

÷Êª v]

¿UûÊË,ª...ΠUΛÊ¿-òÊ, ÁÆÿÊçΣ§
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“Á¿ÿ□, -Ê□S≈U Σ□§
 ‡ÊËÀΣ§ Σ□§ ÿªÆ ÷ÊªÃÊÿ
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 ¿Ê. w-ww¿UûÊË,ª...ΠU
 ,□. Á÷Êß, ÁÆÿÊçΣ§ xÆ-
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¿UûÊË,ª...ΠU
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¬“ÊÁæΣ§ÊU , □
 ¬“Σ§ÊÁ‡ÊÃ

Σ“§òÊçΣ§ yz]

ΛÊÿ-ÈU, ‡ÊËΣ“§flÊU, ÁÆÿÊçΣ§ { ÿflê’U wÆwÆóΣ§ÊÃ, Σ§
 vz. ‡ÊΣ§ v~vw

Áfl·ÿó, ÍøË

÷Êª v.ó(v) ΛÊÿÿ ‡ÊË, ÿ Σ□§ ·ÊÆ□‡Ê, (w) Áfl÷Êª ¬“òÊπÊ□¥ Σ□§ ·ÊÆ□‡Ê, ÷Êª
 x.ó(v) ÁflòÊË-ÿ ·ÊòU ÁflÁflæ , ÍøÿÊ∞ç, (w) , ÊçÁÃÿΣ§Ëÿ

(x) ©Uëø ãÿÊÿÊÿ Σ□§ ·ÊÆ□‡Ê ·ÊòU ·Áæ, ÍøÿÊ∞ç, (y) , ÍøÿÊ∞ç.

ΛÊÿÿ ‡ÊË, ÿ Σ□§ , çΣ§À¬, (z) ÷ÊUÃ ‡ÊË, ÿ Σ□§ ·ÊÆ□‡Ê ·ÊòU

·Áæ, ÍøÿÊ∞ç, (}) ÁÿflÊ, øÿ ·ÊÿÊ□ª, ÷ÊUÃ Σ§Ë ·Áæ, ÍøÿÊ∞ç, ÷Êª y.ó(Σ§)

(v) ¿UûÊË,ª...ΠU Áflæ□ÿΣ§, (w) ¬“flU , ÁóÃ Σ□§

(l) ¿Ê□Σ§-÷Ê·Ê -ÁUÁ‡ÊCÔU.

¬“Ãfl□Æÿ, (x) , ç, æ □¥ -ÈU—

SÕÊÁ-Ã Áflæ□ÿΣ§, (π) (v)

·ãÿÊÆ□‡Ê, (w) ¿UûÊË,ª...ΠU ·ÁæÁÿÿó, (x) , ç, æ~Ô Σ□§

÷Êª w.óSÕÊÿË ÁÿΣ§Ëÿ Σ§Ë
 ·Áæ, ÍøÿÊ∞ç.

·ÁæÁÿÿó, (ª) (v) ¬“ÊM§¬ Áÿÿó, (w) ·çÃÃó
 Áÿÿó.

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, çøÊçΣ§, òÊªÊ ÆòÊ <□πÿ, ÊòªÊ, ¿UûÊË,ª...ΠU mÊUÊ ‡ÊË, Σ§Ëÿ Ê□òÊËÿ òÊªÊÿ, ¿UÊ¿ÿççÆªçfl , □ òÊªª ÆòÊ ¬“Σ§ÊÁ‡ÊÃówÆwÆ.

÷Êª v]

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Áfl÷Êª ¬“òÊπÊ□¥ Σ□§ ·ÊÆ□‡Ê

¿UûÊË,ª...ΠUΛÊ¿ÿ ÁflÌÃ ÁÿÿÊóΣ§ ·ÊÿÊ□ª

Á, ¥øÊß, U Σ§ÊÊÊÿË, ‡ÊÊ¥Ã ÿªU, ΛÊÿ-ÈU

ΛÊÿ-ÈU, ÁÆÿÊçΣ§ v~ ·Ã~ÍU’U wÆwÆ

Σ"§ÔÊ¥Σ§ } }/,Ë.∞,.Β,U.•ÊU.,Ë./wÆwÆ.óÁflIÈÃ •ÁäÊÁÿÿð, wÆÆx (fl·, wÆÆx Σ§Ê Σ"§ÔÊ¥Σ§ x{) Σ§Ê äÊÊUÊ yw Σ§Ê ©U-äÊÊUÊ (z), ({}∞fl¥ (l) ,,U-ÁΔUÃ äÊÊUÊ v}v Σ§Ê ©U-äÊÊUÊ (w) Σ□§ πá«U (œ) ∞fl¥ (äÊ) ◇□¥ -"œûÊ ‡ÊÁÄÿÊ□¥ Σ§Ê -"ÿÊ□^a Σ§UÃ□ „ÊU∞ ÃÔÊ ÿÔÊ,¥‡ÊÊ□ÁäÊÃ ÁflIÈÃ Áÿÿð, wÆÆz Σ□§ -"ÊfläÊÊÿÊ□¥ Σ□§ •ÿÊ,ΛuáÊ ◇□¥, ¿UûÊÊ,^a...ΠU ΛÊíÿ ÁflIÈÃ ÁÿÿÊðΣ§ •ÊÿÊ□^a mÊUÊ ¿UûÊÊ,^a...ΠU ΛÊíÿ ÁflIÈÃ ÁÿÿÊðΣ§ •ÊÿÊ□^a (©U-÷Ê□ÄÃÊ -ÁUfl□œÿÊÁÿflÊUáÊ) ÁflÁÿÿð, wÆvv ÁœÿÊ¥Σ§ Æy ðÊø, wÆvw Σ§Ê□ •ÁäÊ,ÍÁøÃ ÁΣ§ÿÊ ãÿÊ ÔÊ.

•ÊÿÊ□^a -ΛÊÿÊáÊ ©U-ΛÊ¥Ã ÿ,,U •ÿÊ÷fl Σ§UÃÊ „òU ÁΣ§ ©UÃÃ ÁflÁÿÿð ◇□¥ ÁflIÈÃ ‹Ê□Σ§-Ê‹ Σ§Ê ÁÿÿÊÁÄÃ „□UÃÈ -œÊflÁäÊ, ÁflIÈÃ •ÁäÊÁÿÿð, wÆÆx ◇□¥ ΛÊíÿ Σ□§ •ÊÿÊ□^a Σ□§ •äÿÊ ∞fl¥ ,œÿÊ□¥ „□UÃÈ -"ÊfläÊÊÁÿÃ -œÊflÁäÊ ◇□¥ Á÷áÿÃÊ „òU. •Ã— •ÊÿÊ□^a Σ§Ê ÿ,,U •Á÷ðÃ „òU ÁΣ§ ‹Ê□Σ§-Ê‹ Σ§Ê-œÊflÁäÊ „□UÃÈ flÃ,ðÊÿ ÁflÁÿÿð Σ□§ ,¥Ã -"ÊfläÊÊÿÊ□¥ Σ§Ê□ ÁflIÈÃ •ÁäÊÁÿÿð, wÆÆx ◇□¥ •ÊÿÊ□^a Σ□§ •äÿÊ ∞fl¥ ,œÿÊ□¥ „□UÃÈ -"ÊfläÊÊÁÿÃ -œÊflÁäÊ Σ□§•ÿÊM§- ÁΣ§ÿÊ ¿Ê∞. ÁflIÈÃ •ÁäÊÁÿÿð, wÆÆx Σ§Ê äÊÊUÊ yw Σ§Ê ©U-äÊÊUÊ ({} ◇□¥ ÁflIÈÃ ‹Ê□Σ§-Ê‹ Σ§Ê ÁÿÿÊÁÄÃ „□UÃÈ •ÊÿÊ□^a Σ§Ê□ -"ÊáÄ ‡ÊÁÄÿÊ□¥ Σ□§•äÊÊÿ, •ÊÿÊ□^a Σ§Ê ÿ,,U œÍÁCUΣ§Ê□áÊ „òU ÁΣ§ óÍ‹ ÁflÁÿÿð ◇□¥ ÁflIÈÃ ‹Ê□Σ§-Ê‹ Σ§Ê ÁÿÿÊÁÄÃ „□UÃÈ Σ¥\$Á«UΣ§Ê y{ ∞fl¥ y} Σ§Ê□ Áfl‹Ê□Á-Ã Σ§UY□ „□UÃÊÁflÁÿÿÊðΣ§ -"ÁΣ"ÿÿÊ Σ□§ •ÿÊ,ÊU Σ§Êÿ,flÊ,UÊ Σ§UY□ Σ§Ê •Êfl‡ÿΣ§ÃÊ ÿ,,UÊ¥ „òU. •Ã— •ÊÿÊ□^a ∞Ãœ~mÊUÊ ¿UûÊÊ,^a...ΠU ΛÊíÿ ÁflIÈÃ ÁÿÿÊðΣ§ •ÊÿÊ□^a(©U-÷Ê□ÄÃÊ -ÁUfl□œÿÊ ÁÿflÊUáÊ) ÁflÁÿÿð, wÆvv ◇□¥ ÁÿÿÊÁ‹ÁπÃ ,¥‡ÊÊ□äÊÿ Σ§UÃÊ „òU.

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w. ÿ,,U ÁflÁÿÿð ¿UûÊÊ,^a...ΠU ΛÊíÿ ◇□¥ ,÷Ê ÁflÃUáÊ •ÿÊðÊÁäÊäÊÊÁUÿÊ□¥ -U, ©UY□ ,¥¥ÁäÊÃ ‹Êÿ,□¥,Ë ÿÊðÊÊ ◇□¥ ‹Ê^aÍ „UÊ□¥^a□.

x. ÿ,,U ÁflÁÿÿð BUÿΣ□§ óÍ‹ -ÊΔU Σ□§ ¿UûÊÊ,^a...ΠU ΛÊíÿ-ðÊ ◇□¥ -"Σ§Ê‡Êÿ Σ§Ê ÁÄÃÔ ,□ -"÷Êfl‡ÊÊ‹ „UÊ□¥^a□.

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y. BUÿ ÁflÁÿÿðÊ□¥ ◇□¥ ¿Êÿ, ÁΣ§ Σ§Ê ,¥œ÷, ,□ •äÿÔÊ •-□ÁÿÊÃ ÿ „UÊ□ —
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•ÊÿÊ□^a (©U-÷Ê□ÄÃÊ -ÁUfl□œÿÊ ÁÿflÊUáÊ) ÁflÁÿÿð, wÆvv—

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“y{.‹Ê□Σ§-Ê‹ ∞□,Ê √ÿÁÄÃ „UÊ□^aÊ ¿Ê□ •ÿÊ÷flÊ, ÿÊ□Çÿ, ,äÿÁÿDU ∞fl¥ ÁÿÊÁÄ·éäÊ „UÊ□. ‹Ê□Σ§-Ê‹ Σ§Ê øÿÿÊfl ©UY √ÿÁÄÿÊ□¥ ◇□¥ ,□ ÁΣ§ÿÊ ¿Êÿ□^aÊ, Á;ä,,□¥U ÁflÁäÊΣ§ Σ§Êÿ,, •Á÷ÿÊ¥ÁðÊΣ§Ê, ©UIÊ□^a, -"‡ÊÊ,ÿ, -"¥äÊÿ, -"ÁÄUÿÊÊ ,□flÊ∞¥ ∞fl¥ ©U-÷Ê□ÄÃÊ ðÊð‹Ê□¥ ¿ò,□ ÁΣ§,Ë ÿÊðÊÊ ◇□¥ wÆ fl·, ÿÊ ©U,,□ •ÁäÊΣ§ •ÿÊ÷fl ∞fl¥ •Á÷œ‡Ê,ÿ „UÊ□.

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No. 88/CSERC/2020.—In exercise of the powers vested in the Commission under the provisions of sub-section (5), (6) & (7) of Section 42 read with clause (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.

On Examination, the Commission feels that there is a difference between the provisions related to tenure of Ombudsman in the regulations and tenure of appointment of Chairman and service of Member of State Commission in the Act. Hence, the Commission is of the view that the relevant regulations in respect of the tenure of the Ombudsman be amended to make it in conformity with the Provision of Chairman and Member of the Commission in the Act. Hence, in exercise of the powers vested under sub-section 6 of Section 42 of the Electricity Act, 2003 Commission feels it is appropriate to relax the regulatory process for repealing clause 46 and clause 48 of principal regulation. Hence, Commission hereby amends Chhattisgarh State Electricity Regulatory Commission (Redressal of grievances of consumers) Regulations-2011, namely :

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

Definition

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

CHAPTER-3

Amendment

- (5) Delete clause 46 and clause 48 of principal regulations and insert following:
“46. The Ombudsman shall be a person of experience, ability, integrity and repute. The Ombudsman shall be selected from amongst persons who have experience and exposure in any of the fields such as legal affairs, engineering, industry, administration, Management, defence services and consumer affairs, of not less than 20 years.
48. The Ombudsman shall hold office for a term of five years from the date he enters upon his office :
Provided that no Ombudsman shall hold office as such after he has attained the age of sixty-five years.”

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