

KSEB

KERALA STATE ELECTRICITY BOARD LIMITED

Incorporated under the Companies Act, 1956

Corporate identity Number: U40100KL201 ISGC0272424

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Abstract

Setting up of CGRF in each district for redressing the grievances of consumers as per the Electricity (Rights of Consumers) Rules, 2020 - Filing Additional Submission to the petition already filed before Kerala State Electricity Regulatory Commission (KSERC), seeking amendment of various regulations, in line with the Electricity (Rights of Consumers) Rules, 2020 – Sanctioned- Orders issued.

CORPORATE OFFICE (Commercial & Tariff)

B.O. (FTD) No. 723/2022(KSEBL/TRAC/R2/CGRF/22-23) dated, Thiruvananthapuram 23.08.2022

- Read:
1. Government of India Notification No. G.S.R.818 (E) dated 31-12-2020
 2. D.O. Letter No. 06/01/2021-RCM dated 23-11-2021 of Sri. R.K. Singh, Minister of Power and Minister of New & Renewable energy received via CMO Portal having Docket No. G211201534.
 3. B.O. (FTD) No.347 /2021(KSEB/TRAC/R2/Ele. Rules 2020/20-21) dated, 10.05.2021
 4. B.O. (FTD) No. 617/2021 (D(D, IT & HRM) /DCC 19/2021-22/3) dated, 13.08.2021
 5. Letter No. KSEBL/TRAC/R2/Ele. Rules 2020/ 2021-22/433 dated 11-10-2021
 6. Note No. KSEBL/TRAC/R2/CMO Portal/2022-23/234 dated 29.07.2022 of the Chief Engineer (Commercial & Tariff) to the Full Time Directors (Agenda No.17/8/2022)

Order

The Government of India notified the Electricity (Rights of Consumers) Rules, 2020 vide Notification read as 1st above, The Electricity (Rights of Consumers) Amendment Rules, 2021 vide Notification G.S.R.448 (E) dated 28-06-2021 and the Electricity (Rights of Consumers) Amendment Rules, 2022 vide Notification G.S.R.306 (E) dated 20-04-2022.

The said rules necessitate amendments in Kerala Electricity Supply Code, 2014, KSERC (Standards of Performance of Distribution Licensees) Regulations 2015, KSERC (Renewable Energy and Net metering Regulations), 2020 and KSERC (Consumer Grievance Redressal Forum & Electricity Ombudsman Regulations), 2005

KSEBL has filed petition on 11-10-2021 before KSERC for the amendment of various regulations in line with the provisions of the Electricity (Rights of Consumers) Rules, 2020.

The KSERC (Consumer Grievance Redressal Forum & Electricity Ombudsman Regulations), 2005 requires modification in line with **Rule 15**.

Grievance redressal mechanism: (1) *The distribution licensee shall establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the Act at different levels to cater the needs of the sub-division, division, circle, zone, company level. The forum shall be headed by an officer of the licensee of appropriate seniority. The forum shall consist of officers of the licensee and have not more than four members as consumer and prosumer representatives. The Appropriate Commission shall nominate one independent member who is familiar with the consumer affairs. The forum may be assigned different types of grievances depending on the nature of the grievance and the level at which it can be best resolved.*

Provided that the manner of appointment and the qualification and experience of the persons to be appointed as member of the forum and the procedure of dealing with the grievances of the consumers by the Forum and other similar matters would be as per the guidelines specified by the Commission.

Regarding amendment in the KSERC (Consumer Grievance Redressal Forum & Electricity Ombudsman Regulations), 2005, the proposal of KSEBL as included in its petition dated 11-10-2021 is to form a company level Consumer Grievance Redressal Forum (CGRF) as an in-house appellate body for the three prevailing Consumer Grievance Redressal Forums with one Chief Engineer as its head is proposed to be set up. Any consumer who is aggrieved by the order of the zone level CGRF shall approach the company level CGRF before moving to the Ombudsman with the petition.

Hon'ble Minister of Power, Government of India has requested Hon'ble Chief Minister, Government of Kerala to direct the officers to proactively take steps to setting up of CGRF at each district to effectively redress the grievances of consumers and ensuring the compliance of the Electricity (Rights of Consumers) Rules, 2020.

In view of the Hon'ble Minister of Power's direction, KSEBL desires to revise the proposal on CGRF stated in Para D (1) of the petition of KSEBL dated 11.10.2021 as follows:

Constituting District Level Consumer Grievance Redressal Forum

The Project Management Unit (PMU) Executive Engineer in District Head Quarters may be appointed as CGRF Chairperson of that District. Other members will be as stipulated in the Rules. The existing Zonal Level CGRF's may be the appellate authority before going to Ombudsman. PMU Executive Engineer will exercise the duty as CGRF Chair Person along with the duties assigned by KSEBL from time to time

As the rule says:

“The manner of appointment and the qualification and experience of the persons to be appointed as member of the forum and the procedure of dealing with the grievances of the consumers by the Forum and other similar matters would be as per the guidelines specified by the Commission”.

The matter was placed before Full Time Directors as per Note read as 6th above.

Having considered the matter in detail, the Full Time Directors in its meeting held on 01-08-2022 resolved to approve the draft proposal as additional submission to the petition submitted on 11-10-2021 for filing before KSERC for amendment of CGRF Regulations, 2015 in accordance with “The Electricity (Rights of Consumers) Rules, 2020” and the direction from Ministry for Power, Government of India.

Orders are issued accordingly

By Order of Full Time Directors

Sd/-

Lekha.G

Company Secretary

To

The Chief Engineer (Commercial & Tariff)

Copy to:

Financial Advisor,

Legal Advisor & Disciplinary Enquiry Officer

Chief Internal Auditor / Company Secretary

Deputy Chief Engineer (Commercial & TRAC)

T.A to (Chairman & Managing Director),

T.A to Director (Distribution, SCM & IT)

T.A to Director (Trans., S. O., Planning & Safety)

T.A to Director (Generation Civil), Director (Generation Electrical),

PA to Director (Finance & HRM)/ Sr. CA to Secretary

CA to IGP (CVO, KSEB), Chief Public Relations Officer

Fair Copy Superintendent / Library

Forwarded by order



Assistant Executive Engineer