

## Procedure for Redressal of Consumer Grievances

### 1.0 SYNOPSIS

TPC believes in maintaining a strong and sustained relationship with all its consumers. This enables TPC to interact with its consumers in addressing their issues on metering, billing, quality and reliability of power supply, clarifications regarding frequently asked questions (FAQ), issues related to safety in the use of electricity.

TPC also has evolved a procedure for promptly attending to consumer's grievances in respect of power supply and commercial issues. This is done by setting up a **Consumer Grievance Redressal Forum**.

Further, Maharashtra Electricity Regulatory Commission (MERC) has issued the Final Regulations dated 20<sup>th</sup> April 2006 on the Consumer Grievance Redressal Form & Electricity Ombudsman Regulations, 2006 (**CGRF & O Regulations 2006**).

In terms of Clause 3.3 of the above regulations, TPC needs to publish its rules and procedures for redressal of consumer grievances and shall be made available to public in English and Marathi at all Cash Collection Centres and offices of TPC. The Licensee is required to finalise the same after obtaining the comments from its consumers.

As per Clause 4 of the MERC regulations, Licensees are required to establish a Forum for redressal of consumer grievances.

### 2.0 A set up of the procedure for Redressal of consumer grievances in TPC is given under:

#### **SET UP IN TPC TO ADDRESS THE GRIEVANCES OF CONSUMERS**

TPC has established a Call Centre facility (24 x 7) for effectively resolving the consumer complaints.

The Telephone Nos. of TPC's Call Centre is as follows:

Toll-free No. : 1 – 800 – 22 – 7575  
Direct Line : 25774824 / 25774825 / 65050525 (Tata Indicom)

The Telephone Nos. of TPC's Load Despatch Department & Receiving Stations are given below:

Load Despatch Department (Trombay) : 66687091/66687093  
Centralised Control Room (Dharavi) : 66668202/24022873

### **Main Receiving Stations (Control Room)**

Dharavi : 66668033  
Borivli : 28863303  
Carnac : 66658675

Complaints are categorised into 2 groups. Technical and Commercial or Billing related complaints.

## **3.0 PROCEDURE FOR ATTENDING COMPLAINTS**

### **3.1 Technical**

- a) Power supply interruptions
- b) Voltage fluctuations
- c) Fuse blowing at consumer's end

On receipt of a complaint at the Call Centre for non-availability of power supply to his premise, the Call Centre registers his/her complaint and gives a complaint number. At the time of complaint receipt, the time and details of complaint, etc. is logged by the Call Centre Executives in the Web based Complaint Management system. The Call Centre, immediately thereafter, contacts the concerned TPC's divisional representative forwarding the complaint details and follows-up on the status of the resolution of any technical complaint.

Subsequently, the Call Centre checks with the customer on restoration of power supply and close the complaint.

HT consumers can also make a complaint call to the respective Receiving Station / CCR staff directly. Such complaints are also resolved in a stipulated time by the respective TPC's divisional staff and consolidated in the MIS of the Call Centre.

### **3.2 Commercial**

The commercial complaints received through the Call Centre as well as directly through letters, e-mails or oral complaints are attended promptly by the Consumer Relations Department's (CRD) designated representatives. The feedback on any complaint is given back to consumers through the Call Centre or directly. TPC resolves most of the commercial complaint/querie in respect of bills, reconnection of power supply, etc on the same day.

## **4.0 SERVICE STANDARDS**

### **4.1 Technical**

The following is the stipulated service standards for restoration of power supply in the event of the following.

	<b>TPC's Std</b>	<b>MERC's Std</b>
a) Fuse blowing	30 minutes	4 hrs
b) Overhead line breakdown	4 hours	6 hrs
c) Underground Cable faults	10 hours	12 hrs
d) Distribution transformer failure	24 hours	24 hrs
e) Restoration of power supply in case of burnt meter	8 hours	24 hrs

**NOTE:**

- 1) In the case of cable faults for HT/LT, power supply to the consumer is restored either 100% or with restricted load from an alternate source, based on the network design within four hours.

However, the time taken to rectify the faulty cable may be about 7 days, depending largely on the time taken to obtain BMC permissions for excavation.

- 2) In the case of substation failure viz. transformer/RMU failure, the consumer may lose power supply for a maximum duration of 48 hrs.
- 3) TPC is constantly in the endeavour to rectify the defects in the power supply arrangements and provide relief as regards power supply to consumers.
- 4) Since 1997, on 9 instances of system disturbances, TPC has always successfully isolated. Thus TPC ensures 100% reliability to all its customers.

**4.2 Commercial complaints**

		TPC's Std	MERC Std
a)	Reading of consumer's meters	Once every month	Once every two months
b)	For change of name after receipt of request along with complete supporting documents.	Next billing cycle	Second billing cycle
c)	Reduction in Contract demand / sanctioned demand	Second billing cycle	Second billing cycle
d)	Change of tariff category	Second billing cycle	Second billing cycle
e)	Payment of final dues to the consumer from date of receipt of application for closure of account	30 days	30 days
f)	Reconnection of power supply to a consumer who has been disconnected for less than six (6) months	24 hrs	24 hrs

**5.0 Escalation Mechanism**

TPC has a structured **Escalation Mechanism** in place to ensure timely resolution of customer complaints.

**6.0 INTERNAL GRIEVANCE REDRESSAL (IGR) CELL**

In case the consumer complaint is not resolved for a period of 30 days or if customer is not satisfied with the resolution of the complaint, the consumer may approach the **INTERNAL GRIEVANCE REDRESSAL (IGR) CELL** of TPC. The consumer may either submit in writing or e-mail ([igr.grievance.cell@tpc.co.in](mailto:igr.grievance.cell@tpc.co.in)) details of the complaint to IGR Cell.

The details of the members of IGR Cell is as under:

**For Commercial Complaints** – Mr. K N Pandya, Sr.Manager(Commercial)

Tel. no.66658491, Fax no. 66658620

The Tata Power Company Limited  
Corporate Center, 'B' Block, 2<sup>nd</sup> floor,  
34, Sant Tukaram Road, Carnac Bunder,  
Mumbai – 400 009.

**For Technical Complaints** – Mr. H D Thaker, Sr.Manager(T&D)

Tel. no. 67172414 , Fax no. 66668012

The Tata Power Company Limited  
Dharavi Receiving Station,  
Matunga, Near Shalimar Industrial Estate,  
Mumbai – 400 019.

## 7.0 CONSUMER GRIEVANCE REDRESSAL FORUM

### 7.1 Consumer Grievances Redressal Forum (CGFR)

In case the consumer is not satisfied with Internal Grievance Redressal (IGR) Cell of Distribution Licensee, then he may approach the **Chairman of the Grievance Redressal Forum** initiated **Under Section 4** of the final regulation of Maharashtra Electricity Regulatory Commission dated 20.04.2006 as per the format schedule 'A' of the final Regulation. The copy of the same is available at TPC's offices or can be downloaded from TPC's Consumer Information Portal website <http://www.cip.tatapower.com>.

The details of the office of the Redressal Forum is given under:

Mr L K Wasnik  
Chairman  
Consumer Grievances Redressal Forum  
The Tata Power Company Limited  
Corporate Center, 'B' Block  
34, Sant Tukaram Road, Carnac Bunder  
Mumbai 400 009  
Ph. 66658491  
Fax: 6665 8620  
E-Mail: [grievance.cell@tpc.co.in](mailto:grievance.cell@tpc.co.in)

The Forum shall complete the enquiry and will pass the order on the Grievance for its redressal within a maximum period of two months from the date of receipt of the Grievance by the Forum.

## 7.2 Electricity Ombudsman

If the consumer desire to challenge the Forum's order, then he could make a representation for redressal of his grievance to the Electricity Ombudsman in writing in the form specified and set out in Schedule 'B' of the Regulation within sixty (60) days from the date of the order of the Forum. The copy of the same is available at TPC's offices or can be downloaded from TPC's Consumer Information Portal website <http://www.cip.tatapower.com>.

The details of the office of the Electricity Ombudsman is given under:

Secretary  
The Electricity Ombudsman  
606, "Keshava", Bandra-Kurla Complex  
Bandra (East)  
Mumbai 400 051  
Ph. 26592965

The Ombudsman shall complete the enquiry and will decide the representation within a period of two months from the date of receipt of the representation by the Electricity Ombudsman.

**Schedule A**  
**APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE**

**Date** \_\_\_\_\_

1. NAME OF THE CONSUMER \_\_\_\_\_
2. FULL ADDRESS OF THE CONSUMER \_\_\_\_\_  
PIN CODE \_\_\_\_\_  
PHONE NO. \_\_\_\_\_  
FAX NO \_\_\_\_\_  
EMAIL ID \_\_\_\_\_
3. PARTICULARS OF CONNECTION AND CONSUMER NO.  
*(Please state nature of connection)*  
\_\_\_\_\_
4. DISTRIBUTION LICENSEE \_\_\_\_\_
5. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE  
  
*(If space is not sufficient please enclose separate sheet)*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER  
TO THE DISTRIBUTION LICENSEE (INTERNAL GRIEVANCE REDRESSAL CELL)  
\_\_\_\_\_
7. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY  
*(If remedy has been provided, please enclose relevant communication from the  
Distribution Licensee)*
8. NATURE OF RELIEF SOUGHT FROM THE FORUM  
\_\_\_\_\_  
*( Please enclose any proof to support claim, if any)*
9. LIST OF DOCUMENTS ENCLOSED  
*(Please enclose copies of any relevant documents which support the facts giving rise to  
theGrievance)*

10. DECLARATION

- (a) I/ We , the consumer /s herein declare that:
  - (i) the information furnished herein above is true and correct; and
  - (ii) I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.
- (b) The present Grievance has been intimated to the Distribution Licensee in the form and manner and within the time frame prescribed by the Distribution Licensee and I/ We am/are not satisfied by the remedy provided by the Distribution Licensee or no remedy was provided within a period of two (2) months from the date of original intimation.
- (c) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.
- (d) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.
- (e) The subject matter of my / our Grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator .

Yours faithfully

(Signature)  
(Consumer's name in block letter)

**NOMINATION** – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt ..... , who is  
 not an Advocate and whose address is  
 .....  
 .....as my/our REPRESENTATIVE in the proceedings  
 and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us.  
 He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)

**Schedule B**

**REPRESENTATION BEFORE ELECTRICITY OMBUDSMAN**

No. \_\_\_\_\_ of year \_\_\_\_\_

**Date** \_\_\_\_\_  
**(TO BE FILLED UP BY OFFICE)**

**To**  
**The Electricity Ombudsman**  
(Address)

Dear Sir,

***SUB: please make a mention of the order of the Forum from which a representation to the Electricity Ombudsman is being made***

Details of the Grievance are as under:

1. NAME OF THE CONSUMER \_\_\_\_\_
2. FULL ADDRESS OF THE CONSUMER \_\_\_\_\_  
PIN CODE \_\_\_\_\_  
PHONE NO. \_\_\_\_\_  
FAX NO. \_\_\_\_\_  
EMAIL ID \_\_\_\_\_
3. NAME AND FULL ADDRESS OF THE DISTRIBUTION LICENSEE, PIN CODE, PHONE NO. / FAX NO. \_\_\_\_\_
4. NAME AND FULL ADDRESS OF THE FORUM, PIN CODE, PHONE NO. / FAX NO. \_\_\_\_\_
5. PARTICULARS OF CONNECTION AND CONSUMER NO.  
(Please state nature of connection)  
\_\_\_\_\_
6. DATE OF SUBMISSION OF GRIEVANCE BY THE CONSUMER TO THE FORUM \_\_\_\_\_  
(Please enclose three copies of the Grievance)
7. SUBJECT MATTER OF THE REPRESENTATION \_\_\_\_\_

8. DETAILS OF THE REPRESENTATION, FACTS GIVING RISE TO THE REPRESENTATION

*(If space is not sufficient please enclose separate sheet)*

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9. Whether the consumer has received the final decision of the Forum ?  
*(If yes, please enclose three copies of the Forum s order conveying its final decision)*

10. NATURE OF RELIEF SOUGHT FROM THE ELECTRICITY OMBUDSMAN

*( Please enclose three copies of documentary proof, if any, in support of your claim)*

11. NATURE AND EXTENT OF MONETARY LOSS, IF ANY, CLAIMED BY THE CONSUMER (IF ANY) BY WAY OF COMPENSATION

Rs \_\_\_\_\_

*(Please enclose documentary proof, if any, to show that such loss is actual loss caused as a direct consequence of alleged act, omission or commission of the Distribution Licensee)*

12. LIST OF DOCUMENTS ENCLOSED

*(Please enclose three copies of all the documents which support the facts giving rise to the Representation)*

13. DECLARATION

(a) I/ We , the consumer /s herein declare that:

- (i) the information furnished herein above is true and correct; and
- (ii) I/ We have not concealed or misrepresented any fact stated in hereinabove and the documents submitted herewith.

(b) The subject matter of my / our representation has never been brought before the Office of the Electricity Ombudsman by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/our knowledge.

(c) The subject matter of my / our representation has not been settled through the Office of the Electricity Ombudsman in any previous proceedings.

- (d) The subject matter of the present representation has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Consumer's name in block letter)

**NOMINATION** – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Electricity Ombudsman or to the Office of the Electricity Ombudsman, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt..... who is not an Advocate and whose address is .....as my/our

REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)