



Uttar Pradesh Electricity Regulatory Commission

Kisan Mandi Bhawan, II Floor, Gomti Nagar, Lucknow-226010
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ARUN KUMAR SRIVASTAVA
Secretary

Important

Ref: UPERC: SECY:F-31:2008/2663
DT. 30th June, 2008

1. MD, UPPCL, Lucknow
2. MD, MVVNL, Lucknow
3. MD, PVVNL, Meerut
4. MD, PuVVNL, Varanasi
5. MD, DVVNL, Agra
6. MD, KESCO, Kanpur
7. CGM (RAU), UPPCL, Lucknow

Sub: Status of setting up of the Consumer Grievance Redressal Forums by the Discoms

Sir,

Kindly refer to UPERC's letter no. UPERC: Secy: 31:08 dated 2nd June, 2008 regarding the selection for the post of Technical Members for Consumer Grievance Redressal Forum to be set up in terms of GCRF Regulations, 2007. No response has been received from MDs' of MVVNL, PUVVNL & KESCO.

While the selection process for appointing the **first Member, i.e., Judicial Members** by UPERC is nearing completion, you will appreciate that in order to ensure that the Forums become functional, the process of selection of the **second Member, i.e., the Technical Members**, through advertisements, has also to be speeded by the Discoms, so as to coincide with the joining of Judicial Members.

The licensee has to accordingly submit to the Commission, a panel of 2 eligible personas for the post of Technical Member and shall appoint the person approved by the Commission with effect from the date to be indicated by the Commission. Along with the panel of names for the post of Technical member, the licensee has also to inform the Commission of the compliance of the provisions contained in Regulations 3.9, 3.13, 3.14 & 4.0.

Simultaneously, the Discoms have also to make the arrangements for posting/deputing the **third Member of the Forum**, and the **Secretary** as well as, **the staff** required by the Forum, alongwith **hiring / allocating the suitable office space**.

In above respect, certain queries were raised. It is to clarify that as laid down in the CGRF Regulations, 2007:

- (1) The Discoms, without seeking any approval of UPERC, have also to depute,
 - The **third Member of the Forum**, who shall be an Officer of the Distribution Licensee having a degree in Electrical and Mechanical Engineering, with atleast 7 years experience in Distribution, and must have held the post of Executive Engineer or equivalent.
 - An Officer of the Distribution Licensee having a degree in Electrical and Mechanical Engineering, with atleast 5 years experience in Distribution, and must hold the post of Asstt. Engineer or equivalent, to work as **Secretary of the CGRF**.
 - **Other staff** such as, Personnel Asstt. (PA's)- 3 Nos., Office Asstts. – 2 Nos., Peons – 3 Nos. , and Sweeper/Farrash – 1 No.
- (2) The office space for housing the Forum shall have independent sitting space for the three Members of the Forum and independent cubicles for the Secretary and the Personnel Asstt.(PA's). For the sitting arrangement of other two Nos. staff, can be in a common cubicle. An independent meeting chamber for seating around 8-12 persons for the purpose of Hearings shall be made.
- (3) Provision should be there for reception, storage of records of the forum, toilets for the officers & public etc. No approvals for proposed lay-out plans shall be required from UPERC. Care should be taken that the office space is centrally located, near to the main road, Post Office, and easily approachable by public transport from Railway Station etc.
- (4) Entire exercise must be completed by 31.8.2008.

Thanking you,

Yours faithfully,

(ARUN KUMAR SRIVASTAVA)

cc: for kind information and necessary action:
Chairman, UPPCL, 7th Floor, Shakti Bhawan, Lucknow