

FORUM OF REGULATORS (FOR)

Secretariat : C/o. Central Electricity Regulatory Commission (CERC)

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No.:15/2(7)/2008-FOR-WG/PCI

Dated : 23rd June, 2008

SUB : CONSTITUTION OF THE WORKING GROUP ON “PROTECTION OF CONSUMER INTERESTS”.

Sir,

The Forum of Regulators (FOR) decided in its meeting held on 13th June, 2008 to constitute a Working Group on “Protection of Consumer Interests”. The Chairperson of the Forum was authorized to nominate various SERCs on the Working Group.

2. The Chairperson, FOR, has constituted the Working Group as indicated below :-

(i)	Chairperson, CERC	...	Chairman of the Working Group
(ii)	Chairperson, CSERC	...	Member
(iii)	Chairperson, KERC	...	Member
(iv)	Chairperson, MPERC	...	Member
(v)	Chairperson, RERC	...	Member
(vi)	Chairperson, UERC	...	Member
(vii)	Chairperson, UPERC	...	Member
(viii)	Chairperson, WBERC	...	Member
(ix)	Secretary, CERC	...	Member
(x)	Deputy Chief (RA), CERC	...	Coordinator.

3. In the SERCs where the post of Chairperson is vacant, the senior Member of the SERC would be the Member of the Working Group.

4. The Working Group would inter-alia consider the relevant provisions of the National Electricity Policy, National Tariff Policy, reports of the studies conducted by TERI, the models of consumer advocacy being followed in various States and would give its recommendation on -

- Steps required to make functioning of the Forums for Redressal of Consumer Grievances and Ombudsmen more effective,

- The possible options and strategies for consumer education, empowerment and funding,
- Institutionalizing Consumer Advocacy,
- Suggested draft of a Consumer Charter,
- Methodology for meeting the financial requirements of the office of the Ombudsmen so as to ensure its independence from the distribution licensees, and
- Any other relevant issue.

5. The Secretariat of the Forum would provide secretariat to the Working Group. The Working Group would submit its recommendations by 30th September, 2008 for consideration of the Forum.

(Alok Kumar)
Secretary