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PART III

Notifications by High Court, Advertisement, Notices and Change of Name etc.

HARYANA ELECTRICITY REGULATORY COMMISSION
BAYS NO. 33-36, SECTOR-4, PANCHKULA – 134112

Notification

The 1st May, 2023

Regulation No. HERC/48/2020/2nd Amendment/2023.— In exercise of the powers conferred under Section 181 and other provisions of the Electricity Act, 2003 (36 of 2003) and all other powers enabling the Commission in that behalf, the Haryana Electricity Regulatory Commission hereby makes the following Regulations to amend Haryana Electricity Regulatory Commission (Forum and Ombudsman) Regulations, 2020 providing for guidelines to the Licensees for establishment of Forum for Redressal of Grievances of the consumers; for appointment of Ombudsman; for representation against non-redressal of grievances of consumers and the time and manner of settlement of grievances by Ombudsman and for matters incidental and ancillary thereto:

1. Short Title, Extent and Commencement

- 1.1 These Regulations may be called the Haryana Electricity Regulatory Commission (Forum and Ombudsman) (2nd Amendment) Regulations, 2023.
- 1.2 These Regulations shall be applicable to all distribution licensees including a deemed licensee under the Act.
- 1.3 These Regulations shall extend to the whole of the State of Haryana.
- 1.4 These Regulations shall come into force on the date of their publication in the official gazette.

2. Amendment to Regulation 2.32:

Existing Regulation 2.32 of the HERC (Forum and Ombudsman) (1st Amendment) Regulations, 2022 shall be substituted with the following:

“The decisions of the Forum will be recorded and duly supported by reasons. The Order of the Forum will be communicated to the complainant and the licensee in writing within 7 days of the passing of the Order. The licensee shall comply with the order of the Forum within 21 days from the date of receipt of the order. In appropriate cases, considering the nature of the case, the Forum, upon the request of the licensee, may extend the period for compliance of its order up to a maximum of three months. The aggrieved consumer may approach the Ombudsman who will provide the consumer as well as the licensee an opportunity of being heard and decide the appeal.

In case of non-compliance of the order of the appropriate Forum, the aggrieved consumer may approach the Commission who will provide the consumer as well as the Licensee an opportunity of being heard. The Commission may initiate proceedings under section 142 of the Act for violation of the Regulations framed by the Commission.”

3. Amendment to Regulations 2.4(v):

Existing Regulation 2.4(v) of the HERC (Forum and Ombudsman) (1stAmendment) Regulations, 2022 shall be substituted with following: -

“The Chairperson shall be paid a fixed remuneration of Rs. 1,10,000/- P.M. or as may be determined by the Commission from time to time. The Chairperson shall also be entitled to office facilities, casual leave/ extra ordinary leave & TA/DA as admissible to Grade-1 officers of the State Government on tour:

Provided that the terms and conditions of service of a member of the Forum who is in the employment of the licensee shall be governed by the terms & conditions of his/her employment with the licensee and shall continue to draw same salary as he/she is entitled as a regular employee of the licensee.”

4. Amendment to Regulations 3.5:

Existing Regulation 3.5 of the Principal Regulations shall be substituted with following: -

“The Ombudsman shall be paid a fixed remuneration of Rs.1,12,500/- P.M. or as may be determined by the Commission from time to time. The Ombudsman shall also be entitled to office facilities, casual leave/ extra ordinary leave & TA/DA as admissible to Grade-1 officers of the State Government on tour.”

By the order of the Commission

(*Sd.*)...

Secretary,

Haryana Electricity Regulatory Commission,
Panchkula.

Panchkula:
The 1st May, 2023.

[327-1]