



ಕರ್ನಾಟಕ ರಾಜ್ಯಪತ್ರ

ಅಧಿಕೃತವಾಗಿ ಪ್ರಕಟಿಸಲಾದುದು
ವಿಶೇಷ ರಾಜ್ಯ ಪತ್ರಿಕೆ

ಭಾಗ - III	ಬೆಂಗಳೂರು, ಬುಧವಾರ, ಮೇ ೧೫, ೨೦೧೩ (ವೈಶಾಖ ೨೫, ಶಕ ವರ್ಷ ೧೯೩೫)	ನಂ. ೭೬೧
Part - III	Bangalore, Wednesday, May 15, 2013 (Vaishakha 25, Shaka Varsha 1935)	No. 761

KARNATAKA ELECTRICITY REGULATORY COMMISSION BANGALORE - 560 001
NOTIFICATION

No: KERC/D/37/13, Bangalore, Dated: 10.05.2013

KERC, (Consumer Grievance Redressal Forum and Ombudsman) (Second Amendment) Regulations, 2013.

Preamble

In exercise of powers conferred on the Commission by Section 181 read with Sub-Section (5), (6) and (7) of Section 42 of the Electricity Act 2003 (Act No 36 of 2003) and all powers enabling it in this behalf, the Karnataka Electricity Regulatory Commission had issued KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations 2004 (herein called as Principal Regulations) vide notification No: D/02/03 dated 12-05-2004 which were published in the Gazette on 10-06-2004. The Commission vide its notification No: KERC/D/01/07 dated May 30, 2007 had effected amendments to the said Regulations vide notification dated June 14, 2007.

Proposals have been received by the Commission from BESCO seeking approval for creation of additional CGRFs with a view to making it convenient for consumers to get their grievances redressed expeditiously. Having considered the proposals received in this regard, the Commission proposes to amend clauses 3.1, 3.2 (a), (b) & (c), 4.1 and 6.1 of the said Regulations providing for creation of additional CGRFs in ESCOMs.

The Commission vide its notification dated 15.01.2013 had notified the draft of the proposed amendments and had invited comments/suggestions from interested persons. Nine Persons submitted their written comments/suggestions including the Forum of Regulators and the distribution licensees of the State. After considering the comments/ suggestions received, the Commission hereby makes the following amendments to the existing Regulations:

KERC, (Consumer Grievance Redressal Forum and Ombudsman) (Second Amendment) Regulations, 2013.

1. Short title, Application, and commencement

- i. These Regulations shall be called the Karnataka Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) (Second Amendment) Regulations, 2013.
- ii. These Regulations shall extend to the whole of the State of Karnataka.
- iii. These Regulations shall come into force from the date of publication in the Official Gazette.

2. The existing clause in Column-2 of Table below shall be substituted by the clause as in Column-3

Column - 1	Column - 2	Column - 3
Clause No:	Regulation as existing	As amended
3.1	Every Distribution Licensee shall establish a Forum to be called "Consumer Grievance Redressal Forum" (referred to as Forum hereunder) in the manner specified by these Regulations. The Forum so established shall have jurisdiction over the area of Licensee.	Every Distribution Licensee shall establish in every Revenue District of its jurisdiction a Forum to be called "Consumer Grievance Redressal Forum" (referred to as Forum(s) hereunder) in the manner specified by these Regulations. The Forum so established shall have jurisdiction as notified by the Licensee.
3.2		
(a)	The Chairperson shall be an officer of the Licensee not below the rank of a Chief Engineer.	The Chairperson shall be an officer of the Licensee not below the rank of a Superintending Engineer.
(b)	One member shall be an officer of the Licensee not below the rank of a Superintending Engineer.	One member shall be an officer of the Licensee not below the rank of an Executive Engineer.
(c)	One member shall be nominated by the Commission from the registered Non-Governmental Consumer organization working within the area of the Licensee with a good reputation. The Member so nominated shall be a person of ability, integrity and standing with sound knowledge of power sector and Consumer affairs.	One member shall be nominated by the Commission from among persons who have experience or knowledge of electricity sector/Consumer affairs.
4.1	The head quarters of the Forum shall be as specified by the Licensee.	The head quarters of the Forum shall be as notified by the Licensee.
6.1	In the event of a complaint not being redressed satisfactorily as provided in the Complaints Handling and Redressal Standards relating to Distribution and Supply (Standards of performance) of power issued by the Commission, shall submit his grievance to the Forum not later than ONE (1) month from the date of lodging of the Grievance with the Licensee.	In the event of a complaint not being redressed within the time limit as provided in the KERC (Consumer Complaint Handling Procedure) Regulations 2004, and KERC (Licensees' Standards of Performance) Regulations, 2004, complainant may submit his grievance to the Forum within THREE (3) months from the date on which his grievance should have been redressed. Provided that the Forum may for sufficient cause condone the delay in filing the complaint.

Approved by the Commission

N SRIRAMAN
Secretary

Karnataka Electricity Regulatory Commission