

**JOINT ELECTRICITY REGULATORY COMMISSION FOR  
THE STATE OF GOA AND UNION TERRITORIES  
GURGAON**

Coram  
Dr. V. K. Garg, Chairperson  
Shri R. K. Sharma, FIE Member

Petition No.....11/ 2010  
(Suo-moto)

**In the matter of**

Establishment of Consumer Grievance Redressal Forums

**And in the matter of:**

Compliance of Order dated 9.10.2009 of the Hon'ble Appellate Tribunal for Electricity.

**Respondents:**

Electricity Department of Goa  
Electricity Department of Andaman & Nicobar Islands  
Electricity Department of Chandigarh  
Electricity Department of Daman & Diu  
Electricity Department of Dadra & Nagar Haveli  
Electricity Department of Lakshadweep  
Electricity Department of Puducherry

**ORDER**

**15.04.2011**

A suo moto proceedings were initiated by the Commission regarding Establishment of Consumer Grievance Redressal Forums in Compliance of Order dated 9.10.2009 of the Hon'ble Appellate Tribunal for Electricity. The Commission has reviewed the status as submitted by the staff of the Commission.

### **1) Electricity Department, Goa**

Respondent was to give a specific date by which the CGRF will be functional and to file their reply by 28<sup>th</sup> February, 2011. Respondent has filed their reply. They have issued the offer of appointment for the post of Chairperson and have also received selected person's acceptance. Respondent has also stated that the selected person is required to complete all formalities to seek voluntary retirement which may take about mandatory three months time frame. There is no mention regarding the selection of member to be appointed by the licensee.

### **2) Electricity Department Andaman & Nicobar Island (ED A&N)**

There is no information regarding appointment of the member to be appointed by the licensee. They are directed to file the present status by 2<sup>nd</sup> May 2011.

### **3) Electricity Department Chandigarh**

CGRF is functional.

### **4) Electricity Department Daman & Diu (EDDD)**

The respondent was to submit an affidavit by 28<sup>th</sup> February, 2011 indicating specific action plan with dates to make the CGRF functional. No reply has been received. They are directed to file the present status by 2<sup>nd</sup> May 2011.

### **5) Electricity Department Dadra & Nagar Haveli (ED DNH)**

The respondent was to submit an affidavit by 28<sup>th</sup> February, 2011 indicating specific action plan with dates to make the CGRF functional. No reply has been received. They are directed to file the present status by 2<sup>nd</sup> May 2011.

### **6) Electricity Department Lakshadweep**

The respondent has filed their reply for consideration of the Commission.

The respondent has requested that Chairperson and one Member appointed by the JERC may be sufficient for the Forum in UT of Lakshadweep due to small size of UT, less number of Consumers, less number of cases expected and non availability of qualified engineer, CGRF with two members may be allowed to continue.

The Commission observes as under :

- a. The nominee of the licensee is necessary in the smooth functioning of CGRF as it provides a vital link with the licensee. Therefore, there is no merit in reducing the strength of CGRF.
- b. The Commission is convinced with the difficulties explained. There is a scope of review/relaxation in the constitution of the CGRF as a special case specific to Lakshadweep, under sub clause 5 of clause 7 of the JERC (Establishment of Forum for Redressal of Grievances of Consumers) Regulations 2009.
- c. The respondent shall submit their reasoned recommendations in view of above and file the same by 2<sup>nd</sup> May 2011 for consideration of the Commission.

#### **7) Electricity Department Puducherry.**

CGRF is functional.

The Commission is pained and concerned to observe that the :

**Electricity Department, Goa**

**Electricity Department Daman & Diu (EDDD)**

**Electricity Department Dadra & Nagar Haveli (ED DNH)**

have a lackadaisical approach in setting up of CGRF. The Commission has taken a serious note of the same.

The matter shall be heard on 16<sup>th</sup> May 2011. The Commission directs that the Secretary (Power) of Goa, Daman & Diu and Dadra Nagar Haveli, respectively, shall appear before Commission in person.

sd/-  
**(R. K. SHARMA)**  
**MEMBER**

sd/-  
**(DR. V.K.GARG)**  
**CHAIRPERSON**