



ELECTRICITY OMBUDSMAN

OFFICE OF THE ELECTRICITY OMBUDSMAN (M) MAHARASHTRA ELECTRICITY REGULATORY COMMISSION

Consumer Grievance Redressal Mechanism & Procedure for Grievance Redressal

According to the Electricity Act, 2003 and the Regulations made there under called as “Maharashtra Electricity Regulatory Commission” (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2006”, the following are the step by step legal remedies available to the consumer to redress his / her grievance:-

Internal Grievance Redressal Cell (IGR Cell)

Internal Grievance Redressal Cell (IGR Cell), as notified by the Distribution Licensee, is the first authority where aggrieved consumer has to submit his grievance in prescribed form

List of IGRC given below

Consumer Grievance Redressal Forum (Forum)

In the event that a consumer is not satisfied with the remedy provided by the IGR cell to his grievance within 2 months from the date of filing such grievance or where no remedy has been provided within such period, the consumer may submit the grievance in Annexure “A” to the Consumer Grievance Redressal Forum (Forum), within a period of 24 months of the date on which cause of grievance has arisen.

List of CGRF given below

Electricity Ombudsman

If the consumer is still not satisfied with the Order passed by the Forum or did not get the Order within 2 months from the date of filing the Grievance in Annexure “A” with the Forum, then he may file representation before the Electricity Ombudsman in Scheduled “B” form, within 60 days from the date of the order of the Forum. There are two Electricity Ombudsmen posted for Maharashtra State one is Electricity Ombudsman (Mumbai) for Mumbai, Mumbai Sub-urbs, Thane, Raigad, Ratnagiri, Sindhudurg, Kolhapur, Solapur, Sangali, Satara, Pune, Nashik, Dhule, Jalgaon, Ahmednagar and Nandurbar Districts, and other Electricity Ombudsman (Nagpur) for Amravati, Akola, Buldhana, Yeotmal, Washim, Nagpur, Wardha, Bhandara, Gadchiroli, Chandrapur, Gondia, Latur, Beed, Nanded, Osmanabad, Aurangabad, Jalna, Parbhani, Hingoli.

Grievance falling within the purview of any of the following provisions of the Electricity Act, 2003 are excluded from the jurisdiction of the Forum:

- a. Unauthorized use of electricity as provided under section 126 of the Act;
- b. Offences and penalties as provided under sections 135 to 139 of the Act;
- c. Accident in the Distribution, supply or use of electricity as provided under section 161 of the Act;
and
- d. Recovery of arrears where the bill amount is not disputed.

Internal Grievance Redressal Cell

1. Maharashtra State Electricity Distribution Company Limited (MSEDCL)

Maharashtra State Electricity Distribution Company Limited have Internal Grievance Cell at the office of Superintending Engineer of each circle in the district and area of supply covered in Greater Mumbai.

2. Reliance Infrastructure Limited

There are 7 zones of Internal Grievance Redressal Cell in Reliance Infrastructure Limited. Which are listed below-

S.N	NAME OF ZONE	AREA OF JURISDICTION	ADDRESS
1	South Division – Santacruz (E)	Bandra, Khar, Santacruz, Vile Parle, Juhu	Customer Care Centre, Electricity House, Santa Cruz (E), Mumbai 400 055. Ph. 3009 9999 / 3009 8152 Email- sz.queries@relianceada.com
2	South Central Division – Andheri (W)	Jogeshwari (E) & (W), Seepz, Andheri (E) & (W)	Consumer Care Centre, E-4, MIDC, Andheri (E), Mumbai 400 093. Ph. 3009 6999 / 3009 4200 Email- sc.queries@relianceada.com
3	Central Division	Goregaon, Malad, Kandivli, Malwani, Marwe, Manori, Aksa, Erangal, Madh	Consumer Care Centre, W.E.Highway, Dindoshi, Goregaon (E), Mumbai 400 093. Ph. 3009 6999 / 3009 4844 Email- cz.queries@relianceada.com
4	North Division I – Kandivli (W)	Dahisar, Godbunder village, Rai village, Marve village, Dongri village, Uttan village, Gorai village	Consumer Care Centre, 369 D, S.V.Road, Kandivali (W), Mumbai 400 067 Ph. 3009 6999 / 2807 0013, Email- nz.queries@relianceada.com
5	North Division II - Bhayandar (E)	Mira Road to Bhayandar	Consumer Care Centre, Pawan Putra, Ghoddev, Bhayandar (E), Thane 401 101 Ph. 3009 6999 / 2819 0819 Email - nz.queries@relianceada.com

6	East Division I – Tilak Nagar	Chembur, Kurla, Vidyavihar, Ghatkopar, Vikhroli, Chunnabhatti, Tilak Nagar, Govandi, Mankhurd, Mahul, Gavanpada, Trombay	Consumer Care Centre, Tilak Nagar, Road No.3, Chembur, Mumbai 400 089. Ph. 3009 6999 / 3009 2022 Email - ez.queries@relianceada.com
7	East Division II – Sakinaka	Sakinaka to Powai	Consumer Care Centre, Sakinaka junction, Andheri Kurla Road, Mumbai 400 072. Ph. 30096999, Email - ez.queries@relianceada.com

TATA POWER COMPANY

For Commercial Complaint –

Sr. Manager (Commercial)
The Tata Power Company Limited
Corporate Centre, ‘B’ Block, 2nd floor,
34, Sant Tukaram Road, Carnac Bunder.
Mumbai – 400 006
Phone – 66658491.

For Technical Complaint –

Sr. Manager (T&D)
The Tata Power Company Limited
Dharavi Receiving Station, Matunga,
Shalimar Industrial Estate,
Mumbai – 400 019.

B. E. S. & T. UNDERTAKING

B.E.S.&T. Undertaking
BEST Multistoried Annex Building,
Ground Floor, Accomodation Road,
Mumbai – 400 001.

CONSUMER GRIEVANCE REDRESSAL FORUMS

SN	Consumer Grievance Redressal Forum (Zonewise)	Chairperson	Member	Ex. Engineer & Member Secretary	Area of Jurisdiction	Concerned Electricity Ombudsman
1	M.S.E.D.C.L., Amravati, HQ Akola Consumer Grievance Redressal Forum, Office of the Chief Engineer, Vidyut Bhavan, Ratanlal Plot, Akola-444 005.	Shri P.B.Gupta	Vacant	Shri A.R. Kadu 0724-2434475, Ext 109 9960674606	Amravati Akola Buldhana Yeotmal Washim	Nagpur
2	M.S.E.D.C.L., Aurangabad Consumer Grievance Redressal Forum, Old Power House Compound, Dr. Babasaheb Ambedkar Road, Aurangabad - 431 001.	Shri V.B.Mantri	Shri V.S. Kabra 9423846676	Mr. Mohd Kamuruddin 0240-2336172 7875764009	Aurangabad (R) Aurangabad (U) Jalna Parbhani Hingoli	Nagpur
3	M.S.E.D.C.L., Bhandup Consumer Grievance Redressal Forum, Office of the Chief Engineer, "Vidyut", L.B.S.Marg, Bhandup, Mumbai – 400 078.	Shri S. K. Chaudhari 9890065304	Smt. Archana Sabnis 9819122206	Shri R.N.Chavan 022-2566 3984 9930269418	Bhandup Mulund Bhiwandi Thane Vashi	Mumbai
4	M.S.E.D.C.L., Kalyan Consumer Grievance Redressal Forum, Office of the Chief Engineer, Tejshri, Jehangir Maidan, Karnik Road, Kalyan – 421 301.	Shri S. S. Deshmukh	Smt. S.A. Jamadar	Shri R. V. Shivdas 0251-2328283 9960681008	Kalyan Raigad Vasai	Mumbai
5	M.S.E.D.C.L., Kolhapur Consumer Grievance Redressal Forum, Office of the Chief Engineer, Administration Building, Tarabai Park, Kolhapur – 416 003.	Shri B.G. Pawar 0231-2666002	Shri G. C. Lele 0231-2666002	Shri G. B. Pankar 0231-2666001 9960676008	Kolhapur Solapur Sangli Satara	Mumbai

6	M.S.E.D.C.L., Latur Consumer Grievance Redressal Forum, Office of the Chief Engineer, Vidyut Bhavan, 1 st floor, Old Power House, Latur – 413 512.	Shri A.D.Bhosale	Shri Md.Quasim Bawala	Shri Thakur 02382-250634 9422933342 02382-250634	Beed Nanded Latur Osmanabad	Nagpur
7	M.S.E.D.C.L., Nagpur Rural Consumer Grievance Redressal Forum, Nagpur Rural Zone, Plot No. 12, Shrikrupa, Vijaynagar, Chhaoni, Near HP Gas Godown, Nagpur – 440 013.	Shri T. M. Mantri 0712-2022198	Shri M. G. Deodhar 0712-2022198	Smt S.D. Chiwande 0712-2022198 9960680397	Nagpur (R) Wardha Bhandara Gadchiroli Chandrapur	Nagpur
8	M.S.E.D.C.L., Nagpur Urban Consumer Grievance Redressal Forum, Nagpur Urban Zone, Office of the Chief Engineer, Prakash Bhavan, Link Road, Sadar, Nagpur – 440 001.	Shri. Shivajirao S. Patil 0712-2551295	Smt. Gouri Chandrayan 0712-2551298	Smt. Kavita K. Gharat 0712-2556318 9970006814	Nagpur (U)	Nagpur
9	M.S.E.D.C.L., Nasik Consumer Grievance Redressal Forum, Maharashtra State Electricity Distribution Co. Ltd. Nashik Zone, Kharbanda Park, 1 st Floor, Dwaraka, Sarvala, Nashik – 422 011.	Shri S.P.Wagh 9422245791	Shri Rajan S. Kulkarni	Shri C.V. Patil 9552575112 0253-2591019	Nashik Dhule Jalgaon Ahmednagar Nandurbar	Mumbai
10	M.S.E.D.C.L., Pune Consumer Grievance Redressal Forum, 925 Administrative Building, Kasaba Perth, Near Kumbharwada, Pune – 411 011.	Shri S. Madke	Shri S.S.Pathak 020-24480520 9422016895	Shri B.M.Ivare 020-24480520 9422016895	Pune (U) Pune (R)	Mumbai

11	M.S.E.D.C.L., Konkan Consumer Grievance Redressal Forum, Office of the Chief Engineer, New Administration Building, Nachane Road, Ratnagiri – 415 639.	Shri. D. S. Jamkhedekar	Shri S. M. Tayade 9403693007	Shri. V.D. Jagtap 02352-222026 9403693003	Ratnagiri Sindhudurg	Mumbai
12	Reliance Energy Limited Consumer Grievance Redressal Forum, Reliance Energy Ltd., 2 nd floor, Consumer Centre Building, Plot E-4 (i) & (ii), MIDC Area, Andheri (East), Mumbai 400 093.	Justice J. H.Bhatia.	Mrs. Premlata Modani 022-30094247	Shri Dilip Shantilal Shah 022-3009 4247	Mumbai Suburban - Bandra to Dahisar - Chunnabhatti to Vikhroli	Mumbai
13	B.E.S.&T Undertaking Consumer Grievance Redressal Forum, B.E.S & T. Undertaking, Ground Floor, Multi-storied Annex Building, BEST's Colaba Depot, Colaba, Mumbai-400 001.	Shri. Ravindra Uddhavrao Ingule 022-22856262	Shri S. P. Goswami 022-22855968	Shri Suresh P. Goswami 022-22856262	Mumbai City - Churchgate to Mahim - Colaba to Sion	Mumbai
14	TaTa Power Co. Ltd. Dharavi Receiving Station, Near Shalimar Industrial Estate, Matunga, Mumbai 400 019.	Shri R.V. Hegdekar 022-671712718/19 022-671712720	Mr. B. A. Naik	Mr. Vrushal N. Pimple.	Mumbai city & suburban upto Mira Bhayander and Mulund	Mumbai