

PUBLIC WORKS NOTIFICATION
TELANGANA STATE ELECTRICITY REGULATORY COMMISSION
(ESTABLISHMENT OF MECHANISM FOR REDRESSAL OF GRIEVANCES OF
THE CONSUMERS) SECOND AMENDMENT REGULATION, 2021

No. TSERC / 02 / 2021

Dated 18.03.2021

REGULATION No. 2 of 2021

Preamble:

In order to streamline the functioning of the CGRF and Ombudsman in Telangana State and for the purpose of putting in place its own regulation in place of the adopted regulation (Regulation No.1 of 2014), the Commission after following the due process of the Electricity Act, 2003 and the rules and regulations in vogue, has notified TSERC (Establishment of mechanism for Redressal of Grievances of the Consumers) Regulation No.3 of 2015 in the Telangana Gazette on 03.10.2015 (hereinafter referred as “Principal Regulation”).

Subsequently, in order to facilitate smooth functioning and proper disbursement of finances to the office of the Ombudsman, the Commission has notified TSERC (1st Amendment to the Principal Regulation) Regulation, 2018 namely, Regulation No.1 of 2018 on 24.04.2018.

On review of the functioning of the redressal mechanisms in the State, the Commission is of the view that certain amendments in the Principal Regulation are required for further streamlining and strengthening of the redressal mechanisms.

In exercise of powers conferred by sub-sections (5) and (7) of Section 42 read with clauses (r) and (s) of sub-section (2) 181 of the Electricity Act, 2003 and all other powers enabling it in that behalf, after previous publication, the Telangana State Electricity Regulatory Commission hereby makes the following Regulation for amendment of the Principal Regulation:

1. Short title, extent and commencement:

- (1) This Regulation shall be called the Telangana State Electricity Regulatory Commission (Establishment of mechanism for Redressal of Grievances of the Consumers) Second Amendment Regulation, 2021.
- (2) This regulation shall be applicable to the Distribution Licensees in the State of Telangana in their respective area of supply.
- (3) This Regulation shall come into force on the date of its publication in the Telangana Gazette.

2. For clause 2.6.(a) of the Principal Regulation the following clause shall be substituted:

“2.6.(a) **Chairperson:** The person shall be –

a retired District Judge or a retired Judicial Officer having 20 years of service; or

a retired Chief Engineer (Electrical) / Chief General Manager (Electrical) of a Distribution / Transmission Licensee having 20 years of experience; or

a retired Chief General Manager (Accounts Services) of a Distribution Licensee having 20 years of experience;

3. For clause 2.9. of the Principal Regulation, the following clause shall be substituted:

“2.9. The distribution licensee for the purpose of empanelling the Chairperson shall constitute a Selection Committee consisting of:

- (a) The Chairman & Managing Director of the concerned Distribution Licensee – Chairperson;
- (b) The Principal Secretary / Secretary (Energy) to the Government of Telangana or an officer nominated by him / her. – Member;
- (c) The Director (Human Resource Development) of the concerned Distribution Licensee – Member;

The Selection Committee shall recommend a panel of two (2) names for vacancy of Chairperson referred to it.”

4. For clause 2.10. of the Principal Regulation, the following clause shall be substituted:

“2.10. (a) The distribution licensee shall submit to the Commission a panel of two (2) names for Chairperson as recommended by the Selection Committee. The distribution licensee shall appoint the Chairperson selected by the Commission from the panel submitted by the Licensee;

- (b) The distribution licensee shall post Technical Member and Finance Member from its serving Officers meeting the criteria prescribed under clause 2.6. (b) & (c) of the Principal Regulation respectively;

5. For clause 2.11. of the Principal Regulation the following clause shall be substituted:

“2.11. Chairperson or Independent Member of the Forum shall hold office for a period not exceeding three (3) years or till attaining the age of 65 years, whichever is earlier and shall not be eligible for any extension of term except for such period not exceeding six (6) months as is necessary or expedient to enable the appointment of successors.

The Technical Member and Finance Member shall not hold office as such, after he / she ceases to be the Officer of the Licensee.”

6. The following clause shall be added after clause 2.33.

“2.33.1. Each distribution licensee, within six (6) months of notification of this Regulation, shall create a web and / or mobile based portal and / or application for the CGRFs within its area of supply, to facilitate the Complainants to lodge their grievance on line and to track the status of the same. The modalities of the web-based portal shall be finalized in consultation with the Commission.

(BY ORDER OF THE COMMISSION)

UMAKANTA PANDA,
Commission Secretary [FAC],
Telangana State electricity
Regulatory Commission

Hyderabad,
18.03.2021.