

Uttarakhand Electricity Regulatory Commission

Institution of Engineers (I) Building, 1st Floor, Near ISBT, Majra, Dehradun

Notification

14.05.2010

No. F9(II)/RG/UERC/2010/383: In exercise of powers conferred under section 181 of the Electricity Act, 2003, and all other powers enabling it in this behalf, and after previous publication, the Uttarakhand Electricity Regulatory Commission hereby makes the following regulations to amend the Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2007 (Principal Regulations), namely:

1. Short Title, Commencement and Interpretation

- (1) These Regulations may be called the Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) (Second Amendment) Regulations, 2010.
- (2) These Regulations extend to the whole of the State of Uttarakhand.
- (3) These shall come into force on the date of their publication in the official Gazette.

2. The first sentence in sub-Regulation (2) of Regulation 3 of the Principal Regulations shall stand deleted and shall be substituted by the following:

“Each Forum shall consist of three officers of the licensee to be appointed by the Distribution licensee, through proper advertisement in the press and website, after prior approval of the Commission and possessing qualifications and experience as given below:”

3. Sub-regulation (5) of Regulation 3 of the Principal Regulations shall be substituted by:

“Members shall hold office for the term of three years which would be extendable upto two years. The upper age limit for the appointment of the Member shall be 62 years and can hold the office only upto the age of 65 years.”

4. **Sub-regulation (9) of Regulation 3 of the Principal Regulations shall be substituted by:**

“The salary, sitting fees, honorarium and/or other allowances (collectively called “Remuneration”) payable to all the members appointed under sub-regulation (2) above including their terms of appointment shall be uniform and such as may be prescribed by the Commission. The Judicial and Consumer member shall be appointed as full time members and Judicial Member shall be administrative head of the Forum”

5. **Sub-regulation (10) of Regulation 3 of the Principal Regulations shall be substituted by:**

“For efficient functioning of the Forum, the Distribution licensee shall provide:

- (i) An office space consisting of three rooms one each for the three members, a hearing hall/room, one record room and one common room for the Secretarial staff.
- (ii) Computers and other facilities required by the members/Secretarial staff.”

6. **The second sentence in Sub-Regulations (14) of Regulation 3 of the Principal Regulations shall be modified to read as:**

“The Forum shall have sittings at such Principal office and also at any other place **in each district** in the area of supply of the Distribution Licensee as may be decided by the Forum from time to time or as the Commission may direct from time to time considering the number of complaints received, the place from where the complaints are received and the proximity to the principal place of business of the Distribution Licensees and other relevant factors.”

7. **In sub-regulation (16) of Regulation 3 of the Principal Regulations the following shall be added at the end:**

“In any hearing, the Distribution Licensee, shall not be represented by professional counsel, attorney or advocate, unless the Forum so permits. However, where the consumer chooses to be represented by counsel, attorney or advocate, then the Distribution Licensee shall be granted a similar privilege.”

- 8. In sub-regulation (25) of Regulation 3 of the Principal Regulations the following shall be added at the beginning:**

“The Forum shall specify the period for compliance by Distribution Licensee or the consumer as the case may be. Normally this period should be 30 days. In case, compliance of the Order involves major work/scope to be done, this period of 30 days may be extended with the reasons to be recorded in writing.”

- 9. In sub-regulation (28) of Regulation 3 of the Principal Regulations the word “person” shall be substituted by the word “consumer”.**

By the order of the Commission

(Pankaj Prakash)
Secretary