

Complaint Redressal Mechanism under the Electricity Act, 2003.

Nature of complaints :

Normally a consumer has complaint regarding...

- Billing
- Estimate for new connection or extension of load.
- Non- release of connection.
- Disconnection.
- Reconnection of service.
- Meter related complaints.
- Interruption in power supply.
- Quality of power supply.
- Delay in any service from licensee.
- Safety related complaints.
- Breach of rules and regulations by licensee.

According to the Electricity Act, 2003 and Regulations made there under, step by step legal remedies available to the consumer are :

Licensee's internal redressal system :

A consumer having any of the above complaints should approach Licensee's internal redressal system sequentially i.e. on failure or non-response by the lower level, higher level should be approached.

1. Local office or the licensee.
2. Office in-charge of Division.
3. Office in-charge of Circle.

Consumer Grievances Redressal Forums :

If the complaint is not resolved, then he may file a complaint against concerned forum of licensee in the area of consumer.