

## **Is there any scope for conciliation between the parties involved ?**

Written by  
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Yes. A settlement of dispute through conciliation or mediation is possible if both the parties are willing and authorized for it. When a complaint is settled through mediation of the Electricity Ombudsman he shall make a recommendation, which he thinks fair in the circumstances of the case. The copies of the recommendation shall be sent to the complainant and the licensee concerned for compliance.