

**Item No. 7**

**Consultation with Public to  
formulate policies**

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**CONSULTATION WITH PUBLIC TO FORMULATE  
POLICIES**

Consumer Grievance Redressal Forum, MESCOM				
<p>* KERC has formulated Regulation known as Karnataka Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) Regulations 2004 and made amendments to redress the complaints / grievances of the electricity consumers of the State of Karnataka.</p> <p>* MESCOM has established the following Consumer Grievance Redressal Forums (CGRF) in each Revenue District :</p>				
Name of the Revenue Districts, Chairpersons, Members and Forum Headquarters with contact detail where Consumers can lodge Complaint / Grievances, is as below:				
Name of the Revenue District	Chairperson of the Forum	Member nominated by MESCOM	Name of the Member nominated by KERC	Forum's Headquarter
Dakshina Kannada	Superintending Engineer (Ele.) O&M Circle, MESCOM, Attavar, Mangalore. Mob : 9448289427	Executive Engineer (Office.), O&M Circle, MESCOM, Attavar, Mangalore. Mob: 9448289572	Shri. Ramchandra Prabhu.M, S/O Vittappa Prabhu.M, M.Bhoomika, No.4-934/1, Behind PC Pai Petrol Pump , Darbe, Puttur - 574201.	O/o. Superintending Engineer (Ele.) O&M Circle, Mangalore Electricity Supply Company Limited, Attavar, P.B.No. 240, Mangalore. Telephone No. 0824-2444915 Fax : 0824-2448582
Udupi	Superintending Engineer (Ele.) (I/C), O&M Circle, MESCOM, Kunjibettu, Udupi. Mob : 9448289407	Executive Engineer (Office.), O&M Circle, MESCOM, Kunjibettu, Udupi. Mob: 9480833039	Sri. H. Shantharaj Aithal, "Laxmi Nilaya, Ananda Rao Road, Ambalapady, Udupi-576103.	O/o. Superintending Engineer (Ele.) O&M Circle, Mangalore Electricity Supply Company Limited, Kunjibettu, P.B.No. 01, Udupi. Telephone No. 0820-2525040

Shimoga	Sri. Narendra Superintending Engineer (Ele.), O&M Circle, Near Railway Station, MESCOM, Shimoga Mob : 9448289444	Executive Engineer (Office.), O&M Circle, Near Railway Station, MESCOM, Shimoga. Mob : 9448289655	Sri. K.N. Venkatagiri Rao, Bedur Post, Kalmame, Sagar - 577 401	O/o.Superintending Engineer (Ele.), O&M Circle, Near Railway Station, Mangalore Electricity Supply Company Limited, P.B.No. 49, Shivamogga Telephone No. 08182-225544 Fax : 08182- 270449.
Chikmagalur	Superintending Engineer (Ele.) O&M Circle, Madhuvana Layout Road, MESCOM, Chikmagalur Mob : 9480833031	Executive Engineer (Office.), O &M Circle, Madhuvana Layout Road, MESCOM, Chikmagalur Mob : 9480833037	Sri. B.M.Kumar, S/O. Late.B.R.Manjash etty, Manjunatha Kripa, Laxmi Nivasa, Pension Mohalla, Chikmagalur.	O/o.Superintending Engineer (Ele.), O&M Circle, Mangalore Electricity Supply Company Limited, Madhuva na Layout Road, MESCOM, P.B.No. 27, Chikmagalur Telephone No. 08262-233313. Fax: 08262- 233311
Any Grievance made by the consumer with regard to Supply of Electricity other than the following shall be submitted to the concerned CGRF of the Revenue District			No need for consumer to engage Advocate to defend his case before the CGRF	
<ul style="list-style-type: none"> <li>• Unauthorised electricity supply under section 126 (Misuse of Energy)</li> <li>• Offences and penalties under Section 135 to 139 (Theft of Electricity) and</li> <li>• Accident in the Distribution supply or use of electricity under Section 161 of the Act. (Electrical Accidents)</li> </ul>				
Simple Procedure for Lodging Complaint / Grievance and its redressal :			No need to pay Court fee for redressal of consumer grievance.	
<ul style="list-style-type: none"> <li>• In the event of a complaint and not being redressed satisfactorily (by the authority of the licensee), the complainant shall submit his grievance to the Forum.</li> </ul>			Consumer himself can appear before CGRF or through his authorised representative to present his case.	
Grievance Redressal Mechanism available next door.			Simple procedures and decision on complaint within 60 days from date of admission of the complaint and it will be heard once in 15 days	

Every grievance lodged with the forum shall be in writing and in the prescribed format (Form-A*)	Proceedings of the forum will be conducted in Public and the decision will be recorded and communicated to the Complainant.
Address, Phone No. and e-mail details of Ombudsman are given below:	Appeal against the orders of CGRF :
The Electricity Ombudsman Karnataka Electricity Regulatory Commission No.9/2, 6th Floor, Mahalakshmi Chambers, MG Road, Bengaluru - 560 001 Tele-fax: 080 41692617, E-mail : ombkar@gmail.com	Any Complaint aggrieved by the orders passed by the CGRF, may make a representation against the orders passed by the CGRF to Ombudsman in Form-B* within 30 days from the date of the receipt of the order of the Forum.
Note : * Form-A and Form-B are available on the MESCOM website <a href="http://www.Mesco.in">www.Mesco.in</a> .	