

$\div \hat{E}^a \vee]$ $\wr U \hat{u} \hat{E} \ddot{E},^a \dots \prod U \wedge \hat{E} \wr - \partial \hat{E},$

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$\text{“}\hat{A}\text{’,}\hat{Y}\square, -\hat{E}\square S \approx U \sum \square \S$
 $\ddagger \hat{E} \hat{E} \hat{A} \sum \S \sum \square \S \hat{Y}^a \mathbb{E}$
 $\hat{A} \approx U \sum \S \approx U), \sum \square \S \neg \square \cdot \hat{a} \hat{E}$
 $\wr \hat{E}. w - w \wr - \wr U \hat{u} \hat{E} \ddot{E},^a \dots \prod U$
 $, \square. \hat{A} \div \wr \hat{E} \beta, \hat{A} \mathbb{E} \hat{Y} \hat{E} \phi \sum \S$
 $x \mathbb{E} - z - w \mathbb{E} \mathbb{E} v.”$

$\neg \phi \wr \hat{E} \hat{Y} \hat{Y} \sum \S \diamond \hat{E} \phi \sum \S$
 $\text{“}\wr U \hat{u} \hat{E} \ddot{E},^a \dots \prod U / \mathbb{E} \hat{E}^a /$
 $\mathbb{E} \sim / w \mathbb{E} v x - w \mathbb{E} v z.”$

$\wr U \hat{u} \hat{E} \ddot{E},^a \dots \prod U$
 $\wedge U \hat{E} \wr - \partial \hat{E}$

$\neg \text{“} \hat{E} \hat{A} \mathfrak{e} \sum \S \hat{E} \wedge U, \square$
 $\neg \text{“} \sum \S \hat{E} \hat{A} \ddagger \hat{E} \hat{A}$

 $\sum \text{“} \S \diamond \hat{E} \phi \sum \S x \mathbb{E}]$

$\wedge U \hat{E} \hat{Y} - \hat{E} U, \ddagger \hat{E} \hat{E} \sum \S \text{fl} \hat{E} U, \hat{A} \mathbb{E} \hat{Y} \hat{E} \phi \sum \S wy \wr \hat{E} \wr \hat{E} \beta, U w \mathbb{E} w \mathbb{E} \acute{o} u \hat{E} \hat{E} \text{fl} \hat{A} \hat{E}$
 $w. \ddagger \hat{E} \sum \S v \sim v w$

 $\hat{A} \text{fl} \cdot \hat{y} \acute{o}, \acute{I} \partial \hat{E}$

$\div \hat{E}^a \vee. \acute{o} (v) \wedge U \hat{E} \ddot{O} \hat{y} \ddagger \hat{E} \hat{E}, \hat{Y} \sum \square \S \cdot \hat{E} \mathbb{E} \square \ddagger \hat{E}, (w) \hat{A} \text{fl} \div \hat{E}^a \neg \text{“} \diamond \hat{E} \pi \hat{E} \square \mathbb{Y} \sum \square \S \cdot \hat{E} \mathbb{E} \square \ddagger \hat{E}, \quad \div \hat{E}^a$
 $x. \acute{o} (v) \hat{A} \text{fl} \partial \hat{E} \hat{E} - \hat{Y} \cdot \hat{E} \partial U \hat{A} \text{fl} \hat{A} \text{fl} \mathfrak{e}, \acute{I} \partial \hat{Y} \hat{E} \infty \phi, (w) \hat{E} \phi \hat{A} \hat{A} \hat{y} \sum \S \hat{E} \hat{y}$

$(x) \odot U \hat{e} \partial \hat{a} \hat{y} \hat{E} \hat{y} \hat{E} \hat{y} \sum \square \S \cdot \hat{E} \mathbb{E} \square \ddagger \hat{E} \cdot \hat{E} \partial U \cdot \hat{A} \mathfrak{e}, \acute{I} \partial \hat{Y} \hat{E} \infty \phi, (y) \quad \hat{I} \partial \hat{Y} \hat{E} \infty \phi.$

$\wedge U \hat{E} \ddot{O} \hat{y} \ddagger \hat{E} \hat{E}, \hat{Y} \sum \square \S, \phi \sum \S \hat{A} \neg, (z) \div \hat{E} U \hat{A} \ddagger \hat{E} \hat{E}, \hat{Y} \sum \square \S \cdot \hat{E} \mathbb{E} \square \ddagger \hat{E} \cdot \hat{E} \partial U$

$\cdot \hat{A} \mathfrak{e}, \acute{I} \partial \hat{Y} \hat{E} \infty \phi, (\{) \hat{A} \hat{Y} \text{fl} \hat{E}, \partial \hat{Y} \cdot \hat{E} \hat{y} \hat{E} \square^a, \div \hat{E} U \hat{A} \sum \S \hat{E} \cdot \hat{A} \mathfrak{e}, \acute{I} \partial \hat{Y} \hat{E} \infty \phi, \quad \div \hat{E}^a y. \acute{o} (\sum \S)$

$(v) \wr U \hat{u} \hat{E} \ddot{E},^a \dots \prod U \hat{A} \text{fl} \mathfrak{e} \square \hat{y} \sum \S, (w) \neg \text{“} \text{fl} U, \hat{A} \diamond \hat{A} \hat{A} \sum \square \S$

$(\wr) \wr \hat{E} \square \sum \S - \div \hat{E} \cdot \hat{E} \neg \hat{A} U \hat{A} \ddagger \hat{E} \mathbb{C} \hat{O} U.$

$\neg \text{“} \hat{A} \hat{A} \text{fl} \square \mathbb{E} \hat{Y}, (x) \phi, \mathbb{E} \diamond \square \mathbb{Y} - \hat{E} U —$

$S \hat{O} \hat{E} \hat{A} - \hat{A} \hat{A} \text{fl} \mathfrak{e} \square \hat{y} \sum \S, (\pi) (v)$

$\cdot \hat{a} \hat{y} \hat{E} \mathbb{E} \square \ddagger \hat{E}, (w) \wr U \hat{u} \hat{E} \ddot{E},^a \dots \prod U \cdot \hat{A} \mathfrak{e} \hat{A} \hat{Y} \hat{y} \diamond, (x) \phi, \mathbb{E} \sim \hat{O} \sum \square \S$

$\div \hat{E}^a w. \acute{o} S \hat{O} \hat{E} \hat{Y} \hat{E} \hat{y} \hat{A} \hat{Y} \sum \S \hat{E} \hat{y} \sum \S \hat{E}$
 $\cdot \hat{A} \mathfrak{e}, \acute{I} \partial \hat{Y} \hat{E} \infty \phi.$

$\cdot \hat{A} \mathfrak{e} \hat{A} \hat{Y} \hat{y} \diamond, (^a) (v) \neg \text{“} \hat{E} M \S \neg \hat{A} \hat{Y} \hat{y} \diamond, (w) \cdot \phi \hat{A} \hat{A} \diamond$
 $\hat{A} \hat{Y} \hat{y} \diamond.$

 $\div \hat{E}^a 1$

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 $\wr U \hat{u} \hat{E} \ddot{E},^a \dots \prod U \wedge \hat{E} \wr - \partial \hat{E}, \hat{A} \mathbb{E} \hat{Y} \hat{E} \phi \sum \S wy$ $[\div \hat{E}^a \vee$ $\hat{A} \text{fl} \div \hat{E}^a \neg \text{“} \diamond \hat{E} \pi \hat{E} \square \mathbb{Y} \sum \square \S \cdot \hat{E} \mathbb{E} \square \ddagger \hat{E}$ $\wr U \hat{u} \hat{E} \ddot{E},^a \dots \prod U \wedge \hat{E} \hat{y}$ $\hat{A} \text{fl} \text{fl} \hat{E} \hat{A} \hat{A} \hat{Y} \hat{y} \hat{E} \diamond \sum \S \cdot \hat{E} \hat{y} \hat{E} \square^a$ $\hat{A}, \mathbb{Y} \partial \hat{E} \beta, U \sum \S \hat{E} \acute{U} \wr \hat{E} \square \hat{Y} \hat{E},$ $\ddagger \hat{E} \hat{E} \mathbb{Y} \hat{A} \hat{A} \hat{Y}^a U, \wedge U \hat{E} \hat{Y} - \hat{E} U$ $\wedge U \hat{E} \hat{Y} - \hat{E} U, \hat{A} \mathbb{E} \hat{Y} \hat{E} \mathbb{Y} \sum \S v \wr \hat{Y} \text{fl} U \hat{E}, w \mathbb{E} w \mathbb{E}$

Σ"§ÔÊ¥Σ§ }z/,Ê.∞,.Β,Υ.ÊΥ.,Ê./wÆwÆ.óÁñlÈÃ •ÁäÊÁÿÿ, wÆÆx (ñ·, wÆÆx Σ§Ê Σ"§ÔÊ¥Σ§ x{) Σ§Ê äÊÊΥÊ yw Σ§Ê ©Υ-äÊÊΥÊ (z), ({}∞ñ¥ (l) „,Υ-ÁΔΥÃ äÊÊΥÊ v}v Σ§Ê ©Υ-äÊÊΥÊ (w) Σ□§ πά«Υ (•ÊΥ) ∞ñ¥ (∞,) ◊□¥ -"ÆûÊ ‡ÊÁÃÿÊ□¥ Σ§Ê -"ÿÊ□^a Σ§ΥÃ□ „ÊΥ∞ ÁÕÊ ÿÕÊ ,¥‡ÊÊ□ÁäÊÃ ÁñlÈÃÁÿÿ, wÆÆz Σ□§ -"ÊñäÊÿÊ□¥ Σ□§ •ÿÊ,ΥáÊ ◊□¥, ¿ΥûÊÊ,^a...ΠΥ ΥÊíÿ ÁñlÈÃ ÁÿÿÊ◊Σ§ •ÊÿÊ□^a mÊΥÊ ¿ΥûÊÊ,^a...ΠΥ ΥÊíÿ ÁñlÈÃ ÁÿÿÊ◊Σ§ •ÊÿÊ□^a (©Υ-÷Ê□ÃÃÊ-ÁΥñ□ÆÿÊ ÁÿñÊΥáÊ) ÁñÁÿÿ◊ wÆvv, xÆ ◊Β,Υ wÆvw Σ§Ê□ •ÁäÊ,ÍAøÃ ÁΣ§ÿÊ ÿÊ ÕÊ.

•ÊÿÊ□^a •ÿÊ÷ñ Σ§ΥÃÊ „ØΥ ÁΣ§Æ□ÿ •-Ê<ΥÊÁ‡Ê Σ□§ ∞Σ§ ÁÃ„,ΥÊΒ,Υ ΥÊÁ‡Ê Σ§Ê□ •-Ê< Σ□§ -ññ, ¿Ê Σ§Υÿ□ ¿Õ, „'ÊäÿΣ§ÊΥÊ ‡ÊÃ„, ¿Õ,Ê ÁΣ§©Υ-ΥÊ□ÃÃ ©Υ-÷Ê□ÃÃÊ -ÁΥñ□ÆÿÊ ÁÿñÊΥáÊ, ÁñÁÿÿ◊□¥ Σ□§ πά«Υ Σ"§ÔÊ¥Σ§ zz ◊□¥ -"ÊñÁäÊ „ØΥ, ©Υ-÷Ê□ÃÃÊ•Ê□¥ Σ§Ê□ äÿÊÿ Σ□§ Á<∞ <Ê□Σ§-Ê< Σ□§ ,◊Ê ¿ÿ□,□ „ΥÃÊ□ä,ÊÁ„,ΥÃ Σ§ΥÃÊ „ØΥ. ÿ„,Υ ÿÿÊ-Σ§ ¿ÿÁ„,ΥÃ ◊□¥ ÁÕÊ ÁñlÈÃ •ÁäÊÁÿÿ, wÆÆx Σ§Ê ©ΥÆ~Æ□Á‡ÿΣ§Ê ◊□¥ ñÁáÊ,Ã ©ΥÆ~Æ□‡ÿÊ□¥ Σ□§ •ÿÈM§- „ΥÊ□^aÊ ÁΣ§ ©ΥÃÃπά«Υ Σ"§ÔÊ¥Σ§ zz Σ§Ê□ ©Υ-÷Ê□ÃÃÊ -ÁΥñ□ÆÿÊ ÁÿñÊΥáÊ, ÁñÁÿÿ◊□¥ ,□ Áñ<Ê□Á-Ã ÁΣ§ÿÊ ¿Êññ. ÁñlÈÃ •ÁäÊÁÿÿ, wÆÆx mÊΥÊ •ÊÿÊ□^a Σ§Ê□ •ÊÆ□Á‡ÊÃ ÁΣ§ÿÊÿÊ „ØΥ ÁΣ§ñ„,Υ ©Υ-÷Ê□ÃÃÊ•Ê□¥ Σ□§ Á„,ΥÃÊ□¥ Σ§Ê ,¥Υ-ÊáÊ Σ§Υ •ÊØΥ -ÿÊ,ã Σ§ÊΥáÊÊ□¥ ÁÕÊ ãΣ„,¥Ã „ΥÊ□ÿ Σ□§ •ÊäÊÊΥ -Υ •ÊÿÊ□^a Σ§Ê ÿ„,Υ ÆÍÁCUΣ§Ê□áÊ „ØΥ ÁΣ§©Υ-ΥÊ□ÃÃ -"ÊñäÊÿ Σ§Ê□ Áñ<Ê□Á-Ã Σ§Υÿ□ „□ΥÃ ÊñÁÿÿ◊Σ§ -"ÁΣ"ÿÿ Σ□§ •ÿÊ,ÊΥ Σ§Êÿ,ñÊ„,ΥÊ Σ§Υÿ□ Σ§Ê •Êñ‡ÿΣ§ÃÊ ÿ„,ΥÊ¥ „ØΥ. •Ã— •ÊÿÊ□^a ∞ÃÆ~mÊΥÊ¿ΥûÊÊ,^a...ΠΥ ΥÊíÿ ÁñlÈÃ ÁÿÿÊ◊Σ§ •ÊÿÊ□^a (©Υ-÷Ê□ÃÃÊ -ÁΥñ□ÆÿÊ ÁÿñÊΥáÊ) ÁñÁÿÿ◊ wÆvv ◊□¥ ÁÿÊÿÁ<ÁπÃ ,¥‡ÊÊ□äÿ Σ§ΥÃÊ „ØΥ— ¿ΥûÊÊ,^a...ΠΥ ΥÊíÿ ÁñlÈÃ ÁÿÿÊ◊Σ§ •ÊÿÊ□^a (©Υ-÷Ê□ÃÃÊ -ÁΥñ□ÆÿÊ ÁÿñÊΥáÊ)

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v. ΒΥÿ ÁñÁÿÿ◊□¥ Σ§Ê□ ¿ΥûÊÊ,^a...ΠΥ ΥÊíÿ ÁñlÈÃ ÁÿÿÊ◊Σ§ •ÊÿÊ□^a (©Υ-÷Ê□ÃÃÊ -ÁΥñ□ÆÿÊ ÁÿñÊΥáÊ) ÁñÁÿÿ◊, wÆvv Σ§„,ΥÊ ¿ÿ□^aÊ.

w. ÿ□ ÁñÁÿÿ◊ ¿ΥûÊÊ,^a...ΠΥ ΥÊíÿ ◊□¥ ,÷Ê ÁñÃΥáÊ •ÿÈðÊÁãÃäÊÊÁΥÿÊ□¥ Σ§Ê□, ©Υÿ,□ ,¥¥ÁäÊ •ÿÈðÊãÃ ~Ê□ðÊ ◊□¥ <ÊÍ „,ΥÊ□¥□.

x. ÿ□ ÁñÁÿÿ◊ ΒΥÿΣ□§ ◊Í< -ÊΔΥ Σ□§ ¿ΥûÊÊ,^a...ΠΥ ΥÊí-ðÊ ◊□¥ -"Σ§Ê‡Êÿ Σ§Ê ÁÃÁÕ ,□ -"÷Êñ‡ÊÊ< „,ΥÊ□¥□.

-ÁΥ÷Ê•Ê—

y. ΒΥÿ ÁñÁÿÿ◊□¥ ◊□¥, ¿' ãΣ§ ÁΣ§ ,¥Æ÷, □ ,äÿÕÊ •-□Á~ÊÃ ÿ „,ΥÊ□—

“◊Í< ÁñÁÿÿ◊□¥” ,□ •Á÷-“□Ã „ØΥ, ¿ΥûÊÊ,^a...ΠΥ ΥÊíÿ ÁñlÈÃ ÁÿÿÊ◊Σ§ •ÊÿÊ□^a (©Υ-÷Ê□ÃÃÊ -ÁΥñ□ÆÿÊ ÁÿñÊΥáÊ) ÁñÁÿÿ◊ wÆvv.

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z. ◊Í< ÁñÁÿÿ◊□¥ Σ§Ê πά«Υ zz Áñ<Ê□Á-Ã ÁΣ§ÿÊ ¿ÊÃ „ØΥ.

No. 85/CSERC/2020.—In exercise of the powers vested in the Commission under the provisions of sub-section (5), (6) and (7) of Section 42 read with clauses (r) and (s) of sub-section (2) of Section 181 of the Electricity Act, 2003 (36 of 2003) (the Act), and in pursuance of the provisions of Electricity Rules, 2005, as amended, the Chhattisgarh State Electricity Regulatory Commission had notified the regulations namely Chhattisgarh State Electricity Regulatory Commission (Redressal of grievances of consumers) Regulations, 2011 on 04th March, 2011.

÷Ê^a v]

¿ΥûÊÊ,^a...ΠΥ ΥÊí-ðÊ, ÁÆÿÊçΣ§ wy

The Commission feels that such a condition acts like deposits an amount equal to one third of the amount due as appeal amount before filing of appeal, as provided in Clause No. 55 of Chhattisgarh State Electricity Regulatory Commission (Redressal of grievances of consumers) Regulations, 2011, is disincentive for the consumers from approaching the Ombudsman for justice. This is in larger public interest and also in sync with the objective outlined in the preamble to the Electricity Act, 2003. As per Electricity Act, 2003 the Commission is mandated to protect the interests of the consumers and for the sufficient reasons and justifications, the Commission is of the view that for omission of the said provision, there is no need to go through the regulatory process. Hence, the Commission hereby makes the following amendment to the Chhattisgarh State Electricity Regulatory Commission (Redressal of grievances of consumers) Regulations, 2011, namely :—

**Chhattisgarh State Electricity Regulatory Commission (Redressal of grievances of consumers)
(First Amendment) Regulations, 2020**

CHAPTER-1

SHORT TITLE AND COMMENCEMENT

1. These regulations shall be called the Chhattisgarh State Electricity Regulatory Commission (Redressal of grievances of consumers) (First Amendment) Regulations, 2020.
2. These regulations shall be applicable to all distribution licensees in Chhattisgarh in their respective licensed areas.
3. There shall come into force from the date of their publication in Chhattisgarh Rajpatra.

Definition

4. In these regulations, unless the context otherwise requires :
“Principal Regulations” means the Chhattisgarh State Electricity Regulatory Commission (Redressal of grievances of consumers) Regulations, 2011.

CHAPTER-2
AMENDMENT

5. Clause No. 55 of the principal Regulation is omitted.

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