

KERALA STATE ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

KERALA STATE ELECTRICITY REGULATORY COMMISSION (CONSUMER GRIEVANCE REDRESSAL FORUM AND ELECTRICITY OMBUDSMAN) (THIRD AMENDMENT) REGULATIONS, 2010

STATEMENT OF OBJECTS AND REASONS

In exercise of powers conferred under Section 181 of Electricity Act, 2003 (Central Act 36 of 2003), and all other powers enabling it in this behalf, and after previous publication, the Kerala State Electricity Regulatory Commission hereby makes the following regulations to amend Kerala State Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2005, hereinafter referred to as “the principal regulations”. Namely.-

1. Short title and commencement .- (1) These Regulations may be called Kerala State Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) (Third Amendment) Regulations, 2010.

(2) These regulations shall be deemed to have come into effect from the date of publication in the official Gazette.

2. Amendment to Clause 8 – Insert the following as Clause 8(5) in the principal regulation.

“The address and phone numbers of the Chairperson of the Consumer Grievance Redressal Forum and the Electricity Ombudsman shall be prominently exhibited in all the offices of the Licensees for the information of the public“

3. Amendment to Clause 23 - Insert the following as Clause 23(5) in the principal regulation.

“Ombudsman having regard to the necessity for immediate relief to the petitioner, to carry out provisions of Electricity Act, 2003 and rules/regulations framed there under, to prevent inability to restore status quo ante or to prevent defeat of law can pass an interim order after recording the reason .

Provided that any licensee or consumer affected by the interim order and who was not given the opportunity to be heard can file objections, reply or rejoinder and seek modification of such order on sufficient grounds within thirty days of receipt of notice of the order.”

4. Amendment to Clause 26 - Insert the following as Clause 26(3) in the principal regulation.

“The Ombudsman shall be entitled to call for any information, particulars or take evidence either oral or documentary from the licensee or complainant.”

5. Amendment to Clause 27 - Insert the following as Clause 27 (5) in the principal regulation.

“The distribution licensee or concerned official named in the representation of the complainant / award of the Ombudsman shall submit a report on compliance of the order/award to the Ombudsman within three months or within the time specified in the order/ award whichever is earlier.

Provided the Ombudsman shall have the power to extend the period of 3 months or the time specified as above on being satisfied that such extension of time is reasonable and in the interest of justice.”

6. Amendment to Clause 27 - Insert the following as Clause 27(6) in the principal regulation.

“Non compliance of awards /orders/directions of the Consumer Grievance Redressal Forum and Ombudsman by Distribution Licensee shall be considered as non compliance of the provisions of Electricity Act, 2003 and the regulations made there under and Kerala State Electricity Regulatory Commission shall proceed accordingly”

Sd/-
Member (F)

Sd/-
Member (E)

By Order of the Commission

Sd/-
Secretary