

GUJARAT ELECTRICITY REGULATORY COMMISSION GANDHINAGAR

CORAM:

Anil Mukim, Chairman
Mehul M. Gandhi, Member
S. R. Pandey, Member

Date: 28.04.2022

Order No. 2 of 2022

In the matter of jurisdiction of two benches of Electricity Ombudsman

1. The Electricity Act, 2003 provides that- any consumer, who is aggrieved by non-redressal of his grievances may make a representation for the redressal of his grievance to an authority to be known as Ombudsman to be appointed or designated by the State Commission and the Ombudsman shall settle the grievance of the consumer within such time and in such manner as may be specified by the State Commission.
2. The Gujarat Electricity Regulatory Commission (GERC) has notified on 30.09.2019, the Gujarat Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 (Notification No. 2 of 2019) and in these Regulations, it is provided that- the Commission may appoint or designate more than one Ombudsman for a Licensee or an Ombudsman for two or more Licensees or establish a sitting bench of Ombudsman for licensee/es for some days of a month/ week at any place in the State considering factors such as number of representations received, disposal of representations within the specified time limit, ease of access for the Consumer, etc.
3. Accordingly, the office of the Electricity Ombudsman is established and working at polytechnic compound Ahmedabad.
4. Subsequently, the Commission has decided to establish sitting bench at Rajkot effective from 01.01.2020 for the cases pertaining to jurisdictional area of the Paschim Gujarat Vij Company Limited (PGVCL) and directed the Electricity Ombudsman, Ahmedabad to schedule hearing at Rajkot.
5. The State Government has also accorded its permission for appointment of second Electricity Ombudsman and office staff vide Resolution no. GRC-14-2020-1288-K dated 13.08.2021.

6. In view of the above, the Commission has appointed two Electricity Ombudsman in the State of Gujarat and they have started functioning in accordance with the Gujarat Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019.
7. In order to provide more clarity in functioning and jurisdiction of two benches of Electricity Ombudsman, the Commission decides that the Electricity Ombudsman, Ahmedabad bench have jurisdiction of the cases pertaining to following Electricity Distribution Licensees-
 - a. Uttar Gujarat Vij Company Limited (UGVCL)
 - b. Madhya Gujarat Vij Company Limited (MGVCL)
 - c. Dakshin Gujarat Vij Company Limited (DGVCL)
 - d. Torrent Power Limited (Ahmedabad-Gandhinagar area)
 - e. Torrent Power Limited (Surat area)
 - f. Torrent Power Limited (Dahej area)
 - g. Torrent power Limited (Dholera area)
 - h. Gift Power Company Limited (Gift City area)
 - i. Aspenpark Infra Vadodara Private Limited (Aspen SEZ area)
 - j. Jubilant Infrastructure Limited (Bharuch SEZ area)
8. The Electricity Ombudsman, Rajkot bench have jurisdiction of the cases pertaining to following Electricity Distribution Licensees working in the area of Saurashtra and Kutch-
 - a. Paschim Gujarat Vij Company Limited (PGVCL)
 - b. Deendayal Port Trust, Kandla
 - c. MPSEZ Utilities Limited, Mundra SEZ
9. Further the GERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 also provide that- "If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may by a general or special order, direct the Licensee or the Ombudsman to take suitable action, not being inconsistent with the Act, which appears to the Commission to be necessary or expedient for the purpose of removing such difficulty."
10. In view of the above, the Commission further decides that in case of recusal from hearing of any case/cases by one bench of Electricity Ombudsman due to any reason, such case/cases required to be transferred and placed before other bench of the Electricity Ombudsman for resolution.

Sd/-
[S. R. Pandey]
Member

Sd/-
[Mehul M. Gandhi]
Member

Sd/-
[Anil Mukim]
Chairman

Place: Gandhinagar

Date: 28.04.2022