /complaint or Representation?**

There is no court fee or stamp duty payable by the consumer while filing the complaint before IGRC or Forum or Representation before the Electricity Ombudsman.

- **What is the time limit for the Forum to decide a grievance or complaint?**

The Forum has to give decision within 60 days from the date of filing.

- **What is the remedy for the consumer, if the Forum has not given the decision within the time limit or if the consumer is not satisfied with the decision of the Forum?**

If the Forum fails to give decision within the time limit or if the consumer is not satisfied with the decision of the Forum, the consumer can file a Representation before the concerned Electricity Ombudsman within 60 days from the date of

the order of the Forum. If the consumer could not file Representation within 60 days, the Electricity Ombudsman has power to entertain the Representation after expiry of the period of sixty (60) days, if sufficient cause is shown by the consumer for not filing it within the said period.

- **Where is the office of the Electricity Ombudsman (Mumbai) located and his jurisdiction?**

Electricity Ombudsman (Mumbai) is located at below address:-

Electricity Ombudsman (Mumbai)
606, 6th floor, Keshava Building,
Bandra Kurla Complex,
Bandra (E), Mumbai 400 051
Tel. Nos. 022 2659 2965, 2659 0339
Email ID: electricityombudsmanmumbai@gmail.com

The Electricity Ombudsman (Mumbai) has jurisdiction over 15 districts namely Mumbai, Thane, Raigad, Ratnagiri, Sindhudurg, Pune, Satara, Sangli, Kolhapur, Solapur, Nashik, Ahmednagar, Dhule, Nandurbar, Jalgaon. The remaining districts are under the jurisdiction of the Electricity Ombudsman (Nagpur) whose office is located at Nagpur.

- **Whether any deposit is to be paid by the consumer? How it is to be paid?**

If the arrears or bills are payable by the consumer to the Distribution Licensee, 50% of such arrears / bills or Rs. 25000/- whichever is less is required to be deposited while filing the Representation. The deposit can be paid in the form of Demand Draft (DD) in the name of Electricity Ombudsman MERC Deposit Account (Payable at Mumbai) or in bank by RTGS [Central Bank of India Account No. 1001791662, IFSC Code – CBIN0282611]. No deposit is to be paid while filing complaint before the IGRC or the Forum.

- **Whether the Advocate can appear or represent before the Forum or Ombudsman?**

Practicing Advocate cannot appear before the Forum or the Electricity Ombudsman. The Consumer himself can plead his case or authorize a Consumer Representative who is not an Advocate to plead the case.

- **Whether settlement can be done before the Electricity Ombudsman? Within what time the Electricity Ombudsman need to give decision on the Representation?**

Electricity Ombudsman has the power to settle the matter between the parties amicably. Electricity Ombudsman has to decide the Representation in 60 days from its filing.

- **If the decision given by the Electricity Ombudsman on the Representation is not acceptable to the consumer, what is the further remedy available to the consumer?**

The order passed by Electricity Ombudsman is final and binding on the parties and no further appeal / application can be filed before the Commission / MERC. An aggrieved party can however file Writ Petition in the High Court.

- **If the order of the Forum or Ombudsman has not been complied with by the Distribution Licensee, what is the remedy available to the consumer?**

If the order of Forum or Electricity Ombudsman is not complied with by the Licensee within the stipulated time given in the order, an application can be filed under Section 142 of the Electricity Act, 2003 before the Commission at the following address:-

The Secretary,
Maharashtra Electricity Regulatory Commission
13th floor, Centre 1, World Trade Centre,
Cuffe Parade, Mumbai 400 005.
Tel.No.022 2216 3965 / 2216 3969
