



ASSAM POWER DISTRIBUTION COMPANY LIMITED
BIJULI BHAWAN, GUWAHATI.

No. CGM (Com)/CGRF/2010/13

dated 17.05.2010

OFFICE ORDER

Assam Power Distribution Company Ltd (APDCL) has decided to reorganise the existing Consumer Grievances Redressal Forum (CGRF) with an aim to effectively redress consumer grievances by setting up three additional forums as per the provision of section 42 of the Electricity Act 2003 and guidelines issued by the Assam Electricity Regulatory Commission (AERC)

1. CGRF, North Assam: To cover Sonitpur, Nowgaon, Karbi Anglong and Morigaon district.
2. CGRF, Upper Assam: To cover Jorhat, Sibsagar, Golaghat, Lakhimpur, Dibrugarh, Tinsukia and Dhemaji District.
3. CGRF, Hills & Barak Valley: To cover Cachar, Karimganj, Hailakandi, North Cachar(Dima Haula) District.
4. The existing CGRF is renamed as CGRF Lower Assam: To cover Kamrup Metro, Kamrup Rural, Darang, Udalguri, Nalbari, Barpeta, Bongaigaon, Kokrajar, Dhubri, Goalpara, Chirang and Baska District.

Accordingly, in modification of office order No CGM (D)/APDCL/T-321/09/448 dated 25.02.2010, the constitution of forums are notified as follows.

1. Consumer Grievance Redressal Forum, Lower Assam.

Sri Siddiqur Rahman.
Retd. Chief Engineer, APDCL. Chairman
9435014990 (M)

Sri Alope Chakrabarty,
Senior Manager (Accounts)
O/O General Manager.
Guwahati Zone
P.O Narengi, Guwahati-781026 Member (Convenor)
Fax 0361-2550569(O)
99547-04103(M)

Sri Gopal Ch. Baishya,
President Grahak Suraksha Santha.
Namghar Path, Rukmininagar
H.No 27 Ward No -57
P.O Assam Sachivalaya, Member
Guwahati-781006
Fax 0361-23000705(O)
0361-2264379 (R), 98640-66115 (M)

The forum shall function from Ground Floor, Bijuli Bhawan, Guwahati-781001.

2. Consumer Grievance Redressal Forum, North Assam.

Sri Rupam Bezbarua.
General Manager, North Assam, APDCL. Chairman.
P.O.Tezipur,
Fax No.03712-231140 (o)
Ph. No: 03712-225022 (o)

Sri Golap Das
Senior Manager (Accounts)
O/O General Manager.
North Assam Zone
P.O Tezipur Member, (Convenor)
Fax No.03712-231140 (o)
Ph. No: 03712-225022 (o)

Sri Paresh Goswami
Retd. HOD, Darang College.
Representative of consumers
Bam Parbatia, P.O.Tezipur
94350-80106 (M) Member.

The forum shall function from office premises of General Manager, North Assam Zone, APDCL, Tezipur.

3. Consumer Grievance Redressal Forum, Upper Assam.

Sri Anil Sarmabarua.
General Manager, Upper Assam, APDCL. Chairman.
Bidyut Bhawan, P.O.Jorhat, 785001
Fax 0376-2321792 (o)
Ph. 0376-2321702 (0)

Sri Niren Goswami
Senior Manager (Accounts)
O/O General Manager.
Upper Assam Zone
P.O Jorhat -785001 Member (Convenor)
Fax 0376-2321792 (o)
Ph. 0376-2321702 (0)

Sri Kamala Gogoi
Representative of consumers
Village Rabigaon, P.O.Teok, Jorhat Member.

The forum shall function from office premises of General Manager, Upper Assam Zone (APDCL), Bidyut Bhawan Jorhat,

4. Consumer Grievance Redressal Forum, Hills and Barak Valley, Assam.

Sri Bikash Kusum Choudhury.
General Manager, Barak Valley, APDCL. Chairman.
Radha Madhab Road, Silchar
Ph & Fax. No. 03842-222003 (o)

Md. Allauddin,
Asstt. Manager (Accounts)
O/O General Manager.
Cachar Electrical Circle
P.O Silchar- 788015 Member (Convenor)
Fax 03842- 234531(o)
Ph. 03842- 241989 (o)

Sri H.K.Gupta
ACS (Retd).
Representative of consumers.
Ambikapatty, Silchar
P.O Silchar
Ph 03842- 265580 Member.

The forum shall function from office premises of General Manager, Barak Valley Zone, APDCL, Silchar.

The Forums shall carry out the following functions:

1. The forum shall receive the complaints forwarded or filed with the forum so long such complaints are in writing and the forum shall not insist on any prescribed any format for filing of the complaint or for entertaining them. The forum may however seek information in details from the complainant.
2. The forum shall decide the complaints expeditiously and shall communicate its decision to the complainants within a period of not exceeding 30 days of the receipt of the complaint by the forum.
3. The forum shall maintain true and correct records of all complaints received by the forum from time to time and make available such records for inspection of the Assam Electricity Regulatory Commission (AERC), as the Commission may require. Such records shall also be opened for inspection by the consumers and other who are complainants as defined in the Electricity Act 2003. Wherever required by the complainants, the forum shall acknowledge in writing the pendency of the complaint before the forum.
4. All forums are requested to submit their annual budget estimate to carry out the assigned activities.
5. For any further reference the "Guideline for Consumer Grievances Redressal Regulation" notified by AERC may be referred which is available in web site of AERC at www.aerc.gov.in

Sd/-
Chairman & Managing Director
APDCL, Guwahati.



ASSAM POWER DISTRIBUTION COMPANY LIMITED
BIJULI BHAWAN, GUWAHATI.

No. CGM(D)/LAZ/APDCL/T-321/09

dated. 10.05.2010.

To

All DGM, All Electrical Circles, APDCL

Sub: Compliance of AERC "Guideline of Consumer Grievances and Redressal Forum" Regulation.

Ref: AERC 193/2005/B/70 dated 18th Feb'10.

You may be aware that as per provision of the Electricity Act, 2003, AERC notified "Guideline for Redressal of Consumer Grievances' Regulation 2005 U/S 42 of the Electricity Act, 2003.

You are directed to take necessary follow up action for effective implementation of the regulation along with the reporting formats of the regulation. The regulation also available in the website of AERC in www.aerc.gov.in if it is not available with your office.

Some of the steps need immediate attentions are as below:

1. Arrange for publicity materials regarding right of consumers along with antitheft measures undertaken by the company.
2. Inform consumers about the formation of Consumer Grievances and Redressal Forum (CGRF) in your area covering the districts with along with address, e-mail, and phone number etc, the information should be printed in the back of monthly energy bill forms and display near the Cash Counter.
3. All DGM of respective circle may fix some hours of days as "Complain Redressal Day" with publicity to address any consumer complain expeditiously.
4. All monthly activities of consumer redressal under your circle may be compiled as per the formats in the regulation and submitted to the respective CGM (D), preferably in electronic form to place in the web site of APDCL, for general information.

Please treat it in priority. An action taken report of compliance of this order may please be submitted.

Sd/-

(Sri A.K. Sachan, IAS)

Chairman & Managing Director,