

“बिजनेस पोस्ट के अन्तर्गत डाक शुल्क के नगद भुगतान (बिना डाक टिकट) के प्रेषण हेतु अनुमत. क्रमांक जी. 2-22-छत्तीसगढ़ गजट/38 सि. से. भिलाई, दिनांक 30-5-2001.”



पंजीयन क्रमांक “छत्तीसगढ़/दुर्ग/ सी. ओ./रायपुर/17/2002.”

# छत्तीसगढ़ राजपत्र

( असाधारण )

प्राधिकार से प्रकाशित

क्रमांक 30]

रायपुर, शुक्रवार, दिनांक 29 जुलाई 2005 – श्रावण 7, शक 1927

Chhattisgarh State Electricity Regulatory Commission  
Civil Lines, G.E. Road, Raipur (C.G.) – 492001

**Raipur, Dated 05 July 2005**

No. 10/CSERC/2005 - In exercise of the powers vested under clause (r) and (s) of sub-section-2 of Section 181 read with sub-section (5), (6) and (7) of Section 42 of the Electricity Act, 2003 (36 of 2003), the Chhattisgarh State Electricity Regulatory Commission has made the "CSERC (Redressal of Grievances of Consumers and Establishment of Forum and Electricity Ombudsman) Regulations-2004" which was notified in Chhattisgarh Rajpatra on 15<sup>th</sup> February 2005.

In the meantime, the Central Government in the Ministry of Power vide notification No. GSR 379(E) dated the 8<sup>th</sup> June 2005 have made the Electricity Rules, 2005 in which rule 7 deals with the consumer grievance redressal forum and ombudsman. Amendments of the above regulations have, therefore, become necessary to bring them in line with the Central Government Rules. The CSERC in exercise of the powers vested in it under regulation 74 of the aforesaid Regulations, therefore, makes the following regulations to amend the CSERC (Redressal of Grievance of Consumers and Establishment of Forum and Electricity Ombudsman) Regulations, 2004, namely: -

**(1) Short title and commencement:**

- (i) These Regulations may be called the CSERC (Redressal of Grievances of Consumers and Establishment of Forum and Electricity Ombudsman) (First amendment) Regulations-2005.
- (ii) These Regulations shall come into force from the date of their publication in the Chhattisgarh Rajpatra.

**(2) Definitions:**

- (a) **"Principal Regulations"** means the CSERC (Redressal of Grievances of Consumers and Establishment of Forum and Electricity Ombudsman) Regulations -2004.
- (b) All other words and expressions used in these Regulations but not defined shall have the same meaning as in the Principal Regulations.

**(3) Amendment of Regulation-14**

Regulation 14 of the Principal Regulations shall be substituted by the following: -

"The forum shall consist of two full time members to be appointed by the licensee, who shall be officers of the licensee and may include officers on re-employment. The composition of the forum shall be the following:

- (a) An officer not below the rank of Superintending Engineer, who possesses a degree in Electrical Engineering and has 20 years of experience in the distribution of electricity having served as a Superintending Engineer or on a higher post.
- (b) An officer not below the rank of Joint Director (Finance/Accounts) or Senior Accounts Officer, who has at least 10 years experience in Finance/Accounts in the electricity sector having served on an appointment not below the rank of Joint Director (Finance/Accounts) or Senior Accounts Officer or any other senior position for at least 5 years.

The member at (a) above shall act as the Chairman of the Forum."

**(4) Amendment of Regulation- 52**

Regulation 52 of the Principal Regulations shall be substituted by the following:

"The Ombudsman shall consider the representations of the consumers consistent with the provisions of the Act, the Rules and Regulations made hereunder or general orders or directions given by the appropriate Government or the appropriate Commission in this regard before settling their grievances."

**(5) Amendment of Regulation- 76**

Regulation 76 of the Principal Regulations and its heading "Report to the Licensee and Commission" shall be substituted by the following: -

**"76. Report of the Ombudsman**

- (a) The Ombudsman shall prepare a report on six monthly basis giving details of the nature of the grievances of the consumers dealt by him, the response of the Licensees in the redressal of the grievances and the opinion of the Ombudsman about the Licensee's compliance or the standards or performance as specified by the Commission under Section 57 of the Act, during the preceding six months.
- (b) The report under regulation 76(a) above shall be forwarded to the CERC and the State Government within 45 days after the end of the relevant period of six months."

By Order of the Commission

(Ajay Srivastava)  
Deputy Secretary