

**Sub: In the matter of petition for amendment in the MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) (Revision-I) Regulations, 2009 so as to include limitation of 2 years for filing of complaint before the Electricity Consumer Grievances Redressal Forum**

**ORDER**

**(Date of hearing: 20<sup>th</sup> February,2018)**

**(Date of order: 20<sup>th</sup> February,2018)**

M.P. Paschim Kshetra Vidyut Vitaran Co. Ltd., - Petitioner No.1  
GPH Compound, Pologround, Indore

M.P. Poorv Kshetra Vidyut Vitaran Co. Ltd., - Petitioner No.2  
Block No. 7, Shakti Bhawan, Vidyut Nagar, Jabalpur

M.P. Madhya Kshetra Vidyut Vitaran Co. Ltd., - Petitioner No.3  
Bijlee Nagar Colony, Nishtha Parisar,  
Govindpura, Bhopal

Shri Anant Chaure, Law Officer appeared on behalf of the petitioner no.1.

Shri S.K.Okhade, DGM appeared on behalf of the petitioner no.2.

Shri Himanshu Saxena, A.O. appeared on behalf of the petitioner no.3.

2. The petitioners, three Distribution Licensees have filed this petition for amendment in the MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) (Revision-I) Regulations, 2009 so as to include limitation of 2 years for filing of complaint before the Electricity Consumer Grievances Redressal Forum. The case was listed for motion hearing on 23.01.2018.

3. During the motion hearing on 23.01.2018, the petitioners restated the contents of the petition. The petition was admitted for further hearing and the next date of hearing was fixed for 20.02.2018.

4. During the hearing on 20.02.2018, the petitioners stated that the MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) (Revision-I) Regulations, 2009 does not provide for any limitation period for filing of complaints by the consumers before the Electricity Consumer Grievances Redressal Forums. The Regulations notified by Gujarat, Andhra Pradesh, Haryana, Telangana, Arunachal Pradesh and Maharashtra Electricity Regulatory Commissions do have the provisions of such limitation period. The petitioners further requested to provide the similar provisions in the aforesaid Regulations, 2009 also.

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5. Having heard the petitioners and on considering their written submissions, the Commission is of the view that in the interest of justice to both the licensees and the consumers and as specified by other Electricity Regulatory Commissions also, there should be a limitation period for filing the complaints by the consumers before the Electricity Consumer Grievances Redressal Forums. The Commission, therefore, directs the Commission Secretary to initiate the necessary amendment in the MPERC (Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) (Revision-I) Regulations, 2009.

6. In view of the above directions, the petition no. 54/2017 stands disposed of.

Ordered accordingly.

**(Anil Kumar Jha)**  
Member

**(Mukul Dhariwal)**  
Member

**(Dr. Dev Raj Birdi)**  
Chairman