

**JOINT ELECTRICITY REGULATORY COMMISSION FOR
THE STATE OF GOA AND UNION TERRITORIES
GURGAON**

Coram
Dr. V. K. Garg, Chairperson
Shri R. K. Sharma, FIE Member

Petition No.....11/ 2010
(Suo-moto)

In the matter of

Establishment of Consumer Grievance Redressal Forums

And in the matter of:

Compliance of Order dated 9.10.2009 of the Hon'ble Appellate Tribunal for Electricity.

Respondents:

Electricity Department of Goa
Electricity Department of Andaman & Nicobar Islands
Electricity Department of Chandigarh
Electricity Department of Daman & Diu
Electricity Department of Dadra & Nagar Haveli
Electricity Department of Lakshadweep
Electricity Department of Puducherry

Present

1. Mr. Gyanesh Bharti Secretary Power (DNH) and D&D
2. Mr. S Kumaraswami Secretary Power Goa
3. Mr. Nirmal Braganza Chief Electrical Engineer Goa
4. Mr. Abhishek Munot Advocate
5. Mr. B.N. Mehta Superintending Engineer DNH
6. Mr. MR Ingle Executive Engineer D&D

ORDER

23.05.2011

Suo moto proceedings were initiated by the Commission regarding Establishment of Consumer Grievance Redressal Forums in Compliance of Order dated 9.10.2009 of the Hon'ble Appellate Tribunal for Electricity. The Commission has further reviewed the status.

1) Electricity Department, Goa

The respondent has filed their reply. Secretary Power Government of Goa who appeared before the Commission, confirmed that as informed earlier, the Chairperson CGRF shall be in place by 30th June 2011. Regarding the appointment of the Member CGRF, he assured that the matter is being processed on priority and that they are doing their best and hopeful that the member is also appointed by 30th June 2011.

2) Electricity Department Andaman & Nicobar Island (ED A&N)

ED A&N have not filed any status report regarding the appointment of member representative of licensee as required. They are directed to file the status report now by 30th June 2011.

3) Electricity Department Chandigarh

CGRF is functional.

4) Electricity Department Daman & Diu (EDDD)

Respondent has filed their reply stating that they have initiated the process of appointment for the post of Chairperson CGRF and that one Shri. S Subramanian has already been appointed and joined as Member of CGRF. The Commission directed the respondent to give a definite time frame. While explaining their difficulty regarding non availability of suitable person for the post of Chairman CGRF and that with the joining of the member CGRF, the forum now can function, Secretary Power D&D Administration who appeared before the Commission, assured that all efforts shall be made to appoint Chairperson by 30.06.11.

5) Electricity Department Dadra & Nagar Haveli (ED DNH)

The respondent has filed their reply. Earlier they had appointed Chairperson and member of the Commission to make the CGRF functional but as their appointments were not in line with the regulations, the same were not acceptable to the

Commission and therefore they had to re invite the applications for the appointment of the Chairperson CGRF. As they have not received sufficient response, they had to extend the date of submission of applications by a period upto 16.06.11. Accordingly the respondent has requested for grant of three months extension, that is, up to 31st August 2011 to make the CGRF operational. They have also stated that a Consumer Grievance Redressal Forum internal to the department already exists.

The Commission observed that the respondent's said 'Grievance forum' is internal to the Department (as mentioned in their reply), cannot substitute for the CGRF which is required to be constituted as per the regulations and therefore not acceptable..

The Commission also showed their dissatisfaction on the efforts being claimed to have been made for these appointments. Further that their reply only mentions about the selection of Chairperson CGRF and being silent on the selection of the Member CGRF.

Secretary Power DNH administration appearing before the Commission while explaining the difficulty in locating suitable persons, assured that all efforts shall be made to make the CGRF operational by 30.06.11.

6) Electricity Department Lakshadweep

No reply as required has been received. They are directed to file their reply now by 30th June 2011.

7) Electricity Department Puducherry.

CGRF is functional.

The matter shall be reviewed again on 8th July 2011.

sd/-
(R. K. SHARMA)
MEMBER

sd/-
(DR. V.K.GARG)
CHAIRPERSON