

PUBLIC NOTICE

“Consumers of Electricity in UT of Andaman and Nicobar Islands may please note that a Consumers Grievances Redressal Forum (CGRF) has been set up by Andaman and Nicobar Administration under section 42(5) of the Electricity Act, 2003 to redress the grievances of the electricity consumers, which has started functioning since 1st September 2010, and presently consists of the following: -

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|---------------------------------------|---|---------------------------|
| 1. Shri. R. Ravichandar | - | Chairman |
| 2. Shri. Narayan Chandra Baroi | - | Member |
| 3. Smt. Biji Thomas | - | Independent Member |

All Electricity Consumers in Andaman and Nicobar Islands are requested to be well aware about their rights and responsibilities as contained in Electricity Act 2003 and other Regulations, Rules etc.

Do you have any of the following **Electric Supply Complaints?**

- a) Wrong/Excess billing.
- b) Defect in meter/metering equipment.
- c) Delay in replacement of defective/dead, stop and burned meter.
- d) Misapplication of tariff.
- e) Non-restoration of supply in case of interruption or outage / breakdown or disconnection.
- f) Low voltage.
- g) Delay in service connection.
- h) Wrong service connection estimate, general charges & security deposit.
- i) Delay in first and subsequent bills and,
- j) Any other complaint related to supply of electricity to the consumers, as per JERC Regulations.

The Electricity consumers will have to first lodge their complaints in writing with the respective complaint centres/site offices or Assistant Engineers or Executive Engineers.

In the event of non or delayed response or an inadequate or unsatisfactory redressal of the complaint by the Electricity Department within a reasonable period as per the Department's Procedures and **JERC Regulation No. JERC-6/2009 (Standard of Performance) and JERC-11/2010 & JERC-23/2018 (Electricity Supply Code)**; the electricity consumers may send his/her complaint in writing to The Chairman, Electricity CGRF, A&N Islands, Port Blair, on a plain white paper in writing, either in person or by post or by e-mail to the address below: -

By Email : andcgrf@rediffmail.com

(The complainant must submit the hard copies of the same separately to CGRF within 3 days).

By Post : **The Chairman,
Electricity CGRF,
Horticulture Road,
Near Zoological Survey of India,
Haddo Post, Port Blair - 744102,
Ph. No. 03192-244822.**

Every complaint / grievance shall contain the following: -

- a) The name of the complainant, individual or the organization, consumer number, postal address & telephone number, fax number & the e-mail address (if any) of the complainant.
- b) The name of the Electricity site office to which the complaint pertains.
- c) Full description or narration of the complaint / grievance including copies of the relevant and supporting documents, if any.
- d) The relief sought.

The CGRF shall decide the complaint within 45 days of the receipt of complaint from the consumers containing all necessary details. If the complainant is aggrieved by non-redressal of the grievance by the CGRF or not satisfied with the decision of the CGRF, he may make a representation to the **Ombudsman**, within one months from the date of receipt of the decision of CGRF, at following address :

The Electricity Ombudsman,
Joint Electricity Regulatory Commission for the State of Goa and UTs,
3rd Floor, Plot No. 55-56,
Service Road, Udyog Vihar,
Phase-IV, Sector-18,
Gurugram - 122015 (Haryana).
Phone - 0124-4684708,
E-mail : ombudsman.jercuts@gov.in

[Annexure – IV Appeal Form can be collected from this Forum in any of the working days]

The following shall **not be considered** as complaints / grievances by C.G.R.F.

- Unauthorized use of Electricity - Section 126 of Act
- Theft of Electricity - Section 135 of Act.
- Electricity Accidents - Section 161 of Act.
- Recovery of arrears where the billed amount is not disputed.

The Joint Electricity Regulatory Commission's Regulations for State of Goa & UTs are available at JERC website. www.jercuts.gov.in.

It is hoped that the electricity consumers and citizens of Andaman & Nicobar Islands would immensely benefit by availing this facility.


(R. Ravichandar)
Chairman
Electricity CGRF