

Frequently Asked Questions (FAQ) regarding
Consumer Grievance Redressal Forums (CGRFs)

Q1. What is Consumer Grievance Redressal Forum or CGRF?

Answer: Consumer Grievance Redressal Forum or CGRF is a forum constituted by the Distribution Licensee in compliance to the UPERC (Consumer Grievance Redressal Forum) Regulations 2022 notified on 21-07-2022 in exercise of the power conferred on it by sub-section (5) to (8) of Section 42 of the Electricity Act, 2003. The forums established under these Regulations shall entertain complaints of the consumers/complainants, who are supplied or to be supplied electricity within the area of respective forums depending upon the nature of the complaint as specified in **Answer 4** below.

Q2. Who can approach the Consumer Grievance Redressal Forum or CGRF?

Answer. An electricity consumer, who is aggrieved by the failure of the Distribution Licensee to provide the specified or agreed electricity service as specified in the Supply Code and Standard of Performance Regulations giving rise to a complaint, may approach the Consumer Grievance Redressal Forum.

Q3. How to locate and contact the office of the appropriate Consumer Grievance Redressal Forum?

Answer. The complete details of Company/ Zone/ Circle level CGRFs constituted by the Distribution Licensees (Discoms) are available at their website under the heading "CGRF". These details include the address, contact No. and the Email of each CGRF along with details of their members and also the names of Zones/ Circles/ Divisions which come under their jurisdiction.

Q4. Which level of Consumer Grievance Redressal Forum to approach for the redressal of grievance?

Answer. The consumer shall register its complaint at circle/ zonal/ company level forums depending upon the nature of complaint as provided under:

| S. No. | Level of Forum | Nature of Complaint |
|--------|----------------|--|
| 1. | Circle Level | <ul style="list-style-type: none"> • Quality of Supply <ul style="list-style-type: none"> ○ Hours of Power Supply ○ Restoration of Supply ○ Interruption /Failure of Power Supply • For all loads: new connection/ additional load • Reconnection of supply following disconnection. • Disputes related to bills and assessments upto Rs. 15 Lakhs. • Payment of interest on security deposit • Change of Distribution Transformer • Change of Power Transformer • Shifting of Lines/Service lines • All Meter related complaints including <ul style="list-style-type: none"> ○ Meter Reading ○ Replacement of defective meter after test report ○ Replacement of burnt meter • Permanent Disconnection of supply (Refund of security deposit and issue of no dues certificate) • Temporary Disconnection <p>Complaints regarding expansion/augmentation of network required</p> |
| 2. | Zonal Level | <ul style="list-style-type: none"> • Disputes related to bills and assessments equal to and greater than Rs. 15 lakhs and less than Rs. 1 Crore |
| 3. | Company Level | <ul style="list-style-type: none"> • Standards of Performance related issues • Complaints related to functioning and performance of Call Centre • Disputes related to bills and assessments equal to and greater than Rs. 1 Crore • Any consumer aggrieved by the decision of the lower forums may approach the company level forum |

However, where the CGRFs at circle or zonal levels have not been established, the complaints shall be forwarded to zonal / company level CGRF.

Q5. What is the prescribed 'Fee' for filing a complaint with the CGRF?

Answer. Complaint shall be accompanied by a fee as specified in table below through cash or Indian postal order or demand draft or banker's

cheque or Electronic Fund Transfer or any other instrument specified by the licensee:

| Type of consumer category | Fees |
|----------------------------|-------------------------------------|
| Agricultural & Residential | Rs. 25 per KW (Max of Rs. 50) |
| Commercial | Rs. 100 per KW (Max of Rs. 1000) |
| Small & Medium Industries | Rs. 75 per KW (Max of Rs. 750) |
| Large & Heavy Industries | Rs. 100 per KW (Max of Rs. 1000) |
| Others | Rs. 50 per KW (Max of Rs. 500) |

Q6. If a consumer is aggrieved by the decision of the CGRF or if the forum does not redress the grievance within a time frame, what remedy does he/she have?

Answer. The consumer may make representation within 30 days in case he is aggrieved by the decision of forum or when the forum in their original jurisdiction has failed to redress the grievance within the specified period of 45 days, as provided under:

| Original Decision | jurisdiction for Representation |
|--------------------------|--|
| circle/zonal level forum | company level forum or Electricity Ombudsman |
| company level forum | Electricity Ombudsman |

Further, if the matter is not decided by the Company level forum having jurisdiction of representation within the specified time of 45 days or if the consumer is aggrieved by the decision of Company level forum for the representation, the consumer may prefer a representation with Electricity Ombudsman within 30 days.

Q7. How can I get a copy of the Order of the Forum?

Answer. Any person may obtain copy of the Orders of the forum on payment of Rs.2/- per page.

Q8. What kind of complaints can not be filed with CGRFs?

Answer. a) The forum shall not entertain a complaint, if it pertains to matters related to assessment in case of unauthorized use of electricity, appeal in case of assessment, theft of electricity and electricity materials, issues related to interference with meter and works of licensee, even if done negligently, matters related to compounding in case of electricity theft, or issues related to electricity accidents.

b) The forum shall not entertain a complaint if it pertains to the same subject matter for which any proceedings before any competent court, authority or any other forum is pending or a decree, award or a final order has already been passed by any competent court, authority or forum.

c) The forum may not entertain a complaint in cases where the complaint has been submitted three years after the date on which the cause of action had arisen.

Q9. What is the time limit for adjudication?

Answer. Every Complaint shall be heard as expeditiously as possible. The forum shall adjudicate upon a Complaint by a speaking order at the earliest and preferably within 30 days but not later than 45 days from the date of receipt of complaint by the forum.

Q10. What if the complaint is not adjudicated/ disposed of within the specified time limit?

Answer. The consumer may make representation to the higher level forum or Electricity Ombudsman when the forum in their original jurisdiction has failed to redress the grievance within the specified period of 45 days.

Q11. If the Order of the CGRF is not complied by the Licensee/ Discom, what should I do?

Answer. The order of the forum shall be communicated to the complainant and Distribution Licensee in writing within 7 working days and the parties to the dispute shall comply with the decision of the forum within 30 days of the receipt of the order. If the Order of the CGRF is not complied by the Licensee within the specified time limit, the complainant can file a complaint under Section 142 of the Electricity Act, 2003 with U.P. State Electricity Commission.