

MEGHALAYA STATE ELECTRICITY BOARD

BOARD'S SECRETARIAT

LUM JINGSHAI, SHORT ROUND ROAD, SHILLONG 793 001, MEGHALAYA

No.MeSEB/GA.II/270/2007/16

6 June 2008

NOTIFICATION

In line with Regulation 3 of the Meghalaya State Electricity Regulatory Commission (Redressal of Grievances) Regulations, 2007, the MeSEB is pleased to constitute a Forum for redressal of grievances of consumers with the following members, with Headquarters at Lumjingshai, MeSEB Complex, Shillong.

1. Smti Roshan Warjri : Chairperson
Ex-MLA
2. Shri Wilberforce R. Marak, MCS : Member
(Retd) Deputy Commissioner
South Garo Hills Dist, Meghalaya
3. Shri L.P. Nongpluh : Member
(Retd) Secretary, JHADC

Powers and function of the forum

- (a) The Forum shall examine and consider all complaints that it receives and pass orders for the Board 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 Board 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 Board 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

The Members of the Forum will hold office for a term of 3(three) years from the date of appointment.

Member Secretary