

# 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