

ARUNACHAL PRADESH STATE ELECTRICITY REGULATORY COMMISSION

ITANAGAR

DRAFT NOTIFICATION

CONSUMER GRIEVANCES REDRESSAL FORUM AND OMBUDSMAN REGULATIONS (2<sup>nd</sup> AMENDMENT)-2024

NO. APSERC/NOTIFICATION.....In exercise of the powers conferred on Regulation (28) of Arunachal Pradesh State Electricity regulatory commission (consumer grievances redressal forum and ombudsman regulations,) Regulations, 2024, APSERC hereby makes Amendment in the above-mentioned regulations of 2015 published in the Extraordinary Gazette of Arunachal Pradesh, dated 16/09/2015 by making additions as mentioned hereafter.

**REGULATIONS**

**1. Short title and commencement:**

- 1) These regulation may be now called the Arunachal Pradesh State Electricity regulatory commission (consumer grievances redressal forum and ombudsman regulations,) Regulations, 2024 (2<sup>nd</sup> Amendment) Regulations, 2024.
- 2) These regulation shall come into force from the date of their publication in official Gazette of Arunachal Pradesh.

**2. Amendment of Regulation 5 of Principal Regulation shall be substituted as under:**

Clause 5. Establishment of Forum. -

(1) Every distribution licensee shall, within six months, from the grant of licence, establish, in its area of supply, under sub-section (5) of section 42 of the Act, a Forum for Redressal of Grievances of the consumers, in accordance with the guidelines contained in these Regulations:

Provided that the distribution licensee may, by an order, after considering factors such as the number of representations received, disposal of representation within the specified time limit, ease of access for the consumer and the geographical area, establish more than one Forum in its area of supply and in that event each such Forum shall have the jurisdiction as the distribution licensee, out of its total area of supply, define the territorial jurisdiction of each Forum in such order.

(2) Every distribution licensee has to constitute three tier consumer Grievances Redressal forum, namely:

(a) 1<sup>st</sup> tier shall be at the Sub-Division level headed by an executive not below the rank of Assistant engineer or equivalent

(b) 2<sup>nd</sup> tier shall be at Circle level headed by an executive not below the rank of Superintending Engineer or equivalent

(c) 3<sup>rd</sup> tier shall be at headquarter level headed by an Executive not below the rank of Chief Engineer or equivalent

(3) In order to ensure that all grievances are disposed of within the specified time limit the Commission may, from time to time, direct the licensee to increase the number of Forums.

**3. Amendment of Regulation 7 of Principal Regulation: clause (I) & (ii) shall be substituted as under:**

Clause 7 Constitution of Forum and a Appointments of its Members. - (1) Every Forum shall consist of three Members including the Chairperson, who shall be persons of experience, ability, integrity and standing, and out of them –

(i) Chairman and one Member shall be appointed by the distribution licensee out of its officers in all three tiers–

(a) In case of 1<sup>st</sup> Tier, Chairman shall be of the level of Assistant Engineer with one member of the level of Junior Engineer of distribution licensee. and

(b) In case of 2<sup>nd</sup> Tier, Chairman shall be of the level of Superintending Engineer with one member of the level of Executive Engineer of the distribution licensee and

(C) In case of 3<sup>rd</sup> Tier, chairman shall be of the level of Chief Engineer with one member of the level of Superintending Engineer of the distribution licensee subject to a provision that no single person can hold any position in more than one tier and

(ii) one Independent Member in each tier shall be designated/appointed by the licensee after seeking approval from the Commission –

(a) who are representatives of the registered voluntary consumers protection organizations or NGOs or consumer activists or members of Registered Society with experience of at

least 3 years for tier one (1), 5 years for tier two (2) and 8 years for tier three (3) in dealing with the matters concerning "consumer grievances/interests";

Provided that such person to be designated/appointed as Independent Member of the Forum shall not have been in the employment in any capacity under, or agency of the licensee; for a minimum period of one year prior to his being designated/appointed as the Independent Member of the Forum.

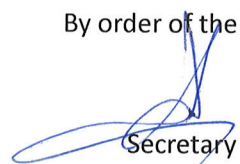
**4. Amendment of Regulation 13 of Principal Regulation: clause (b) shall be substituted as under:**

Clause 13(b) in case of the independent member the sitting fee/ honorarium for such Independent Member of all the tiers under clause(ii) of sub- regulation (1) of regulation 7 shall be:

- (a) Rs. 1000/- (Rupees one thousand) only for each day of sitting to the independent Member of 1<sup>st</sup> Tier
- (b) Rs. 2000/- (Rupees two thousand) only for each day of sitting to the independent Member of 2<sup>nd</sup> tier.
- (c) Rs. 3000/- (Rupees three thousand) only for each day of sitting to the independent Member of 3<sup>rd</sup> tier.

Provided the sitting fee/ honorarium for such Independent Member may be changed/modified by the Commission from time to time and shall be borne by the licensee.

By order of the Commission

  
Secretary  
APSERC, Itanagar

Note: The Principle Regulation were published in Gazette of Arunachal Pradesh Extraordinary no 254, Vol. XXII, Naharlagun, Friday , October 16, 2015, Asvina 24,1937 (Saka)