

**DRAFT**  
**PUBLIC WORKS NOTIFICATIONS**  
**TELANGANA STATE ELECTRICITY REGULATORY COMMISSION,**  
**HYDERABAD**

No. TSERC/01/2018

Dated 22.03.2018

**REGULATION NO. 1 OF 2018**  
**(1<sup>st</sup> AMENDMENT TO THE REGULATION NO. 3 OF 2015)**

In order to streamline the functioning of the CGRF and Ombudsman in the state of Telangana, the Commission had initiated the process of framing a fresh regulation meeting the aspirations of people of Telangana for the purpose of putting in place its own regulation in place of the adopted regulation vide Regulation No. 1 of 2014. Accordingly, a regulation was issued after following the due process of the Electricity Act, 2003 and the rules and regulations in vogue. The final regulation was published in the gazette of Telangana on 03.10.2015.

2. Over the past three years, the Commission has been observing the functioning of CGRFs and Ombudsman. More particularly, the Commission is confronted with the audit issues in respect of the finances of the office of the Ombudsman. In order to facilitate smooth functioning and proper disbursement of finances to the office of the Ombudsman, the existing provision in the Regulation No. 3 of 2015 is proposed to be modified and with new clause at Clause No. 3.14.

3. In exercise of the powers conferred under sub-sections (5) and (7) of Section 42 read with clauses (r) and (s) of sub-section (2) of section 181 of the Electricity Act, 2003 (Central Act No.36 of 2003) and all powers enabling it in that behalf, the Telangana State Electricity Regulatory Commission hereby makes the following Regulation to amend subsisting Regulation No. 3 of 2015 and for matters incidental and ancillary thereto: -

**THE TELANGANA STATE ELECTRICITY REGULATORY COMMISSION  
(1<sup>ST</sup> AMENDMENT TO THE REGULATION ON ESTABLISHMENT OF  
MECHANISM FOR REDRESSAL OF GRIEVANCES OF THE CONSUMERS)  
REGULATION, 2018**

**PRELIMINARY**

**1) SHORT, TITLE, COMMENCEMENT AND INTERPRETATION:**

- 1.1. This Regulation may be called the Telangana State Electricity Regulatory Commission (1<sup>st</sup> Amendment to the Regulation No. 3 of 2015 being Establishment of mechanism for Redressal of Grievances of the Consumers) Regulation, 2018.
- 1.2. This Regulation shall be applicable to the Distribution Licensees in the State of Telangana in their respective licensed areas.
- 1.3. This Regulation shall come into force from the date of its publication in the Official Gazette of the Government of Telangana.
- 1.4. This Regulation shall be construed harmoniously with the provisions of the Act, Rules and other Regulations of this Commission as amended and in force from time to time. In case of any conflict or inconsistency in this Regulation with the provisions of the Act, Rules and other Regulations of this Commission, the latter shall prevail.

**AMENDMENT**

2. Amendment of Clause 3.14 by substitution of new clauses:

In place of the existing Clause 3.14 in Chapter the following amended clause shall be read.

“3.14 (a) Ombudsman shall prepare a budget estimate of the expenses, both the salaries and allowances payable to him and his staff in the Secretariat provided to him as well as the running expenses including capital expenditure for the ensuing financial year and forward the same to the Commission every year in the first week of January. On verification of the budget estimates of Ombudsman, the Commission shall approve the budget with such modifications as may be necessary for smooth functioning of the office of the Ombudsman. The approved budget of the Ombudsman shall be allowed as a pass through in the Annual Revenue Requirement of the Licensees in the State

for each financial year or such period of tariff determination as may be undertaken by the Commission. The Licensees in the State shall share the expenses of the Ombudsman in proportion to the number of CGRFs established by the respective Licensees. Accordingly, the Commission informs the Licensees about their share of expenses. The licensees shall release the budget directly to the Ombudsman well before the end of the relevant financial year under intimation to the Commission. The Ombudsman shall reconcile the budget estimates made at the beginning of the financial year and the actual expenditure incurred for the said financial year and intimate the Commission about the difference of excess or deficit budget within 15 days from the closure of the relevant financial year. Such difference of amount will be factored into true up exercise of the Licensees by the Commission whenever it is undertaken.

(b) The Ombudsman shall be accountable for the expenses incurred by his office. The books of accounts shall be audited by an internal auditor as may be appointed by the Commission. External and / or statutory audit of the accounts of the office of the Ombudsman shall be decided by the Commission in consultation with the C & AG.”

3. Except for the above said modification, the other clauses in the existing Regulation No. 3 of 2015 shall remain unaltered.

BY ORDER OF THE COMMISSION

**(Uma Kanta Panda)**  
**Secretary (A/C)**  
**Telangana State Electricity**  
**Regulatory Commission,**  
**HYDERABAD.**

**Date: 22.03.2018.**