



HARYANA ELECTRICITY REGULATORY COMMISSION

Bays No. 33 - 36, Sector – 4, Panchkula-134109

Telephone No. 0172-2582531; Fax No. 0172-2572359

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OFFICE ORDER

In supersession of office order No. 2547/HERC dated 31.10.2018, the Haryana Electricity Regulatory Commission (HERC) reconstitutes the Consumer Advocacy Cell (CAC) to strengthen consumer rights, enhance grievance redressal mechanisms, and ensure compliance with regulatory orders.

2. Composition of the Consumer Advocacy Cell (CAC):

1 Member (Law Background)	Chairperson
2 Electricity Ombudsman	Member
3 Joint Director (Law), HERC	Member
4 Deputy Director (Media), HERC	Member & Coordinator
5 Representative from Technical Section	Member
6 Chief Engineer (Distribution Licensee, Concerned Zone)	Member

3. The Functions & Responsibilities:

- Promote consumer awareness regarding electricity rights and regulatory compliance.
- Ensure adherence to Consumer Grievance Redressal Forum (CGRF) and Ombudsman directives.
- Provide legal and regulatory assistance to consumers.
- Analyze grievance trends and propose policy interventions.
- Conduct outreach programs on consumer rights, billing disputes, energy conservation, and safety.
- Ensure compliance with Section 57 of the Electricity Act, 2003 (Standard of Performance of Licensee).
- Review compliance reports and suggest necessary interventions through quarterly meetings.

4. The assigned duties shall be in addition to existing responsibilities. No additional remuneration shall be provided for these duties.

5. Meeting Schedule:

The CAC shall convene its first meeting within 15 days of this order. Subsequent meetings shall be held quarterly or as required to assess objectives and performance.

Dated Panchkula
the 19th March, 2025

By order of the Commission
HERC

Endst No. 5582-94/HERC/CAC

Dated: 26.03.2025

A copy of the above is forwarded to the following for information, please:

1. PA to Hon'ble Chairman for kind information of the Hon'ble Chairman
2. PA to Hon'ble Member for his kind information
3. The Managing Director, UHBVN
4. The Managing Director, DHBVN
5. The Managing Director, HVPNL
6. The Managing Director, HPGCL
7. Electricity Ombudsman
8. PA to Secretary
9. Director Technical
10. Joint Director (Law)
11. Deputy Director (Media)
12. System Manager
13. Deputy Director (Accounts)

Sd/-
Secretary
HERC, Panchkula