

HARYANA ELECTRICITY REGULATORY COMMISSION
PANCHKULA
Notification
Dated 16.10.2006

Regulation No. HERC/ 02/2004/1st Amendment, 2006

In exercise of the power conferred on it by Section 181 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling in this behalf, and after previous publication, the Haryana Electricity Regulatory Commission, hereby makes the following regulation to amend the Haryana Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) and (Electricity Ombudsman) Regulation, 2004 hereinafter referred to as “ the principal regulations” , namely :

1. Short title, Commencement and Interpretation

- i) These Regulations may be called the Haryana Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) and (Electricity Ombudsman) (1st Amendment) Regulation, 2006.
- ii) These regulations shall be applicable to all distribution & retail supply Licensees in their respective licensed areas.
- iii) These regulations shall extend to the State of Haryana.
- iv) These regulations shall come into force on the date of its publication in the Haryana Government Gazette.
- v) The Punjab general clauses Act 1898(1 of 1898), as applicable to the state of Haryana shall apply to the interpretation of these regulations.

2. Amendment to the opening paragraph of the principal regulation

The opening paragraph of the principal regulation, shall be substituted by the paragraph stated hereunder :

“In exercise of the power conferred on it by Section 181 read with Sub-Section (5) & (7) of Section 42 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling in this behalf, the Haryana Electricity Regulatory Commission, to

provide for a system of redressal of consumer grievances, makes the following Regulations.”

3. Amendment to Regulation 23

Regulation 23 of the principal regulations has been deleted

4. Amendment to Regulation 24

Regulation 24 of the principal regulations has been deleted

5. Amendment to Regulation 25

After sub-regulation (2) of regulation 25 of the principal regulations, the following shall be inserted, namely :

“(3) The Ombudsman shall prepare a report on a six monthly basis giving details of the nature of the grievances of the consumer dealt by the Ombudsman, the response of the Licensees in the redressal of the grievances and the opinion of the Ombudsman on the Licensees’ compliance of the standards of performance as specified by the Commission under section 57 of the Act during the preceding six months. The report shall be forwarded to the Commission and the State Government within 45 days after the end of the relevant period of six months.”

By order of the Commission

Secretary
Haryana Electricity Regulatory Commission