

**Office of the Development Commissioner  
Cochin Special Economic Zone (CSEZ)  
Government of India  
Ministry of Commerce & Industry  
Kakkanad, Cochin-37**

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No.3/36/2005:Infra:CSEZ

Dated, the 29 th November, 2005

The Development Commissioner, Cochin Special Economic Zone is the Licensee for power distribution to the consumers in the Cochin Special Economic Zone.

Sub section (5) of Section 42 of the Electricity Act, 2003 (Central Act 36 of 2003) provides for establishment of a Forum for redressal of the grievances of the consumers in accordance with the guidelines as may be specified by the State Commission. CSEZ has to constitute a single member Consumer Grievance Redressal Forum in accordance with Para 3 (5), Chapter II of the KSERC regulations notified vide Order No.1/1/KERC-2005/III Dated, Thiruvananthapuram October 6, 2005 published in the Kerala Gazette No.2230, Vol.50 dated 14.10.2005.

Accordingly, Shri T.V.Chandran, Assistant Development Commissioner , CSEZ is hereby appointed as the single member forum for consumer grievance redressal in CSEZ.

Consumers may address complaints in writing in the format prescribed in the KSERC notification to the member for redressal. The forum may take up any kind of grievances/complaints as defined below:

1. defect or deficiency in electricity service provided by the licensee;
2. unfair or restrictive trade practices of licensee in providing electricity services;
3. charging of a price in excess of the price fixed by the Commission for supply of electricity and allied services;
4. errors in billing;
5. erroneous disconnection of supply;
6. electricity services which are unsafe or hazardous to public life in contravention of the provisions of any law or rule in force; or
7. any other grievance connected with the supply of electricity by the licensee except those related to the following:
  1. unauthorized use of electricity as provided under Section 126 of the Act;
  2. offences and penalties as provided under Sections 135 to 139 of the Act and
  3. accident in the distribution, supply or use of electricity under Section 161 of the Act.

sd/-  
(C.J. Mathew)  
Development Commissioner

To  
All Electricity Consumers in CSEZ.  
Copy to:

1. KSERC, 30, Parameswara Bhavan, Belhaven Gardens, Kawdiar, Thiruvananthapuram-695 003
2. The Chief Engineer (Legal), Central Electricity Authority (Legal Division), Sewa Bhavan, R. K. Puram, New Delhi-110 066 (w.r.t. their letter No.CEA/9/55 (4)/2005-Legal dated 5.8.2005.