



ASSAM ELECTRICITY REGULATORY COMMISSION

**A.S.E.B. Campus, Dwarandhar,
G. S. Road, Sixth Mile, Guwahati – 781 022**

Phone: (0361) 2234442 Fax: (0361) 2234432

E-mail : aerc_ghy@hotmail.com

Website : www.aerc.gov.in

No. AERC. 65/2003/PT-I/91

Dated Guwahati 7th November, 2015

NOTICE

**(Provision of previous publication under Sub-Section 3 of Section 181 of
The Electricity Act, 2003)**

**Sub: Draft AERC (Guidelines for Redressal of Consumer Grievances)
(First Amendment), 2015.**

The Commission decided that the existing AERC (Guidelines for Redressal of Consumer Grievances) notified in the year 2004 required to be reviewed for better implementation of the provisions laid down under various Sections of the Electricity Act, 2003 for protection of consumer interests.

As per the existing guidelines, the Consumer Grievance Redressal Forums (CGRFs) of a Distribution Licensee consist of three members and two of these members including the Chairman of the Forum are serving or retired officers of the licensee. In order to infuse more equity and transparency into these institutions, the Commission felt that the provisions regarding constitution of the Forums in these Regulations and some other provisions need to be amended.

Accordingly, the Draft AERC (Guidelines for Redressal of Consumer Grievances) (First Amendment), 2015 have been prepared. These Regulations shall supersede the existing Regulations after notification in the Assam Gazette.

The draft AERC (Guidelines for Redressal of Consumer Grievances) (First Amendment), 2015 are also being placed in the official website of the Commission, www.aerc.gov.in in "Regulations" Page as previous publication under sub-section (3) of Section 181 of the Electricity Act, 2003. Any person/body corporate who is likely to be affected by the provision of these Regulations, may submit his comments / objections, suggestions to the Assam Electricity Regulatory Commission on or before 20th December, 2015.

By order of the Commission

Secretary,
Assam Electricity Regulatory Commission

Memo No. AERC. 65/2003/PT-I/91-A

Dated Guwahati 7th November, 2015

Copy for information to :

- 1) **The Additional Chief Secretary to the Government of Assam, Department of Power (Elect.) etc., Assam Sachivalaya, Dispur, Guwahati - 781006.**

Contd...

- 2) **The Commissioner & Secretary to the Government of Assam,** Department of Power (Elect.) etc., Assam Sachivalaya, Block - C, Dispur, Guwahati - 781006.
- 3) **The Chairman, APGCL/ AEGCL/ APDCL,** Bijulee Bhawan, Paltan Bazar, Guwahati - 781001.
- 4) **The Managing Director, AEGCL / APGCL / APDCL,** Bijulee Bhawan, Paltan Bazar, Guwahati - 781001.
- 5) **Members of the State Advisory Committee, AERC.**
- 6) **The Secretary,** Central Electricity Regulatory Commission, 3rd & 4th Floor, Chanderlok Building, 36 Janpath, New Delhi - 110001. India, (E-mail: cerc@cercind.org)
- 7) **Secretaries of All SERCs.**

Secretary,
Assam Electricity Regulatory Commission