



Uttar Pradesh Electricity Regulatory Commission

Vidyut Niyamak Bhawan, Vibhuti Khand, Gomti Nagar, Lucknow-226010 Phone 2720426 Fax 2720423 E-mail secretary@uperc.org

Shailendra Gaur
Secretary

Ref. UPERC/Secy/D(D)/2024-372
Dated: 05/06/2024

To,

1. Managing Director, Paschimanchal Vidyut Vitran Nigam Ltd, Victoria Park, Meerut.
2. Managing Director, Purvanchal Vidyut Vitran Nigam Ltd, Purvanchal Vidyut Bhawan, Vidyut Nagar, DLW, Varanasi.
3. Managing Director, Dakshinanchal Vidyut Vitran Nigam Ltd, Urja Bhawan, 220 kV Sub-station Agra- Mathura Bye Pass Road, Agra.
4. Managing Director, Madhyanchal Vidyut Vitran Nigam Ltd, 4 – A Gokhle Marg, Lucknow.
5. Managing Director, Kanpur Electricity Supply Company Ltd., Kanpur.
6. Managing Director & CEO, NPCL, Electric sub-station, Knowledge Park-IV, Greater Noida, Gautam Buddha Nagar-201310

Subject: Providing the details of the CGRFs on the Discom's website, in compliance to Regulation 3.1 of UPERC (Consumer Grievance Redressal Forum) Regulations, 2022.

Sir,

As you are aware that Regulation 3.1 of UPERC (Consumer Grievance Redressal Forum) Regulations, 2022 mandates providing various details of the CGRFs constituted at different levels in the area of the Licensee, on its website.

In this reference, I have been directed to request you to instruct the concerned to provide/host the details of the CGRFs, in the following manner, on your Discoms website within 15 days:

- a) Provide a separate tab 'CGRF' in the main menu on the home page.
- b) Provide separate dropdowns for:
 - i. 'STATUS OF CGRFs AT A GLANCE' (In the enclosed format)
 - ii. 'STATUS OF DISPOSAL BY CGRFs' (Format enclosed).
 - iii. 'FORMAT FOR COMPLAINT' (Formats both in Hindi & English enclosed).
 - iv. 'UPERC (CGRF) REGULATIONS, 2022'. (Copy enclosed).
 - v. 'FAQ' (Suggested FAQ enclosed).
- c) All the uploaded information shall be in 'Portrait' orientation.


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- d) Details of old CGRFs & other irrelevant information of CGRFs may be removed. ○
- e) Advertisements for the members of CGRFs may be put under 'Notice' or 'Vacancy' tabs.

The compliance of the above instructions may be communicated for the perusal of the Commission.

This has been issued with the approval of the Hon'ble Commission.

Yours faithfully



(Shailendra Gaur)
Secretary

C.C.



1. Managing Director, U.P. Power Corporation Ltd., Shakti Bhawan, 14 Ashok Marg, Lucknow with the request to instruct the concerned to provide the Discom wise details of the CGRFs prominently on the home page of the UPPCL's website in line with the above directions of the Commission.