



HARYANA ELECTRICITY REGULATORY COMMISSION
Bays No. 33 - 36, Sector – 4, Panchkula-134112
Telephone No. 0172-2572395 (o); Fax No. 0172-2572359

Office Order

Exercising the powers conferred upon the Commission by the Regulation 4 of the Haryana Electricity Regulatory Commission (Guidelines for establishment of Forum for Redressal of Grievances of the Consumer, Electricity Ombudsman and Consumer Advocacy) Regulation, 2016, the Commission hereby institutes a Consumer Advocacy Cell to provide the required legal advice, support and assistance to the Complainants for representing their cases before the Ombudsman. The cell shall also perform following additional functions:

- a) Half-yearly review of grievances, representations and reports submitted by the Forum and the Ombudsman in order to advice the Commission on improvements to the made in the Regulations.
- b) To analysis of reports submitted by the licensee with regards to level of performance achieved on performance standard specified under Section 57 of the Act.
- c) To facilitate capacity building of consumer groups and ensure their effective representation for enhancing the efficacy of regulatory process.
- d) To create awareness among consumers on energy saving and safety related matters

2. The Consumer Advocacy cell shall comprise of the following officers (preference-wise) of the Commission:-

- | | |
|--|---------|
| a) Director (Tariff)/ Director (Technical) | -Head |
| b) Law Officer / Joint Director (Law) | -Member |
| c) Dy. Director (Distribution)/Joint Director (Distribution) | -Member |
| d) Deputy Secretary (Personnel) | -Member |

Note: The cell may depute any member (s) for outstation duty to perform its functions.

3. This is in addition to the duties being performed by the concerned officers. Further, they shall not be paid any extra remuneration for performing these duties.

This is in supersession of the earlier office order dated 06.09.2016 (Endst. No. 7418-30/HERC dated 21.10.2016).

Dated
Panchkula

By order of the Commission

Endst: 2547

dated: 31.10.2018

A copy of the above is forward the following for information please.

1. Sr. P.S to Chairman for kind information of the Hon'ble Chairman.
2. Clerk to Member Sh. Debashish Majumdar for kind information of the Hon'ble Member
3. Clerk to Secretary, for kind information of the Secretary.
4. Director (Tariff).
5. Additional Director (Accounts).
6. System Manager.
7. Law officer.
8. Deputy Director (Finance).
9. Assistant Director (Economics).
10. All Consultants
11. All officers.
12. Notice Board.

Secretary