

## MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION

### NOTIFICATION

No.MSERC/OMB/CG/2010/16. The following draft of the Meghalaya State Electricity Regulatory Commission (Redressal of Grievances) (Amendment) Regulations, 2011 which the Commission proposes to make in exercise of the powers conferred under clauses (r) and (s) of sub-section (2) of section 181 of the Electricity Act, 2003 are hereby previously published as required under subsection (3) thereof and notice is given that any person or persons interested may send their comments or objections for consideration to the Secretary of the Commission at the New Administrative Building, 1<sup>st</sup> Floor, Lower Lachumiere, Shillong-793001 within 30 days from the date of publication of this notification in the Gazette of Meghalaya.

Secretary  
Meghalaya State Electricity Regulatory Commission  
Shillong

#### **THE MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION (REDRESSAL OF GRIEVANCES) (AMENDMENT) REGULATIONS, 2011.**

1. Short title and commencement.

- (1) These regulations shall be called the Meghalaya State Electricity Regulatory Commission (Redressal of Grievances) (Amendment) Regulations, 2011.
- (2) They shall come into force on the date of their publication in the Gazette of Meghalaya.

2. Amendment of regulation 2.

In regulation 2 of the Meghalaya State Electricity Regulatory Commission (Redressal of Grievances) Regulations, 2007 (2 of 2007) as amended (hereinafter referred to as the principal regulations), after clause (b), the following shall be inserted as new clause (bb), namely-

“(bb) ‘complaint’ means a letter or representation filed by a consumer with the Forum seeking redressal of grievances as may be stated therein and relating to supply of electricity or services rendered by a licensee and the

word 'complainant' shall be construed accordingly and shall include a person or group of persons, an association or institution which has applied for electricity connection”.

3. Amendment of regulation 3.

In regulation 3 of the principal regulations, for sub-regulations (2), (3), (4), (5) and (6) the following shall be substituted as new sub-regulations, (2), (3), (4), (5), (6), (7) and (8), namely -

“(2)A Forum shall consist of three members, one of whom shall be a woman, namely-

(a) a person from the field of electrical engineering who holds or has held a position or post of a Superintendent Engineer or above in a department or organization dealing with electric supply and distribution;

(b) a person representing consumers' interest; and

(c) a person with a background of not less than ten years in the field of law, finance and accounts,

and one of them shall be designated to be the Chairperson.

“(3)The appointment of members and the designation of a member as the Chairperson shall be made by the licensee following a due process and with prior approval of the Commission.

“(4) A member shall hold office for a period of three years or until he attains the age of 65 years whichever occurs earlier.

“(5)No person who is an officer of the licensee shall be appointed as member.

“(6)The pay, allowances or sitting fees of the members or the staff, as the case may be, shall be fixed with prior approval of the Commission and the expenditure thereon borne by the licensee.

“(7)A licensee shall set up and maintain an office of the Forum and shall appoint supporting staff and shall provide the facilities necessary.

“(8) A Forum may hold its sittings at Shillong or at any other place in the State as it may decide for hearings matters from time to time.”

4. Amendment of regulation 5.

In regulation 5 of the principal regulations, after clause (g), the following shall be inserted as clause (h), namely –

“(h) non giving or delay in giving electricity connection to an applicant.”

5. Amendment of regulation 6.

In regulation 6 of the principal regulations, after sub-regulation (4), the following shall be inserted as sub-regulations (5) and (6), namely –

“(5) Where the licensee fails or neglects to implement the orders passed by the Forum, the Forum may report the matter to the Commission and the licensee may be proceeded against under the relevant provisions of the Act.

“(6) The Chairperson and any one member shall form a quorum of a meeting of a Forum.

6. Amendment of regulation 7.

In regulation 7 of the principal regulations, in clause (d), at the end, the following sentence shall be added, namely –

“and that information about the composition, location, address and contact numbers is published once a year in local newspapers and also suitably printed in the electricity bills sent to consumers.”

7. Amendment of regulation 9.

In regulation 9 of the principal regulations, after sub-regulation (5), the following shall be inserted as sub-regulation (6), namely –

“(6) Where the licensee fails or neglects to implement the orders passed by the Ombudsman, the Ombudsman may report the matter to the Commission and the licensee may be proceeded against under the relevant provisions of the Act.”

8. Insertion of a new regulation.

After regulation 10 of the principal regulations the following shall be inserted as new regulation 10 A, namely –

“10 A. Submission of reports

“The Forum and the Ombudsman shall respectively submit a half yearly report to Commission regarding the number and nature of complaints or representations received, dealt with and disposed of, and the nature and extent of the redressal given and shall also furnish clarification or information as the Commission may require.”