

Disputes in Bills

Thursday, 04 March 2010 12:06

Any complaint with regard to the accuracy of an electricity bill shall be brought to the attention of the Billing Branch of the Concerned Electrical Section. Revised bill will be issued, if found necessary, after verification of bonafides of the complaint. In case of calculation errors, corrected bill will be issued on the same day. It may please be noted that the bill amount should be paid on or before the due date originally fixed and adjustment if any, will be made only on subsequent bills.

Consumer has the right to prefer application against decision of the Board to [Consumer Grievance Redressal Forum \(CGRF\)](#) and further to appeal to the [Ombudsman](#).