

Item No. 7

**Consultation with Public to
formulate policies**

CONSULTATION WITH PUBLIC TO FORMULATE POLICIES

Consumer Grievance Redressal Forum, MESCOM

* 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.

* MESCOM has established the following Consumer Grievance Redressal Forums (CGRF) in each Revenue District :

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, Mangalore. Mob : 9448289427	Executive Engineer (Office.), O&M Circle, MESCOM, 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, "Shakthi Soudha", Airport Road Bondel, Mangalore. P.B.No. 240, Telephone No. 0824- 2444915 Fax : 0824-2448582
Udupi	Superintending Engineer (Ele.) O&M Circle, MESCOM, Udupi. Mob : 9448289407	Executive Engineer (Office.), O&M Circle, MESCOM, Udupi. Mob: 9480833039	Sri. Ramakrishna Sharma, S/o K.L. Sharma, Arasikatte, Bantakallu Post, Shankarapura, Kapu Taluk, Udupi.	O/o Superintending Engineer (Ele.) O&M Circle, Mangalore Electricity Supply Company Limited, Near MGM Ground Kunjibettu, P.B.No. 01, Udupi. Telephone No. 0820- 2525040

Shivamogga	Superintending Engineer (Ele.), O&M Circle, MESCOM Shivamogga Mob : 9448289444	Executive Engineer (Office.), O&M Circle, MESCOM, Shivamogga. Mob : 9448289655	Sri. K.N. Venkatagiri Rao, Bedur Post, Kalmane, 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, Chikmagalur Mob : 9480833031	Executive Engineer (Office.), O &M Circle, MESCOM, Chikmagalur Mob : 9480833037	Sri. B.M.Kumar, S/O. Late.B.R.Manjashetty, Manjunatha Kripa, Laxmi Nivasa, Pension Mohalla, Chikmagalur.	O/o.Superintending Engineer (Ele.), O&M Circle, Mangalore Electricity Supply Company Limited, Madhuvana Layout Road, MESCOM, P.B.No. 27, Chikkamagalur 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

- Unauthorised electricity supply under section 126 (Misuse of Energy)
- Offences and penalties under Section 135 to 139 (Theft of Electricity) and
- Accident in the Distribution supply or use of electricity under Section 161 of the Act. (Electrical Accidents)

Simple Procedure for Lodging Complaint / Grievance and its redressal :

- 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.
Grievance Redressal Mechanism available next door.

Every grievance lodged with the forum shall be in writing and in the prescribed format (Form-A*)

No need for consumer to engage Advocate to defend his case before the CGRF

No need to pay Court fee for redressal of consumer grievance.

Consumer himself can appear before CGRF or through his authorised representative to present his case.

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
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:

The Electricity Ombudsman
Karnataka Electricity Regulatory Commission
No.16C1, Miller Tank Bund Area, Vasanthnagar,
Bengaluru-560 052
Tele-fax: 080 41692617/948772946,
E-mail : ombkar@gmail.com

Note : * Form-A and Form-B are available on the
MESCOM website www.mescom.karnataka.gov.in.

Appeal against the orders of CGRF :

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.