

GRIEVANCE REDRESS MECHANISM

**(MINISTRY OF POWER)
SHRAM SHAKTI BHAWAN
NEW DELHI-110001.**

**GUIDELINES FOR DESIGNING AND IMPLEMENTING SEVOTTAM
COMPLIANT**

GRIEVANCE REDRESS MECHANISM

STATKEHOLDERS/ CLIENTS

The Ministry of Power is mainly responsible for evolving general policy in the field of energy. National Electricity Policy has been evolved in consultation with and taking into accounts views of the State Governments, Central Electricity Authority and other Stakeholders/Clients.

GRIEVANCE REDRESS MECHANISAM IN MINISTRY OF POWER

Particulars of Grievance Officer/ Website url to lodge Grievances.

A.	Name and contact details of Public Grievance Officer:	Dr. M.Ravi Kanth, Joint Secretary & Grievance Officer, Ministry of Power, Room No. 209, Shram Shakti Bhawan, New Delhi-110001 Tel: No. 23714842.
B.	Helpline number/Website url to lodge grievance.	<p>The citizens can lodge their grievances from any internet facility on www.pgportal.nic.in, introduced /implemented by Deptt. of Administrative Reforms & Public Grievances.</p> <p>All guidelines are available on DARPG website www.darpg.nic.in.</p> <p>The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is in vogue in Ministry of Power. All grievances cases received in Ministry of Power have been hosted in this system. A link to http://pgportal.gov.in under the heading 'Public Grievances' on the home page of the website of Ministry of Power has also been created for compliance of Sevottam Compliant Grievance Redress Mechanisam.</p> <p>Further, for in house handling of all such consumer complaints, this Ministry, its attached offices as well as its PSUs have appointed nodal officers.</p>

RESPONSIBILITY CENTERS AND SUBORDINATE ORGANIZATIONS

Ministry of Power, its attached offices as well as its PSUs have appointed nodal officers.

A list of Organizations/PSUs under the administrative control of this Ministry are as below:

Sl. No	Name of Organization	Name & Address of the Grievance Officer
1.	Central Electricity Authority	Shri S.K.Thakral Chief Engineer (Coord.) & Director (Grievances)Central Electricity Authority TPM Division, R.No.621, Sewa Bhavan, R.K.Puram <u>New Delhi.</u>
2.	National Thermal Power Corporation Limited.	Shri A.K.Rastogi, Company Secretary & Grievance Officer, National Thermal Power Corporation Limited, NTPC Bhavan, Scope Complex ,7 Institutional Area, Lodhi Road, <u>New Delhi</u> Tel. No.4360071, Fax-24360241
3.	Power Grid Corporation of India Limited,	Shri R.P.Ojha, General Manager (HR), Power Grid Corporation of India Ltd.,Plot No.2, Sector-29, IFFCO Chowk,Gurgaon- Haryana 95124-2571907
4.	Rural Electrification Corporation Limited.	Shri Rajesh Verma, Chief Vigilance Officer, Rural Electrification Corporation Scope Complex, Lodhi Road, <u>New Delhi</u> .Ph. 4360284
5.	Power Finance Corporation Limited	Shri M.K.Goyal,Director (Comm), Power Finance Corporation Limited Chanderlok,36, Janpath, <u>New Delhi.</u> Ph. No.23721108 Fax-23315822 E-mail- pkbhargava@pfc.delhi.nic.in
6.	Satluj Jal Vidyut Nigam Limited.	Shri R.S.Katoch, Director(P), Satluj Jal Vidyut Nigam Limited, Himfed Building, New Shimla-1710009 Tel No.2670030, Fax No.0177- 2670542

7.	National Hydroelectric Power Corporation Ltd.	Shri Charian Mathew, Executive Director (HR), National Hydroelectric Power Corpn. Ltd. NHPC Office Complex, Sector-33, Faridabad.(Haryana)
8.	North-Eastern Electric Power Corporation Limited	Shri P.C.Saikia, Deputy General Manager (IR) North-Eastern Electric Power Corporation Limited, Brookland Compound, Lower New Colony, Shillong-793003 Tel. No.(0364)-2220177
9.	Tehri Hydro Development Corpn.	Sh. D.K.Govil, General Manager (S) THDC, Ganga Bhawan, Pragartipuram , By-pass Road, Rishikesh-249201 Tel. No.0135-2431003 e-mail: thdcpgrams@yahoo.com
10	Damodar Valley Corporation	Shri A.K.Sharma,Deputy Secretary, Damodar Valley Corpn. DVC Towers, VIP Road, Kolkata-54
11	Bureau of Energy Efficiency	Ms. Abha Shukla,Secretary Bureau of Energy Efficiency NBCC Tower, Hall No.-IV, 2nd Floor 15, Bhikaji Cama Place,New Delhi
12	Bhakra Beas Management Board	Shri Vikramjit Singh Sabherwal, Deputy Secretary, Bhakra Beas Management Board Madhya Marg, Sector-19 B, Chandigarh. Ph.-0172-548571 E- Mail Spl. Secy @bbmb.chd.nic.in Chawla's M.No.9810034342

13.	National Power Training Institute	Shri Chandan Singh, Director, National Power Training Institute, NPTI Complex, Sector-33, Faridabad-121003 Tel.No.0129-2272210
14.	Central Power Research Institute	Sh.S.Sridhar, Additional Director Central Power Research Institute Prof. Sir C.V.Raman Road P.B. No. 8066, <u>Bangalore</u> , 560094 Phone no.3601263 E-mail keshav@powersearch.cpri.res.in .
15.	Appellate Tribunal for Electricity	Shri S.Syed Mahaboob, Dy Registrar, Appellate Tribunal for Electricity, Core 4, 7 th Floor, SCOPE Building, Lodhi Road, New Delhi-110003.
16.	Central Electricity Regulatory Commission(CERC),	Shri Sushant K.Chatterjee, Dy Chief (Regulatory Affairs), Central Electricity Regulatory Commission (CERC), 3 & 4 th Floor, Chanderlok Building, New Delhi-110001

REDRESS:

Determination of time norms for grievance handling:

Sl.No.	Grievance Category	Time Norms for redress
1	Electric Poles/Bills/Meters etc.	1 month
2	Erection of Electric Poles/New electric connections.	-do-
3	Service matters in relation to PSUs/ Organizations under the administrative control of this Ministry.	3 months
4	Allegation of harassment/misbehaviour	3 months
5	Faulty electric meters/faulty electric bills.	1 month
6	Compensation/employment to land oustees whose lands acquired for power projects.	-do-
7	References addressed to Hon'ble Minister of Power in relation to grievances on afore - cited subjects.	-do-
8	Civil amenities related to supply of electricity etc..	-do-

PREVENTION

Identification of grievance prone areas:

Grievances prone areas related to complaints/representations to Ministry of Power are identified below:-

1.	Electric Poles/Bills/Meters etc.
2.	Erection of Electric Poles/New electric connections.
3.	Service matters in relation to PSUs/ Organizations under the administrative control of this Ministry.
4.	Allegation of harassment/misbehaviour.
5.	Faulty electric meters/faulty electric bills.
6.	Compensation/employment to land oustees whose lands acquired for power projects.
7.	References addressed to Hon'ble Minister of Power in relation to grievances on afore cited subjects.
8.	Civil amenities related to supply of electricity etc..

Service Standards

Sl.No.	Service	weight	Success Indicator	Service Standard	Unit	Weight	Data Source
1	Prompt GrievanceRedress		Electric Poles/Bills/Meters etc.	Time taken to redress / forwarding the grievances related to Electric Poles/Bills/Meters etc to concerned department of a State Government	30 Working Days		CPGRAMS / Ministry of Power Record / complaints received by posts addressed to this Ministry and Hon'ble MOP
2			Erection of Electric Poles/New electric connections.	Time taken to redress / forwarding the grievances related to Erection of Electric Poles/New electric connections to concerned department of a State Government	30 Working Days		CPGRAMS / Ministry of Power Record / complaints received by posts addressed to this Ministry and Hon'ble MOP
3			service matters in relation to PSUs/Organizations under the administrative control of this Ministry.	Time taken to redress / forwarding the grievances related to service matters in relation to PSUs/Organizations under the administrative control of this Ministry or department of respective State Governments	60 Working Days		CPGRAMS / Ministry of Power Record / complaints received by posts addressed to this Ministry and Hon'ble MOP
4			Allegation of harassment/misbehaviour.	Time taken to redress / forwarding the grievances related to Allegation of harassment/misbehaviour concerning PSUs/Organizations under the administrative control of this Ministry or department of respective State Governments	60 Working Days		CPGRAMS / Ministry of Power Record / complaints received by posts addressed to this Ministry and Hon'ble MOP
5			Faulty electric meters/faulty electric bills.	Time taken to redress / forwarding the grievances related to Faulty electric meters/faulty electric bills to concerned department of a State Government	30 Working Days		CPGRAMS / Ministry of Power Record / complaints received by posts addressed to this Ministry and Hon'ble MOP
6			Compensation/employment to land oustees whose lands acquired for power projects.	Time taken to redress / forwarding the grievances related to Compensation/employment to land oustees whose lands acquired for power projects. to concerned department of a State Government	45 Working Days		CPGRAMS / Ministry of Power Record / complaints received by posts addressed to this Ministry and Hon'ble MOP
7			addressed to Hon'ble Minister of Power in relation to grievances on	Time taken to redress / forwarding the grievances related to References addressed to Hon'ble Minister of Power in relation to grievances on afore cited subjects.to concerned department of a State Government	60 Working Days		CPGRAMS / Ministry of Power Record / complaints received by posts addressed to this Ministry and Hon'ble MOP
8			Civil amenities related to supply of electricity etc.	Time taken to redress / forwarding the grievances related to Civil amenities related to supply of electricity etc.to concerned department of a State Government	45 Working Days		CPGRAMS / Ministry of Power Record / complaints received by posts addressed to this Ministry and Hon'ble MOP

ACTION ON GRIEVANCE PRONE AREAS THROUGH ANNUAL ACTION PLAN:

Periodic Review:

As per prescribed norms by Deptt. of Administrative Reforms & Public Grievances (DARPG), considering the delay in disposal of a particular grievance case Director of Public Grievances in the Ministry periodically review the pendency of grievances at his own level.

In cases related to Organizations under the administrative control of this Ministry, all the grievances are settled based on the feed back provided by the concerned PSU/Organizations.

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