



JOINT ELECTRICITY REGULATORY COMMISSION

(For the State of Goa and Union Territories)

3rd and 4th Floor, Plot No. 55-56, Udyog Vihar, Phase-IV, Sector-18, Gurugram Haryana-122015 Ph. No. 0124-4684705 E-mail: secy.jercuts@gov.in, Website: www.jercuts.gov.in

PUBLIC NOTICE

In exercise of the powers conferred under Sub-Section (I) of Section 181 of the Electricity act, 2003 and all other powers enabling it in this behalf, and after previous publication, the Joint Electricity Regulatory Commission (for the State of Goa and Union Territories) propose to amend its prevailing (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2024.

Accordingly, the Draft Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) (First Amendment) Regulations, 2025 is available on the website of the Commission i.e., www.jercuts.gov.in.

The comments/suggestions on the above said draft regulation may be forwarded to the Commission by post or by email addressed to the Secretary, Joint Electricity Regulatory Commission (for the State of Goa & Union Territories), 3rd & 4th Floor, Plot No. 55-56, Udyog Vihar, Phase- IV, sector- 18, Gurugram, Haryana 122015 (email: secy.jercuts@gov.in) within 21 days from the issuance of this notice.

(S.D. Sharma)
Secretary (I/c), JERC

JOINT ELECTRICITY REGULATORY COMMISSION

(For the State of Goa & UTs)

DRAFT NOTIFICATION

Gurugram, the, XXXX, 2025

(CONSUMER GRIEVANCES REDRESSAL FORUM AND OMBUDSMAN) (First Amendment), 2025

No. JERC-XX/2025.— In exercise of the powers conferred on it under clauses (r) and (s) of sub- section (2) of section 181, read with sub-sections (5) to (8) of section 42, of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf and after previous publication, and in supersession of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulation 2024, except in respect of Act or things done or omitted to be done before such supersession, the Joint Electricity Regulatory Commission (“**JERC**”) hereby makes the following amendments in Joint Electricity Regulatory Commission (JERC) CGRF and Ombudsman Regulations 2024.

CHAPTER-I

SHORT TITLE, COMMENCEMENT, SCOPE, DEFINITIONS AND INTERPRETATION

1. Short title, extent and commencement. –

- i) These Regulations may be called the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) (First Amendment) Regulations, 2025.
- ii) These Regulations shall come into force from the date of their publication in the Official Gazette.
- iii) These Regulations shall extend to the whole of the State of Goa and Union Territories namely Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli and Daman & Diu, Lakshadweep, Puducherry.
- iv) In case of variance between English and Hindi versions of these Regulations, English version shall prevail.

2. Amendment to Regulation 6 A of the Principal Regulations:

- i) The main heading of Regulation 6(A) of the Principal Regulations shall be substituted as under;
“Appointment of Chairperson and Members of CGRF”

- ii) **Amendment to Regulation 6(A)(1)(b)(ii) of the Principal Regulations:**

The Regulation 6(A)(1)(b)(ii) of the Principal Regulations shall be substituted as under:

“(ii) Member (Consumer/Prosumers): An individual shall be person of ability, integrity and standing who has bachelor degree and having adequate knowledge of, and have shown capacity in, dealing with problems relating to engineering/finance/commerce/economics/law/Management etc. having minimum 10 years of experience in industries/commerce.”

- iii) **Following sub-clause shall be added after Regulation 6(A)(2) of the Principal Regulations:**

- i) **“The Distribution Licensee for the purpose of appointment of Member (Consumer/Prosumer) shall invite applications through public advertisement in at least two Newspapers, website of Distribution Licensee for the appointment of the Member (Consumer/Prosumer),**
 - ii) **The Distribution Licensee for the appointment of the Member (Consumer/Prosumer) shall form a selection Committee**
 - iii) **The selection Committee with recommendation of at least 3 persons shall be forwarded to the Commission for final selection.”**
- 3. Amendment to Regulation 10 of the Principal Regulations:**
 Following words shall be inserted in Regulation 10 of the principal Regulations:
“Every member shall have right to vote and” before the words “in case of equality”
- 4. Amendment to Regulation 12 of the Principal Regulations:**
 Following clause shall be added in Regulation 12 of the Principal Regulations:
“(5) The Independent Member and Member (Consumer/Prosumer) of CGRF shall be entitled to 08 days casual leave and 10 days Medical leave in a calender year.”
- 5. Amendment to Regulation 19 of the Principal Regulations:**
 Following words shall be inserted in Regulation 19 (2) of the Principal Regulations:
 The words **“15 days”** shall be inserted after the words “if any in writing within”
- 6. Amendment to Regulation 21 of the Principal Regulations:**
Following shall be inserted to Regulation 21 (1) of the principal Regulations:
“The words “as per Anexure-1-part 1 Clause 3(a) & 3(b)” shall be inserted after the words “named in the grievances.”
- 7. Amendment to Regulation 27 of the Principal Regulations:**
Following words shall be substituted in Regulation 27 of the principal Regulations:
 The words “such fee” shall be substituted with words **“₹ 10 / page as fee”**.
- 8. Amendment to Regulation 48 (3) of the Principal Regulations:**
Following proviso shall be added in clause (3) of the Regulation 48 of the Principal Regulations:
“Provided that the Ombudsman, Chairperson (CGRF) and other Members of the CGRF appointed, before the commencement of these Regulation, may opt for the terms and conditions under this regulation.”
- 9. Amendment to Annexure-I (Time lines), of the Principal Regulations:**
 - (i) The words “On same day”, “By the next day”, “By the next day” shall be substituted with words **“Within 7 days of receipt of consumer grievance”** at Part I, Serial No 2, Column 3. The new Time lines for acknowledge of receipt of complaint as specified at Column No. 3 of the table shall be as shown below;

S.No.	Description of action to be taken	Time lines specified	Time from which period begins
PART-I	Complaints/representations before the Forum		
2	Acknowledge of receipt of complaint- (a) When presented in person (b) When received by post, email or fax. (c) When received through the Complaint Receiving Centers	On the same day By the next day By the next day Within 7 days of receipt of consumer grievance	On the receipt of the complaint by the Forum

- (ii) The words “45 days” shall be substituted with words “**60 days**” at Part I, Serial No 6, Column 3. The new Time lines for making of Orders in other case by the Forum as specified at Column No. 3 of the table shall be as shown under;

S.No.	Description of action to be taken	Time lines specified	Time from which period begins
PART-I	Complaints/representations before the Forum		
6	Making of Orders by the Forum- (a) In cases of connection or disconnection of supply. (b) In other case	15 days 45 days –60 days	From the date of receipt of the complaint.

- (iii) **Amendment to Annexure-I (Time lines), Part II of the Principal Regulations:**

The words “30 days” shall be substituted with words “**07 days**” at Part II, Serial No 3, Column 3. The new Timelines for registration of representation where the grievance is not settled by mediation or conciliation by the Ombudsman as specified at Column No. 3 of the table shall be as shown below;

S.No.	Description of action to be taken	Time lines specified	Time from which period begins
PART-II			
3	Registration of Representation a) Registration of representation where the grievance is not settled by mediation or conciliation by the Ombudsman.	30 days –7 days	From the date of receipt of the representation by the Ombudsman.

- (iv) The words “07 days” shall be substituted with words “**15 days**” at Part II, Serial No 3, Column 3. The new Time lines for sending the record by the Forum as specified at Column No. 3 of the table shall be as shown below;

S.No.	Description of action to be taken	Time lines specified	Time from which period begins
PART-II	Registration of Representation		
3	Registration of Representation c) Sending of record by the Forum	7 15 days	From the date of receipt of the notice from the Ombudsman.

- (v) The words “90 days” shall be substituted with words “**3 months**” at Part II, Serial No 4, Column 3. The new Time lines for orders of the Ombudsman as specified at Column No. 3 of the table shall be as shown below;

S.No.	Description of action to be taken	Time lines specified	Time from which period begins
PART-II			
4	Orders of the Ombudsman	90 days 3 months	From the date of receipt of the representation.