

Step	GRIEVANCE REDRESSAL PROCEDURE
1	<p>An agrieved consumer shall submit a concrete and detailed written petition about the grievance along with enclosures in 3(three) copies within 90 (ninety) days from the date of occurrence of the cause of action to the concern RGRO of his area / PGRO. If his grievance is the subject matter of any court case, he should furnish a copy of his planit and indicate the status of the court case or submit the order copy if the case is already resulted. The name, address, jurisdiction of RGRO and PGRO is given below:</p> <p>Name &amp; address of PGRO : Chief Engineer(CRM),WBSEDCL, Vidyut Bhaban, Ground floor, Block - DJ, Sector - II, Salt Lake, Kolkata - 700 091. Telephone : 033-2334-5868 FAX : 033-2359-1943 (A PGRO working at the corporate level will, however, have jurisdiction over the entire area of the operation of WBSEDCL) Name &amp; address of concerned RGRO ..... (To be filled up as per location of CCC/Office where such procdure will be displayed). (A RGRO working at region shall have jurisdiction coterminous with his official jurisdiction)</p>
2	<p>On receipt of the grievance petition from a consumer or the commission , the concern RGRO/PGRO should acknowledge the petition through a written communication within 7 (seven) working days from the date of receipt having/allaying a unique identification no (Consiqutive for each petition) follwed by year and date on which no is given.</p>
3	<p>If the grievance does not required any consultation with technical expert of the licensee or if it does not called a spot inspection, then the RGRO/PGRO shall, after giving reasonable opportunity to both parties,prepare a draft settlement order with analysis of the grievance rdressed and details of the compensation, if any, awarded in writting with direction to both parties to submit their views on the draft order within time frame fixed by the RGRO/ PGRO.</p> <p>On receiving the views on the draft order within time limit, if any, RGRO/PGRO shall fix up a date for further hearing to both parties following which he shall pass in this case of receiving any views on the draft order within time frame, RGRO/PGRO shall pass reasoned order.In case no such views received, PGRO/ RGRO shall pass reasoned order without hearing. Time limit for passing final order by RGRO/PGRO in this case shall be 40 (Forty) days from the date of sending acknowledgement to the petitioner.</p>
4	<p>If the grievance does required any consultation with technical expert of the licensee or if it does called a spot inspection or both, then the RGRO/PGRO (shall hold the said consultation and / or the spot inspection) shall,after giving reasonable opportunity to both parties,prepare adraft settlement order with analysis of the grievance redressed and details of the compensation, if any,awarded in writing with direction to both parties to submit their views on the draft order within time frame fixed by RGRO/PGRO.</p> <p>In this context, the views shall be provided by the licensee through any concerned officerin relation to the grievance other than RGRO or PGRO.</p> <p>On receiving the views on the draft order within time limit ,if any, the RGRO/PGRO shall fix-up a date for further hearing to both parties following which he shall in this case of receiving any views on the draft order within time frame, RGRO/PGRO shall pass reasoned order. In case no such views received, RGRO/PGRO shall pass reasoned order without hearing.Time limit for passing final order by RGRO/PGRO in this case shall be 60 (Sixty) days from the date of sending acknowledgement to the petitioner.</p>
5	<p>Each order of the RGRO/PGRO by which a consumer's grievance is finally disposed of shall contain information to the effect that the consumer may approach the Ombudsman for redressal of his grievance, if he feels dis-satisfied with the final order of RGRO/PGRO. Order shall mention full postal address,Telephone no:,e-mail address of Office the Ombudsman.</p>
6	<p>Written order copy (Certified) passed by RGRO/PGRO must be sent to the respective consumer and the licensee within 7 (Seven) working days from which the order is passed.</p>
7	<p>A representation, in Annexure-I, in duplicate to the Ombudsman should normally be filled by the aggrieved consumer within 20 (twenty)working days:</p> <p>i) from the date of receiving an order from a RGRO/PGRO where the consumer is not satisfy with the order; or ii)from the date of expiry of the time limit where no order is received from the RGRO/PGRO within the time limit stipulated in step no. 3 &amp; 4 ; or iii)after completion of 100 (one hundered) working days from the date of lodging of a complaint/grievance to a RGRO/PGRO where the licensee does not comply with the oeder of the RGRO/PGRO.</p>

Format for filing Representation to the Ombudsman  
(See Regulation 9.3)

Annexure - I

To  
The Ombudsman,  
West Bengal Electricity Regulatory Commission,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Subject : Representation against an order of the GRO/CGRO of \_\_\_\_\_/  
Representation against non-compliance of Order of GRO/CGRO by the  
licensee/Representation when the GRO/CGRO has not passed any  
Order on a grievance petition of the aggrieved consumer. Consumer's  
Service Connection No. : \_\_\_\_\_; Category \_\_\_\_\_;  
Location of Connection \_\_\_\_\_; Name of the Distribution  
Licensee \_\_\_\_\_; Consumer grievance no. with date given  
by the GRO/CGRO \_\_\_\_\_.

Sir,

[In this space please state the grievance in brief but please provide all relevant details]

Certified that the above information is complete and correct and nothing material has been omitted which will have effect on the case. I have filed/not filed any case pertaining to similar complaint in any Court of Law or under the provisions of the Electricity Act, 2003 with any other Authority (if any case/complaint has been filed, please enclose a copy of the plaint, a copy of any order received from any Court of Law etc.).

Yours faithfully,

(Signature with date)

Complainant's Name \_\_\_\_\_

Contact No./Telephone No. \_\_\_\_\_ (if any)

Postal Address : \_\_\_\_\_  
\_\_\_\_\_

Encl. :

- (a) Copy of the grievance petition submitted to the Grievance Redressal Officer
- (b) Copy of Order, if any, passed by Grievance Redressal Officer
- (c) Copy of any other relevant document in support (please specify)