

फा.स./ F.No. CGRF/Elect/1-1/133

अण्डमान तथा निकोबार प्रशासन

Andaman & Nicobar Administration

उपभोक्ता शिकायत निवारण फोरम

CONSUMERS GRIEVANCES REDRESSAL FORUM

(विद्युत अधिनियम 2003 की धारा 42(5) के तहत स्थापित)

Estd. Under Section 42(5) of the Electricity Act (2003)

पोर्ट ब्लेयर/Port Blair - 744 101, Ph. No. 03192-244822. Email ID : cgrf.and@nic.in / andcgrf@rediffmail.com

Dated : 07/04/2010

Public Notice

"Consumers of Electricity in UT of Andaman and Nicobar Islands may please note that a Consumers Grievances Redressal Forum (CGRF) has been set up by Andaman and Nicobar Administration under section 42(5) of the Electricity Act, 2003 to redress the grievances of the electricity consumers, which has started functioning since 1st September 2010, and consists of the following: -

1. **Shri. Manohar Singh** - Chairman
2. **Shri. Sujit Thankachan** - Member

All Electricity Consumers in A&N Islands are requested to be well aware about their rights and responsibilities as contained in Electricity Act 2003 and other Regulations, Rules etc.

The CGRF aims at solving the monetary & non-monetary complaints such as delay in service connections, difference in application/calculation of service connection charges and general charges, difference in security deposit, delay in issue of first bill/subsequent bills, wrong billing, misapplication of tariff, supplementary billing, defects in meter/metering equipment, delay in replacement of defective/dead stop & burnt meters, non-restoration of supply in case of interruption or outage/breakdown or disconnection and other miscellaneous defaults and any other complaint related to supply of electricity to the consumers, as per **JERC Regulation No. 4/2009**.

The electricity consumers will have to first lodge their complaints in writing with the respective complaint centres/site offices or Assistant Engineers or Executive Engineers.

In the event of non or delayed response or an inadequate or unsatisfactory redressal of the complaint by the Electricity Department within a reasonable period as per the Department's Procedures and **JERC Regulation No. JERC-6/2009 (Standard of Performance) and JERC-11/2010 (Electricity Supply Code)**; the electricity consumers may send his/her complaint in writing to The Chairman, Electricity CGRF, A&N Administration, Port Blair, on a plain white paper in writing, either in person or by post or by e-mail to the address below:

By Email : andcgrf@rediffmail.com / cgrf.and@nic.in (The complainant must submit the hard copies of the same separately to CGRF within 3 days).

By Post : The Chairman, Electricity CGRF, A&N Administration, Horticulture Road, Haddo Post, Port Blair, Pin No. 744102, Ph. No. 03192-244822.

Every complaint / grievance shall contain the following: -


- a) The name of the complainant, individual or the organization, consumer number, postal address & telephone number, fax number & 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.

The CGRF shall decide the complaint within 45 days of the receipt of complaint from the consumers containing all necessary details. If the complainant is aggrieved by non-redressal of the grievance by the CGRF, he may make a representation to the **Ombudsman**, within 30 days from the date of receipt of the decision of CGRF, at following address :

**The Electricity Ombudsman,
for State of Goa & UTs,
2nd Floor, HSIIDC Office Complex, Vanijya Nikunj Complex,
Udyog Vihar, Phase-V, Gurgaon (Haryana),
Ph. No. 0124-2875304, Fax. No. 0124-2342853,
Email ID : vkkhanna2002@gmail.com.**

The Joint Electricity Regulatory Commission's Regulations for state of Goa & UTs are available at JERC website. www.jercuts.gov.in.

It is hoped that the electricity consumers and citizens of A&N Islands would immensely benefit by availing this facility.


Secretary,
Electricity CGRF, Port Blair

Complaint Redressal Mechanism under the Electricity Act, 2003

A. Nature of Complaints :

Normally a consumer has complaint regarding...

- Billing
- Estimate for new connection or extension of load.
- Non- release of connection.
- Disconnection.
- Reconnection of service.
- Meter related complaints.
- Interruption in power supply.
- Quality of power supply.
- Delay in any service from licensee.
- Safety related complaints.
- Breach of rules and regulations by licensee.

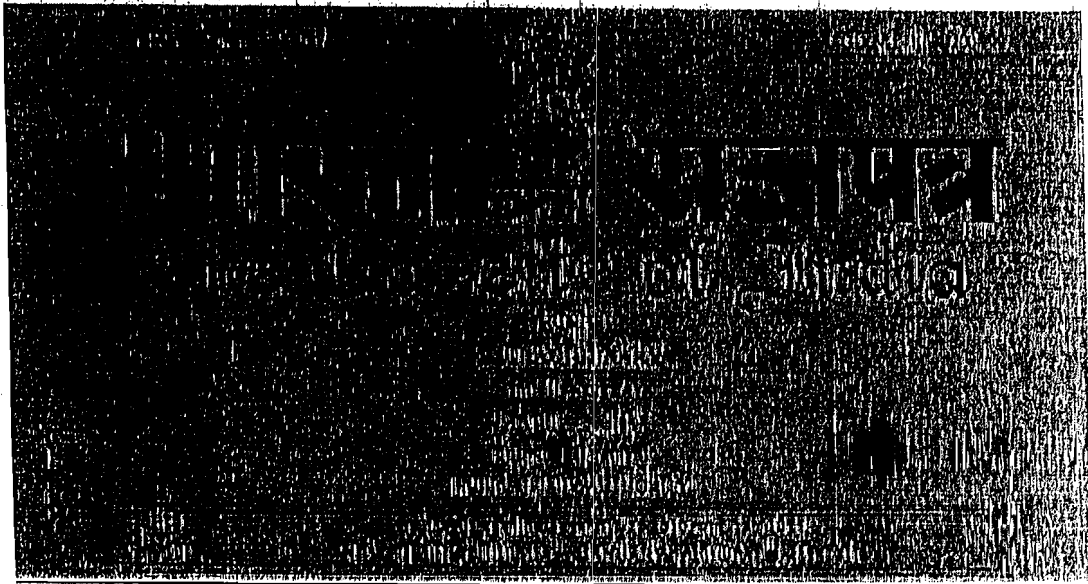
According to the Electricity Act, 2003 and Regulations made there under, step by step legal remedies available to the consumer are :

B. Licensee's (Electricity Department's) Internal Redressal System :

A consumer having any of the above complaints should approach in writing to any of the Licensee's (Electricity Department's) respective Complaint Centres / Site Offices / Junior Engineers or Sub Divisional Offices / Assistant Engineers or Divisional Offices / Executive Engineers.

C. Consumer Grievances Redressal Forum (CGRF) :

If the complaint is not resolved, within a reasonable period, then the consumer may file a complaint with the forum (CGRF).



NOTIFICATION
Gurgaon, the 10th December, 2009

No. JERC- 06/2009:- In exercise of powers conferred under Section 181 read with Section 57 of the Electricity Act 2003, and the Electricity (Removal of Difficulties) Order, 2005, and all powers enabling it in that behalf, Joint Electricity Regulatory Commission for the state of Goa and the Union Territories hereby makes the following Regulations:

1. Short title, commencement, extent and interpretation

- 1) These Regulations may be called Joint Electricity Regulatory Commission (Standards of Performance) Regulations, 2009.
- 2) These Regulations shall be applicable to whole of the state of Goa and Union Territories of Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli, Daman & Diu, Puducherry and Lakshadweep.
- 3) These Regulations shall come into force on the date of their publication in the official Gazette.
- 4) These regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Act read with the Electricity Rules, and any CEA regulations in this regard.

2. Definitions

- 1) In these Regulations, unless the context otherwise requires:
 - (a) "Act" means the Electricity Act, 2003;
 - (b) "Billing cycle" means the period for which the bill is raised;

SCHEDULE -III

9. Guaranteed Standards of Performance and Compensation to Consumers in Case of Default

Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
		Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
I. Billing			
First Bill	Within 2 billing cycles	10% of the billed amount subject to maximum of Rs. 250/-	
In case bills are raised even after disconnection on consumer's request		Rs. 250/- for each case	Not Applicable
II. Transfer of consumer's connection and conversion of services			
Change of consumer's name due to change in ownership/occupancy for property	Within 2 billing cycles of acceptance of application		
Transfer of consumer's name to legal heir	Within 2 billing cycles of acceptance of application	Rs. 50 for each day of default	Not applicable
Load reduction	30 days after receipt of the application		
Change of category	Within 10 days of acceptance of application		
III. Disconnection/ Reconnection of supply			
Consumer wanting up to date bill	Licensee to carry out special reading and prepare final bill, including all arrears up to the date of billing, within 7 days		
Request for reconnection	In case consumer requests for reconnection within a period of six months after is connection, the Licensee shall reconnect the consumer's installation within 7 days of payment of past dues and reconnection charges.	Rs. 50 for each day of default	

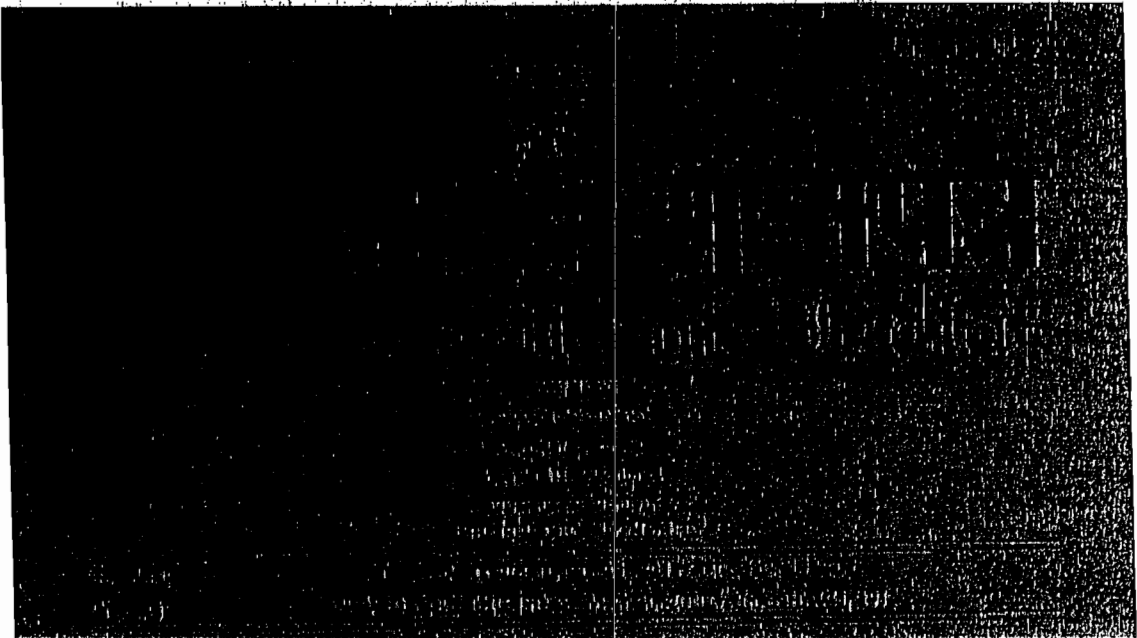
IV. Meter complaints			
Testing of meter	Within 30 days of receipt of complaint	Rs. 25 for each day of default	Not applicable
Replacement of burnt meter	Within 6 hours restoration of supply by bypassing the burnt meter. Meter to be replaced within 3 days	Rs. 50 for each day of default	Not applicable
Replacement of defective meter	Within 15 days of declaring meter defective.	Rs. 50 for each day of default	Not applicable
V. Power supply failure			
Fuse blown out or MCB Tripped (in case fuse or MCB belongs to Licensee i.e. pole or feeder pillar fuse)	Within 4 hours for Urban areas Within 8 hours for Rural areas.	Rs. 10 for each hour of default	Rs. 5 for each hour of default to each consumer affected
Service line broken Service line snapped from the pole	Within 6 hours for Urban areas Within 12 hours for Rural areas.		
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within 12 hours		
Distribution transformer failed/burnt	Replacement of failed transformer within 48 hours	Rs. 100 for each day of default	Rs. 50 for each day of default to each consumer affected
HT mains failed	Rectification of fault within 12 hours	Rs. 200 for each day of default	Rs. 100 for each day of default to each consumer affected
Problem in grid (33 Kv or 66 Kv) substation	Repair and restoration of supply within 48 hours		
Failure of Power Transformer	Rectification to be completed within 15 days	Rs. 500 for each day of default per day	Rs. 250 for each day of default to each consumer affected
VI. Voltage fluctuation			
Local problem	Within 4 hours	Rs. 50 for each day of default	Rs. 25 for each day of default to each
Tap of transformer	Within 3 days		

			consumer affected
Repair of distribution line / transformer / capacitor	Within 30 days	Rs. 100 for each day of default	Rs. 50 for each day of default to each consumer affected
Installation & Up-gradation of HT / LT System	Within 90 days		
Damage to consumer's apparatus due to Voltage fluctuations	Immediate	Repair charges subject to a maximum of Rs 500/- per apparatus	
VII. Complaints/Applications under sub-regulation 7.4 above.	As mentioned in sub-regulation 7.4 above.	Rs 100 for each day of default.	

10. Manner of payment of compensation amount:

- (1) The Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters, bills etc. at their designated office(s) which should be within easy reach of the consumer and intimate the complaint number to the consumer.
- (2) The Licensee shall maintain consumer-wise records regarding the Guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.
- (3) All payments of compensation shall be made by way of adjustment against current and/or future bills for supply of electricity, but by not later than 90 days from the date of violation of a Guaranteed Standard unless demanded by the consumer as a direct payment. If the Licensee, however, fails to dispense the compensation amount as laid down in Regulation (9) above the aggrieved consumer(s) can approach the respective Consumer Grievance Redressal Forum for redressal of grievances of consumers to seek such compensation. In such event, additional penalty may be levied on licensee for not faithfully implementing the regulations on case-to-case basis.

(J.S Sehrawat)
Secretary



No.: JERC-11/2010:-In exercise of power conferred by Section 181 (1) and 181 (2) read with Section 50 and 43 (1), Section 44, Section 46, Section 47 (4) Section 56 of Electricity Act, 2003 (36 of 2003) and all powers enabling it in this behalf and also in compliance of the Ministry of Power, Govt. of India's (i) notification no. SO 790 (E) dated 8th June 2005 issuing "Electricity (Removal of difficulties) Order 2005" for "Inclusions of measures to control theft of electricity in Electricity Supply Code", and (ii) notification no. SO 798 (E) dated 9th June, 2005 issuing Electricity (Removal of Difficulties) Eight Order, 2005 for obtaining supply of electricity at single point from the distribution licensee by the Cooperative Group Housing Societies or by any person for their members or employees residing in the same premises, the Joint Electricity Regulatory Commission for the State of Goa and Union Territories hereby makes the following Regulations on Electricity Supply Code governing supply of electricity by the licensees and procedure thereof, the powers, functions, and obligations of the licensees and the rights and obligations of the consumers and other matters connected therewith and incidental thereto.

CHAPTER - 1: GENERAL

1.1 Short Title, Extent and Commencement

- (1) These Regulations may be called the "Joint Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2010".
- (2) These Regulations shall come into force from the date of its publication in the official gazette.
- (3) These Regulations shall extend to the whole State of Goa and Union Territories of Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli, Daman & Diu, Puducherry and Lakshadweep.
- (4) These Regulations shall apply to all distribution licensees and the consumers of electricity.

3.7 Target Period of Completion of Various Activities

The following table provides the target period of completion of various activities:

S.No	Type of Service	Time Limit for Rendering the Service
1	<p>LT Connection</p> <p>1. Acceptance and Notice of inspection on receipt of complete application.</p> <p>2. Inspection after sending the notice</p> <p>a. Urban areas</p> <p>b. Rural areas</p> <p>(i) if the extension work is not required and the connection is to be given from the existing network</p> <p>3. Issue of demand note to the applicant for payment of estimated charges.</p> <p>a. Urban areas</p> <p>b. Rural areas</p> <p>4. Serving of power availability notice for commencement of supply after payment of necessary charges</p> <p>a. Urban areas</p> <p>b. Rural areas</p> <p>(ii) If the extension work or enhancement of transformer capacity is required.</p> <p>5. Issue of demand note to the applicant for payment of estimated charges</p> <p>a. Urban areas b. Rural areas</p> <p>6. After payment of necessary charges serving of power availability notice for commencement of supply – All connections</p>	<p>5 days</p> <p>3 days</p> <p>7 days</p> <p>3 days</p> <p>5 days</p> <p>5 days</p> <p>7 days</p> <p>20 days</p> <p>30 days</p>
2	<p>High Tension Connection</p> <p>a) Information feasibility after receipt of the application</p> <p>b) Issue of demand note of estimated charges (after issue of notice of feasibility)</p> <p>(i) If no extension of work is involved</p> <p>(ii) If extension work is involved</p> <p>c) Serving of power availability notice for commencement of supply / release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector</p> <p>(i) If no extension of work is involved</p> <p>(ii) If extension work is involved -Construction of 11 kV line - Construction of 22 kV or 33 kV line</p>	<p>10 days</p> <p>7 days</p> <p>45 days</p> <p>7 days</p> <p>30 days</p> <p>45 days</p>
3	<p>Extra High Tension Connection</p> <p>a) Informing feasibility after receipt of the application</p> <p>b) Issue of demand note of estimate charges after issue of notice feasibility</p> <p>c) Serving of power availability notice for commencement of supply / release of connection after receipt of estimated charges</p> <p>(i) involving construction / extension of EHT line</p> <p>(ii) involving construction / extension of EHT line and additional transformer</p>	<p>10 days</p> <p>60 days</p> <p>45 days</p> <p>(Subject to receipt of clearance Electrical Inspector)</p> <p>180 days</p>

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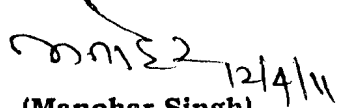
PUBLIC NOTICE

A Consumers Grievances Redressal Forum (CGRF) has been set up by A&N Administration under Section 42(5) of Electricity Act, 2003, to redress the grievances of the Electricity Consumers in U.T of A&N Islands, which has started functioning since 01.09.2010.

The Electricity Consumers and General Public are informed that counseling of the consumers will be held every day to impart education and awareness about the procedures for redressal of their grievances related to supply of electricity. These sessions shall be held daily from Monday to Friday (Excluding public holidays) in the Electricity CGRF building at Horticulture Road, Haddo (PO), Port Blair (Ph. No. 03192-244822) between 10.00 am to 12.00 noon.

Awareness & counseling shall be provided by the Chairman or the Member or the Secretary of the Electricity CGRF to persons or groups or NGOs.

However, the Electricity Consumers are informed that No counseling will be done about / on any matters pending in any judicial Forum.


(Manohar Singh)
Chairman,
Electricity CGRF,
A&N Administration,
Dated : 12/04/2011