

Press Release

Dated 26th July, 2024

**Delhi Electricity Regulatory Commission issues Regulations for
redressal of grievances of Electricity Consumers**

1. The Delhi Electricity Regulatory Commission (DERC) has framed new Regulations for Electricity Consumers of the NCT of Delhi titled as the "Guidelines for establishment of the Forum and the Ombudsman for redressal of grievances of Electricity Consumers) Regulations, 2024". These Regulations have been issued under Sections 42 and 181 of the Electricity Act 2003, and supercede the earlier Regulations issued in the year 2018. The said Regulations have been notified in the Official Gazette and have come into force w.e.f 24.06.2024. A soft copy is available online on the Commission's website (www.derc.gov.in).
2. As is the legal procedure under the Electricity Act 2003, the Commission prepared draft Regulations and uploaded the same on the Commission's website. The Commission also afforded an opportunity to the general public and the stakeholders for filing suggestions, objections or observations etc by way of a Public Notice in the local newspapers.
3. **Salient Features:**
 - a) **Composition and Constitution:** The constitution (age, profile and tenure etc) of the Members of the CGRF and of the Ombudsman have been streamlined. As against the earlier limit of 67 years, the age limit for new members is restricted to 65 years.
 - b) **Three tier redressal mechanism:** The Regulations introduce three-tier system viz. Internal Consumer Grievances Redressal Cell (ICGRC) to be established by the Discom, the Consumer Grievances Redressal Forum (CGRF), and the Ombudsman.
 - c) **Helpdesks:** In Order to facilitate the Consumer to submit his grievances, all the above-mentioned forums have been directed to establish Helpdesks.
 - d) **Automatic transfer of Grievances:** Cases where the Consumer is dissatisfied by the disposal by the ICGRC, provisions exist in the Regulations whereby the DISCOMs shall apprise the consumer of the option to have the matter automatically transferred to the CGRF viz. without there being any requirement of doing fresh paper work etc.
 - e) **Expeditious disposal:** The Regulations direct the Forum to finalise the cases in a time bound manner. Also, the compliance of the Orders passed is required to be done within a specific period failing which the defaulting party may face penal action from the Commission under Section 142 of the Electricity Act 2003.
 - f) **Online Live proceedings:** Online Live hearing, live streaming and maintenance of Video recording of the proceedings too has been provided for and the option to choose the method of hearing solely rests with the Consumer.

(Rajesh Dangi)
Secretary
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