

## **Recourse for Redressal of complaint of Electricity Consumer.**

Subject to provision of section 56 of Electricity Act 2003, the consumers will have the following recourse for Redressal of complaint:-

1. At the first instance:-

- (i) Complaint/grievance of HT/EHT categories of consumers can be lodged with the concerned General Manager-Cum-Chief Engineer.
- (ii) Complaint/grievance of LTIS categories of consumers can be lodged with the concerned Electrical Superintending Engineer.
- (iii) Complaint/grievance of Domestic and commercial categories of consumers and complaint of persons intending to take fresh connection can be lodged with the concerned Electrical Executive Engineer.

- 2
- (i) On receipt of the complaint/grievance the complaint shall be serially registered by the concerned authority and the complainant will be provided a receipt thereof mentioning Registration no. and Date.
  - (ii) The concerned authority will maintain a permanent record of complaints received and order passed thereon.
  - (iii) The concerned authority will redress the grievance of the consumer within 30 days of filing of complaint.
  - (iv) If redressal of the grievance is not possible, the concerned authority will communicate the decision to the complainant assigning reason thereof within the prescribed period of thirty days.
  - (v) In case the complaint is not redressed or any reply is not communicated to the complainant by the concerned authority denying the allegations within thirty days then it will be presumed that there is a consumer's dispute.

3. In case of dispute, as mentioned above, the consumer can file his complaint/grievance before Vidyut Upbhokta Shikayat Niwaran Forum. But the Forum shall not take up the complaint pertaining to offences and penalties as specified U/s 135 to 141 of the Electricity Act, 2003 and accidents and inquiries as specified under section 161 of the Act unless State Government by General/Special order so directs.
4. Address of Vidyut Upbhokta Shikayat Niwaran Forum is as follows:-  
Vidyut Upbhokta Shikayat Niwaran Forum,  
Artisian Hostel, Dhurwa,Ranchi-834004  
Phone No. 0651-2400907.
5. Procedure to file the complaint:-
  - (i) Every complaint must be filed in writing in triplicate by the complainant before the Forum in Form-I with one copy duly served on the Jharkhand State Electricity Board/Opposite party.
  - (ii) The applicant will be required to deposit with every application a non-refundable application fee in the shape of A/c Payee Demand Draft in favour of the “Deputy Director of Accounts, Secretariat, Jharkhand State Electricity Board” payable at Ranchi with application form to the Registrar of the Forum as detailed hereunder:-
    - (a) Industrial Consumers – Rs. 450/= (Four Hundred Fifty)
    - (b) Commercial Consumers- Rs. 250/= (Two Hundred Fifty)
    - (c) Domestic and other Consumers- Rs. 50/= (Fifty)
  - (iii) Filing of complaint is subject to the following conditions:-
    - (a) The complainant has exhausted the recourse to redressal of complaints as mentioned under clause I above.
    - (b) Only those complaints shall be entertained by the Forum which have been filed within one year of the cause of action.

- (c) Forum will not entertain any complaint which pertains to the same subject matter for which any proceeding before any court is pending or a degree or award or final order has already been passed by any competent court.
- (iv) The complainant may withdraw his/her complaint by making a petition to that effect to the Forum which may allow the withdrawal with such orders as it deems necessary.
- (v) The complainant, if aggrieved by an order of the Forum or non-implementation of the order of the Forum by the Board/Concerned authority of the Board, may prefer an appeal before “Electricity Ombudsman” within a period of thirty days from the date of order.