

Pre-Conditions/Limitations for entertaining complainant's representation :

The representation may be entertained by the Ombudsman only if all of the following conditions are satisfied that:-

- (a) it has been filed by the complainant being the aggrieved consumer or the association representing the consumers.
- (b) the complainant has, before making a representation to the Ombudsman, approached the Forum constituted under sub-section (5) of section 42 of the Act, for redressal of his grievance;
- (c) the representation by the complainant, in respect of the same grievance, is not pending in any proceedings before any court, tribunal or arbitrator or any other authority or a decree or award or a final order has not been passed by any such court, tribunal, arbitrator or authority;
- (d) the representation is not in respect of the same cause of action which was settled or dealt with on merits by the Ombudsman in any previous proceedings whether or not received from the same complainant or along with one or more complainants or one or more of the parties concerned with the cause of action;
- (e) the complainant is not satisfied with the redressal of his grievance by the Forum or the Forum has rejected the grievance or has not passed the order within the time-limit specified; or the licensee has not implemented the Forum's Order;
- (f) the complainant has filed the representation before the Ombudsman within 30 days from the date of receipt of the decision of the Forum or the date of expiry of the period within which the Forum was required to take the decision or the date of expiry of the period within which the distribution licensee was required to implement Forum's order whichever is applicable;
Provided that the Ombudsman may entertain a representation after the expiry of the said period of thirty days if the Ombudsman is satisfied that there is sufficient cause for not filing it within that period;
- (g) the complainant has deposited with the Ombudsman, an amount of equal to 50% of the amount assessed by the Forum, if any;
- (h) the complainant has paid such fees as specified in the table given below in sub-regulation (2) of regulation 32.

TABLE

S.No.	Nature of Representation	Applicable fees for each representation in (Rs)
1.	In relation to Low Voltage (LV)power supply	100/-
2.	In relation to High Voltage(HV)power supply	500/-
3.	In relation to Extra High Voltage power supply	1000/-

