



## **ASSAM ELECTRICITY REGULATORY COMMISSION**

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### **NOTIFICATION**

**The November 5, 2009**

#### **Assam Electricity Regulatory Commission (Guidelines for Redressal of Consumer Grievances) Regulation, 2004, (First Amendment) 2009**

No. AERC 65/2003/Pt-I/A/1 - Where it is expedient to amend the provisions of Assam Electricity Regulatory Commission (Guidelines for Redressal of Consumer Grievances) Regulation, 2004, the Assam Electricity Regulatory Commission in exercise of the powers conferred by Section 181 of the Electricity Act, 2003, after publication makes the following Regulation, namely:

#### **CHAPTER - I : PRELIMINARY**

##### **(1) Short Title and Commencement**

- (1) These Guidelines may be called the "Guidelines for Redressal of Consumer Grievances" 2004, (Amendment) 2009.
- (2) These guidelines extend to the whole of the State of Assam concurrent with the jurisdiction for the supply of electricity by the distribution licensees.
- (3) These guidelines shall come into force from the date of its publication in the official Gazette of Government of Assam.

#### **CHAPTER III: FORUM FOR REDRESSAL OF GRIEVANCES OF THE CONSUMERS**

##### **(4) Constitution of the forum for Redressal of Grievances of the Consumers:**

The Commission decided to amend some provisions of AERC (Guidelines for Redressal of Consumer Grievances) Regulations, 2004. The amendments are given as below:-

*Amendment of regulation - 4.*— In regulation 4 of the Assam

Electricity Regulatory Commission (Guidelines for Redressal of Consumer Grievances) Regulations (hereinafter called "the said regulations"), —

- (i) For existing sub-regulation (2), of regulation (4), the following sub-regulation (2) shall be substituted,
- (2) The Forum shall consist of three members, the first two members to be appointed by the Distribution Licensee and the third one to be nominated by the Commission, with the following composition.
  - (a) A serving officer of the Distribution Licensee or a retired person to be designated by the Distribution Licensee possessing degree in electrical engineering and having at least Fifteen Years experience in the distribution of electricity and having served not below the rank of Superintending Engineer, who will be the Chairman of the Forum.

Provided when the Chairman of Forum is unable to discharge the functions owing to absence, illness or any other cause, the member indicated in Sub-Clause (2) (b) of Clause (2) of this Chapter shall discharge the functions of the Chairman until the day when the Chairman assumes office.
  - (b) One shall be a serving or a retired person having at least ten years of experience in accounting out of which at least five years in revenue matters and not below the rank of Deputy Manager (Accounts).
  - (c) One shall be a representative of a Consumer Association / Non-Governmental Organisation actively engaged in protecting the interests of electricity consumers, or a representative from the members of the State Advisory Committee constituted under section 87 of the Act, to be nominated by the Commission.
- (ii) For existing sub-regulation (3), of regulation (4), the following sub-regulation (3) shall be substituted,
- (3) The Commission may direct the Distribution Licensee to substitute a member of the Forum with another person or the Commission may substitute any member of the Forum nominated by it by another

person as per the composition and qualification provided in sub-clause (2) above if in the opinion of the Commission such substitution is necessary for the proper discharge of the functions of the forum and redressal of the grievances of the Consumers.

(iii) For existing sub-regulation (10), of regulation (4), the following sub-regulation (10) shall be substituted,

(10) The Distribution Licensee shall meet the costs and expenses of the Forum including the establishment and staff required to assist the Forum in the discharge of the functions under these Regulations and also the cost and expenses of the Members nominated by the Commission.

(iv) A new sub-regulation (12) of regulation (4) shall be added as below:-  
The salary of the Serving Officers - Members shall be the same to which they are otherwise entitled. The member nominated by the Commission shall be entitled for a per diem fee of Rs. 750/- for each day of participation in the Forum proceedings.

(v) A new sub-regulation (12) of regulation (4) shall be added as below:-  
The quorum for the Forum meeting shall be 2 and each member shall have one vote and in case of equality of votes on any issue or resolution, the Chairman of the Forum will have a casting vote.

The incorporated new clauses and Amendment are placed in the official website of the Commission [www.aerc.gov.in](http://www.aerc.gov.in) in "Regulations" Page for a period of 21 (twenty one) days as previous publication under sub-section (3) of Section 181 of the Electricity Act, 2003 for comments / objections, suggestions from any person who is likely to be affected by the provisions of these regulations. If no comments are received within 21 days, the Regulations will be sent for final publication in the State Gazette.

By order of the Commission

(Smti Gauri Regon, ACS)  
Secretary,  
Assam Electricity Regulatory Commission

**Memo NO. AERC. 65/2003/Pt-I/A/1-A** Dated Guwahati the 5<sup>th</sup> November, 2008  
Copy for information to :

- 1) **The Principal Secretary to the Government of Assam**, Power (Elect) Department, Assam Sachivalaya, Block - C, Dispur, Guwahati - 781 006
- 2) **The Chairman**, Assam State Electricity Board, Bijulee Bhawan, Paltan Bazar, Guwahati - 781 001
- 3) **The Managing Director**, AEGCL / APGCL / UAEDCL / LAEDCL / CAEDCL, Bijulee Bhawan, Paltan Bazar, Guwahati - 781 001
- 4) **The Secretary**, Central Electricity Regulatory Commission, Core - 3, 5<sup>th</sup> Floor, Scope Complex, 7 Institutional Area, Lodhi Road, New Delhi - 110 003. India.
- 5) All members of State Advisory Committee, for information and necessary action.
- 6) **Secretaries of All SERCs.**

Secretary,  
Assam Electricity Regulatory Commission