HARYANA ELECTRICITY REGULATORY COMMISSION
BAYS NO.33-36, SECTOR-4, PANCHKULA-134113, HARYANA

Notification

The 15th January, 2024

Regulation No. HERC/48/2020/3rd Amendment/2024

The Haryana Electricity Regulatory Commission, in exercise of the powers conferred under sub-Section 2 (t, v) of Section 181 read with Section 43,46 & 47 of the Electricity Act 2003 and all other powers enabling it in this behalf, after previous publication, makes the following regulations:

1. Short title, Commencement and Interpretation:

1.1. These Regulations shall become the part of the Haryana Electricity Regulatory Commission (**Forum and Ombudsman**) Regulations, 2020 (3rd Amendment) Regulations, 2024.

1.2. These amendments shall come into force with effect from the date of their publication in the Haryana Government Gazette.

2. Amendments to in chapter II-FORUM FOR REDRESSAL OF GRIEVANCEs OF THE CONSUMERS

(1) **The Regulation 2.1 shall be substituted as under**:

2.1 Every distribution licensee shall establish Consumer Grievances Redressal Forum under sub section (5) of the section 42 of the Act to cater the needs of Division, circle (district), zone and company level in accordance with these Regulations. Divisional, Circle and zonal forum shall be headed by an officer of the licensee of appropriate seniority with one representative of the consumers/prosumers nominated by the licensee as special invitee. Corporate Consumer Redressal Forum shall be headed by chairperson nominated/recommended by the Commission.

(2) **The Regulation 2.3 shall be substituted as under:**

2.3 The distribution licensee shall establish zone wise "Zonal Consumer Grievances Redressal Forum (Zonal Forum)", Circle wise "Circle Consumer Grievances Redressal Forum (Circle Forum)", Division wise "Divisional Consumer Grievances Redressal Forum (Divisional Forum)" and "Corporate Consumer Grievances Redressal Forum (Corporate Forum)" in accordance with these Regulations.

(3) **The following proviso shall be added to Regulation 2.4(iv)**

2.4 (iv) ------

Provided that if the distribution licensee, for any reason/ shortage of officers, fails to submit a panel of three suitable officers (with proven record of integrity who have at least two years' service left before superannuation) then in that case the licensee, with the concurrence of commission, may advertise the post to invite applications from the eligible persons, who have retired from distribution company, at an equivalent rank (As specified in clause 2.4(ii)/ 2.4(iii) of the Regulations). The member shall be selected after interaction with applicant by the selection committee to be constituted by the licensee under the chairmanship of Director Technical/Tariff HERC**.** Member so selected will have a term of two years extendable by another one year with the approval of the commission subject to maximum age as prescribed for re-employment in other cases of DISCOM. The remuneration & other service conditions shall be decided by the licensee at the time of advertisement of the post.

(4) **A proviso shall be added below the Regulation 2.4(vi):**

2.4 (vi) -------

Provided that any eligible officer in service can also apply for the post of Chairperson by giving undertaking that he will resign from service, if selected.

(5) **Regulation 2.6(a) shall be added after Regulation 2.6:**

2.6 (a) The composition and other terms & conditions of appointment of the Divisional Forum shall be as follows: -

i. The Chairperson of the Divisional Forum shall be the serving Executive Engineer/OP of the concerned distribution Division.

ii. One serving officer from Accounts & Finance cadre of the rank of Divisional Accountant/AO or of equivalent rank shall be nominated by the licensee as Member.

iii. One serving officer of the rank of AEE/AE shall be nominated by the Licensee as Member.

iv. One representative of the consumers/prosumers shall be nominated as special invitee by the licensee.

Provided that the nominated consumer representative shall certify that he/she has no personal interest in the complaint being

considered. He/ She shall not be entitled to any travelling/incidental expenses for attending the meeting (s) and shall make his/her own arrangements.

v. The officers of the distribution licensee shall perform the duties of the Chairperson/Members of the Divisional Forum in addition to their assigned duties without any additional remuneration.

vi. The Chairperson shall nominate one official/officer to act as "Nodal Officer" of the Divisional Forum. The Nodal officer shall keep record of all the complaints, prepare the agenda of each meeting and provide all the assistance as may be required for smooth functioning of Forum.

vii. The proceedings of the Forum shall not be affected in the absence of the independent member and/ or consumer representatives.

viii. Divisional forums shall have at least four sittings in a month or as decided/directed by the Commission from time to time.

(6) **Regulation 2.8.2 (iii) shall be added after Regulation 2.8.2 (ii):**

2.8.2 (iii) The Divisional Forum shall have jurisdiction to dispose off the complaints involving monitory disputes of an amount upto Rs. 50,000/- in each case.

3. The Regulation 3.3 of the Principal Regulations, 2020 shall be substituted as under:

3.3 The appointment of the Ombudsman shall be for a period of three years subject to age limit of 67 years.

By order of the Commission

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Secretary
Haryana Electricity Regulatory Commission