

REDRESSAL FORUM

What is the Redressal Forum?

- Redressal forum is a body independent of the distribution Licensee, set up to resolve consumer disputes/grievances. The Forum has been established in compliance with the provisions of Section 42(5) of The Electricity Act, 2003 and Notification No.11 of 2005 "Establishment of Forum for redressal of Grievances of Consumers Regulations" (the "Forum") issued by the Hon'ble Gujarat Electricity Regulatory Commission under the said Act.

Who can approach the Redressal Forum ?

- Any complainant can approach the forum in case the Licensee fails to register the complaint or resolve the complaint in a satisfactory manner as prescribed in the Standards of Performance defined by the Hon'ble GERC.
- The Consumer shall not be entitled to approach the Forum in the following cases.
 - In cases where proceedings in respect of the same matter and between the same Complainant and the Licensee, are pending before any court, tribunal, arbitrator or any other authority, or a decree or award or a final order has already been passed by any such court, tribunal, arbitrator or authority; and
 - In cases which fall under the Sections 126, 127, 135 to 139, 152 and 161 of the Electricity Act, 2003.
 - In cases where the Complaint/Grievance has been registered two years after the Date on which the cause of action has arisen.

How to approach the Forum ?

The complaint to the Forum can be sent through any written mode (Letter/Fax/Email etc). There is no prescribed format for the same.

The Forum will provide the complainant an acknowledgement for the complaint made immediately if complaint is made in person and within two working days of the receipt of complaint if made through post/email/fax/contact centers.

The Forum shall provide time frames for redressal of grievance subject to the maximum time frame of 45 days from the date of receipt of the grievance.

To facilitate consumer, we have established area wise Consumer Grievances Redressal Forum. The consumer of the concerned area can lodge their complain first to our Deputy Engineer (O&M) S/Dn of local area and if complain is non-redressed then consumer can approach the Forum.

Ombudsman:

If the Consumer/Complainant is aggrieved by the order or non-redressal of the Grievance by the Forum(s) within the period specified, such aggrieved Consumer/Complainant may make a representation to the Ombudsman within a period of thirty (30) days from the date of the final order of the Forum; or the expiry of the period specified for redressal.

Electricity Ombudsman:

**Office of the Electricity Ombudsman
Barrack No 3, Polytechnic Compound,
Ambawadi, Ahmedabad-380015
Phone:- (079) 26302689
Email: ombudsman@gercin.org**