

## **Commission's Complaint Handling Procedure**

Sections 10, 34 and 35 of the Haryana Electricity Reforms Act, 1997 and Sections 17 and 21 of the Haryana Distribution & Retail Supply License 1999 authorise the Commission to prescribe codes and standards and collect information with respect to the Licensee's Standards of Performance and Consumer Service.

In accordance with the above and subject to the provisions of the Act and Regulations, the following procedure has been adopted in regard to matters concerning the submission of complaints by consumers to the Commission.

1. Any person or organisation wishing to submit a complaint to the Commission may do so with the following essential submissions:
  - (a) That the complainant has exhausted the channels of redressal of his complaint as set out in the Licensee's complaint redressal procedure (duly approved by the Commission) together with adequate documentary evidence.
  - (b) Information as to whether he has filed any complaint with the Consumer Forum or civil court on the same issue.
  - (c) His name, address, service connection no. and telephone number (if any) for communication.
  - (d) Full description of the matter describing the issues under dispute and the relief sought.
  - (e) A description of the remedy/relief that the utility has made or offered together with documentary evidence and an explanation as to how the relief so offered does not meet the ends of justice/contractual obligations of the utility.
  - (f) If known, specific references to any law, licence condition, regulation, code and/or standard that is alleged to have been violated.
2. The Commission may decline to entertain the complaint if
  - (a) Any of the above requirements has not been met with or
  - (b) The complaint concerns matters outside the Commission's jurisdiction.

3. If the Commission declines to entertain the complaint, it shall notify the complainant in writing stating the reasons for refusal within 7 working days.
4. Upon receipt of the Complaint, the Deputy Director, Consumer Services, responsible for the handling of consumer affairs shall forward a copy of the Complaint to the relevant Licensee for comments within 10 working days under intimation to the complainant. The utility would be expected to redress the complaint within that period and report compliance or otherwise defend its decision not to provide the relief sought by the complainant.
5. The Officer of the Commission designated to handle a particular complaint may convene a meeting of the parties (Complainant and the Licensee) to attempt an informal resolution of the complaint. If the licensee agrees to provide the relief asked for, a compliance report should be sent by the licensee within the prescribed time period. The designated Officer would submit a report of the result of the informal attempt at resolution along with his comments to the Commission.
6. If the complaint is not resolved through informal attempts, the Commission may, depending on the merits of the complaint, initiate proceedings as per the Act and the HERC (Conduct of Business) Regulations.
7. The Commission may adopt any other process or take any action other than brought out above in case some specific situation so warrants.