

The institutions for Grievance Redressal of electricity consumers envisaged in the Electricity Act 2003 namely Consumer Grievance Redressal Forums (CGRF) and State Electricity Ombudsman have come up in Kerala also. The primary objectives of this new set up is to improve the level of service to consumers and to safeguard the interests and rights of consumers.

Consumers can lodge grievances with the forum in writing in English/Malayalam in the form prescribed. The complaint can also be lodged through e-mail to the e-mail address of the forum.

KSEB has established 3 Consumer Grievance Redressal Forums one each at **Kottarakkara, Ernakulam and Kozhikode**.

The CGRF is a 3 member body headed by one Deputy Chief Engineer. The CGRF will issue their orders on the Petitions within 2 months.

The [State Electricity Ombudsman](#) is an independent authority appointed by Kerala State Electricity Regulatory Commission. He has jurisdiction through out Kerala and shall attend to the grievances of all the Licensees in the State.

The Ombudsman will not normally entertain complaints directly from the public. The Ombudsman is the Appellate Authority. The Consumers are to submit their Petitions to CGRF first. If the Consumer is not satisfied by the order he can make appeal to Ombudsman within one month. The Ombudsman shall issue orders on the Appeals within Three Months.

There is no provision for further appeals on the verdicts of Ombudsman. In other words the orders of Ombudsman are final.

Who can submit Complaint to CGRF and Ombudsman?

- Ø any consumer of electricity supplied by the licensee
- Ø applicants for new connections
- Ø voluntary electricity consumer associations/forums/other body corporate or group of electricity consumers including the Central Government or State Government

Who is a Consumer?

- Ø Any person who is supplied with electricity or connected to the lines for his own use
- Ø or a person whose electricity supply is disconnected by a licensee
- Ø or the person who has applied for connection for receiving electricity from a licensee

What is meant by a Complaint?

Any grievance made by a complainant in writing on:

- (i) Defect or deficiency in electricity service provided by the Licensee
- (ii) Unfair or restrictive trade practices of licensee in providing Electricity services
- (iii) Charging of a price in excess of the price fixed by the Commission for supply of electricity and allied services
- (iv) Errors in billing
- (v) Erroneous disconnection of supply
- (vi) Electricity services which are unsafe or hazardous to public life in contravention of the

provisions of any law or rule in force or

(vii) Any other grievance connected with the supply of electricity by the licensee

Except those related to the following:

- (1) Unauthorized use of electricity as provided under Section 126 of the Act; (artificial / unauthorized means, tampered meter, unauthorized purpose / extension)
- (2) Offences and penalties as provided under Sections 135 to 139 of the Act (theft of electricity, material etc)
- (3) Accident in the distribution, supply or use of electricity under Section 161 of the Act.

What is meant by Defect ?

Any fault, imperfection or shortcoming in the quality, quantity, purity or standard of service, equipment or material in relation to electricity service shall be considered as defect in service.

What is meant by Deficiency ?

Ø Any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance, in relation to electricity service or performance standard

Ø Violations of Electricity Supply Code, contraventions of Act, Rules or Regulations made there under with regard to consumer interest

Electricity Service means Electricity Supply, metering, billing, maintenance of supply, maintenance of distribution system and all other attendant sub Services.

CGRF Procedures

Every grievance lodged with the Forum shall be in Form A .This Form can be downloaded from here. **{jd_file file==241}**

CGRF issues orders within a period of 2 months from the date of admission.

Any Complainant aggrieved by the order made by the Forum may make a representation against such order to the Ombudsman, within a period of thirty days from the date of receipt of the order.

The disposal of appeal petitions by Ombudsman

Appeal has to be made in Form- B .Copies of the complaint filed with the CGRF, verdict of CGRF and all the related documents should be attached with it.

The Ombudsman issues verdict within a period of 3 months from the date of receipt of the representation.

There are no Fees for the Petitions and appeals. No stamp duty or other costs. The Petitioner himself or any representative can appear before CGRF and Ombudsman. Advocates need not be engaged in all the cases.