

DELHI ELECTRICITY REGULATORY COMMISSION (REDRESSAL OF CONSUMERS' GRIEVANCES) REGULATIONS, 2003

No. D.L. Gazette 33002/99 91] No. 911 EXTRAORDINARY PUBLISHED BY AUTHORITY R-0r, 10, 20, 1925 DELHI, TUESDAY, JUNE 10, 2003/JYAISTHA 20, 1925 PART IV [Q.rrxr.Q.R. 124 [N.C.T.D. No. 124 GOVERNMENT OF THE NATIONAL CAPITAL TERRITORY OF DELHI 2003 61(VT (3-Tl@TÄpq, Roo o (Roo o q q) ÄT(T TJ6,filØ q-fi, -i613DG/2003 PART 1M DELHI GAZETTE : EXTRAORDINARY 10 2003 3 2. 2000 (2001 2) 11 (1) (gq) 61 (1) 2003 R--«fr I (1) 2000 (2001 2) (2) "ØTTQITT" *711, 4 DELHI GAZETTE : EXTRAORDINARY erq-*r [PART q-N--€T æ-æ-z r-r-r—— (5) Rfr, 9H, (1) 3 \$r.ØTR.Ø11. \$f.0TR.øTI

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PART I (iv) (vii) (viii) 6. DELHI GAZEITE • EXTRAORDNARY Subject to clause (iii), the Licensee shall, within 14 working days from the date of receipt, submit its parawise comments and other information mentioned in clause (i) to the GRO failing which it shall be presumed that the Licensee has no

comments to offer and the GRO shall proceed further as deemed fit and proper. The GRO shall not ordinarily extend the period prescribed for submission of the parawise comments except on a written prayer giving cogent reasons for the delay. The GRO on receipt of the parawise comments from the Licensee, may send a notice to the parties for a personal hearing, if required, and shall record the submission made by the parties during the hearing, if any, or may direct the parties to file an affidavit. The GRO may, if he considers it necessary or on a specific prayer from the parties, allow the parties to file rejoinder within such time as he may consider fit. Where the GRO, at any stage of the proceedings, finds that the parties are agreeable to reach a settlement, he may record the same and after obtaining the formal consent of the parties thereto, seek approval of the Commission and dispose the matter accordingly. On receipt of the parawise comments and rejoinders, if any, the GRO may, within 5 working days, obtain the comments of the relevant Divisions in the Commission. The GRO shall, within seven working days of obtaining the comments of the relevant Divisions in the Commission-as mentioned in the foregoing clause, submit the matter through his Division for seeking orders of the Commission and shall, thereafter, communicate the order to the parties. Such order may, in addition to any other relief, also award any compensation to the consumer and the GRO may, while submitting the matter to the Commission for obtaining its orders, recommend such compensation wherever fit: Provided that a compensation not exceeding one thousand rupees may be recommended or awarded without hearing the parties. The licensee shall implement the orders of the Commission within 30 days from the date of receipt of the order and in case of his failure to do so, he shall be liable to be proceeded under Sections 33 and 44 of the Act. ' IS Dei) eß 9 10 DELHI GAÆTIE : 7. Miscellaneous : (i) Where the GRO is of the opinion that the matter involves a dispute where the parties are not agreeable to a settlement and the matter relates to a subject which needsão be submitted to the Commission for arbitration under Section 40 of the Act or where on the basis of the material before him, the GRO is of the opinion that the licensee has violated any provision of the Act or Rules or Regulations or Orders or directions made or issued thereunder and calls for proceedings under Section 33 of the Act, he may, after obtaining such advice as mentioned in clause (vii) of Regulation 5, as he may consider necessary, record his opinion and submit the matter for orders of the Commission thereon. (ii) The GRO shall, as far as possible, adhere to the time limits prescribed under these Regulations. However, any delay therein shall not affect the legality of such actions. 8. Monitoring of grievances and use of data related thereto The Commission may [PART IV (iii) Keep a record of consumer grievances brought to it and the results thereof relating to each Licensee; Arrange for publication of the data relating to the grievances; Take notice of its record of consumer grievances in any proceeuing ij-ICIUuing uiJl nol relating to licences and tariffs. SONfIT DAS GUPTA, secy. Printed by the Manager, Govt. of India Press, Ring Road, Mayapuri, New Delhi-110064 and Published by the Controller of Publications, Delhi-110054.