

# **Consumer Grievance Redressal Forum and Ombudsman**

- KERC have formulated Regulation known as Karnataka Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) Regulations 2004 and made amendments to redress the complaints/ grievances of the electricity consumers of the State of Karnataka.

## **Objective of this Regulation:**

The objective of this Regulation is to protect the interests of electricity consumers and to give them an additional Forum to bring their complaints and grievances before the Forum and Ombudsman for quick Redressal.

**Consumer** means any person who is supplied with electricity for his own use by the licensee. The consumer can appear himself before the forum and there is no need to engage any advocate or any court fees to be paid.

**Complaint** means any grievance made by the consumer regarding supply of electricity by the licensee other than unauthorized electric supply under section 126, Offences and penalties under Section 135 to 139 and accident in the Distribution, supply or use of electricity under Section 161 of the Act.

**Complainant** means any consumer of electricity, any consumer association registered on the company Act, 1956, any other law / society authorized by the complainant.

**Forum** BESCO has established Consumer Grievance Redressal Forum (CGRF) in each Revenue District under the jurisdiction of BESCO for the benefit of its consumers in Bengaluru Urban, Bengaluru Rural, Ramanagara, Kolar, Chikkaballapura, Tumkur, Davanagere and Chitradurga districts. Every grievance lodged with the forum shall be in writing and in the prescribed format (Form-A\*).

The forum will meet at least once in a fortnight.

## **Composition of the Forum:**

The Consumer Grievance Redressal Forum will have THREE members. The Chairperson will be an officer of the licensee not below the rank of a Superintending Engineer (Ele.).

One member shall be Officer of the Licensee, not below the rank of Executive Engineer (Ele.).

Third member shall be nominated by the Commission from among persons who have experience or knowledge of Electricity sector/ Consumer Affairs.

The Third Member nominated by the Commission under Clause (c) of Sub-Regulation 3.2 of the KERC (Consumer Grievance Redressal Forum and Ombudsman) shall hold the office for a period of three years, unless he is disqualified under clause (i) to (vi) of regulation 3.6 of KERC Regulations, 2007 and he shall be paid such remuneration as may be determined by the Licensee.

The Members shall serve part-time for the hearing and disposal of the grievances filed before the Forum.

**Proceedings** of the forum will be conducted in public and the decision will be recorded in writing and communicated to both complainant and the licensee for compliance.

**Orders:** The forum will pass the Orders within 60 days from the date of admission of the complaint and the Orders issued by the forum shall be obeyed by the licensee.

**Ombudsman:** Complainant may make a representation against the Orders passed by the CGRF to Ombudsman in "Form-B" within 30 days from the date of the receipt of the Order of the forum. The Ombudsman may at his discretion condone the delay.

**What is Ombudsman?**

The Karnataka Electricity Regulatory Commission established an authority called as Ombudsman to deal with complaints relating to electricity matters. There will be one Ombudsman to the whole State of Karnataka.

The address, Phone No and e-mail details of Ombudsman are given below:

**The Electricity Ombudsman  
Karnataka Electricity Regulatory Commission,  
No.16 C-1, Miller Tank Bed Area,  
(Behind Jain Hospital), Vasanthanagara,  
Bengaluru-560 052.**

**Phone No.: 91-080-41692617**

**Tele-fax : 080 41692617**

**E-mail : ombkar@gmail.com**

**Duties of the Ombudsman:**

The Ombudsman will receive the representations against the Order of the Forum and try to settle the grievance by agreement through conciliation and mediation.

The Ombudsman shall complete the enquiry expeditiously and pass Orders within a period of TWO months from the date of receipt of the representation.

Every Order made by the Ombudsman shall be a speaking order

The Ombudsman shall arrange to send a copy of the Order to the Complainant and the Licensee for compliance.

**Grounds on which the Ombudsman can reject a representation:**

The Ombudsman may reject the representation:

If it is frivolous, vexatious and mollified.

If the representation is without any sufficient cause

If it is not being pursued by the Complainant with reasonable diligence

If there is no prima facie loss or damage or inconvenience caused to the complainant

**Time limit to pass Order:**

The Ombudsman shall complete the enquiry expeditiously and pass appropriate Order within a period of TWO months from the date of receipt of the representation.

In case there is delay in disposing of the complaint within TWO months, the Ombudsman shall record in writing, the reasons for the delay.

**Binding of Orders of the Ombudsman:**

The Distribution Licensee shall, comply with the Orders of the Ombudsman.

Prescribed format for making a representation to the Ombudsman:

Form-B is prescribed to make representation before the Ombudsman available with the Licensee (Electricity Company) or can be downloaded from KERC website: <https://karunadu.karnataka.gov.in/kerc>

• **Simple Procedure for Lodging Complaint/ Grievance and its redressal:**

- In the event of a complaint not being redressed satisfactorily (by the authority of the licensee), the Complainant shall submit his grievance to the Forum.
- Grievance Redressal Mechanism available next door.
- Every grievance lodged with the forum shall be in writing and in the prescribed format (Form-A).
- No need for consumer to engage advocate to defend his case before the CGRF.
- No need to pay Court fee for redressal of consumer grievance.
- Consumer himself can appear before CGRF or through his authorized representative to present his case.
- Simple procedures and decision on complaint within 60 days from the date of admission of the complaint and it will be heard once in 15 days.
- Proceedings of the forum will be conducted in Public and the decision will be recorded and communicated to the Complainant.

• **Appeal against the Orders of CGRF:**

- Any Complainant aggrieved by the Orders passed by the CGRF, may make a representation against the Orders passed by the CGRF to Ombudsman in “Form-B” within 30 days from the date of the receipt of the Order of the Forum.

**Details of Revenue Districts, Chairpersons, Members nominated by the BESCO, Members nominated by the KERC and Forum Head Quarters where Consumer can Lodge Complaints / Grievances:**

Name of the Revenue District	Name of the Chairperson of the Forum	Name of the Member nominated by BESCO	Name of the Member nominated by KERC	Forum's Head Quarter
Bengaluru Urban	Superintending Engineer (Ele.), West Circle, BESCO Mobile No. : 9449847999	Deputy Controller of Accounts, West Circle, BESCO Mobile No. : 9449877272	Sri. K S Mallappa Gowda Bengaluru Mobile No. 9448084539	West Circle office, BESCO, CA Site No. 05, West of Chord Road, 3 <sup>rd</sup> Stage , BhimaJyothi, HBCS Layout, Next to Chord Road Hospital, Basaveshwarnagar, Bengaluru-560 079. Phone No. : 080-23225161 Post Box No.: 7906

Bengaluru Rural	Superintending Engineer (Ele.), East Circle, BESCOM <b>Mobile No. :</b> 9449877999	Deputy Controller of Accounts, East Circle, BESCOM <b>Mobile No. :</b> 9449844865	Sri. B Bhagavan Bengaluru <b>Mobile No.</b> : 9448046184	#232,5 <sup>th</sup> main, 3 <sup>rd</sup> Cross, HRBR layout, next to Banaswadi Traffic Police Station, Banaswadi 2 <sup>nd</sup> block, Kalyan Nagar, Bengaluru -560 043 <b>Phone No. :</b> 080- 22863433
Ramanagara	Superintending Engineer (Ele.), Ramanagar Circle, BESCOM <b>Mobile No. :</b> 9449841655	Deputy Controller of Accounts, Ramanagara Circle, BESCOM <b>Mobile No. :</b> 9449841658	Sri. Gangadharaiah <b>Mobile No. :</b> 9844785666	TTMC Building Kengeri Bengaluru -560060 <b>Phone No. :</b> 080- 28488718 <b>Post Box No.:</b> 6031
Kolar	Superintending Engineer(Ele.), Kolar Circle, BESCOM <b>Mobile No. :</b> 9448279008	Deputy Controller of Accounts, Kolar Circle, BESCOM <b>Mobile No. :</b> 9448279579	Smt. R. Sukanya Kolar <b>Mobile No. :</b> 9901071533	Kolar Circle office, BESCOM, Kolar Main Road, Kolar- 563101 <b>Phone No. :</b> 08152 220641/220642 <b>Post Box No.:</b> 13
Chikkaballapura	Superintending Engineer (Ele.) (Office), Bangalore Rural Area Zone, BESCOM, Bengaluru. <b>Mobile No. :</b> 9448452103	Executive Engineer (Ele.), Chikkaballapura Division, BESCOM. <b>Mobile No. :</b> 9448279023	Sri. Karthik B.Y Chikkaballapura <b>Mobile No. :</b> 9880274342	Chikkaballapura Division office, BESCOM, Opposite to General post office Main Road, Chikkaballapura-562101 <b>Phone No. :</b> 08156 272671 <b>Post Box No.:</b> 10
Tumakuru	Superintending Engineer (Ele.), Tumkur Circle, BESCOM <b>Mobile No. :</b> 9448279006	Deputy Controller of Accounts, Tumkur Circle, BESCOM. <b>Mobile No. :</b> 9448279582	Sri. Shivashankar K N <b>Mobile No. :</b> 9880288830	Tumkur Circle office, BESCOM, Shivakumarswamy Circle, Kotithopu Road, Tumakuru-572102 <b>Phone No. :</b> 0816 2278599 <b>Post Box No.:</b> 108
Davanagere	Superintending Engineer (Ele.), Davanagere Circle, BESCOM <b>Mobile No. :</b> 9448279094	Deputy Controller of Accounts, Davanagere Circle, BESCOM. <b>Mobile No. :</b> 9448279581	Sri. R.Manjunath Davanagere <b>Mobile No. :</b> 08192-231651/52	Davanagere Circle Office, BESCOM, Hadadi Road, Davanagere 577002 <b>Phone No. :</b> 08192 263616 <b>Post Box No.:</b> 226
Chitradurga	Superintending Engineer (Ele.), (Office), Chitradurga Zone, BESCOM, Chitradurga <b>Mobile No. :</b> 9448279580	Executive Engineer (Ele.), Chitradurga Division, BESCOM. <b>Mobile No. :</b> 9448279014	Sri. D S Suresh Babu Chitradurga <b>Mobile No. :</b> 9481723111	Chitradurga Division office, BESCOM, Behind DC Office, Chitradurga- 577501 <b>Phone No. :</b> 08194 223125 <b>Post Box No.:</b> 26

**Information about the Forum and its working:**

It is the obligation of the Licensee to notify details of the Forum members, its officials, address, telephone numbers etc. often in the media. The Licensee shall also make available copies of the procedure for lodging complaints to the complainants free of cost.

The Bills issued by the Licensee shall carry the statement 'Complainants whose grievance is not redressed by the officials of the Licensee within three months may approach the Consumer Grievance Redressal Forum and Ombudsman thereafter'.

**Procedure to lodge complaints with the Forum:**

Initially consumer has to approach the officials of the Licensee and try to get their grievance redressed as per the Complaints Handling Procedure enclosed to this as Annexure-1

If there is no response or in case of inadequate response, consumers can lodge the complaint in the Consumer Grievance Redressal Forum.

The Complaint should be in writing duly filled in the prescribed format available with the Licensee (Form-A). It can also be downloaded from KERC website: <https://karunadu.karnataka.gov.in/kerc>.

In case the Forum needs any additional information or documents, the consumer has to furnish the same.

**Methodology to dispose off the complaint:**

After examining the complaints/grievances the Forum sends a copy of the complaint to the Licensee for its comments. In turn licensee should give its comments within 15 days. On receipt of the comments Forum will take up the case for hearing with an advance notice to the parties and upon hearing by both the parties' Forum will pass appropriate order within a maximum period of SIXTY days.

In the event of default in appearance of the parties the Forum shall pass an order on the basis of the merit of the case. The Forum shall be entitled to call for any information, call for any particulars or take evidence either oral or documentary from the Licensee or the Consumer. The order passed by the Forum will be communicated to both the parties. It is the responsibility of the licensee to implement the order passed by the Forum.

In case the consumer is not satisfied with the decision of the Forum, he is at liberty to go for appeal before the 'Ombudsman' within a period of THIRTY days from the date of receipt of the order.

**Annexure-1**

**Karnataka Electricity Regulatory Commission [Consumer Complaints Handling Procedure] Regulations 2004**

<b>Nature of Service</b>	<b>Standards of Performance (Indicative Maximum time limit for rendering service)</b>	<b>Amount payable to affected consumer</b>
<b><u>1. Normal Fuse-off</u></b>		
a) Cities and Towns	Within 6 hours	Rs.50 in each case of default
b) Rural areas	Within 24 hours	Rs.50 in each case of default

<b><u>2. Line Breakdowns</u></b>		
a) Cities and Towns	Within 6 hours (10 hrs if poles are broken down)	Rs.50 to each affected consumer
b) Rural areas	Within 24 hours in all cases	Rs.50 to each affected consumer
<b><u>3. Distribution Transformer Failure</u></b>		
a) Cities and Towns	Within 24 hours	Rs.50 to each affected consumer
b) Rural areas	Within 72 hours	
<b><u>4. Voltage Variations</u></b>		
a) Where no expansion or enhancement of network is involved	Within 7 days	Rs.50 in each case of default
b) Where up-gradation of distribution system is required	Within 120 days	Rs.50 in each case of default
c) Opening of neutral and voltage exceeding 2% of supply voltage	Within 6 hours in Cities Within 24 hours in Rural areas	Rs.50 in each case of default
<b><u>5. Meter Complaints</u></b>		
a) Inspect and check correctness	Within 7 days	Rs.50 in each case of default
b) Replace slow, creeping or stuck meters	Within 10 days	Rs.50 in each case of default
c) Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	Rs.50 in each case of default
d) Replace burnt meters in all other cases	Within 24 hours of payment of charges by consumer	Rs.50 in each case of default
<b><u>6. Application for new connection/ additional load</u></b>		
a) Release of supply where service is feasible from existing network.	Within one month of receipt of application. (as per section 43 of Act)	Rs.200 for each day of default
b) Release of supply where Network expansion/ enhancement required for providing connection	As specified by the Commission in KERC (Duty of the Licensee to Supply Electricity on request) Regulations 2004.	Rs.50 for each day of default in Case of LT and Rs. 500 for each day of default in case of HT & EHT.
c) IP sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed by the Government for the year)	Rs.50 for each day of default

<p><b><u>7. Transfer of ownership and Conversion of service</u></b></p> <p>a) Title transfer of ownership</p> <p>b) Change of category</p>	<p>Within 7 days of receipt of application</p> <p>- do -</p>	<p>Rs. 50 for each day of default</p>
<p><b><u>8. Conversion of LT single phase to LT three phase.</u></b></p> <p>Conversion from LT to HT and vice-versa</p>	<p>Within 30 days from the date of payment of charges</p>	<p>Rs. 50 for each day of default.</p>
<p><b><u>9. Resolution of Complaints on consumer's Bills.</u></b></p> <p>If no additional information is required</p> <p>If additional information is required</p>	<p>Within 24 hours of receipt of complaint</p> <p>Within 7 days of receipt of complaint</p>	<p>Rs. 50 for each day of default</p> <p>Rs. 50 for each day of default</p>
<p><b><u>10. Reconnection of supply following disconnection</u></b></p> <p>a) Towns and cities</p> <p>b) Rural areas</p>	<p>On the same day</p> <p>Within 24 hours of receipt of payment from consumer</p>	<p>Rs. 50 for each day of default</p> <p>Rs. 50 for each day of default.</p>
<p><b><u>11. Refund of Deposits</u></b></p>	<p>Within 60 days after receipt of request</p>	<p>Rs. 50 for each day of delay</p>
<p><b><u>12. Issue of certificates</u></b></p>	<p>On the same day of receipt of request</p>	<p>Rs. 50 for each day of default</p>