

Subject- consumer Affairs and customer care

Topics for Today's Class (28/04/2020)

- **Electricity Supply: Delhi Electricity Regulatory Commission**
- **Civil Aviation: - DGCA**

Electricity Supply: Delhi Electricity Regulatory Commission

Consumer Redressal forum and Ombudsman Regulations, Every distribution licensee, shall within six months from the appointed date or grant of licence, whichever is earlier, establish a Forum for redressal of consumer grievances in accordance with these Regulations. The Forum shall be independent of the Licensee. The Forum may accept complaints through e-mails or website subject to fulfillment of such requirements as the Forum may consider appropriate.

Grievance Filing

1. The Forum shall take up any kind of grievance concerning with electricity supply to the consumers except the grievances arising under Section 126,127, 135,139,143,152 and 161 of the Act.

2. Every grievance to the Forum must be submitted in writing to the Forum stating;

(a) the name of the individual or the organization, postal address, K No, and telephone number, fax number and the E-mail address (if any) of the complainant;

(b) the name of the office of the origin of complaint, , name of the electricity district etc;

(c) a full description of the matter, which is the source of the grievance, including copies of any relevant and supporting documents, if any;

(d) the relief prayed for .

(e) a statement that the matter is not pending before any other court, authority or forum

3. A copy of response if any from the licensee shall be enclosed.

4. The Forum may accept complaints through e-mails or website subject to fulfillment of such requirements as the Forum may consider appropriate.

Grievance handling procedure for the forum

(1) On receipt of the consumer grievance, the Secretary shall make an endorsement on the grievance subscribing his dated initial.

(2) Within 7 days of receipt of a consumer grievance, the Secretary shall send an acknowledgement to the applicant. Consumer grievances received shall be registered and serially numbered for each year, and shall referred be referred e.g. C.G. No. 1/2002, 2/2003 and so on. A copy of the grievance shall be forwarded simultaneously to the concerned officer of the licensee for redressal or to file objection if any in writing in case the licensee is not agreeable to the request of the complainant.

(3) The employee nominated / authorized in this regard by the licensee or the employee named in the complaint shall furnish the parawise comments on the grievance within 15 days from the date of receipt of the letter from the Forum, failing which the Forum shall proceed on the basis of the material available on record.

(4) The Forum may call for, any record of the licensee or from the complainant relevant for examination and disposal of the grievance and the parties shall be

under obligation to provide such information , document or record as the Forum may call for .Where a party fails to furnish such information , document or record and the Forum is satisfied that the party in possession of the record is withholding it deliberately, it may draw an adverse inference.

(5) On receipt of the comments from the licensee or otherwise and after conducting or having such inquiry or local inspection conducted as the forum may consider necessary, and after affording reasonable opportunity of hearing to the parties , the Forum shall pass appropriate orders for disposal of the grievance, as far as possible , within 60 days of filing the complaint.

(6) The proceedings and decisions of the Forum shall be recorded and shall be supported by reasons. The decision/s of the Forum shall be based on the opinion of the majority members of the Forum present and voting. The order of the Forum shall be communicated to the Complainant and licensee in writing within 7 days. The licensee shall comply with the order of the Forum within 21 days from the date of receipt of the order.

(7) The Forum may, subject to the Regulations made by the Commission in this regard, award such compensation to the complainants as it considers just and appropriate in the circumstances of the case.

(8) The Forum may issue such interim orders pending final disposal of the complaint as it may consider necessary.

(9) The Forum may settle any complaint in terms of an agreement reached between the parties at any stage of the proceedings before it and there shall be no right of representation before the Ombudsman against such order.

(10) The Forum shall not be bound to follow the procedure prescribed in the Civil Procedure Code 1908(Act 5 of 1908). Subject to these Regulations the Forum may evolve procedure conforming to the principles of fair play and justice for efficient discharge of its functions.

(11) Any complainant aggrieved by orders of the Forum may prefer a representation before the Ombudsman appointed/designated by the Commission.

Civil Aviation: - DGCA

The civil aviation industry in India has emerged as one of the fastest growing industries in the country over the last three years. India is currently considered as the third largest domestic civil aviation market in the world. According to International Air Transport Association (IATA), India will displace the UK for the third place in 2026. The Civil Aviation industry has shown a great expansion due to factors such as low-cost carriers (LCCs), modern airports, Foreign Direct Investment (FDI) in domestic airlines; advanced information technology (IT) interventions and growing emphasis on regional connectivity etc. There are many developments that have been made due to various initiatives taken by the government.

Grounds for complaints:-

- Cancellation /Rescheduling of Flights /Delays are a normal practice.
- Poor responses while enquiring on phones.
- Misinformation provided by Airlines staff when called on phones.
- Promised services are not provided.
- Long procedure in getting refund or even denial of refund.
- Denying boarding to the passengers having valid ticket and reported at proper check - in time at the last moment due to over booking or some unknown reasons.
- Misleading advertisement that invites passengers for free travel.
- Misinformation on confirmed booking.
- Unfriendly terms and conditions framed by the private airlines which caused discomfort to the passengers.

- Loss of baggage for which compensations are not paid or when paid it is very less.
- Pilferage of baggage.
- No proper guidance when the passengers are in harness.
- Misbehavior at the counter.
- Minor fault in booking through airlines/agents net may cost dearer to the passenger.

COMPLAINT REDRESSAL SYSTEM

Click here <http://www.consumerhelpline.gov.in> for registering complaints regarding issues relating to airlines sector.

Consumers can also lodge a complaint regarding airlines sector directly to Aviation Regulator DGCA. A special cell called SUGAM has been set up within the Directorate General of Civil Aviation (DGCA) to address the difficulties faced by the passengers. The below given link will assist the consumers to the SUGAM website.

http://dgca.nic.in/kyrdgca/KYR_portal.html

Regulatory Body-DGCA

The Directorate General of Civil Aviation (DGCA) is the regulatory body in the field of Civil Aviation, primarily dealing with safety issues. It is responsible for regulation of air transport services to, from or within India. It is also responsible for enforcement of civil air regulations, air safety, and airworthiness standards. The DGCA also co-ordinates all the regulatory functions with the International Civil Aviation Organisation (ICAO). As there is no Government Ombudsman in this sector to control airlines activities, the NCH have appraised the Ministry of Civil Aviation and Director General of Civil Aviation about passenger grievances and requested for creating Regulatory Body in this sector. Ministry of Civil Aviation /DGCA as a nodal

body in airlines sector have provided guidelines and norms facilitating to the passengers. Ministry of Civil Aviation has created a Regulatory Body AERA (Airport Economic Regulatory Authority) to regulate economic operation in this sector. Few Consumer organisations are nominated to this body. Besides, NCH have established convergence program with Kingfisher, Air Deccan (Now amalgamated with Kingfisher) etc. Passenger complaints against NACIL (Air India/ Indian Airlines), Spice jet, Jet airways, Go-air and Indigo airlines are also regularly forwarded to the respective airlines for redressal. CONSUMER VOICE, an associate of NCH has conducted country wide survey on the “Quality of services (AQS) rendered by Domestic Airlines in India.”