

**JHARKHAND STATE ELECTRICITY REGULATORY COMMISSION  
RANCHI**

**FORM OF PROCEEDINGS**

Suo-Motu Case No. 21 of 2011

Sl. No.	Date of proceeding	Proceedings of the Commission with signature	Office action taken with date
1	2	3	4
1.	27.06.2011	<p>The Hon'ble Appellate Tribunal for Electricity in para 2 of its order dated 15.4.2010 passed in RP No. 5 of 2009 in Appeal No. 181 of 2008 has directed that all the distribution licensees should ensure that Consumer Grievance Redressal Forum is constituted for each Revenue Division (3 to 5 districts) of the State and the CGRF be mandated and required to hold court on notified days in different districts to ensure that the consumers get easy access to the grievance redressal mechanism. The Commission, in para 20.3 of the Tariff Order for JSEB FY 2010-11, has also observed that since there is only one CGRF in place in the entire area of the licensee-JSEB, the Forum is not able to cater to the problem of the consumers and as such the Commission directed the licensee-JSEB to set up new unit(s) of CGRF. This direction of the Commission is further strengthened by the order dated 15.4.2010 of the Hon'ble Appellate Tribunal for Electricity.</p> <p>The State of Jharkhand has five Revenue Divisions and the JSEB is the only distribution licensee who is supplying electricity in the entire State of Jharkhand. As</p>	

such, to comply with the order dated 15.4.2010 of the Hon'ble Appellate Tribunal for Electricity it is mandatory to constitute CGRF in all the five Revenue Divisions and the CGRF shall be required to hold court on notified days in each districts of respective Divisions. In view of this the Commission by its D.O. letter No. JSERC/88/62 dated 30<sup>th</sup> April 2010 followed by D.O. reminder letter No. JSERC/88/204 dated 7<sup>th</sup> July 2010 had directed the licensee-JSEB to take immediate steps for constituting Consumer Grievance Redressal Forums in all the five Revenue Divisions separately. It was also written in the said letters that since the Hon'ble Appellate Tribunal for Electricity is monitoring the compliance of its order dated 15.4.2010, the licensee-JSEB should intimate the steps taken in this regard so that the Hon'ble Tribunal may be informed accordingly.

In response to the aforesaid directions, the Chief Engineer (C&R) of the licensee-JSEB vide his letter No. 1383 dated 30.11.2010 has informed as under:

*"As per the order of Hon'ble Appellate Tribunal of Electricity communicated by Hon'ble JSERC, The Board is in process of establishing four more VUSNF, besides one working at Ranchi. The necessary action in this direction is being taken by the Board".*

The aforesaid reply is vague. More than four months have lapsed from the date of receipt of the aforesaid information from the Chief Engineer (C&R) of the licensee-JSEB, no progress in this regard has been intimated as yet. The licensee-JSEB has neither

intimated the steps taken so far in this regard nor has given any time frame for compliance of the directions of the Hon'ble Tribunal. The Commission is not satisfied with the aforesaid reply of the licensee-JSEB.

In view of the above, this case is being registered suo-motu.

The licensee-JSEB is directed to show-cause as to why appropriate orders be not passed in accordance with law for violation of directives of the Hon'ble Appellate Tribunal for Electricity as well as of the Jharkhand State Electricity Regulatory Commission for constituting Consumer Grievance Redressal Forums in the remaining four Revenue Divisions separately viz. Santhal Paragana Division at Dumka, North Chotanagpur Division at Hazaribagh, Kolhan Division at Chaibasa and Palamau Division at Medninagar.

Put up on **16.07.2011** at **11.30 AM** for hearing.

Sd/-  
Member (E)

Sd/-  
Chairperson