

KERC/D/02/16-17/329

**BEFORE THE KARNATAKA ELECTRICITY REGULATORY COMMISSION AT
BENGALURU**

Order dated 6th May, 2016

Present:

Sri. M.K.Shankaralinge Gowda	-	Chairman
Sri H.D.Arun Kumar	-	Member
Sri D.B. ManivalRaju	-	Member

In the matter of establishing a CGRF in the Hukeri Rural Electric Cooperative Society Ltd(HRECS),Hukeri, for redressal of consumer complaints

1. Whereas,sub-Section (5) of Section 42 of the Electricity Act, 2003, provides that every distribution licensee shall, within six months from the appointed date or date of grant of licence, whichever is earlier, establish a forum for redressal of grievances of the consumers in accordance with the guidelines as may be specified by the State Commission.
2. Whereas, the Commission has notified the KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2004, vide Notification No. D/02/03 dated 12.05.2004 and issued further amendments to these Regulations on 13.04.2007 and 10.05.2013 providing for establishment of district wise CGRFs in the distribution licensees.
3. Whereas, it is seen that so far the Consumer Grievance Redressal Forum has not been established in the control area of operation of the HRECS. However, currently the complaints pertaining to HRECS consumers are being dealt by the HESCOM's CGRF. Since this CGRF is located at a considerable distance from Hukeri it causes inconvenience to the consumers approaching the CGRF for redressal of their grievances relating to supply of electricity.
4. The HRECS in its Tariff application for FY17 filed before the Commission on 30th November, 2015 has also reiterated its request for constituting a CGRF in its area of operation in accordance with the KERC Regulations, for redressal of consumer complaints as the area of operation is only a Taluk. Further, the

consumers participating in the Public Hearing on HRECS's Tariff application, held on 02.03.2016 at Hukeri have also requested for establishment of a CGRF in the licensee's Headquarters for their convenience.

5. The Commission is also of the view that establishing a CGRF in the Headquarters of HRECS will be in the best interest of the consumers of HRECS, as it will facilitate the consumers to avail the facility to effectively resolve their grievances relating to supply of electricity.
6. In the circumstance explained above, the Commission hereby makes the following Order:

ORDER

- 1) **The Commission hereby orders that the HRECS shall establish forthwith a three member CGRF at its Headquarters with its Managing Director as Chairman and its Resident Engineer as a member of the Forum. The other member of the Forum shall be nominated by the Commission from among the persons who have experience or knowledge of electricity sector/consumer affairs.**
- 2) **The HRECS shall send a proposal with three eligible persons for nomination of one non-official CGRF member by the Commission.**
- 3) **The eligibility criteria, term of office, remuneration / other allowances to the non-official member and the procedure for grievance redressal shall be as per the provisions of the KERC (CGRF and Ombudsman) Regulations, 2004 and its amendments from time to time.**

This order is signed and issued by the Karnataka Electricity Regulatory Commission at Bangalore, this day, the 6th of May, 2016.

(M.K. SHANKARALINGE GOWDA)	(H.D. ARUN KUMAR)	(Sri D.B. ManivalRaju)
CHAIRMAN	MEMBER	MEMBER