

## **Consultation Document**

### **Draft Rules on Consumer Grievances Redressal Forum (GRF) of Electricity Distribution Licenses And Draft Regulations on the Procedure for Dispute Resolution by the Public Utilities Commission of Sri Lanka**

#### **1. Background**

According to Subsection (c) (5) of Section 25 of Sri Lanka Electricity Act No. 36 of 2024, subsequently amended by Sri Lanka Electricity (Amendment) Act, No. 14 of 2025, the Public Utilities Commission of Sri Lanka (PUCSL), as the regulator, requires making rules by establishing a Forum for addressing and providing a platform for redress of grievances of the Consumers, within six months from the appointed date.

The PUCSL invites comments from the public under Subsection (b) of Section 17 of the Public Utilities Commission Act No. 35 of 2002 on:

- 1) The draft rule on Redressal Forum for Electricity Consumer Grievances to be issued by the PUCSL, is included in this Document as Annex I.
- 2) The draft regulation prescribing the practice and procedure to be followed in the resolution of disputes by the PUCSL to be prescribed, is included in this document as Annex II

The entire consultation document is open for stakeholder comments and particularly, stakeholder comments are invited on:

- The sequence of the process of resolving grievances up to disputes
- Proposed resolving process that evolves with the complexity of the issue.
- Assess the processes built in the documents in terms of regulatory best practices of Fairness, Transparency, Consistency, independence and objectivity.

#### **2. Proposed Redressal Mechanism:**

The best party to address the consumer grievances is the respective utility service provider. Utility is rich in terms of information and options to resolve consumer grievances. However, in the case of utility services, due to a lack of consumer choice or a monopoly situation in the electricity distribution system until consumers get the opportunity to select the service provider, consumers are in a somewhat disadvantaged position in bargaining with utility service providers. Hence, the objective of this consultation document is to create a platform for consumers to find a solution for their grievances under the leadership of the respective distribution licensee, as stipulated in Annex I. In failing to reach a solution, PUCSL will intervene to resolve the eligible disputes under section 46 by following the prescribed procedure given in Annex II.

## Step I

The consumer could make a formal complaint to the respective Area Engineer Office in case of CEB and the branch office in case of LECO. In case of a non-scheduled power interruption, irrespective of the area where your supply is located, dialing the hotline 1987 for CEB and 1910 for LECO or through the customer care App, can lodge your complaint. In case of a complaint other than interruption of Supply, the Tariff Customer (not the consumer) shall make a written submission to the respective Area Office or branch of the service provider. When a service provider receives such a complaint, within 5 working days, an acknowledgement is to be sent to the consumer and within 14 days, a solution should be given by the service provider.

## Step II

If the Consumer did not get a satisfactory solution from the service provider within the stipulated time or the Consumer is not satisfied with the answer given by the service provider, the Consumer could/would submit the same to the Grievance Redressal Forum (GRF) conducted by the same service provider (distribution licensees). Draft rule for establishing and providing a platform as a Grievance Redressal Forum (GRF) is given in Annex I.

## Steps III.

- a. If consumers do not receive a satisfactory answer from the Grievance Redressal Forum (GRF) meaning that the grievance/complaint becomes a dispute.

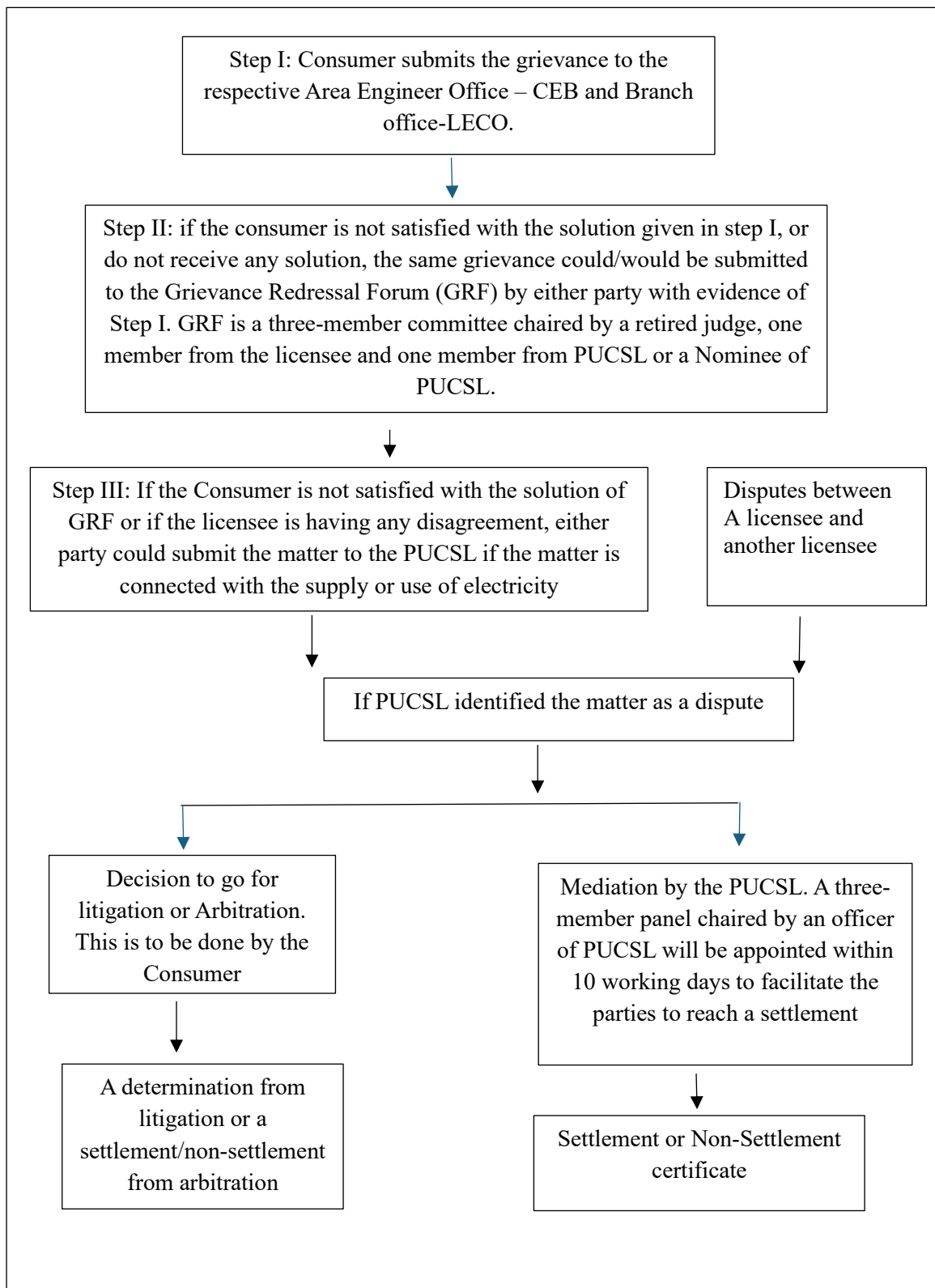
Where the parties have not been able to resolve the disputes in steps II, any aggrieved person may, forthwith, forward a written request to the Regulator requesting the matter in dispute to be heard and determined by the Regulator.

- b. In addition, any dispute connected with the **supply or use of electricity arises** between or in relation to:
  - A licensee and a Tariff customer
  - A licensee and another licensee
  - A licensee and any other affected party
  - Use of electricity meters
  - The payment of tariffs

Upon receipt of a request, under a and b above, the regulator shall mediate and resolve the dispute unless the regulator determines that it is more appropriate for the dispute to be determined either by the Court or through arbitration.

The practice and procedures to be followed in the resolution of any dispute under this section shall be prescribed by a regulation and a draft regulation is attached as Annex II.

### 3. Steps to follow for Grievance/Dispute Resolution



**Draft Rules on Consumer Grievances Redressal Forum for Electricity**

1. Public Utilities Commission of Sri Lanka issues this Rule under the powers vested with the Commission in terms of Subsection (5) ( c) of Section 25 of the Sri Lanka Electricity Act. No. 36 of 2024. Given the need to protect the interests of consumers, to establish a Forum for the timely and effective settlement of consumers' grievances and for matters connected therewith or incidental thereto. The Forum is a platform for work on consumer grievances by conducting hearings and issuing directives to the Distribution Licensee.
2. This Rule may be called the “Rule on Electricity Consumer Grievances Redressal Forum (GRF) rule ”.
3. The consumers who received electricity services through exempted parties, within the jurisdiction of the electricity distribution licensee, may submit their grievances to the respective GRF for redress.
4. This Rule shall come into force on xxxx. This Rule is provided to the consumers and licensees, without prejudice to the rights which the electricity consumers or licensees may have otherwise, in any other Law.
5. Grievances shall be referred to the forum only upon failing to find a solution through the respective Electricity Distribution License’s (EDL) office. When the EDL office receives a complaint or grievance, an acknowledgment will be issued by using the same mode of communication that the consumer used to lodge the complaint, within five working days. EDL office may resolve the issue within 14 working days or if more time is required, the Consumer will be informed the additional days required to resolve the complaint. Upon completion of the 14 working days or extended time period, still no solution was offered, or the consumer is not satisfied with the received solution, either the consumer or the EDL can submit the same complaint with evidence to prove that the EDL office made efforts to resolve it to the Redressal Forum conducted by the respective area distribution licensee.
- 6. Establishment:**
  - a. The Distribution Licensee shall determine the number of Forums, their locations, and areas of jurisdiction in consultation with the Commission. In determining the number of Forums and the jurisdiction, the Distribution Licensee shall have due regard to:
    - the number of consumers being served by the distribution licensee.
    - The number of forums is sufficient to ensure timely redress of the grievance.
  - b. Avoidance of doubt, the minimum number of forums listed in Schedule I, shall be established by each Distribution licensee. However, the same Forum may conduct any number of meetings to resolve the complaint at a convenient place for the consumer as well as EDL officials to attend, depending on the number and nature of the complaint submitted to the Forum. Encourage the members of the Forum to conduct field visits, if a physical inspection expands the possible options to resolve the disputes.
  - c. All EDLs must digitize the complaint submission and redressal process of the forum within 18 months according to the guidelines issued by the Public Utilities Commission of Sri Lanka.

- d. The Forum shall consist of three members, including the Chairperson of the Forum. The Chairperson shall be appointed by the Licensee after obtaining nominations from the Judicial Service Commission from a retired judge who has more than 10 years' experience.
- e. The Licensee shall appoint one Member from the Executive Staff of the Licensee who is currently serving in the office of the Licensee.
- f. The Commission shall nominate an officer who is currently serving in the Commission, not less than an officer in the capacity of Assistant Director, who has experience in Consumer Affairs or a person from an external pool of members maintained by the Commission for that purpose as an observer.
- g. The Chairperson or a Member shall hold office for a term of five (5) years from the date of appointment.
- h. The Chairperson shall not hold office after he has attained the age of 65 years, and a Member, who is a serving officer of the Licensee, or the Commission, shall hold office as long as he/she is in the service of the Licensee or the Commission. The Member appointed by the Commission from the pool of external members may serve until the end of the term.
- i. The Chairperson shall work full-time, while other members shall participate in the proceedings and work of the Forum as required.
- j. No person shall be appointed or continued as Chairperson or Member if he stands disqualified on account of:
  - having been declared as insolvent;
  - having been convicted of an offence;
  - having become physically or mentally incapable of acting as such a Member;
  - having a conflict of interest or acquired such financial or other interest as is likely to affect his function as a Member,
  - having been guilty of proven misconduct.
- k. A Chairperson or Member shall be liable to be removed from his/her Office forthwith on account of any of the aforesaid disqualifications arising or being discovered.
- l. Provided that no Chairperson or Member appointed by the licensee or by the commission shall be removed from his/her office of the Forum on any of the aforesaid grounds unless the Licensee has held an inquiry in accordance with the same procedure as prescribed for the employees of the Licensee or the Commission. Upon such inquiry, if such Chairperson or member is found liable to be removed from his office on any such ground, the Licensee shall take action for the removal of such Chairperson. The member nominated by the Commission shall be removed from office on any of the aforesaid grounds upon an inquiry in accordance with the stipulated procedure prescribed for employees of the Commission or pool of externally appointed members, and if he/she is found liable to be removed from office or the position.
- m. The Licensee shall initiate action for filling up any future vacancy in the post of a Chairperson or a Member of the Forum at least three (3) months before such vacancy is likely to arise. In case of death or resignation or removal of a member or Chairperson in any such situation wherein a vacancy arises in the Forum, the Licensee shall appoint an Acting chairperson from a chairperson of an adjoining forum and take immediate steps for filling up of the vacancy so arising.
- n. The Chairperson's honorarium shall be determined and borne by the licensee. Such a monthly honorarium shall be increased as per the general practice of the distribution licensee, based on the performance evaluation of the chairperson.

- o. The Chairperson shall be eligible per annum for 07 casual leaves and 12 annual leaves as per the Shops and Offices Act. Leave should be authorized by the DGM- Commercial of the Licensee.
- p. Members appointed by the licensee and members appointed by the Commission are entitled for a per diem/subsistence remuneration for each day of participation in the Forum's proceedings and work based on their respective entitlement as decided by the respective institutions, and such payments shall be borne by the respective institutions.
- q. The Chairperson and member appointed by the licensee shall be entitled to the transport provided by the licensee and member appointed by the Commission shall be entitled to the transport provided by the Commission.
- r. Subject to the general and special directions of the Commission, the Licensee shall provide the necessary infrastructural and human resource facilities for the efficient functioning of the Forum, complying as far as practicable with the requests of the Forum in this regard.
- s. Provided that the office space in the provincial level Licensee's office premises for the Forum shall have a minimum establishment of one Secretary cum Computer Operator and Office Assistant.

#### **7. Conduct:**

- a. The Secretary shall assist the Forum in the discharge of its functions and shall receive all the grievances under proper acknowledgement, keep records and maintain a database on all grievances received.
- b. The office of the Forum shall be open during working hours on all working days of the Office of the Licensee.
- c. The Forum shall determine the manner, the place within the area of supply of the Licensee, the date and time to conduct its hearings/forum as it considers appropriate, depending on the number of grievance received.
- d. The quorum for any meeting or proceedings of the Forum shall be two.
- e. Where the Chairperson is unable to discharge his functions owing to absence, leave, illness or any other cause, the person appointed by the Licensee to the Forum shall discharge the functions as the acting Chairperson.
- f. The decision of the majority of the Members present shall be the decision of the Forum, while the dissenting opinion of the minority shall also form part of the record/order.
- g. No act or proceeding of the Forum shall be deemed invalid merely by reason of there being some defect in the establishment of the Forum or by reason of the existence of a vacancy among its Members.
- h. The Licensee shall, from time to time, give due publicity about the Forum and its functions in such manner as it considers appropriate or as the Commission may direct.
- i. The postal and email address and office Telephone and fax number(s) of the Forum shall be displayed prominently at all the offices of the Licensee that have an interface with consumers and shall also be duly published in the electricity bills of the consumers.

#### **8. Process of Redress**

- a. The complainant or a person duly authorized by him in this behalf may submit his/her complaint along with the necessary supporting documents, including the decision communicated by the

licensee to the complaint made, either in person or through post, e-mail, or Fax to the appropriate Forum within whose jurisdiction the cause of action for the complaint arises. The licensee shall encourage online submissions by creating a system that allows the opportunity to upload copies of supporting documents.

- b. Provided that where a complaint is made orally to a Forum, the same shall be reduced into writing and the signature of the complainant obtained thereon by the Forum Secretary and uploaded into the system. A copy thereof shall be furnished forthwith to the complainant.
- c. In case of submission of the complaint in person, an acknowledgement shall be issued immediately with a reference number. In case of receipt of the complaint by post, e-mail or fax, an acknowledgement shall be dispatched within 5 working days in the same mode of communication where the complaint was received.
- d. The Secretary of the Forum may, on scrutiny of a complaint received by him/her, return the same to rectify any defects or to bring the complaint in conformity with the procedure.
- e. The Forum may reject the complaint at any stage under the following circumstances:
  - In cases where proceedings in respect of the same matter and between the same Complainant and the Licensee are pending before any court, tribunal, arbitrator or any other authority, or a decree or award or final order has already been granted by any such court, tribunal, arbitrator or authority.
  - In cases where the complaint has been submitted beyond xxx years after the date on which the cause of action has arisen;
- f. Provided that no complaint shall be rejected unless the Complainant has been given an opportunity of being heard.
- g. If the complaint is considered to be in order, the Secretary shall enter such complaint to the next immediate Forum or schedule a forum for hearing.
- h. The Forum shall fix a date for the appearance of the respondent and issue notices to all parties for appearance on that day and the notice to the respondent shall be accompanied by a copy of the complaint and copies of enclosed documents, if any.

#### **9. Procedure for hearing:**

- a. On appearance before the Forum, the respondent shall bring and file the observations/responses, if any respondent is unable to submit observations when they first appear, request more time, which may be granted by the Forum, subject to a maximum 7 working days.
- b. If the respondent has no objection for the relief claimed in the complaint or does not submit any observation/responses, the Forum shall proceed to hear and determine the complaint by passing appropriate orders forthwith on the merits on the material available on record or submitted through oral submissions.
- c. If the complaint is contested, the Forum may proceed to give a reasonable opportunity to both parties to produce such oral and documentary evidence they may desire to produce and determine the complaint on the merits on the pleadings and evidence available on record or submitted through oral submissions.
- d. If the Forum considers it necessary for a satisfactory decision on the complaint, the Forum may direct either party to produce any documents or information in its possession or under its control or direct a personal inspection by the Forum or a competent person on the subject as the Forum may direct and take into consideration such documents or information or report of such inspection:

- e. Provided that if the information or documents are withheld by a party or such inspection is resisted or not assisted by a party, the Forum may draw an adverse inference against such party.
- f. Subject to the specific provisions of this Rule, the Forum shall be guided by the principles of justice, equity and good conscience and may regulate its own procedure accordingly.
- g. When, on the date fixed for hearing or any other date to which such hearing may be adjourned, if any party or his authorized agent or representative does not appear when the matter is called for hearing without a valid prior notice, the Forum may, in its discretion, either dismiss the complaint for default when the complainant or the person authorized on his behalf is absent or proceed ex-parte to hear and decide the complaint.
- h. The complainant or the respondent may appear before the Forum either in person or through any other person authorized by him/her.

## **10. Orders of the Forum**

- a. On conclusion of the inquiry, the Forum shall pass reasoned orders on the complaint and the decision of the Forum shall be by a majority of the Members who heard both parties and in the event of equality of votes, the Chairperson or in his absence, the person presiding, shall exercise a second or casting vote.
- b. Provided that where any complaint is dismissed, the Forum shall inform parties about their right to make a representation to the Public Utilities Commission of Sri Lanka under section 46 of the Act, if relevant.
- c. The orders of the Forum on any successful complaint shall be passed ordinarily within thirty(30) days of the admission of the complaint by the Forum and the Forum shall state the reasons for any pendency beyond such period in its quarterly report to the Commission.
- d. The Forum may, at any time, since the admission of the complaint till the final orders are passed, make such interim orders pending final orders on the complaint as it may consider necessary to prevent further deterioration in the status of the complainant or the licensee and to avoid any financial losses to the complainant or Licensee.
- e. The Chairperson and the Members of the Forum shall sign on all original orders, decisions and proceedings of the Forum and all the copies of such orders, decisions and proceedings issued or communicated by the Forum shall be certified under the signature of the Secretary.
- f. All final orders or other executable orders of the Forum shall be communicated to the parties to the complaint and the person responsible for executing or obeying such orders within three(3) days from the date of such orders.
- g. Unless the Forum specifies in its orders the time within which the orders shall be executed or implemented, the Licensee shall comply with such orders within 15 (fifteen) days from the date of receipt of the orders under intimation to the Forum and the Forum may, at the request of the licensee, extend the time for such compliance up to a maximum period of one (1) month from the date of the order, for reasons to be recorded in writing.
- h. Non-compliance with the orders of the Forum within the time granted or extended shall be deemed to be non-compliance with and contravention of this Rule.
- i. The Forum shall communicate to the Authorized Officer of the Licensee about the non-compliance with the orders of the Forum within the time granted or extended and the Forum shall report such non-compliance to the Commission within thirty (30) days from the expiry of the period so granted or extended for execution or implementation of the orders.

- j. On receipt of such a report from the Forum, the Commission may take appropriate action, as the facts and circumstances of the case may require and justify to ensure compliance with the orders of the Forum, including action under Section 42 of the Act.
- k. If the complainant is not satisfied with the order made by the Forum, the same complaint could be submitted to the PUCSL under Section 46 of the Electricity Act, if relevant, or directly go for litigation. However, in such subsequent redressals, an order made by the Forum could be used as evidence, and not any members of the Forum or staff of the Forum used as witnesses.

## **11. Reporting requirements**

- a. The Forum shall submit a quarterly report on redress of grievances to the Licensee with a copy to the Commission within fifteen (15) days from the last day of the quarter.
- b. Number of complaints attended during the period and number of cases resolved, to be included in this report.
- c. The Forum shall also furnish an annual report on the activities of the Forum during the financial year to the Licensee with a copy to the Commission, before the end of April of each year.

## **12. Definitions:**

In this Rule, unless the context otherwise requires,-

“Act” means the Sri Lanka Electricity Act, No. 36 of 2024 amended from time to time;

“Consumer” means any person who is supplied with electricity for personal use by a licensee or the Government of Sri Lanka or by any other person engaged in the business of supplying electricity to the public and includes any person whose premises are for the time being connected for the purposes of receiving electricity and includes any prospective consumer.

“Forum” means the forum for Electricity Consumer Grievances Redressal Forum established by a Distribution Licensee under sub section (5) of Section 25 of the Act and this Rule;

“Grievance” means consequence(s) of any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance or failure of performance of a duty under the Act or the Rules or the Regulations made thereunder or any policy directions or orders of the Commission or any other law for the time being in force, by a/the distribution licensee by which a complainant/disagreement is aggrieved.

Schedule I

	Director Office	Number of Consumer Accounts	Minimum Number of Forums
Distribution Division 01 of EDL	Colombo City	188,766	01
	North-Western I	430,863	01
	North-Western II	487,093	01
	Northern	405,869	01
Distribution Division 02 of EDL	Western North	697,703	01
	Central I	491,220	01
	Central II	591,801	01
	Eastern	606,063	01
Distribution Division 03 of EDL	Western South	471,193	01
	Uva	426,474	01
	Sabaragamuwa	514,558	01
Distribution Division 04 of EDL	Western South	305,042	01
	Southern I	446,729	01
	Southern II	387,006	01
LECO			01
TOTAL			15

**SRI LANKA ELECTRICITY ACT, NO. 36 OF 2024**

Regulations made under section 46(4) of the Sri Lanka Electricity Act, No.36 of 2024 (as amended) (the Act).

**Regulations**

1. These Regulations may be cited as the Electricity (Dispute Resolution Procedure) Regulation.

The Electricity (Dispute Resolution Procedure) Rules published in *Gazette Extraordinary* No.1951/1 dated 25.01.2016 are hereby rescinded.

PART I

1. These Regulations shall apply to -
  - (1) the procedures specified in PART II below shall apply Where any dispute connected with the supply or use of electricity arises between or in relation to :-
    - (a) disputes between a licensee and a tariff customer;
    - (b) disputes between licensee and another licensee;
    - (c) disputes between a licensee and any other affected party;
    - (d) use of electricity meters; or
    - (e) the payment of tariff in terms of the provisions of this Act.

PART II

- 1. Disputes connected with 1 (1), (a), (c), (d), and (e) above**
  - a) Where the parties fail to reach a settlement through the Redressal Forum for Electricity Consumer Grievances established under Section 25(5)(c) of the Act, either party to such matter may, by written communication substantially in Form A set out in the Schedule hereto, inform the Commission of such failure and call upon the Commission to resolve the same.
- 2. Dispute between a licensee and another licensee 1, (1), (b) above.**
  - a) A licensee who has an issue with another licensee and who wishes to resolve the same may, send a written request which shall be substantially in Form B set out in the Schedule to these Regulations, to the other licensee, setting out the matter in dispute and any other facts that the Licensee considers to be relevant under the circumstances, including a proposal for the resolution of the same. The Licensee shall also include the names and contact numbers of three persons, one of whom shall be selected by the consent of both parties, to be an Evaluator to help them in their attempt to solve the dispute.
  - b) Within a period of five (5) working days of the date of receipt of the said written request specified in the preceding section a) by the other party, the licensees, along with their Evaluator, shall meet at a venue convenient to all the parties, at which meeting, the parties to the matter shall submit their issues to the Evaluator.
  - c) With the assistance of the Evaluator the parties shall make every effort to reach a settlement. The opinion of the Evaluator shall not be binding, but shall be taken into consideration by the parties in their attempt at reaching a settlement.
  - d) Where the parties are able to reach a settlement, such settlement shall be reduced to writing

and shall be substantially in Form C set out in the Schedule to these Regulation and shall be signed by both parties to the matter and also by the Evaluator in proof of such settlement.

- e) Where parties to the matter fail to reach a settlement which is acceptable to both parties within ten (10) working days of the date of the meeting, they shall sign a document to that effect which shall be substantially in Form D set out in the Schedule hereto, which shall be endorsed by the Evaluator and inform the Commission of such failure and shall call upon the Commission to resolve same under section under section 46(1)(b) of the Act.

### **3. Pre-mediation assessment**

Where a matter is referred to the Commission under Section 1 and 2 above, and upon due consideration of the facts is identified as a dispute, the Commission shall, within five (5) working days of such referral, conduct a pre-mediation assessment to determine whether it is more appropriate for the dispute to be resolved by a court of law or through arbitration rather than by mediation and -

- (a) if the Commission decides that it is more appropriate for the dispute to be determined either by the Courts or through arbitration, it shall communicate such decision to the parties to the dispute within ten (10) working days of the date of such referral; or
- (b) if the Commission decides otherwise, it shall, within ten (10) working days of such referral, appoint a panel of Mediators which shall consist of three (3) persons one of whom shall be a member of the Commission or a member of the staff of the Commission or a public officer who shall be the Chairperson of the Panel and the other two (2) members who have experience in the matters to which such dispute relates, shall be appointed by the commission.

When appointing Mediators for the purpose of resolving disputes, the Commission shall have regard to the qualifications and experience of such appointees as may be determined by the Commission.

The Panel of Mediators (appointed under these regulations), in facilitating a resolution to a dispute before them, shall follow the practice and procedure given below:-

- a) within five (5) working days of the date of appointment of the Panel of Mediators under this Regulations, parties to the dispute and such other parties whose presence is considered to be necessary for the purpose of resolving the dispute shall be notified in writing, to be present at a mediation conference, together or individually, at a time and place specified in the notification;
- b) convene such number of mediation conferences as may be necessary in order to facilitate amicable settlement to the dispute by the parties;
- c) maintain confidentiality in respect of all documents and information submitted by the parties and of any other matters that are revealed or discussed during the conduct of the mediation conferences;
- d) endeavor, by using appropriate listening, communication and mediation skills, to cause the parties to the dispute to reach an amicable settlement which is acceptable to both parties;
- e) throughout the mediation process, maintain independence, neutrality and impartiality;
- f) conclude its deliberation within the period specified when the Panel of Mediators is appointed;
- g) at the end of its deliberation:-

- (i) if a settlement is reached between the parties, such settlement shall be reduced to writing (as per the format given in FORM E of the SCHEDULE) and both parties shall affix their signatures to the document signifying their agreement to the terms of such settlement, and the Panel of Mediators shall affix their signatures certifying that the dispute has been resolved under these regulations; or
- (ii) if settlement could not be reached between the parties, a certificate of non-settlement (as per the format given in FORM F of the SCHEDULE) shall be issued by the Commission certifying that the dispute has been attempted to be resolved by mediation, but failed.

The Commission may include incidental supplemental and consequential provisions to the resolution requiring either party to pay a sum in respect of the costs or expenses incurred by the Commission. The amount to be charged and the proportion to be recovered from each party shall be determined by the Commission, having regard to the conduct and means of the parties and any other relevant circumstances.

All communications between the parties to a dispute under these regulations shall be made in writing and, unless the parties have agreed to any other means of services such as facsimile or electronic mail, shall be sent by registered post and shall be deemed to have been received by the other party on the next day of delivery of mail immediately following the date of posting. Where the parties have agreed upon any other means of service, the communication shall be deemed to have been received only upon acknowledgement of the receipt thereof by the other party.

References, communications and submissions may be made to the Commission by registered post, facsimile, electronic mail or through any other means of communication made available by the Commission. The references, communications and submissions made *via* any mode of communication referred to above except in the case of registered post, shall be deemed to be received only upon acknowledgement of receipt thereof by the Commission.

Every person who contravenes any of the provisions of these regulations or any requirement imposed under any of these regulations shall be guilty of an offence under the Act.

In these Regulations, unless the context otherwise requires:

1. "Act" means the Sri Lanka Electricity Act No.36 of 2024.
2. "Commission" means the Public Utilities Commission of Sri Lanka, established by the Public Utilities Commission of Sri Lanka Act, No. 35 of 2002;
3. "dispute" means a reasoned disagreement arising between a licensee and a tariff customer; licensee and another licensee; a licensee and any other affected party or in relation to the use of electricity meters or the payment of tariff in terms of the provisions of Sri Lanka Electricity Act No. 36 of 2024 (as amended);
4. "distribution licensee" means a person who has been granted a distribution licence;
5. "licensee" means a person who has been granted a licence under the Act;
6. "tariff customer" means a person who requires a supply of electricity from a distribution licensee in pursuance of section 25 of the Act and is supplied as such by the distribution licensee
7. "Evaluator" means" A person who has an expertise and who can give expert opinion or judgement on the disputed subject with no conflict of interest to either party to the dispute" ..

**SCHEDULE**

**FORM A**

[Name of the disputant party - 1] [Designation]  
[Contact number]

[Compliant/dispute reference number] [Date]  
Director-General,  
Public Utilities Commission of Sri Lanka.

**REFERRAL OF A DISPUTE TO THE PUBLIC UTILITIES COMMISSION OF SRI LANKA**

In terms of the Electricity (Dispute Resolution Procedure) Regulations, I.....(name and designation of the disputant party -1 ) hereby refer a dispute to the Public Utilities Commission of Sri Lanka to be resolved by the said Commission. I also state that despite the best effort taken by the parties in order to resolve the dispute (the minutes of the Redressal Forum for Electricity Consumer Grievances held are attached herewith) the parties were unable to come to an agreement.

Category of dispute :

- licensee and a tariff customer;
- licensee and any other affected party;
- use of electricity meters; or
- the payment of tariff in terms of the provisions of this Act.

Details of the disputant:

Party 2: Name:..... Designation:..... Contact No. ....

Details of the other party to the dispute

Name :.....Postal Address :.....Contact Number :.....

Electricity account number (in the case of a tariff customer) or reference number of any agreement entered into between the parties (if any) :

Matter in dispute :

Proposal(s) made by the disputant party - 2 for the resolution of the dispute :

Response(s) of disputant party - 1 with respect to above proposals (including reasons for not agreeing to the same ) :

Proposal(s) for the resolution of the dispute :

.....

[name and signature of the

disputant party - 1] Attachments

- checklist:

- Written request received from the tariff customer/another licensee/other affected party requesting a resolution for the dispute
- Minutes of the Redressal Forum for Electricity Consumer Grievances (signed by both parties)
- Copies of any written agreement(s) that the parties had entered in

**FORM B**

[Postal address of licensee - 1] [Contact number]

[Reference number of any agreement entered into between the parties (if any)]

[Date]

[..... (in the case of .....)] Name of Distribution Province

Or

[Head of Operations (in the case of LECO)]

Or

[....., Transmission]

Or

[....., Generation]

Or

Licensee – 2 [Postal Address]

**REQUEST FOR THE RESOLUTION OF A DISPUTE BY THE PARTIES TO THE DISPUTE**

In terms of the Electricity (Dispute Resolution) Regulations made by the Public Utilities Commission of Sri Lanka, I hereby request your intervention for the resolution of the dispute set out below :-

- (a) Explanation of the matter in dispute
- (c) Facts relevant to the dispute (further to explanation given under (a) above) :
- (d) Proposal for the resolution
- (e) Proposed three names to be selected one as the Evaluator (applicable to Licensee - 1 or Licensee - 2 only)

1 .....

2.....

3.....

Please inform me of the meeting arranged in this regard as per terms of the aforementioned Regulations, via the contact details given above.

.....

[Name of the disputant party]

**FORM C**

**MEMORANDUM OF AGREEMENT**

This agreement is entered into between. (Licensee - 1) .....and ..... (Relevant Officer or Licensee - 2)..... at.....

Terms of agreement :

1. ....
2. ....
3. ....
4. ....
5. ....

.....  
[Signature of  
Representative of the licensee 1]  
  
Licensee -2]  
Name :  
Organization : (if applicable)  
NIC No.

.....  
[Signature of  
representative of the of the  
  
Name :  
Designation :

.....  
Witness I  
  
Name :  
NIC No.

.....  
Witness 2  
  
Name :  
NIC No.

.....  
Signature of the Evaluator Name :  
Designation :  
Date :

Place :

**FORM D**  
**CERTIFICATE OF NON-SETTLEMENT**

I the undersigned hereby declare that the dispute between the parties specified below has been referred to me as the “Dispute Resolution Officer” or the “Evaluator” as the case may be for settlement, and that no settlement in respect of such dispute has been possible under the provisions of the Electricity (Dispute Resolution Procedure) Regulations under the Sri Lanka Electricity Act, No. 36 of 2024(as amended).

Parties to the dispute :

1. (name and designation of the Evaluator) or

1. Licensee - 1

2. Licensee - 2 (as applicable)

Matter in dispute : (in brief) :

Reference Number :

Date of referral :

Date/dates of conferences :

Reasons for non-settlement

.....

Evaluator.

Name :

Date :

Designation :

**FORM E**

**SETTLEMENT AGREEMENT**

PUCSL Reference Number :.....

Date of reference :.....

This agreement is entered into between.....(full name of the disputant party - 1) and .....(full name of disputant Party-2)..at the office of the Public Utilities Commission of Sri Lanka.

Terms of agreement :

- 1. ....
- 2. ....
- 3. ....
- 4. ....
- 5. ....

.....  
Signature of disputant party - 1

.....  
Signature of disputant party - 2

Name :  
Organization : (if applicable)  
NIC No.

Name :  
Designation :

We hereby certify that the dispute (reference number ..... ) between the above parties was resolved by mediation in terms of the Electricity (Dispute Resolution) Regulations.

.....  
Chairman of the  
of the Panel of Panel of Mediators

.....  
.....  
Member of the Panel of  
Mediators  
Mediators

Member

Name :

Name :

Name: Date :..

**FORM F**

**CERTIFICATE OF NON-SETTLEMENT**

I the undersigned hereby declare that the dispute between the parties specified below has been referred to the Public Utilities Commission (“Commission”) of Sri Lanka for settlement, and that no settlement by mediation in respect of such dispute has been possible under the provisions of the Electricity (Dispute Resolution Procedure) Regulations of the Commission under the Sri Lanka Electricity Act, No. 36 of 2024.

Parties to the dispute :

1. (full name of disputant party - 1)
2. (full name of disputant party - 2)

Matter in dispute : (in brief) :

PUCSL Reference Number :

Date of referral to PUCSL :

Date/dates of mediation conferences :

Reasons for non-settlement :

.....  
Chairman of the Panel of  
Mediators

Name :

Date :

---

I hereby certify that the above declaration may be considered as the opinion of the Public Utilities Commission of Sri Lanka.

.....  
Director General, Public Utilities Commission of Sri Lanka.

Name:

Date: