

## Consumers Grievances Redressal Forum

In line with Regulation 3 of the Meghalaya State Electricity Regulation Commission (MSERC) Redressal of Grievances (Amendment) Regulation, 2011, the MeECL is pleased to reconstitute a Forum for redressal of grievances of consumers with the following members, with Headquarters at LumJingshai, MeECL, Shillong.

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|--|---|-------------|
| 1. Smti L.Kharkongor<br>I.A.S (Retd)                         | - | Chairperson |
| 2. Shri J. L. Rumjang<br>Retd.Chief Engineer (Elect), MePDCL | - | Member      |
| 3. Shri T.Nongsiej<br>Retd.Dy.Chief Accounts Officer, MeECL  | - | Member      |

### **Powers and function of the forum**

- (a) The Forum shall examine and consider all complaints that it receives and pass orders for the Corporation to remedy the fault or defect within such time as it may decide.
- (b) In exercising its functions the Forum shall have powers to call for information from the Corporation or any other person concerned and to hear him.
- (c) In dealing with any matter, the Forum may engage or consult a person having special knowledge or skill in the field.
- (d) A complaint shall be disposed of within a maximum period of fifteen days from the date of receipt and the complainant consumer and the Corporation shall be informed of the decision taken.

### **Under the said Regulations, the grievances may relate to**

- (a) Voltage fluctuation
- (b) Erratic supply of Electricity
- (c) Defective billing
- (d) Defective meters
- (e) Defective street lights.
- (f) Defaults in attending to routine complaints
- (g) Any other fault or defect which the licensee is duty bound to attend and rectify.
- (h) Non giving or delay in giving electricity connection to an applicant.

The Members of the Forum will hold office for a term of 3(three) years from the date of appointment or till he/she attains the age of 65 years whichever is earlier.

The Members will be entitled to Sitting Fee @ Rs.250/- per sitting.

Further, they will also be entitled to TA/DA @ equated to Grade-I Officers of the Meghalaya Energy Corporation Limited.

- N.B :**
1. A consumer who is aggrieved by the MeECL not solving his grievances may, within fourteen days but not later than twenty-one days from the date of his complaint made to the MeECL, seek redressal from the Forum.
  2. Before moving the Forum the consumer shall lodge a complaint before the complaint centres of the MeECL as notified in the news papers (January 2012) and available in the official website of MeECL so that the fault or defect is rectified.

**Sd/-**  
**( Shri Vijay Kr Mantri, IAS )**  
**Director Corporate Affairs**