

	Mr. Saprem Shrivoikar, Assistant Professor, MPSLGPP, Goa University
7. Number of Faculty attended/participated	05 faculty members
8. Number of Student attended / participated	67
9. No. of external students/faculty/other participants	72
10. The objectives of the Program/activity/event	Workshop on Electricity Grievance Redressal Framework under the Joint Electricity Regulatory Commission has the following objectives: 1. To introduce students to the electricity regulatory framework Enable students to understand the role and functions of the Joint Electricity Regulatory Commission in regulating electricity distribution, tariff, and consumer protection. 2. To create awareness about consumer rights in the electricity sector Educate students on their rights as electricity consumers, including the right to reliable supply, fair billing, and transparent services. 3. To explain the grievance redressal mechanism Familiarize students with the step-by-step process of filing and resolving complaints through Consumer Grievance Redressal Forums (CGRF) and Electricity Ombudsman. 4. To develop practical knowledge of complaint procedures Train students on how to draft and submit complaints related to billing errors, service interruptions, voltage issues, and other electricity-related grievances. 5. To promote legal literacy and civic responsibility Encourage students to understand regulatory laws and actively participate in ensuring accountability in public utility services. 6. To highlight the role of regulatory bodies in consumer protection Explain how JERC and related institutions safeguard consumer interests

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	and ensure compliance by electricity providers. 7. To encourage problem-solving and critical thinking Engage students through case studies and real-life scenarios involving electricity disputes and their resolution. 8. To build awareness of digital grievance platforms Inform students about online portals and helplines available for lodging complaints and tracking their status. 9. To bridge the gap between theory and real-world application Connect academic knowledge with practical aspects of electricity laws, regulations, and dispute resolution systems. 10. To inspire future engagement in public policy and regulation Motivate students to explore careers or active roles in governance, consumer advocacy, and regulatory institutions.
11. Description of the Program/activity/event	Electricity is an essential service that directly impacts daily life, education, and economic activities. However, consumers often face issues such as incorrect billing, power outages, voltage fluctuations, or delays in service connections. To address these concerns, a structured grievance redressal system has been established under the Joint Electricity Regulatory Commission (JERC), ensuring transparency, accountability, and consumer protection. This workshop is designed to introduce students to the Electricity Grievance Redressal Framework under JERC, with a focus on understanding consumer rights and the mechanisms available to resolve electricity-related complaints. It aims to bridge the gap between theoretical knowledge and practical awareness by familiarizing students with institutions such as Consumer Grievance Redressal Forums (CGRFs) and the Electricity Ombudsman. Through interactive sessions, case studies, and discussions, students will learn how to identify common electricity-related grievances, understand the legal provisions governing consumer protection, and follow the step-by-step procedure for filing complaints. The workshop will also highlight the role of regulatory bodies in ensuring fair practices by electricity distribution companies.



	By the end of the workshop, students will be empowered with the knowledge and skills necessary to act as informed consumers and responsible citizens. They will be better equipped to assert their rights, seek remedies through proper channels, and contribute to promoting accountability and efficiency in the power sector.
12. Benefit/Key outcomes of the Program/activity/event	1. Understanding of Consumer Rights in Electricity Sector Students gain clarity on their rights as electricity consumers, including protection against unfair billing, service deficiencies, and wrongful disconnections. 2. Awareness of Grievance Redressal Mechanisms Participants learn about institutional mechanisms such as Consumer Grievance Redressal Forums (CGRF) and the Electricity Ombudsman, and how to effectively approach them. 3. Practical Knowledge of Complaint Procedures The workshop equips students with step-by-step guidance on filing complaints, documentation requirements, timelines, and escalation procedures. 4. Familiarity with Legal and Regulatory Framework Students are introduced to key provisions under the Electricity Act, 2003 and relevant regulations governing electricity distribution and consumer protection. 5. Development of Legal Awareness and Civic Responsibility The programme fosters a sense of responsibility and empowers students to act as informed citizens who can advocate for fair practices in public utilities. 6. Enhanced Problem-Solving and Analytical Skills Through case studies and real-life scenarios, students develop the ability to analyze disputes and propose appropriate remedies. 7. Encouragement for Careers in Regulatory and Legal Fields Exposure to the regulatory ecosystem may



	inspire students to pursue careers in energy law, public policy, or consumer rights advocacy. 8. Improved Communication and Skills Advocacy Interactive sessions help students articulate grievances effectively and engage with authorities in a structured manner. 9. Promotion of Energy Awareness and Responsible Usage Students understand the importance of responsible electricity consumption and the role of regulatory bodies in ensuring sustainable practices. 10. Empowerment to Assist Community Members Students can act as resource persons in their communities, helping others understand and access grievance redressal mechanisms.
13. Enclosures with report	Geo-tagged photos, Attendance Sheet and Flyer, acceptance Letter



Signature:

Dr. Vijay Madhu Gawas

Coordinator

Asst. Prof., MPSLGPP, Goa University



Signature:

Dr. Maria Norma Menezes,

Director

D.E.O.C Goa University

Director

Directorate of Equal Opportunities

Signature:


Mr. Saprem Shirvoikar

CO-Coordinator

Asst. Prof., MPSLGPP, Goa University







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MANOHAR PARRIKAR SCHOOL OF LAW, GOVERNANCE AND PUBLIC POLICY

&

UGC CENTRE FOR THE STUDY OF SOCIAL INCLUSION OF D. D. KOSAMBI SCHOOL OF SOCIAL SCIENCES AND BEHAVIOURAL STUDIES

IN COLLABORATION WITH
DIRECTORATE OF EQUAL OPPORTUNITY

&

SPES'S GOA MULTI-FACULTY COLLEGE, DHARBANDORA-GOA.

WORKSHOP ON EXPLORING THE INTERSECTION OF LAW AND SOCIETY THEME ON "EMPOWERING CONSUMERS: WORKSHOP ON ELECTRICITY GRIEVANCE REDRESSAL FRAMEWORK UNDER THE JOINT ELECTRICITY REGULATORY COMMISSION".

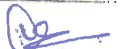
Date: 13th March 2026 Time: 9.30 am

Venue: SPES's Goa Multi-Faculty College, Dharbandora-Goa.

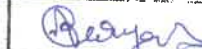
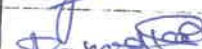
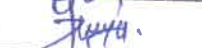
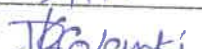
Sr. No	Name	Contact Number /Email	Gender	Signature
01	Dr. Uthas Bansode	9049269487	M	
02	Dr. Subashish Mohale	980 9767655550	M	
03	Rajendra Gounde	9284045525	m	
04	Mrs. Rajlaxmi. Gajanan Naik	9322726149	F	
05	Deepika Solanki	9112323728	F	
06	Soniya Iotli	8123428085	F	
07	Sangeeta Wadav	9578252119	F	
08	Siya Naik	9307629806	F	
09	Pooja Bagalkot	9545168053	F	
10	Sejal Jebhute	8010199281	F	
11	Behon. V. Kodav	9923614908	M	

Sr. No	Name	Contact Number / Email	Gender	Signature
1	chandrav chavan			
2	Vivek Vishwakarma		M	
3	Parth Patel		F	
4	Tejas Chari		M	
5	Divyavatha Gaonkar		M	
6	Siya Davu Naik		M	
7	Preeti Gaonkar		F	
8	Shivangi Prabhu		F	
9	Ravina Naik		F	
10	Sakshi Gaude		F	
11	Aniksha Satarkar		F	
12	Kaushika Gaonkar		F	
13	Rohini S. Manjorekar		F	
14	Rohini S. Sangalkar		F	
15	Valencia Swaley Fernandes		M	
16	Nikita N. Gaonkar		F	
17	Siya G. Gaonkar		F	
18	Rahat R. Pathan		F	
19	Sanjana S. Gaonkar		F	
20	Shafiya Khatib		F	
21	Priya Vind		F	
22	Vaishakhi Gawade		F	
23	Urpita Gaude		F	

(Signature)

Sr. No	Name	Contact Number / Email	Gender	Signature
24	Shravani Gaonkar		F	
25	Appu Lamani		M	
26	Darshan Pereira		M	
27	Abhinav Parwar		M	
28	Vishwanath Vankar		M	
29	Kartik Gauder		M	
30	Tanay Khutkar		M	
31	Sagar Vador		M	
32	Kedarri Juvekar		M	
33	Mohanish Gaonkar		M	
34	Nishad Paste		M	
35	Vivek Bhumbam		M	
36	Sahil Ganivadekar		M	
37	Rajkumar Gupta		M	
38	Stephen Mohanty		M	
39	Manthan Gaud		M	
40	Utkarsh daik		M	
41	Manitish Gaonkar		M	
42	Amit Adnikar		M	
43	Prityanshu Gaonkar		M	
44	Sahil Raut		M	
45	Pratibha Chari		M	
46	Tejas Gaonkar		M	



Sr. No	Name	Contact Number / Email	Gender	Signature
47	Ritesh Naik		M	
48	Aaryan Shukla		M	
49	Shirani Naik		M	
50	Gitvik Dhanborsdodkar		M	
51	Yash Gaunde		M	
52	Dhruv Gaunde		M	
53	Prathavisa Naik		M	
54	Emul Huk		M	
55	Manjeet D. Gans		M	
56	Shikha Kakodkar		F	
57	Airaf Killedar		F	
58	Sangeeta wadav		F	
59	Sijay Naik		F	
60	Sejal Tembhurne		F	
61	Pooja Bagalkot		F	
62	Deepika Solanki		F	
63	Soniya looti		F	
64	Sneha Haverjan		F	
65	Isha Pednekar		F	
66	Danas Almeida		M	
67	Ajali Aluohit		F	
68	Megha wadav		F	
69	Greay Pang		F	



Invitation



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**MANOHAR PARRIKAR SCHOOL OF LAW, GOVERNANCE AND PUBLIC POLICY
&
UGC CENTRE FOR THE STUDY OF SOCIAL INCLUSION OF D. D. KOSAMBI SCHOOL OF SOCIAL
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IN COLLABORATION WITH
DIRECTORATE OF EQUAL OPPORTUNITY
&
SPES'S GOA MULTI-FACULTY COLLEGE, DHARBANDORA-GOA.**

All are cordially invited

**WORKSHOP ON EXPLORING THE INTERSECTION OF LAW AND SOCIETY THEME ON
"EMPOWERING CONSUMERS: WORKSHOP ON ELECTRICITY GRIEVANCE REDRESSAL
FRAMEWORK UNDER THE JOINT ELECTRICITY REGULATORY COMMISSION".**

Date: 13th March 2026 Time: 9.30 am

Venue: SPES's Goa Multi-Faculty College, Dharbandora-Goa.

Chief Guest

**Hon'ble Dr. Ganesh Gaonkar
Speaker
Goa Legislative Assembly**

Guest of Honour

**Mr. Rajiv Samant
Superintending Engineer
Circle-I, Margao-Goa,**

**Prof. (Dr.) Shaikh Mohammad Parvez Al-Usmani,
Principal
SPES's Goa Multi-Faculty College,
Dharbandora-Goa**

In the Distinguished presence of

Dr. Maria Norma Menezes Reballo, Director D.E.O.C

Session Speakers

**Mr. Paresh Sawaikar, Chairperson, CGRF, Vasco Executive Engineer
Mr. Subhash Gangu Rama Kuttikar, Member, CGRF & Executive Engineer
Dr. Priya Onsker, Assistant Professor
Dr. Vijay Madhu Gawas, Assistant Professor
Mr. Saprem Shrivoiakar, Assistant Professor**

CO ORDINATOR

Dr. Vijay Gawas

CO COORDINATOR

Mr. Saprem Shirvoikar

COLLEGE COORDINATOR

**Mr. Neelesh Morajkar
Assistant Professor**

॥ विद्या सर्वस्य भूषणम् ॥

SATERI PISANI EDUCATION SOCIETYS

Shri. Gopal Gaonkar Memorial GOA MULTI-FACULTY COLLEGE

Recognised by Goa University, AICTE, DHE, Government of Goa &
under Section 2(f) of the UGC Act, 1956 NH-4A, Ponda-Belgaum Road,
Dayanand Nagar, Tal. Dharbandora. District: South Goa. 403 406 (INDIA).

Office Contact No.:7499918491 Email: gmfcgoa2013@gmail.com, Website: www.gmfc.ac.in



Ref No: GMFC/AC-22/GEN./2025-26/1803.

Date: 12/03/2026

TO,
DR. VIJAY GAWAS,
PROGRAMME COORDINATOR,
GOA UNIVERSITY, TALEIGAO PLATEAU, GOA – 403206.

Subject: Acceptance and Expression of Interest to Organise the Workshop in our college.

Respected Sir,

Warm greetings from GMFC, Dharbandora!

We are pleased to inform you that our institution is interested in organising the proposed **“Workshop on 'Exploring the Intersection of Law and Society: Empowering Consumers – Workshop on Electricity Grievance Redressal Framework under the Joint Electricity Regulatory Commission”**. We believe that this workshop will greatly benefit our students and faculty members by enhancing their knowledge, skills, and practical understanding of the subject.

Our college is committed to providing the necessary support and facilities required for the successful conduct of the workshop. We assure you of our full cooperation in coordinating and making suitable arrangements for the event.

Kindly note the event date and time:

Date: 13th March 2026

Time: 9.00 a.m. onwards

We look forward to a fruitful collaboration.

Thank you for giving us this opportunity.

Yours sincerely,

Prof. (Dr.) Shaikh Mohammad Parvez Al-Usmani,
Professor and Principal,
SPES's Goa Multi-Faculty College,
Dharbandora – Goa.





Dharbandora, Goa, India 🇮🇳

SPES's Goa Multi-Faculty College, Goa 403406, India

Lat 15.421734° Long 74.094567°

Friday, 13/03/2026 09:30 AM GMT +05:30

