

## *Office of the Electricity Ombudsman, Rajasthan*

Vidyut Viniyamak Bhawan, Near State Motor Garage, Sahakar Marg, Jaipur- 302001  
Phone 0141-2740843, e-mail : rajombudsman@yahoo.in

### **G.R.Choudhary** **Electricity Ombudsman, Rajasthan**

Address : Vidyut Viniyamak Bhawan, Near State Motor  
Garage, Sahakar Marg,  
Jaipur- 302001 (Rajasthan)

Telephone No. : 0141-2740843,

Mobile No : +919414004058

e-mail : rajombudsman@yahoo.in

Website : [www.erc.rajasthan.gov.in](http://www.erc.rajasthan.gov.in)

## Office of the Electricity Ombudsman

### About us

After enactment of the Electricity Act, 2003, the Rajasthan Electricity Regulatory Commission, under the powers conferred under Section 42(6) & (7) read with Section 181 of the Electricity Act, 2003, initially notified the RERC (Settlement of Disputes by Ombudsman) Regulations, 2003 and in May,2004, designated the Divisional Commissioners, Government of Rajasthan, posted at Jaipur, Ajmer and Jodhpur to perform the function of Ombudsman for the Vidyut Vitran Nigam Jaipur, Ajmer and Jodhpur respectively, in addition to their own duties.

Subsequently, the Commission, under the said provisions of the Electricity Act, 2003, has notified the RERC (Settlement of Disputes by Electricity Ombudsman) Regulations, 2010 and appointed **Shri D. R. Mathur**, as the first independent Electricity Ombudsman for the State of Rajasthan, headquarter at Jaipur. With the joining of Shri D. R. Mathur, the office of the Electricity Ombudsman has started functioning with effect from 23<sup>rd</sup> September, 2010, presently in the premises of Vidyut Viniyamak Bhawan, Sahakar Road, Jaipur.

In accordance with the provisions of the Electricity Act, 2003 and the Regulations notified there under, an electricity consumer having aggrieved with the redressal of his grievance by the respective Vidyut Vitran Nigam should first approach to the Forum for Redressal of Grievance, constituted as per the guidelines of the Commission. In case the consumer is still not satisfied with the decision of the Forum, may represent the Electricity Ombudsman for settling the dispute.

### Electricity Ombudsman. Rajasthan

S. No	Name	From	To
1.	Shri D.R. Mathur	23.09.2010	22.09.2013
2.	Shri D.R. Mathur	06.01.2014	05.01.2.17
3.	Shri G.R.Choudhary	22.02.17	-----

.....

**Office of the Electricity Ombudsman, Rajasthan**

Vidyut Viniyamak Bhawan, Near State Motor Garage, Sahakar Marg, Jaipur – 302001

No. Elec. Ombds. Raj. / Guidelines /D. 619

Dated: 06.06.2014

Guidelines for settlement of disputes by the Electricity Ombudsman

- 1 Any consumer aggrieved by the non-redressal of his grievance by the Forum for Redressal of Grievance may make a representation in 3 sets to the Electricity Ombudsman in **Format 1**, within 90 days of the decision or within 90 days from the date of expiry of the period within which the Forum was required to take decision, along with a copy of grievance filed before the Forum and its decision, if any.
- 2 The Appellant may represent the case by himself. However, he is free to represent through his authorised representative /advocate; for which authorisation be furnished in **Format-2**.
- 3 On receipt of a representation it shall be registered by the Registrar who shall allot a Case Number which shall be referred in all future correspondence by the Appellant and the Licensee.
- 4 After registration of a representation, a notice shall be served to the Corporate Office of the Licensee as well as to Forum to file their replies within the stipulated time. The date of hearing shall also be intimated through the said notice.
- 5 The Licensee shall furnish the reply in **Format-2** to the Electricity Ombudsman alongwith a proof of supplying a copy of the same to the Appellant.
- 6 The Appellant may furnish comments on the Licensee's reply in **Format-2** alongwith a proof of supplying a copy of the same to the Licensee.
- 7 The Appellant and the Licensee may e-mail their representation/ reply along with hard copy to the Electricity Ombudsman within the prescribed time period.
- 8 The consumer may also file a stay application in **Format-3**, within 7 days in case of rejection or non disposal of stay application by the Forum or in case a consumer is not satisfied with final decision of the Forum. He shall attach relevant documents like copy of the grievance, stay application filed before the Forum and decision of the Forum on the grievance / stay application, if any.
- 9 The stay shall be granted by the Electricity Ombudsman on the merit of the case which shall be confirmed after giving an opportunity to the Licensee of being heard.
- 10 The Electricity Ombudsman shall first conduct conciliation proceedings to settle the matter and award the decision accordingly.

- 11 Where the representation is not settled by conciliation, the Electricity Ombudsman shall decide the matter on the pleadings and hearing the parties, indicating nature of relief including monetary compensation, if any.
- 12 The Electricity Ombudsman shall decide the matter within 3 months of registering the case. A certified copy of the award shall be sent to the Appellant and to the Licensee.
- 13 The Appellant shall furnish a letter of acceptance to the Licensee within 15 days of the award under intimation to the Electricity Ombudsman otherwise the award shall not be required to be implemented by the Licensee.
- 14 The Licensee shall comply with the settlement award within 15 days of receipt of the acceptance letter from the Appellant and intimate the compliance to the Electricity Ombudsman otherwise it shall be deemed to be a contravention of the provisions of the Electricity Ombudsman Regulations.
- 15 For further details the 'Procedure for settlement of disputes by the Electricity Ombudsman' issued vide No. Elec. Ombds. Raj. / Procedure /D.10 Dt.27.10.2010, may be referred:
- 16 'Procedure' and 'Guidelines' are also available on website [www.erc.rajasthan.gov.in](http://www.erc.rajasthan.gov.in).

Encl: Format 1  
Format 2  
Format 3

Electricity Ombudsman,Rajasthan

(REPRESENTATION FOR REDRESSAL OF DISPUTES)  
**BEFORE THE ELECTRICITY OMBUDSMAN, RAJASTHAN, JAIPUR**

Case No. ....  
(To be filled up by the office)

- (1) (i) Name & address of the complainant (along with Pin code) :  
(ii) Consumer Account No. :  
(iii) Contact Person:  
(iv) Telephone / Mobile Number:
  
- (2) Name & address of the concerned Forum of licensee against which the representation is made. (along with Pin code) :
  
- (3) Registration no. and date of the grievance filed in the Forum established by the licensee:
  
- (4) Date of decision given by the Forum:
  
- (5) Brief description of representation  
.....  
.....

Enclose

- (i) Brief description fo the Case
  - (ii) copy of grievance filed before the Forum indicating registration number & date
  - (iii) copy of decision of the Forum, if any
  - (iv) copy of the latest Electricity Bill.
- (6) Relief sought from Electricity Ombudsman:  
.....

- (7) Declaration:  
I solemnly declare that:
- (i) My grievance has not been redressed/I am not satisfied with the redressal of grievance by the Forum.
  - (ii) The representation does not pertain to the same subject matter, for which any proceedings before the Appellate Tribunal or the Commission or Arbitrator are pending or a decree or Award or a final order has already been passed by any such authority,
  - (iii) The representation does not pertain to the matters related to assessment of electricity charges for unauthorized use of electricity or theft of electricity.
  - (iv) To the best of my knowledge and belief, the representation is not frivolous and vexatious in nature.

Date :  
Place :

Signature of the complainant

(GENERAL HEADING FOR REPLY, AUTHORISATION, ADDITIONAL INFORMATION ETC.)

**BEFORE THE ELECTRICITY OMBUDSMAN, RAJASTHAN, JAIPUR**

Case No. : .....

In the matter of filing of representation before the Electricity Ombudsman,  
Rajasthan, Jaipur by

(Name and Address of the Appellant)

v/s

(Name and address of the Licensee against which representation is made)

Appellant / Licensee submits as under:

.....  
.....

Date :

Place :

Signature of the Authorised Person  
Name & designation

(STAY APPLICATION)

**BEFORE THE ELECTRICITY OMBUDSMAN, RAJASTHAN, JAIPUR**

Case No. ....  
(To be filled up by the office)

- (1) (i) Name & address of the complainant(along with Pin code) :  
(ii) Consumer Account No. :  
(iii) Contact Person:  
(iv) Telephone / Mobile Number:
- (2) Name & address of the concerned Forum  
of licensee against which the stay application  
is made (along with Pin code) :
- (3) Registration no. and date of the grievance  
filed in the above Forum  
(enclose copy of grievance)
- (4) Date of filing stay application before the  
Forum (enclose copy of stay application)
- (5) Date of decision by the Forum on stay  
application: (enclose copy of decision)
- (6) Reason for the stay application
- (7) Relief sought from Electricity Ombudsman:
- (8) Declaration :  
I solemnly declare that :
  - (i) The representation does not pertain to the same subject matter,  
for which any proceedings before the Appellate Tribunal or the  
Commission or Arbitrator are pending or a decree or Award or a  
final order has already been passed by any such authority,
  - (ii) The representation does not pertain to the matters related to  
assessment of electricity charges for unauthorized use of  
electricity or theft of electricity.
  - (iii) To the best of my knowledge and belief, the representation is not  
frivolous and vexatious in nature.

Date :  
Place :

Signature of the Complainant

# ***Office of the Electricity Ombudsman, Rajasthan***

Vidyut Viniyamak Bhawan, Near State Motor Garage, Sahakar Marg, Jaipur- 302001

Phone (0141) 2740843, e-mail : rajombudsman@yahoo.in

No. Elec. Ombds. Raj. / Procedure /D. 10

Dated: 27.10.10

## **Procedure for settlement of disputes by the Electricity Ombudsman**

In pursuance of the Regulation 12 of the RERC (Settlement of Disputes by Electricity Ombudsman) Regulations, 2010 (hereinafter referred as Ombudsman Regulations), the procedure for settlement of disputes by the Electricity Ombudsman is laid down as under.

### **1 Jurisdiction, Office, Office Hours and Sittings of Electricity Ombudsman**

- 1) The jurisdiction and place of office shall be as decided by the Rajasthan Electricity Regulatory Commission (hereinafter referred as the Commission). Presently, the Electricity Ombudsman has been appointed for the State of Rajasthan, headquarter at Jaipur.
- 2) Unless otherwise directed, the office of the Electricity Ombudsman shall be opened daily except on Saturdays, Sundays and Government holidays notified by the Govt. of Rajasthan. The working hours shall be as notified by the Govt. of Rajasthan for its Secretariat.
- 3) The Electricity Ombudsman may hold sittings for hearing matters at the headquarter or such other place on days and time to be intimated through a notice to the concerned persons.

### **2 Proceedings before the Electricity Ombudsman**

- 1) The proceedings of the office shall be conducted either in Hindi or English. All representations, replies and other submissions shall also be furnished in Hindi or English.
- 2) All representations, replies and other submissions shall be typewritten or photocopied neatly and legibly on one side of white paper and every page shall be numbered and signed by the complainant, licensee or authorised representative thereof, as the case may be.
- 3) All representations, replies and other submissions shall be filed in such number of copies as may be required by the office and each set thereof shall be complete in all respect.

### **3 Representation to Electricity Ombudsman**

- 1) Any consumer aggrieved by the non-redressal of his grievance by the Forum for Redressal of Grievance (hereinafter referred as Forum), constituted by the concerned distribution licensee (hereinafter referred as Licensee), may make a representation to the Electricity Ombudsman within 90 days in terms of Ombudsman Regulation 5, in Format -I appended herewith.
- 2) The complainant shall attach following documents with the representation
  - i. Copy of the grievance filed before the Forum indicating its registration number & date and
  - ii. Copy of the decision of the Forum, if any.



- 3) In case the complainant wants to represent through his authorised representative / advocate, the authorisation shall be furnished.
- 4) The representation may be filed in person or through a messenger or by post but complete in all respect along with two more sets.
- 5) On receipt of the representation it shall be acknowledged by the office indicating the receipt number and the date of receipt.

4 Registration of the case

- 1) On receipt of a representation it shall be scrutinised and if the same is found to be fit for consideration, it shall be registered and allotted a Case Number which shall be referred in all future correspondence by the complainant and the licensee.
- 2) In case the representation on scrutiny is found to be deficit, the complainant shall be intimated accordingly. No case shall be registered for consideration until the representation is found fit in all respect.
- 3) The Electricity Ombudsman may call for the record of the Licensee and of the Forum for ascertaining the facts.

5 Reply of the Licensee and the Forum

- 1) After registration of a representation the Electricity Ombudsman shall serve a notice to the Chairman of the Forum as well as to the corporate office of the Licensee along with a copy of representation so received as per the Ombudsman Regulation 7.
- 2) The Licensee shall file the reply through the Officer In Charge or an advocate within such time specified in the above mentioned notice along with the authorisation letter. The Forum may also file its comments in similar way, if it so desires.
- 3) The Licensee shall deliver one copy of such reply to the Complainant and the proof thereof be attached with the reply to be sent to the Electricity Ombudsman.

6 General heading for reply, authorisation, additional information

- 1) Any reply, authorisation, additional information etc. shall be furnished by the Complainant / Licensee in Format -2 appended herewith. Any subsequent information / document, as may be required by the Electricity Ombudsman, shall be furnished by either party along with a proof of delivering a copy thereof to the other party.

7 Consideration of Stay Application

- 1) Aggrieved by the rejection or non disposal of stay application by the Chairman of the Forum within seven days, the consumer may file a stay application before the Electricity Ombudsman within seven days in terms of the Ombudsman Regulation 6, in Format -3 appended herewith. He shall attach following documents with the stay application
  - i. Copy of the grievance filed before the Forum indicating its registration number & date
  - ii. Copy of the stay application filed before the Forum
  - iii. Decision of the Forum on the stay application, if any.

- 2) The stay application can also be filed in case a consumer is not satisfied with final decision of the Forum or expiry of prescribed period for decision as per the Ombudsman Regulations. In that case the consumer shall file his representation to Electricity Ombudsman within fifteen days as per the Ombudsman Regulation 6(6).
- 3) The stay shall be granted by the Electricity Ombudsman on the merit of the case which shall be confirmed after giving an opportunity to the licensee being heard.

8 Settlement by Conciliation

- 1) On receipt of the representation from the consumer and the reply from the Licensee, the Electricity Ombudsman shall conduct conciliation proceedings in terms of the Ombudsman Regulation 7(2).
- 2) When a representation is settled through conciliation, the settlement so reached or in case no settlement is reached, the facts shall be recorded, duly signed by both the parties.

9 Award on Representation

- 1) Where the representation is settled through mediation of the Electricity Ombudsman, the representation shall be settled accordingly which shall then form the judgement of the Electricity Ombudsman as full and final settlement of representation.
- 2) Where the representation is not settled by conciliation, the Electricity Ombudsman shall decide the matter on the pleadings of the parties, after providing them an opportunity of being heard indicating nature of relieves including monetary compensation, if any, the complainant is entitled to as per the award.
- 3) A duly certified copy of the award shall be sent to the Complainant and to the Licensee.

10 Compliance by licensee

- 1) The complainant shall furnish a letter of acceptance to the Licensee within fifteen days of the award, that the award is accepted in full and final settlement of his claim. A copy of the same be also forwarded to the Electricity Ombudsman.
- 2) The licensee shall comply with the settlement award within fifteen days of receipt of the acceptance letter from the complainant and intimate the compliance of the Electricity Ombudsman award otherwise it shall be deemed to be a contravention of the provisions of the Ombudsman Regulations.
- 3) If the complainant does not intimate such acceptance the award shall not be required to be implemented by the licensee.
- 4) The Licensee shall furnish quarterly compliance reports to the Electricity Ombudsman in the format prescribed from time to time. Such reports should reach within one month of each end of the quarter.

(REPRESENTATION FOR REDRESSAL OF DISPUTES)  
**BEFORE THE ELECTRICITY OMBUDSMAN, RAJASTHAN, JAIPUR**

Case No. ....

(To be filled up by the office)

- (1) (i) Name & address of the complainant (along with Pin code) :  
(ii) Consumer Account No. :  
(iii) Contact Person:  
(iv) Telephone / Mobile Number:
  
- (2) Name & address of the concerned Forum of licensee against which the representation is made. (along with Pin code) :
  
- (3) Registration no. and date of the grievance filed in the Forum established by the licensee:
  
- (4) Date of decision given by the Forum:
  
- (5) Brief description of representation  
.....  
.....

Enclose

- (i) Brief description fo the Case
  - (ii) copy of grievance filed before the Forum indicating registration number & date
  - (iii) copy of decision of the Forum, if any
  - (iv) copy of the latest Electricity Bill.
- (6) Relief sought from Electricity Ombudsman:  
.....

- (7) Declaration:
- I solemnly declare that:
- (i) My grievance has not been redressed/I am not satisfied with the redressal of grievance by the Forum.
  - (ii) The representation does not pertain to the same subject matter, for which any proceedings before the Appellate Tribunal or the Commission or Arbitrator are pending or a decree or Award or a final order has already been passed by any such authority,
  - (iii) The representation does not pertain to the matters related to assessment of electricity charges for unauthorized use of electricity or theft of electricity.
  - (iv) To the best of my knowledge and belief, the representation is not frivolous and vexatious in nature.

Date :

Place :

Signature of the complainant

(GENERAL HEADING FOR REPLY, AUTHORISATION, ADDITIONAL INFORMATION ETC.)

**BEFORE THE ELECTRICITY OMBUDSMAN, RAJASTHAN, JAIPUR**

Case No. : .....

In the matter of filing of representation before the Electricity Ombudsman,  
Rajasthan, Jaipur by

(Name and Address of the Appellant)

v/s

(Name and address of the Licensee against which representation is made)

Appellant / Licensee submits as under:

.....  
.....

Date :

Place :

Signature of the Authorised Person  
Name & designation

(STAY APPLICATION)

**BEFORE THE ELECTRICITY OMBUDSMAN, RAJASTHAN, JAIPUR**

Case No. ....  
(To be filled up by the office)

- (1) (i) Name & address of the complainant(along with Pin code) :  
(ii) Consumer Account No. :  
(iii) Contact Person:  
(iv) Telephone / Mobile Number:
- (2) Name & address of the concerned Forum  
of licensee against which the stay application  
is made (along with Pin code) :
- (3) Registration no. and date of the grievance  
filed in the above Forum  
(enclose copy of grievance)
- (4) Date of filing stay application before the  
Forum (enclose copy of stay application)
- (5) Date of decision by the Forum on stay  
application: (enclose copy of decision)
- (6) Reason for the stay application
- (7) Relief sought from Electricity Ombudsman:
- (8) Declaration :  
I solemnly declare that :
  - (i) The representation does not pertain to the same subject matter,  
for which any proceedings before the Appellate Tribunal or the  
Commission or Arbitrator are pending or a decree or Award or a  
final order has already been passed by any such authority,
  - (ii) The representation does not pertain to the matters related to  
assessment of electricity charges for unauthorized use of  
electricity or theft of electricity.
  - (iii) To the best of my knowledge and belief, the representation is not  
frivolous and vexatious in nature.

Date :  
Place :

Signature of the Complainant