



## **KERALA STATE ELECTRICITY BOARD LIMITED**

*(Incorporated under the Indian Companies Act, 1956)*

### **TARIFF AND REGULATORY AFFAIRS CELL**

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### **Abstract**

CGRF Regulations 2023 - Appointing of IGRC authorities and Development of related IT works - Implementation of the new regulations - Sanctioned - Orders issued.

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### **Corporate Office (Commercial & Tariff)**

B.O. (FTD) No.182/2024 (KSEB/TRAC/AEE3/CGRF-23/2023-24) Tvp. Dated: 27-04-2024

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- Read :
1. Electricity (Rights of Consumer) Rules, 2020.
  2. Letter No.2112/Com.Ex/2021/KSERC/974 dated 22.11.2022 of KSERC.
  3. CGRF Regulations 2023 dated 14.11.2023 of KSERC.
  4. Note No.KSEB/TRAC/AEE3/ CGRF-23/2023-24 dated 06.03.2024 of the Chief Engineer(Commercial and Tariff) to the Full Time Directors (Agenda No.39-4/2024).

### **Order**

Subsequent to the Electricity (Rights of Consumer) Rules, 2020, the Hon'ble KSERC has published new CGRF regulations on 20.11.2023 in the Official Gazette and it shall come into force from the date of its publication in the Official Gazette.

The regulation as per the Clause 4, sub clause (12) directs the licensee to formulate a scheme for setting up a two level IGRC mentioned in the regulation, to effectively resolve the grievance of the consumers, within 6 months of notification of these regulations and get concurrence of the Commission. Further, the licensee shall apprise the Commission of its functioning regularly.

Following are the main new offices/officers need to be entrusted/appointed included in the new regulation.

1. Appointment of operational level officer/ person/ registration center for the complainant to approach at the first instance
2. Establishment of Internal Grievance Redressal Cell (IGRC) at the sub division, Circle and Corporate level.
3. Consumer Grievance Redressal Forum (CGRF) shall be established within 100KMs and shall consist of four members with One new Member (Consumer/ Prosumer).

The Chief Engineer (Commercial & Tariff) as per note read as 4<sup>th</sup> above has made various recommendations before the FTD for setting up of two level IGRC.

Having considered the matter in detail, the Full Time Directors resolved to accord sanction for the following

1. To appoint the Assistant Engineer of all the Electrical Sections as operational level officer and shall be authorized to entrust any staff under his/her control to register the complaint at that office.
2. To constitute the Sub Division level IGRC and Circle level IGRC with Assistant Executive Engineer and Deputy Chief Engineer appointed as sub division level officer and Circle level officer for the IGRC at that respective levels.
3. To include Sub Division level IGRC with one Senior Superintendent from the Electrical Division concerned and Assistant Engineer/ Senior Superintendent from the Section to which the complaint pertains as members.
4. To include the Circle level IGRC with PMU Executive Engineer, one PMU Assistant Executive Engineer and Regional Audit Officer/Assistant Accounts Officer of the Regional Audit Office of the Circle concerned as members.
5. To constitute a Corporate level IGRC with Chief Engineer (Commercial and

Tariff) appointed as the corporate level IGRC officer.

6. To include the Corporate level IGRC with Senior Accounts Officer O/o the Chief Internal Auditor, Deputy Chief Engineer (TRAC), Deputy Chief Engineer (IT), TA to Director (Distribution), Accounts Officer (RAO Monitoring Cell), Executive Engineer (TRAC), Assistant Executive Engineer (TRAC), and Assistant Executive Engineer (Vigilance) as members.
7. To post one Assistant Executive Engineer and one Senior Assistant at the O/o of TRAC for carrying the works related to the corporate level IGRC.
8. To entrust the Electrical Division Executive Engineers to review monthly reports/activities of the IGRC under their controlling offices during the monthly conference or before, and prepare a monthly/quarterly consolidated reports with remarks, which shall be submitted to the Deputy Chief Engineer of their circle offices on the first week of each month.
9. To entrust the Distribution Chief Engineers to review monthly reports of the IGRC under their controlling offices and to prepare a monthly and quarterly consolidated reports according to the review conducted. These monthly and quarterly reports shall be submitted on the second week of each month to the corporate level IGRC for further review or necessary actions and submitting to the Hon'ble KSERC.
10. To constitute an IGRF committee for the implementation, appointment of various officers of IGRC and monitoring its functions etc with Director (Distribution) as the Chairman of the Committee and Chief Engineer Distribution (South, Central, North and North Malabar), Chief Engineer (IT,CR & CAPs), Chief Engineer (Commercial and Tariff), Financial Adviser, Deputy Chief Engineer (TRAC) and Executive Engineer (TRAC) as members.
11. To authorize the IGRF committee to decide upon all the administrative matters related to IGRC including the date of "Consumer Grievance Redressal Day", to invite any officer to attend its review meetings as invitees, to demand any documents or details related in this regard from any office, to review the functionalities of the web portal and other related softwares and to recommend the members of the CGRF before the Full Time Directors of KSEBL.

12. To authorize the Chief Engineer (IT, CR & CAPS) to develop suitable IT related works envisaged in this regulation including development of web portal, to make available month/quarterly detailed and consolidated reports to all levels of IGRC and to incorporate all the decisions/modifications suggested by the IGRF committee in all its software within the time limit decided by the Committee.
13. To establish two new CGRF at Kottayam and Kannur and to relocate the CGRF Kozhikode to Malappuram district.

Orders are issued accordingly.

By order of the Director

Sd/-

Company Secretary

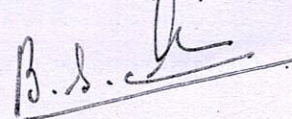
To

The Chief Engineers (Distribution)  
The Financial Adviser  
The Chief Engineer (Commercial & Tariff)  
The Chief Engineer (IT, CR & CAPS)  
The Deputy Chief Engineers (Distribution)

Copy to:

The Company Secretary / LA&DEO / Chief Internal Auditor / Chief Vigilance Officer  
The TA to the Chairman & Managing Director / Director (Generation-Civil) / Director (Distribution, Safety, SCM & IT) / Director (Transmission, SO & Planning) / Director (Generation - Electrical, REES, SOURA, Sports & Welfare)  
The PA to the Director (Finance & HRM) The Sr. CA to the Secretary (Administration) The RCAO/ RAO  
Stock File.

Forwarded By order



Asst. Executive Engineer