

1. Representation to the Electricity Ombudsman has to be submitted in duplicate in FORM B. Sample form has been furnished elsewhere. In addition to Form B the representation should contain the following documents: a. Statement of Facts or Narration of the case (In duplicate)
b. Copy of the Petition submitted to CGRF with all documents
c. Copy of the order of the CGRF
d. Copies of the Petitions submitted to Licensee with all documents, and copies of the reply received from the Licensee.

The relief sought should be clear and specific. The address should be clear and complete with Pin Code, Phone Numbers etc of the complainant.

2. The Declaration given in the form is to be signed.

3. Stamp paper or revenue/judicial stamps are not necessary. No fees are to be paid.

4. The nature of relief sought should be clearly stated. Copies of all the relevant documents should be attached.

5. The Appeal Representation can be directly submitted in the Ombudsman office at Ernakulam or sent by Post/Courier.

6. The Representation to the Ombudsman shall be considered only if the Petitioner had submitted a complaint to the CGRF as explained above initially and the remedy is exhausted

7. The Appeal shall not be admitted unless the Petitioner is aggrieved on account of his complaint being not redressed by the CGRF within the period and manner specified in the Regulations

8. The Appeal against an order of the CGRF shall be made within the 30 days as specified in the Regulations

9. The Appeal shall not be in respect of the same subject matter that has been settled by the Ombudsman in any previous proceedings

10. The Representation shall not be admitted if the same grievance by the Complainant is pending in any proceedings before any court, tribunal or arbitrator or any other authority, or a decree or award or a final order has already been passed by any such court, tribunal, arbitrator or authority

11. On receipt and admission of the Appeal Petition the Ombudsman shall call for remarks/counter statement of the Licensee on the matter. The licensee shall furnish para-wise comments on the grievance within 21 days of intimation, failing which the Ombudsman may proceed on the basis of the material available on record

12. The Ombudsman may conduct hearing on the matter and visit the site if necessary. The Ombudsman shall notify in writing the parties on the date of hearing, giving sufficient advance notice.

13. The consumer need not necessarily engage Advocates to argue the case. They themselves can appear or nominate any person to present the case. If any body is engaged for presenting the case the Nomination form should be filled up and submitted to the Forum.

14. The Representation shall be disposed of by the Ombudsman either through settlement by agreement or through proceedings held by the Ombudsman to hear the parties

15. The Ombudsman shall be guided by factors which are necessary in the interest of justice, and shall ensure transparency while exercising its powers and discharging its functions and shall follow the rules of natural justice

16. Where the representation is not settled by agreement, the Ombudsman shall pass a speaking order with detailed reasoning that he thinks fair under the facts and circumstances of

the representation.

17. The order shall be in writing and shall state the full details of the award to the complainant and licensee. A copy of the award shall be sent to the complainant and the licensee named in the representation.

18. The distribution licensee shall comply with the orders of the Ombudsman.