



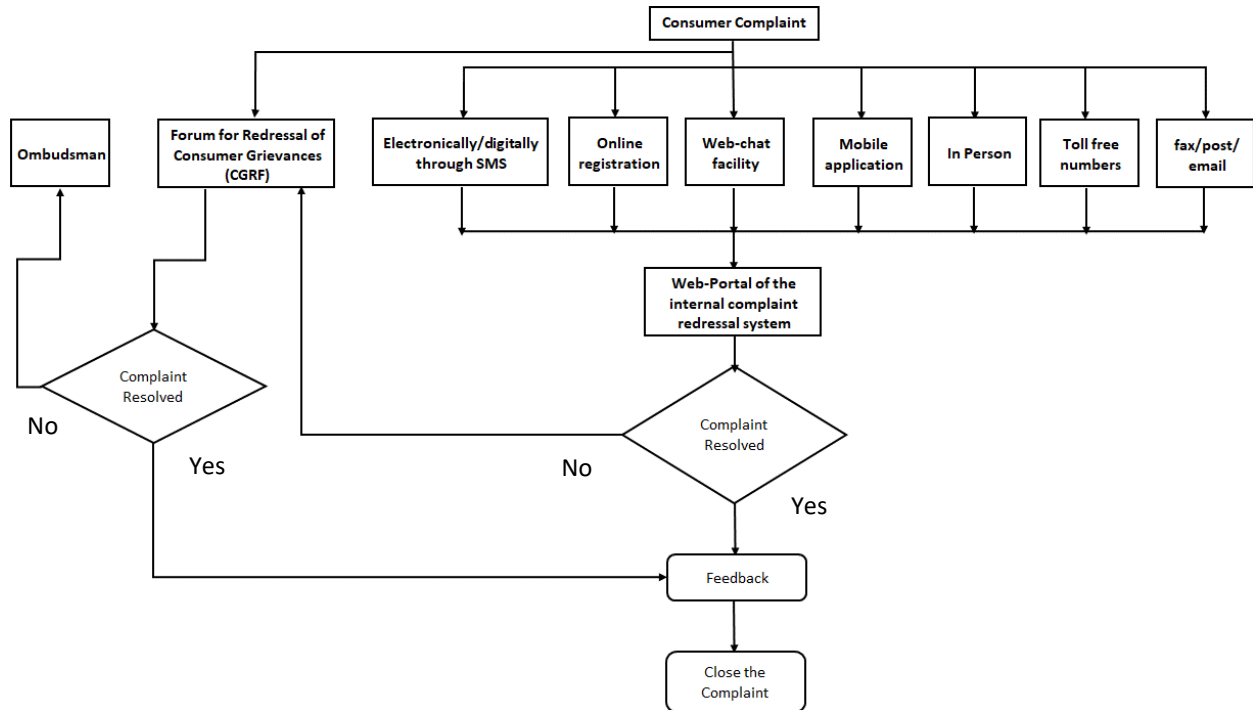
Procedure for Consumer Grievance Redressal as per MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 notified on 21st September 2020

A. The objective of these Regulations:

MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 notified on 21st September 2020 inter alia provides guidelines to the Distribution Licensees in the State of Maharashtra for establishing Forum(s) for Redressal of Grievances of consumers. The objective of this regulation is to protect the interest of consumers, inform consumers of their rights, to facilitate and expedite the redressal of Grievances and ensure that consumers can also have a remedy in the event of failure or delay on the part of the Distribution Licensee in redressing their complaints. To address these objectives, in accordance with this regulation, The Tata Power Company Limited – Distribution Business (herein after referred to as “Tata Power-D”) has established a Forum for redressal of consumer grievance.

B. The assistance available from the Forum:

As specified in the MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020, Tata Power-D has established a web portal for resolution of consumer’s complaints and a Forum for Consumers Grievance Redressal system. The detailed flowchart of the redressal mechanism is as follows -



As a part of internal complaint redressal system Tata Power-D has developed a web -based portal whereby consumers can register their complaints through following ways –

- I. electronically/digitally through SMS,
- II. online registration,
- III. web-chat facility and
- IV. mobile application.
- V. In person or through his duly authorized representative at the nearest complaint receiving Centre.
- VI. Through post/email or fax
- VII. Through toll free numbers

The complaints registered in person, through toll free telephone numbers, post/email or fax will be integrated by complaint handling system through consumer call centers.



C. The introduction to newly developed web-based system of Tata Power-D is as below –

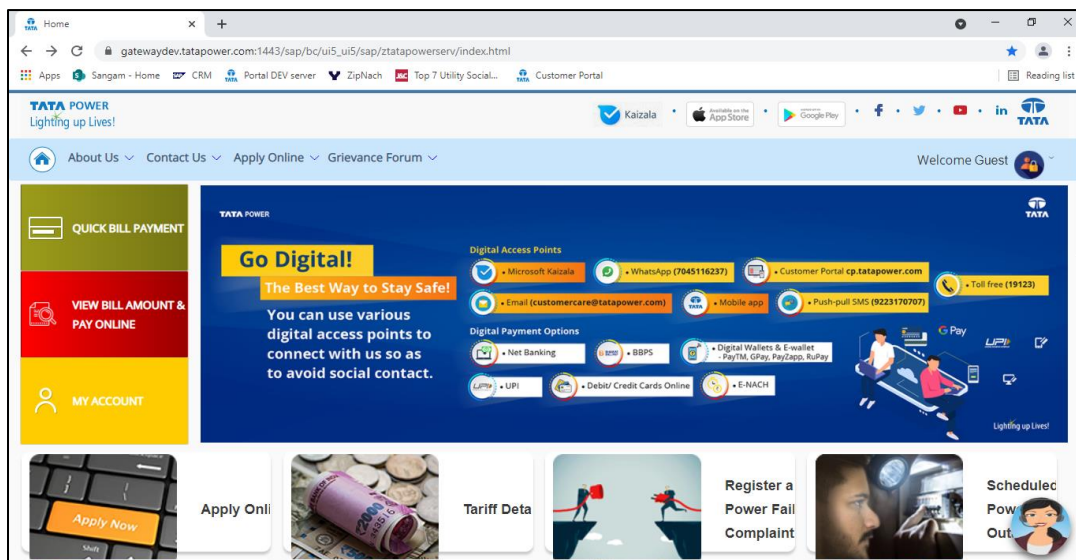
The newly developed web-based portal is in line with MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020

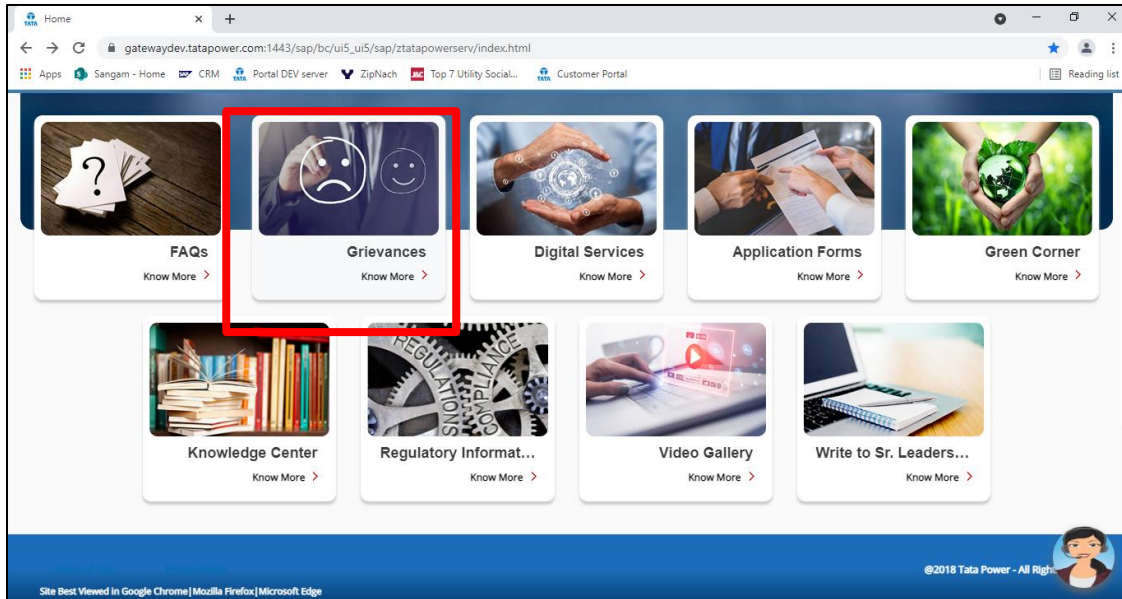
- 1) The web- based portal of Tata Power-D for registering the complaint with the internal complaint redressal system of distribution licensee or CGRF will be accessible for consumers through Home page of Tata Power’s customer portal on the following link –

<https://cp.tatapower.com>

- 2) On the home page of Customer Portal, consumer has to scroll down and click on Grievances tab on Home page, which will be directed to the ‘Grievances’ page. The screenshot and link for grievance screen is as below–

https://cp.tatapower.com/sap/bc/ui5_ui5/sap/ztatapowerserv/index.html#/Grievances

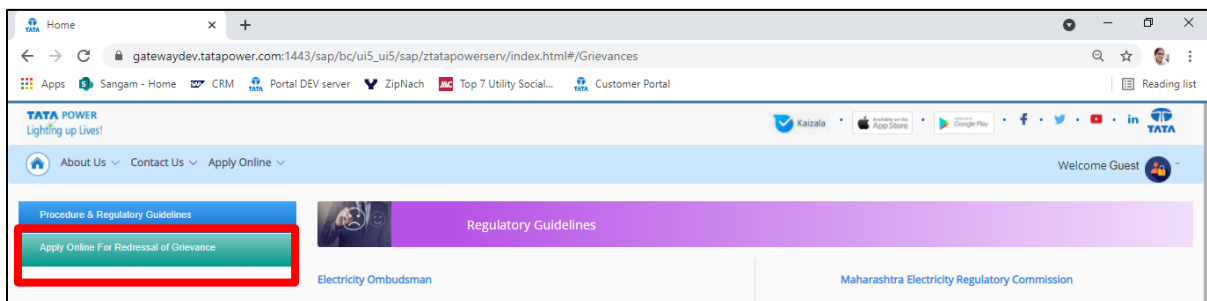




3) Under the 'Grievances' consumer will be able to see following four headings –

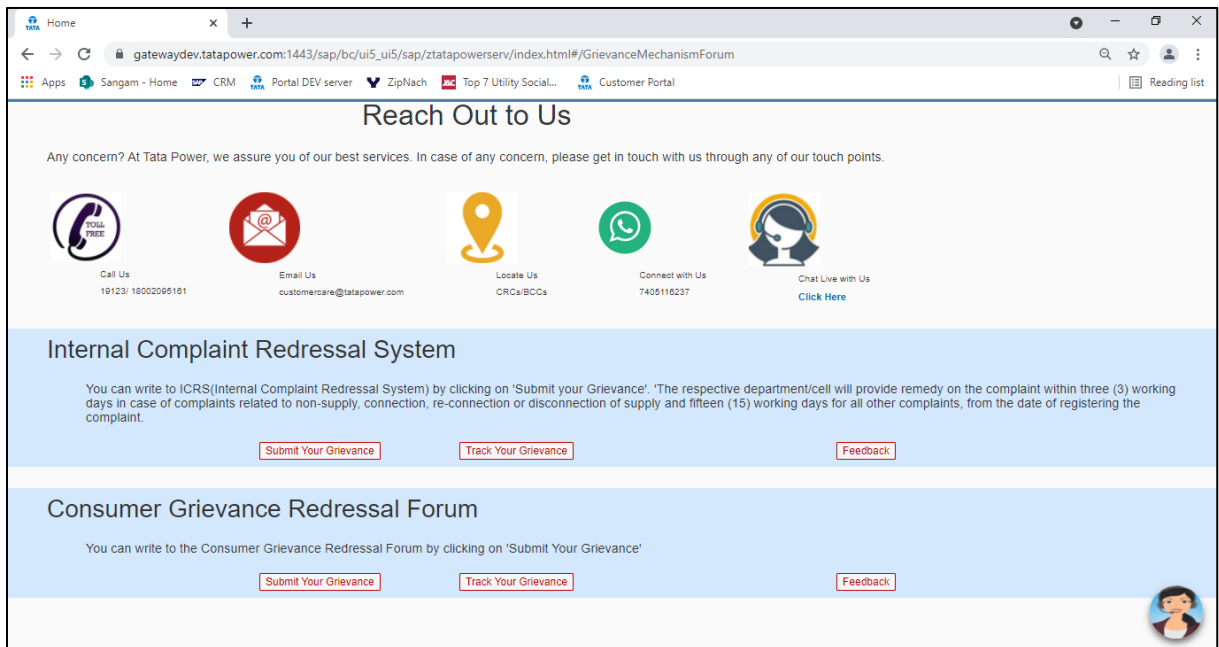
- a) Procedure and Regulatory Guidelines.
- b) Apply online for Redressal of Grievance.

4) For registering the complaint online, the consumer has to click on 'Apply Online For Redressal of Grievance'





- 5) In the next screen, for registering the complaints the consumer will be able to see all touch points such as toll free number, email address, Customer Relation Center (CRC) & Bill Collection Center (BCC), whatsapp chat facility, web chat facility , Internal complaint redressal system (ICRS) & Forum for Redressal of Consumer Grievances (CGRF) etc. The screenshot of the same is as shown below:



- 6) Clicking on Email Us will open 'Write to Customer Care' page as shown below –



gatewaydev.tatapower.com:1443/sap/bc/ui5_ui5/sap/ztatapowerserv/index.html#/Writetocustomer/CP

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Reading list

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About Us Contact Us Apply Online Grievance Forum Welcome Guest

Write to Customer Care

Query/Complaints/Request Form (For Mumbai Consumer Only)

* Indicates Mandatory fields

Consumer Number: 500000001290 Enter

Consumer Name: Landline Number: Email ID:

Consumer Category: Residential

Mobile Number:

Query Category: ☐ Query ☐ Complaint ☐ Request

Please describe your query/complaint:

SUBMIT

For any requests/complaints pertaining to Tata Power Delhi Distribution Ltd (TPDDL), the consumers may please mark their mail to ccag@tatapower-dcl.com OR at TPDDL website with <http://www.tatapower-dcl.com/> to enable timely resolution. TPDDL has an independent Complaint Management Process to ensure complaint resolution in line with regulations and customer satisfaction.

gatewaydev.tatapower.com:1443/sap/bc/ui5_ui5/sap/ztatapowerserv/index.html#

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7) Clicking on Locate Us will open 'Customer Relation Center (CRC) And Bill Collection Center (BCC)' screen, as shown below –

gatewaydev.tatapower.com:1443/sap/bc/ui5_ui5/sap/ztatapowerserv/index.html#/ContactUs6

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About Us Contact Us Apply Online Grievance Forum Welcome

Call Center

CRC & BCC

Customer Care

Head Customer Relationship Management

Vigilance

Customer Relation Center (CRC) And Bill Collection Center (BCC)

Note

- For payments kindly visit our Bill Collection Center (BCC) or nearest Customer Relation Center (CRC)
- For any query/request/complaint please visit us at your nearest Customer Relation Center (CRC)
- Office Time: 9am to 5pm (Lunch: 2pm - 2.30pm), 2nd & 4th Saturday: 9am to 1pm
- Working Days: All days except Sundays & holidays

Select Location

Andheri

Type of Center	Address	Google Map Location
BCC	Tata Power Bill Collection Centre, Reservoir Plot, Manoj Pipeline, Near Kotak Mahindra Bank, Andheri E, Mumbai-400072 Landmark - Near Kotak Mahindra bank	
CRC	Tata Power Customer Relations Centre, Shop No 07, 7A, Shri Hari Cooperative Society, RTO Road, Andheri W, Mumbai-400053 Landmark - Next to Ambedkar hall	

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8) Clicking on 'Chat Live with us' will open 'live webchat' screen as shown below –

The screenshot shows a web browser window with the URL `chat.tatapower.com/chatas/chatform.aspx`. The page has a yellow header with the Tata Power logo and the text "CONTACT CENTER". Below the header, there is a form titled "Please provide below details". The form contains the following fields:

- Contact: A dropdown menu with `chat@tatapower.com` selected.
- Consumer Name: A text input field.
- Consumer No.: A text input field.
- Email Address: A text input field.
- Subject: A dropdown menu with `General Query` selected.

At the bottom of the form is a "Submit" button.

- **Complaint Registration at Internal Complaint Redressal System (ICRS) –**

9) The consumer can register the complaint through web-based portal under Internal Complaint Redressal System (ICRS) as specified in the aforesaid regulation.

10) For registering the complaint through this system, the consumer has to create their own login wherein they can lodge multiple complaints and keep a track of all individual complaints till the complaint is resolved. The screenshot of the ICRS where consumer will be submitting the Grievance is as shown below –



11) ICRS form will auto-populate some of the fields as per the respective Consumer Account details maintained in Tata Power-D's system:

- i. Consumer Number
- ii. Consumer Name
- iii. Address
- iv. Consumer Category
- v. Name of Distribution Licensee

Further, the consumer must duly fill the following details–

- i. Email address – free text will be provided
- ii. Mobile number – free text will be provided, validation of 10 nos. numeric characters
- iii. Category of complaint – Drop down will be provided to choose from
- iv. Particulars of Connection - drop down will be given 'Direct/ Welcome'
- v. Details of complaint – free text will be provided



- vi. Upload Documents/ Photo (5 documents can be uploaded & if more than 5, then a zip folder can be uploaded)
- vi. Consent to receiving notice/ alert/ complaint status on email & mobile

12) After registering the complaint through web-based Internal Complaint Redressal System (ICRS), the acknowledgement of the receipt of the Grievance will be auto-generated with serial number and date at the time of submission and the same will be sent on registered email address of the consumer.

13) The complaint will get automatically assigned to the respective department/cell and they will provide remedy on the complaint within three (3) working days in case of complaints related to non-supply, connection, re-connection or disconnection of supply and fifteen (15) working days for all other complaints, from the date of registering the complaint.

14) The concerned officer shall take necessary action on the complaint and update the status on the portal. The consumer can track their complaint filed through the tab 'Track Your Grievances'

15) The portal has the facility to provide the feedback, where consumer can register their feedback based on the service provided. The screen for providing the feedback is as follows

—



gatewaydev.tatapower.com:1443/sap/bc/ui5/sap/ztatapowerserv/index.html#/PleaseShareyourfeedback

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About Us | Contact Us | Apply Online | Grievance Forum | Welcome NITA

[Pay/View My Bill / Register For E-Bill](#)
[Register For E-Service](#)
[Change Password](#)
[Please Share your feedback](#)
[Consumption Graph](#)
[Payment Receipt](#)

Consumer Number	Account Number
500000001290	7000012672

Please share your feedback

Consumer Name	Account Number
NITA AMBANI	500000001290
Email Id	Mobile Number
hg*****@gmail.com	98*****10

We shall be keen to hear from you any suggestions?

Test feedback

SUBMIT

NOT NOW

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- **Complaint Registration at Forum for Redressal of Consumer Grievances (CGRF) –**

16) The Hon'ble Commission has directed that the consumer may approach the Forum for Redressal of Consumer Grievances (CGRF) in case the complaint is closed on the web based portal of ICRS without the consent or satisfaction of the Complainant or after expiry of 3 days (for complaints related to non-supply, connection, re-connection or disconnection of supply) or 15 days (for all other complaints) from the date of registration of complaint, whichever is earlier.

17) The consumer may also directly approach the Forum for Redressal of Consumer Grievances (CGRF), even if no complaint has been registered on the web portal.

18) The consumer should submit the Grievance as per the prescribed format in **Schedule A** of the Regulations. The same is available on the website of Tata Power-D in the downloadable format. The link for the same is provided below –

https://cp.tatapower.com/sap/bc/ui5_ui5/sap/ztatapowerserv/index.html#/Grievances

19) Additionally, the separate tab is provided for consumers to register the complaint in the Forum for Redressal of Consumer Grievances (CGRF). After login the consumer will have to fill the details as per the following screen –



← → ↻ cp.tatapower.com/sap/bc/ui5/ui5/sap/ztatapowerserv/index.html#/GrievanceMechanismForum

Apps ★ Bookmarks Google Microsoft Forms Fit... HCB Team - Planner Logon Tata Power aRIBA Google Forms: Free... Recent - OneDrive Mail - Puthran Sun...

Consumer Grievance Redressal Forum

You can write to the Consumer Grievance Redressal Forum by clicking on 'Submit Your Grievance'

[Submit Your Grievance](#) [Track Your Grievance](#) [Feedback](#)

Details of the Zone	Details of Office of CGRF	Post of CGRF
The Tata Power Company, Dharavi Receiving Station, Near Shalimar Industrial Estate, Matunga, Mumbai 400 019. Phone: 022-67172700 Email: rmkasar@tatapower.com	Consumer Grievance Redressal Forum, The Tata Power Company, Dharavi Receiving Station, Near Shalimar Industrial Estate, Matunga, Mumbai 400 019. Phone: 022-67172710 Email ID: grievance.cell@tatapower.com	Chairperson : Shri. Ranjit J. Singh Member (Lic.'s Rep.) : Shri. Vrushal N Pimple Member (CPO Rep.) : Shri. Abhay Datar

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[Payavaran Mtr - Register For E-Bill](#)
[Register For E-Service](#)
[Change Password](#)
[Please Share your feedback](#)
[Consumption Graph](#)
[Payment Receipt](#)

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Consumer Number	Consumer Name
500000001290	NITA AMBANI
Email Id	Mobile No
vaishnavi.hariapur@tatapower.com	7208877764
Address	Consumer Category
... Mumbai, Bandra (E), 400051.	LT - RESIDENTIAL
Particulars of Connection And Consumer No.(Please state nature of connection)	Name of Distribution Licensee
Direct	Tata Power
Nature of relief sought from the forum	Details of the Grievance, facts giving rise to the Grievance
Test	Test

DECLARATION

1.I/ We, the consumer /s herein declare that

a) the information furnished herein above is true and correct; and

b) We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

2.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



gatewaydev.tatapower.com:1443/sap/bc/ui5/sap/ztatapowerserv/index.html#/RedressalForum

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b) We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.
2. 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.
3. The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.
4. 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.

You may upload documents upto 5MB. If document's size is more than 5MB, then please upload the 'zip' file

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Upload Document/Photo Upload file in .jpg format Browse...
Upload Document/Photo Upload file in .jpg format Browse...

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.
Test
who is not an Advocate and whose address is
Test

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.

Signature of Representative WhatsApp Image 2021-0... Browse...
Signature of Consumer WhatsApp Image 2021-0... Browse...

Submit

20) The CGRF form will auto-populate some of the fields as per the respective Consumer Account details maintained in Tata Power-D's system:

- i. Consumer Name
- ii. Consumer Number
- iii. Address
- iv. Consumer Category
- v. Name of Distribution Licensee

Further, the consumer must duly fill the details in the following –

- i. Particulars of Connection - drop down will be given 'Direct/ Welcome'
- ii. Details of the Grievance, facts giving rise to the grievance: Free text will be provided
- iii. Nature of relief sought from the forum: Free text will be provided
- iv. List of Documents enclosed (5 documents can be uploaded & if more than 5, then a zip folder can be uploaded)



- v. Declaration (as mentioned in the form shared), option for signature to be uploaded digitally (below which Consumer' name as in the system to be displayed)
- vi. Nomination Declaration will be given, here option for 2 signatures (one of representative & another of the consumer again) to be uploaded digitally, will be given.

21) After submission of the Grievance as above, the following actions will be triggered:

- a) Acknowledgement will be sent on the registered email address of the consumer as mentioned in the form
- b) Intimation will be sent to consumergrievance@tatapower.com
- c) Interaction record will be created in Tata Power-D's Customer Relationship Management system (CRM) capturing all details mentioned by the consumer in the online form along with attachments.
- d) Tracking of all individual complaints will be available on the web portal, where the consumer will be able to track the status of all his complaints for previous 12 months.

22) The portal has the facility to provide the feedback, where consumer can submit their feedback based on the service / resolution provided on the complaint. The screen for providing the feedback is as follows –



gatewaydev.tatapower.com:1443/sap/bc/ui5/sap/ztatapowerserv/index.html#/PleaseShareyourfeedback

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Welcome NITA

Consumer Number	Account Number
500000001290	7000012672

Please share your feedback

Consumer Name: NITA AMBANI
Account Number: 500000001290
Email Id: hg*****@gmail.com
Mobile Number: 98*****10

We shall be keen to hear from you any suggestions?

Test feedback

SUBMIT NOT NOW

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- 23) The Forum shall pass appropriate Order within fifteen (15) working days of filing of the Grievance (for Grievance related to non-supply, connection, reconnection or disconnection of supply) and within sixty (60) days of filing of the Grievance (for all other Grievances)
- 24) In accordance with the Regulation 10 of the MERC (CGRF & EO) Regulations, 2020, any person aggrieved by an order of the Forum, including the Distribution Licensee, may apply for a review of such Order within thirty (30) days of the date of the order to the same Forum. (Refer Regulation 10 for details)



- **Complaint Registration at Electricity Ombudsman –**

25) Any consumer, who is aggrieved by the non-redressal of his Grievance by the Forum, may, either directly or through his duly authorised representative, make a representation for redressal of his Grievance to the Electricity Ombudsman within sixty (60) days from the date of the Order of the Forum (CGRF).

26) The representation may be submitted either in person or through post, email or fax or on the web-based portal of the Electricity Ombudsman.

27) The representation to be made before the Electricity Ombudsman shall be in writing in the form specified and set out in **Schedule B** of these Regulations and duly signed by the consumer. Link for downloading the Schedule B is provided below:

[https://cp.tatapower.com/sap/bc/ui5 ui5/sap/ztatapowerserv/index.html#/Grievances](https://cp.tatapower.com/sap/bc/ui5_ui5/sap/ztatapowerserv/index.html#/Grievances)

28) Any person aggrieved by an order of the Electricity Ombudsman, including the Distribution Licensee, may apply for a review of such order within thirty (30) days of the date of the order to the Electricity Ombudsman (Refer Regulation 22 for details)

- **Prioritization of Grievances –**

29) In accordance with MERC (CGRF & EO) Regulations, 2020, the Grievances shall be prioritized for redressal based on the following priority order:

- a) Non-Supply;
- b) Disconnection of supply;
- c) New Connection;



- d) Meter-related issues;
 - e) Billing-related issues;
 - f) Other issues:
- **Complaint Types & Redressal Time as specified in MERC (CGRF & EO) Regulations,2020 –**

30) The redressal time as per the type of complaint and forum of redressal of the complaint, from its date of registration, as specified in the MERC (CGRF & EO) Regulations,2020 is as below –

Sr. No.	System	Type of complaint	Responsibility	Redressal Time
1	Internal Complaint Redressal System (ICRS)	New Connection	Respective department/cell of DL	03 Working Days
		No Supply		03 Working Days
		Disconnection/Reconnection of supply		03 Working Days
		Billing related		15 Working Days
		Other types		15 Working Days
2	Forum for Redressal of Consumer Grievances (CGRF)	New Connection	Nodal Officer Reply Submission	05 Working Days
		No Supply		05 Working Days
		Disconnection/Reconnection of supply		05 Working Days
		Billing related		15 Working Days+7Days Extn
		Other types		15 Working Days+7Days Extn
3	Forum for Redressal of Consumer Grievances (CGRF) for passing the appropriate order	New Connection	Forum for Redressal of Consumer Grievances (CGRF)	15 Working Days
		No Supply		15 Working Days
		Disconnection/Reconnection of supply		15 Working Days
		Billing related		60 Working Days
		Other types		60 Working Days
4	Electricity Ombudsman	New Connection	Electricity Ombudsman	15 Working Days
		No Supply		15 Working Days
		Disconnection/Reconnection of supply		15 Working Days
		Billing related		60 Working Days
		Other types		60 Working Days