

## **REDRESSAL FORUM, BHIWANDI**

The Redressal Forum is a body independent of the Distribution Licensee, set up under the provisions sub-section ( r ) and (s) of Section 181 read with sub-sections (5) to (7) of Section 42 of the Electricity Act, 2003 (36 of 2003). The Maharashtra Electricity Regulatory Commission has made Regulations, providing guidelines to the Distribution Licensees in the State for establishing Forums for the redressal of grievances of consumers and for the appointment of Electricity Ombudsman by the Commission, for making representation against non-redressal of grievances of consumers.

### **Basic Principle:**

Every Distribution Licensee has to establish Forums in accordance with the Regulations to:

- (a) to protect the interest of the consumers
- (b) to inform consumers of their rights
- (c) to facilitate and expedite the redressal of Grievances
- (d) to 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 Grievances

### **The Forum can exclude the grievances if it falls under the following provisions of the Electricity Act, 2003:**

- unauthorized use of electricity as provided u/s 126 of the Act,
- offences and penalties as provided u/s 135 to 139 of the Act,
- accident in the distribution, supply or use of electricity as provided u/s 161 of the Act,
- recovery of arrears where the bill amount is not disputed

### **How to approach the Forum:**

- A consumer with a grievance may intimate the **Internal Grievance Redressal Cell** in the form and manner and within the time frame as stipulated by the Distribution Licensee.
- The Cell shall issue acknowledgement of the receipt of the grievance to the consumer within five (5) working days from the date of receipt of the grievance. Where the grievance has been submitted in person, the acknowledgement shall be provided at the time of submission.

- The Distribution Licensee shall, within the said period of two (2) months, send a written reply to the consumer stating the action it has taken or proposes to take for redressing the grievance.
- In the event the consumer is not satisfied with the remedy provided by the Internal Grievance Redressal Cell to his grievance within a period of two (2) months from the date of intimation or where no remedy has been provided within such period, the consumer may submit the grievance to the **Forum**.
- Any consumer, who is aggrieved by the non-redressal of his grievance by the Forum, may make a representation for redressal of his grievance to the **Electricity Ombudsman** within sixty (60) days from the date of order of the Forum.

Following are the correspondence addresses of the respective Forums:

- (1) Internal Grievance Redressal Cell,  
Patel Building, Anjurphata,  
Bhiwandi- 421302  
Email: [igrcbhiwandi@torrentpower.com](mailto:igrcbhiwandi@torrentpower.com)  
**Tel. / Fax :- (02522)241900 / (02522)279151**
- (2) The Chairman,  
Consumer Grievance Redressal Forum,  
"Vidhyut" Bhavan, Ground Floor,  
L.B.S Marg, Bhandup (W)  
Mumbai- 400 078
- (3) The Hon'ble Ombudsman,  
Office of the Electricity Ombudsman,  
Maharashtra Electricity Regulatory Commission,  
606, 'KESHAVA', Bandra Kurla Complex, Bandra (E),  
Mumbai - 400051.