

# **Government of Goa**

Department of Power  
Office of the Chief Electrical Engineer

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## **NOTE**

CEE/Tech/PLG/GEN/2024-2025 /878

The Electricity Department, Goa is adopting Joint Electricity Regulatory Commission Notification No. JERC-31/2024 date 16/08/2024 for 'Consumer Grievances Redressal Forum and Ombudsman regulations 2024 for adhering to the grievance working procedure including service timelines. The SOP which includes escalation matrix for handling grievance in the State of Goa is also issued by the Department.

Panaji, 22 October, 2024

**(Stephen Fernandes)**  
**Chief Electrical Engineer**

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