



**THE UTTAR PRADESH ELECTRICITY REGULATORY COMMISSION  
LUCKNOW**

**ORDER**

**In the matter of interpretations of provisions of the UPERC (Consumer  
Grievance Redressal Forum) Regulations, 2022.  
(Power to Remove Difficulties)**

Whereas the UPERC (Consumer Grievance Redressal Forum) Regulations, 2022 ('CGRF Regulations 2022') were notified vide Notification No. UPERC/Secy./Regulation/2022-262 dated 21.07.2022, in exercise of the power conferred on it by Section 181 read with sub-sections (5) to (8) of Section 42 of the Electricity Act, 2003 (36 of 2003) and all other enabling powers in this behalf.

And whereas Regulation 3.11(e) of the CGRF Regulations 2022 provides that:

*"3.11(e) Complaint shall be accompanied by a fee as specified in table below through cash or Indian postal order or demand draft or banker's cheque or Electronic Fund Transfer or any other instrument specified by the licensee and shall be accounted appropriately by the licensee in its accounts.*

<b>Type of consumer category</b>	<b>Fees</b>
<i>Agricultural &amp; Residential</i>	<i>Rs. 25 per KW (Max of Rs. 50)</i>
<i>Commercial</i>	<i>Rs. 100 per KW (Max of Rs. 1000)</i>
<i>Small &amp; Medium Industries</i>	<i>Rs. 75 per KW (Max of Rs. 750)</i>
<i>Large &amp; Heavy Industries</i>	<i>Rs. 100 per KW (Max of Rs. 1000)</i>
<i>Others</i>	<i>Rs. 50 per KW (Max of Rs. 500)</i>

*The above table may be revised/modified by the Commission from time to time through its orders."*

And whereas Regulation 8.4.3 of the UPERC (Standard of Performance) Regulations, 2019 notified vide Notification No. UPERC/Secy/Regulation/656 dated 16.12.2019 provides that:





*"8.4.3 In case of failure of the Licensee to provide the compensation to the consumer within 45 days from the date of lodging of claim or the consumer is not satisfied with the decision of the Licensee, then the consumer may approach CGRF of area of jurisdiction for redressal within 60 days. Any interest amount payable thereof on the compensation due to the consumer shall be determined by CGRF/Ombudsman."*

And whereas UPERC (Standard of Performance) Regulations, 2019 do not prescribe any fee to be charged from the consumer in the matters of grievance related to compensation.

And whereas representations have been received from consumers protesting the demand of fee by the CGRFs before registering the grievance related to compensation under UPERC (Standard of Performance) Regulations, 2019, which does not provide for any fee to be charged from the consumer in cases of compensation.

And whereas Electricity Ombudsman vide letter No. 1350/EO/Tippani dated 06.12.2024 has also requested the Commission to issue clarification in regard to charging of fee by the CGRFs in the matters of grievance related to compensation.

And whereas Regulation 6.1 of the CGRF Regulations, 2022 vests the Commission with the power to issue instruction or direction which are extracted as below:

*"6.1 The Commission may from time to time issue such order or instruction or direction, as it considers necessary, to the forum for discharge of their functions under these Regulation."*

And whereas Regulation 9 of the CGRF Regulations, 2022 vests the Commission with the power to remove difficulty which is extracted as below:

*"9. If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, on its own motion or on the matter being brought before it by any person, the Distribution Licensee or a group or*

*by*



*m*



*association of consumers, issue such general or special order, not inconsistent with the provisions of the Electricity Act 2003, as it may considers necessary or expedient for the purpose of removing the difficulty."*

Now therefore, the U P Electricity Regulatory Commission in exercise of its powers conferred on it by Section 181 read with sub-sections (5) to (8) of Section 42 of the Electricity Act, 2003 (36 of 2003) and Regulation 9 of the CGRF Regulations, 2022 I.e. Power to Remove Difficulties and all other enabling powers in this behalf hereby makes this Order namely: -

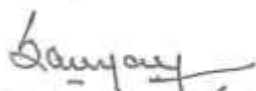
**1.0 Short Title and Commencement:**

- a. This Order may be called the UPERC (Consumer Grievance Redressal Forum) (Removal of Difficulty) first order, 2025.
- b. It shall come into force from the date of its issue.

2.0 The following proviso shall be added below Regulation 3.11(e) of the CGRF Regulations 2022:

*"Provided that no fee shall be payable by the consumer of any category, irrespective of his contracted load, if he/she approaches the CGRF of area of jurisdiction for redressal in the matters of grievance related to compensation under UPERC (Standard of Performance) Regulations, 2019 and any amendments thereof."*

3.0 All other provisions of the Regulations shall remain unchanged.

  
(Sanjay Kumar Singh)  
Member



  
(Arvind Kumar)  
Chairman

Place: Lucknow

Dated: 07.04.2025