

"4.28 विद्युत लोकपाल पक्षकारों को सुनवाई के लिये अवसर प्रदान करने के बाद, उनके अभिवचनों के आधार पर प्रकरण पर निर्णय देगा। विद्युत लोकपाल, विस्तृत कारणों के साथ, जैसा कि प्रकरण के तथ्यों तथा परिस्थितियों पर वह उचित समझे अपना निर्णय संसूचित करेगा। उक्त संसूचना की एक प्रति शिकायतकर्ता तथा अनुज्ञप्तिधारी को प्रदान की जाएगी। फोरम द्वारा जारी दिशा-निर्देश अनुज्ञप्तिधारी के लिये बाध्यकारी होंगे। अनुज्ञप्तिधारी को विद्युत लोकपाल द्वारा प्रसारित आदेश प्राप्त होने के 45 दिवस के भीतर अथवा विनियम 5.3 के अन्तर्गत आयोग द्वारा जारी आदेश के प्राप्त होने के 21 दिवस के भीतर परिपालन करना होगा। उपयुक्त प्रकरणों के अन्तर्गत, प्रकरण के स्वरूप पर विचार करते हुए, अनुज्ञप्तिधारी के अनुरोध पर, फोरम आदेश के परिपालन को अधिकतम तीन माह की अवधि तक, इसकी सूचना शिकायतकर्ता को देते हुए, कर सकेगा।"

आयोग के आदेशानुसार,
पी. के. चतुर्वेदी, आयोग सचिव.

Bhopal, dated 3rd May, 2013

No. 1288 /MPERC/2013 – In exercise of powers conferred under sub-Sections (r), (s) and (zp) of Section 181(2) read with sub-section (5), (6) & (7) of Section 42 of the Electricity Act, 2003 (No. 36 of 2003), the Madhya Pradesh Electricity Regulatory Commission hereby makes the following amendment in MPERC (Establishment of Forum and Electricity Ombudsman for Redressal of Grievances of the consumers) (Revision-I) Regulations, 2009 which was notified on 28.08.2009 in M.P.Gazette.

FIRST AMENDMENT TO MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION (ESTABLISHMENT OF FORUM AND ELECTRICITY OMBUDSMAN FOR REDRESSAL OF GRIEVANCES OF THE CONSUMERS) (REVISION-I) REGULATIONS, 2009.

1. **Short title and Commencement:** 1.1 These Regulations may be called the Madhya Pradesh Electricity Regulatory Commission (Establishment of Forum and Electricity Ombudsman for Redressal of Grievances of the consumers) (Revision- I) Regulations, 2009 (First Amendment) [ARG-3(1)(f) of 2013].
 - 1.2 These Regulations shall come into force on the date of their publication in the M.P. Gazette.
 - 1.3 These Regulations shall extend to the entire State of Madhya Pradesh.
2. **Amendment to Chapter 3 of Regulations :**

In the Madhya Pradesh Electricity Regulatory Commission (Establishment of Forum and Electricity Ombudsman for Redressal of Grievances of the consumers) (Revision-I) Regulations, 2009, hereinafter called the 'Principal Regulations', under Chapter 3, the Regulation 3.28 shall be substituted as under:-

- "3.28 The Forum shall communicate its decision to the complainant and the licensee through a speaking order. The directions issued by the Forum shall be binding on the licensee. The licensee shall comply with either the order of the Forum within 45 days or the order of the Commission under Regulation 5.3 within 21 days from the date of receipt of the order. In appropriate cases, considering the nature of the case the Forum, upon the request of the licensee, may extend the period of compliance of its order up to a maximum of three months under intimation to the complainant.

3. Amendment to Chapter 4 of Regulations:

In the Principal Regulations, under Chapter 4, the Regulation 4.28 shall be substituted as under:-

- "4.28 The Electricity Ombudsman shall decide the matter on the pleadings of the parties, after providing them an opportunity of being heard. The Electricity Ombudsman shall communicate the decision with detailed reasoning which he thinks fair in the facts and circumstances of a case. A copy of the communication shall be sent to the complainant and the licensee concerned. The directions issued by the Ombudsman shall be binding on the licensee. The licensee shall comply with either the order of the Ombudsman within 45 days or the order of the Commission under Regulation 5.3 within 21 days from the date of receipt of the order. In appropriate cases, considering the nature of the case the Ombudsman, upon the request of the licensee, may extend the period of compliance of its order up to a maximum of three months under intimation to the complainant.

By order of the Commission,
P. K. CHATURVEDI, Commission Secy.