

Procedure for Consumer Grievance Redressal

1.0 SYNOPSIS

Tata Power Distribution - Mumbai believes in maintaining a strong and sustained relationship with all its consumers. This enables Tata Power Distribution - Mumbai 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.

Tata Power Distribution - Mumbai 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) had issued the Regulations for Consumer's Grievance as Consumer Grievance Redressal Form & Electricity Ombudsman Regulations, 2006 (**CGRF & O Regulations 2006**).

In terms of Clause 3.3 of the above regulations, Tata Power Distribution - Mumbai has published its rules and procedures for redressal of consumer grievances and is made available to public in English and Marathi at all Cash Collection Centres and offices of Tata Power Distribution - Mumbai (in the form of Consumer Charter).

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 Tata Power Distribution - Mumbai is given under:

SET UP IN TATA POWER DISTRIBUTION - MUMBAI TO ADDRESS THE GRIEVANCES OF CONSUMERS

Tata Power Distribution - Mumbai has established a Call Centre facility (24 x 7) for effectively resolving the consumer complaints (both technical & commercial). The Telephone Nos. of Tata Power Distribution - Mumbai Call Centre is as follows: Toll-free No.: 1 - 800 - 209 - 5161. In addition, consumers have an option to register their grievance at the Customer Relation Centres or write through e-mail at customercare@tatapower.com. Consumers can also send letters to the registered office address of Tata Power Distribution at the address mentioned below:
The Tata Power Company Limited,
Dharavi Receiving Station
(Near Shalimar Industrial Estate)
Matunga(W), Mumbai – 400019

Complaints are categorised into 2 groups. Technical and commercial.

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 an intranet based Customer Relationship Management System) For Tata Power Direct Consumers (consumers connected to Tata Power Direct Wires), the Call Centre, immediately thereafter, contacts the concerned Tata Power Distribution – Mumbai divisional representative forwarding the complaint details and follows-up on the status of the resolution of any technical complaint. For Change-Over Consumers (consumers obtaining supply from Tata Power through wires of another utility), the call centre forwards the details of the complaint to the call centre of the wires utility and follows-up on the status of the resolution.

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

HT consumers can approach their respective Key Account Managers in case of technical complaints. 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 complaints registered at the Customer Relation Centres are logged promptly by the Customer Relations Team for resolution. The feedback on any complaint is given back to consumers through the Call Centre or directly. Tata Power Distribution - Mumbai resolves most of the commercial queries 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.

	MERC's Std
a) Fuse blowing	3 hrs
b) Overhead line breakdown	4 hrs
c) Underground Cable faults	8 hrs
d) Distribution transformer failure	18 hrs
e) Restoration of power supply in case of burnt meter	18 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. However, the time taken to rectify the faulty cable may take longer than the stipulated standards by MERC, 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 18 hrs.

3) Tata Power Distribution - Mumbai is constantly in the endeavour to provide high quality and reliable power supply to consumers to the best of its abilities.

4.2 Commercial (insert table)

	MERC Std	TPC Std
Reading of Consumer's Premises	Once every two months	Every month
For change of name after receipt of request along with complete supporting documents	Second Billing Cycle	Second Billing Cycle
Reduction in contract demand/ Sanctioned demand	Second Billing Cycle	Second Billing Cycle
Change in tariff category	Second Billing Cycle	Second Billing Cycle
Payment of final dues to the consumer from date of receipt of application for closure of account	30 days	30 days
Reconnection of power supply to a consumer who has been disconnected for less than six months	24 hrs	8 hrs

5.0 Escalation Mechanism

Tata Power Distribution - Mumbai 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 (commercial/technical) is not resolved or if the consumer is not satisfied with the resolution of the complaint, the consumer may approach the **INTERNAL GRIEVANCE REDRESSAL (IGR) CELL** of Tata Power Distribution - Mumbai. The consumer may either submit in writing or e-mail (igr.grievance.cell@tatapower.com) details of the complaint to the IGR Cell.

The Cell shall give a hearing to the consumer after the investigation of the complaint and then will pass the order for its redressal within a maximum period of two months from the date of receipt of the Grievance by the Cell.

The details of the IGR Cell is as follows:

Mr. Ravindra M. Kasarpatil
Head Internal Grievance Redressal Cell,
The Tata Power Company Limited,
Dharavi Receiving Station
(Near Shalimar Industrial Estate)
Matunga (W), Mumbai – 400019
Telephone No. : 091-22-67172700
Fax No. : 091-22 67172730

7.0 CONSUMER GRIEVANCE REDRESSAL FORUM

7.1 Consumer Grievance Redressal Forum (CGRF)

In case the consumer is not satisfied with the decision of the Internal Grievance Redressal (IGR) Cell of the Distribution Licensee, then s/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 Customer Portal cp.tatapower.com.

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

Mr. D N Singh (Chairman)
Ms. Varsha Raut (Member, CGRF)
Mr. Vrushal N. Pimple (9869125221 / pimplevn@tatapower.com)
Telephone: 022 6717 2710 Fax: 091-22 6717 2730
Email: grievance.cell@tatapower.com

The Forum shall give hearing to both parties and then 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 cp.tatapower.com

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

Mr. R D Sankhe
Location: Office of the Ombudsman (Electricity)
Maharashtra Electricity Regulatory Commission,
Keshava Building, Bandra – Kurla Complex,
Bandra (East), Mumbai 400055

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
the Grievance)*

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)

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)