

ಹುಬ್ಬಳ್ಳಿ ವಿದ್ಯುತ್ ಸರಬರಾಜು ಕಂಪನಿ ನಿಯಮಿತ
(ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸಂಪೂರ್ಣ ಸ್ವಾಮ್ಯಕ್ಕೆ ಒಳಪಟ್ಟಿದೆ.)
ಕಾರ್ಪೊರೇಟ್ ಆಫೀಸ್, ನವನಗರ, ಪಿ.ಬಿ.ರೋಡ್,
ಹುಬ್ಬಳ್ಳಿ - 580 025.



HUBLI ELECTRICITY SUPPLY COMPANY LIMITED

(Wholly owned Govt. of Karnataka undertaking)

Corporate Office,
Navanagar, P.B. Road, Hubballi-580025

Corporate Identity Number (CIN): U31401KA2002SGC030437

No: HESCOM/DF/CA/DCA/AO(RA)/24-25/ 45-4521 . Date:

- 1 OCT 2024

- Sub :-** Constitution of Consumer Grievance Redressal Forum at the Company Level.
- Ref :-**
- 1) Notification No: D/02/03, Dated: 12.05.2004 issued by KERC.
 - 2) KERC Notification No: D/37/13, Dated: 10.05.2013
 - 3) HESCOM O.M. No: HESCOM/GM(T)/EE-4/AO/13-4/CYS-769 Dated: 16.07.2013.
 - 4) Notification of Electricity (Rights of Consumers) Rules, 2020 dated: 31.12.2020 issued by MoP.
 - 5) Approval of Managing Director, HESCOM in PLO : 515/24-25 on 29.09.2024.

~~0~~

Preamble:

As per the KERC notification and HESCOM order referred under references 3, the Consumer Grievance Redressal Forums (CGRFs) were formed in 7 revenue districts of HESCOM jurisdiction namely Dharwad, Gadag, Haveri, Uttara Kannada, Belagavi, Bagalakote and Vijayapur.

Notification issued by Ministry of Power under reference-4 provides that every distribution licensee shall establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the act at company level also to cater the needs of the consumers.

The Forum shall consist of the members with the following description.

1. The forum shall be headed by an officer of the licenses of appropriate seniority.
2. One member shall be an employee of the Distribution Licensee.
3. One member shall be representative of the registered prosumer.
4. One member shall be nominated by the commission who is familiar with the consumer affairs (Representative of Consumer)

Complainants who are not satisfied with the orders of the district level CGRF may approach the **CGRF constituted at the Company level** to resolve the grievances.

This forum may be assigned different types of grievances depending upon the nature of the grievance and the level at which it can be best resolved in accordance with guidelines of MoP.


A Forum called "**Consumer Grievance Redressal Forum - Company level**" has to be constituted in HESCOM and hence this.

OFFICIAL MEMORANDUM

Approval is hereby accorded for establishing a forum to be called as 'Consumer Grievance Redressal Forum- Company level' consisting of the following members.

- | | |
|--|----------------|
| 1. Director (Technical) | - Chairperson. |
| 2. Controller (A&R) | - Member |
| 3. Representative of Prosumer | - Member |
| 4. Any Independent member nominated by
Hon'ble Commission (Representative of Consumer). | - Member |
| 5. Deputy Controller of Accounts (Revenue) | - Convenor |

The Head Quarters of the forum will be at Corporate Office, HESCOM, P.B. Road, Navanagar, Hubballi. The Forum will function in accordance with the principles and procedures to be laid down in due course by Hon'ble Karnataka Electricity Regulatory Commission.


Controller,
Corporate Office,
HESCOM
1/10/24

Copy submitted for kind information to:

- 1) The Secretary, Karnataka Electricity Regulatory Commission, No. 16, C-1, Miller Bed Area, Vasant Nagar, Bengaluru-560 052.
- 2) The Electricity Ombudsman, Karnataka Electricity Regulatory Commission, No. 16, C-1, Miller Bed Area, Vasant Nagar, Bengaluru-560 052.
- 3) The Under Secretary, Energy Department, Government of Karnataka, 2nd Floor, Vikasa Soudha, Bengaluru.
- 4) REC Limited Regional Office, Bengaluru.

Copy to:

1. The General Manager (Admn & HRD) and General Manager (Technical) Corporate Office, HESCOM, Hubballi.
2. All Chairpersons of CGRF HESCOM Revenue District and Superintending Engineer (EI), O & M Circles, HESCOM.
3. The Deputy Controller of Accounts (Revenue) Corporate Office, HESCOM, Hubballi.
4. PS to MD/DT/ DF to bring to the kind information of MD/DT/DF.