

## PRESS NOTE

The Gujarat Electricity Regulatory Commission has notified the GERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 vide Notification No. 2 of 2019 dated 30.09.2019 and also issued directives in reference to certain provisions of these Regulations. These Regulations have repealed earlier GERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2011. Through these Regulations and directives, the Commission has made certain provisions so that Consumer Grievances Redressal Forums can now work more speedily and effectively, which includes;

1. With the aim of transparency and independency in the working of Consumer Grievances Redressal Forum (CGRF), provision is made that retired officer of the Distribution Licensee cannot be appointed as Chairperson of CGRF of same Distribution Licensee from where he retires within two years from date of his/her retirement;
2. Consumer Grievances Redressal Forum shall redress the grievance within 30 days instead of 45 days as per earlier Regulations. Similarly, the Electricity Ombudsman shall redress grievance within 45 days instead of 60 days as per earlier Regulations;
3. In order to increase ease for consumers to approach to the CGRFs, directive has been issued to four State Owned Distribution Licensees and Torrent Power Limited – Distribution (Ahmedabad) to increase number of CGRFs in their respective license areas. With these, within short period, there will be total 13 CGRFs in place of 8 CGRFs at present;
4. In order to ensure that consumers can approach the Electricity Ombudsman with ease, it is directed to establish sitting bench of the Electricity Ombudsman, once a week, out of Ahmedabad, in Rajkot city. This sitting bench will start functioning from 01.01.2020;
5. With the aim invite more applications from qualified persons to be appointed as Chairpersons and Independent Members of CGRFs, the Commission has revised and made uniform remuneration across the State w.e.f. 01.01.2020;

Moreover, considering consumers interests, other provisions are also made in the said Regulations. Soft copy of these Regulations and concerned Directives are available on Commission's [www.gercin.org](http://www.gercin.org) for free download. Notified copy of these Regulations can be availed from the office of the Commission.

Sd/-  
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