



# KERALA STATE ELECTRICITY BOARD LIMITED

(Incorporated under the Companies Act, 1956)

CIN:U40100KL2011SGC027424

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## ABSTRACT

The Electricity (Rights of Consumers) Rules 2020 – Constitution of CGRF offices from Subdivision level onwards, appellate forums and monitoring mechanisms (Clause 15(1), (2) & (5)) – Proposal – Sanctioned–Orders issued.

## CORPORATE OFFICE (SBU-D)

**B.O(FTD)No.617/2021 (D(D,IT&HRM)/DCC 19/2021-22/3) dated, Thiruvananthapuram, 13.08.2021**

Read: 1 Electricity (Rights of Consumers) Rules, 2020

2. B.O (FTD) No.347/2021 (KSEB/ TRAC/ R2/ Ele.Rules 2020/ 20 – 21) dated, 10.05.2021

3.Note No. D(D(D,IT&HRM)/DCC19/2021-22/3 dated 15.07.2021 of the Director (Distribution, IT & HRM) to the Full Time Directors (Agenda Item No.57/8/21).

## ORDER

The Electricity (Rights of Consumers) Rules 2020 of the Government of India came into force on 31.12.2020. As per the BO read above, KSEB Ltd has entrusted various Offices/ Committees with tasks for enabling hassle free implementation of various provisions of the Rules. The Distribution Core Committee was entrusted with some such tasks. The 19<sup>th</sup> Distribution Core Committee meeting on 03.06.2021 discussed these tasks in detail and arrived at proposals pertaining to the tasks assigned.

Clause 15 (1) of the Rules proposes that the distribution licensee shall create Consumer Grievance Redressal Forum (CGRF) under sub section (5) of section 42 of the Act at different levels i.e. Sub Division, Division, Circle, Zone, Company Level etc. The relevant clauses are reproduced hereunder.

*Clause 15 (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.*

The Committee discussed the rule in detail. Presently there are three CGRFs, with jurisdictions that are approximately co-extensive with the distribution zones. The Committee observed that taking the nature and quantum of complaints into account, the present system itself is sufficient. Considering the mandate of regulations and the provision for company level appeal provided in Clause 15 (2), a company level CGRF 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.

Clause 15 (2) of the Rules proposes in-house appeals as above, before moving the Ombudsman. The rule is as below.

*Clause 15 (2) - The licensee shall specify the time within which various types of grievances by the different levels of the forums are to be resolved. Normally, a grievance shall be decided within a period of thirty days and in any case not exceeding forty five days from the date of receipt of such grievance. The consumer aggrieved by the decision of sub-divisional or divisional or circle forum will have the option to approach the company level forum before making an appeal to the Ombudsman*

The appeal issue was also discussed by the Committee. The Rules does not insist on appeal authorities at each level of the hierarchy. It proposes just one Company Level appeal before moving the Ombudsman. As such, it would be sufficient to stick to the requirement laid down in the regulation. Hence constitution of the company level CGRF, proposed above would be sufficient to satisfy the requirement.

Clause 15 (5) of the Rules propose a mechanism for monitoring of the grievance redressal by the distribution licensee. The clause is reproduced below.

*Clause 15 (5) - The distribution licensee shall set up a mechanism for monitoring of the grievances redressal.*

A web portal in the manner of the e-court portal managed by NIC, which records date of admission, filing of responses, date of hearings and disposal of all petitions in real time shall be set up. The system shall have facilities for automatic flagging of breaches in time lines. Such a facility is essential for streamlining the CGRF system and ensuring compliance to statutory time lines.

Sections 42 (5) and (6) of the Electricity Act 2003 places the jurisdiction of issuing guidelines regarding consumer grievance redressal and appeals upon the State Electricity Regulatory Commission. As per this enabling law, the Kerala State Electricity Regulatory Commission has notified the Kerala State Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations 2005. As the parent law places the matter in the Regulatory Commission's domain, the changes envisaged in the Rules are to be implemented after ensuring corresponding changes in the notified regulation. Presently, even the web access to CGRF and Ombudsman data are controlled by the State Regulatory Commission in Kerala.

As such, the Distribution Core Committee recommends intimating the Kerala State Electricity Regulatory Commission regarding the mandate of the Rules and the consequent proposal of the Kerala State Electricity Board Limited

The matter was placed before the Full Time Directors as per note read as 3<sup>rd</sup> above.

Having considered the matter in detail, the Full Time Directors in its meeting held on 4/8/2021, Resolved to accord sanction for the following.

1. To take up the proposal for formation of company level Consumer Grievance Redressal Forum as an in-house appellate body for the three prevailing Consumer Grievance Redressal Forums and the requirement of website facilities with better tracking features with the Kerala State Electricity Regulatory Commission for facilitating introduction of appropriate changes in the prevailing regulations and for enabling changes in the webpage architecture.
2. To authorize the Chief Engineer (Commercial & Tariff) to take up the matter before KSERC for implementation of the proposal.

Orders are issued accordingly.

By Order of the Full Time Directors

Sd/-

Lekha.G

Company Secretary-in charge.

To: The Chief Engineers (Distribution)/ Commercial & Tariff  
The Deputy Chief Engineers of all Electrical Circles

Copy to: The Financial Advisor /Chief Internal Auditor/LA&DEO/CVO/CPRO  
The TA to Chairman & Managing Director  
The TA to Director (Distribution, IT&HRM / Transmission & System Operation/ Generation-  
Electrical & Supply Chain Management / Generation-Civil/Planning, Safety & REES)  
The RCAO/ The RAO/The LLO/ Company Secretary  
The PA to Director (Finance) /CA to Secretary (Administration)  
The Fair Copy Superintendent/ Library/Stock File.

Forwarded / By Order

*Resmi. R*

Assistant Engineer