



ARUNACHAL PRADESH STATE ELECTRICITY REGULATORY COMMISSION
ITANAGAR

MP-02 OF 2025.

In the matter of:

Submission of Regulatory Compliance Application for approval of the 3-Tier Consumer Grievances Redressal Forum of the Department of Power, Arunachal Pradesh.

Coram: **Mr. R.K.Joshi Honourable Chairperson.**
 Mr. Nich Rika Honourable Member (Law).

Petitioner: Department of Power, Government of Arunachal Pradesh.

Appearance:

1. Er. Duyu Tacho, Chief Engineer (P) (Comm), Department of Power, Government of Arunachal Pradesh.
2. Er. Rajesh Sharma, JE (Comm), Department of Power, Government of Arunachal Pradesh.

Date of Hearing: 15.05.2025.

Date of Order: 15.05.2025.

ORDER

1. The petitioner, by way of this petition, has sought for approval of the 3-Tier Consumer Grievances Redressal Forum of the Department of Power, Arunachal Pradesh as in compliance with the Section 3 (ii) of the Arunachal Pradesh State Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman Regulations), Regulations 2024 (2nd Amendment).
2. The petitioner's representative Er. Duyu Tacho, Chief Engineer (P) (Comm), Department of Power, Government of Arunachal Pradesh in its submission has stated that as of the mandatory compliance of the above Regulations, a draft for approval of 3-Tier Consumer Grievances Redressal Forum of the Department of Power, Arunachal

Secretary (In-Charge)
State Electricity Regulatory Commission
Arunachal Pradesh

Pradesh has been submitted for approval before this Commission. Due to lack of manpower, the petitioner had faced extreme difficulties in constituting the requisite forum, though there are shortcomings and concern of eligibility criteria in the present draft, the petitioner assures to implement effectively at all levels. The petitioner prayed that this Commission may approved the present Draft of 3-Tier Consumer Grievances Redressal Forum of the Department of Power, Arunachal Pradesh.

3. The Regulation 2 and Regulation 3 of the Arunachal Pradesh State Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman Regulations), Regulations 2024 (2nd Amendment) reads as:-.

"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) 1st tier shall be at the Sub-Division level headed by an executive not below the rank of Assistant Engineer or equivalent.

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

(c) 3rd 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 1st 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 2nd 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 3rd 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."

4. Thus, by bare readings of the Regulations, it is clear that every distribution licensee has statutory obligation to constitute three tier consumer Grievances Redressal forum. The intent behind these Regulations is to ensure that all grievances are disposed of within the specified time limit.

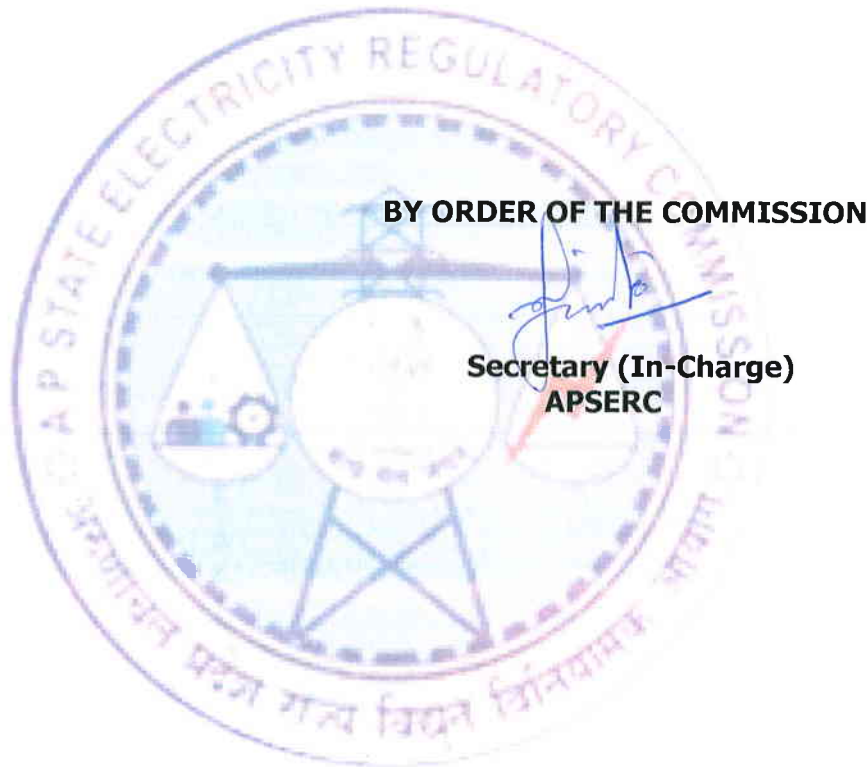
5. The Commission while acknowledging the pain and hardship endure in constituting the forum, applause the petitioner for the task undertaken, which for all shall redressal the grievances faced by the end user consumers.

Secretary (In-Charge)
State Electricity Regulatory Commission
Arunachal Pradesh

DECISION:

6. At this juncture, we whole heartly approve and give our assent on draft of the 3-Tier Consumer Grievances Redressal Forum of the Department of Power, Arunachal Pradesh as in compliance with the Section 3 (ii) of the Arunachal Pradesh State Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman Regulations), Regulations 2024 (2nd Amendment).

7. With the above observation, the petition is disposed of.



Secretary (In-Charge)
State Electricity Regulatory Commission
Arunachal Pradesh