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The Gazette of the Democratic Socialist Republic of Sri Lanka

EXTRAORDINARY

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PART I : SECTION (I) — GENERAL

Government Notifications

L. D.-B 5/2025

SRI LANKA ELECTRICITY ACT, No. 36 OF 2024

RULES made by the Public Utilities Commission of Sri Lanka under section 48 of the Sri Lanka Electricity Act, No.36 of 2024 read with paragraph (c) of subsection (5) of section 25 of the aforesaid Act.

Chairperson,
Public Utilities Commission of Sri Lanka.

Colombo,
08th September, 2026.

RULES

I . These rules may be cited as the Electricity (Consumer Grievances Redressal Forum) Rules of 2026.



PART I

ESTABLISHMENT OF THE ELECTRICITY CONSUMER GRIEVANCES REDRESSAL FORUM

2. There shall be established a Forum which shall be called and known as “Electricity Consumer Grievances Redressal Forum” (hereinafter referred to as the “Forum”) for addressing and providing a platform for the redress of grievances of the consumers in a timely and effectively manner.
3. (1) The licensee shall determine, in consultation with the Public Utilities Commission of Sri Lanka (hereinafter referred to as the ‘Commission’), the number and locations of the Forums and the areas of supply of the licensee that shall come under the purview of each such Forum.
- (2) In determining the number of Forums and the location, the licensee shall have due regard to -
 - (a) the number of consumers being served by the licensee; and
 - (b) the number of Forums sufficient to ensure timely redress of the grievance.
4. (1) The same Forum may conduct any number of meetings to resolve the grievance at a convenient place for the consumer and the licensee, depending on the number and nature of the grievances submitted to the Forum.
- (2) The Forum may conduct a field inspection where such inspection is likely to facilitate the redressal of the grievance.
5. (1) The Forum shall consist of following three members appointed by the licensee: -
 - (a) the Chairperson of the Forum (hereinafter referred to as the “Chairperson”) shall be selected by the licensee from among the following persons, in accordance with sub-rule (2): -
 - (i) a member of a professional association registered with the Government;
 - (ii) a retired senior public officer; or
 - (iii) a retired judicial officer;
 - (b) a person from among the executive staff serving in the office of the licensee or a person registered with an engineering professional organisation; and
 - (c) an officer holding a post not below the rank of an Assistant Director of the Commission or a Consumer Advocate.
- (2) The licensee shall select three persons through a process of inviting and considering application from the persons falling under the categories of persons referred to in paragraphs (a)(i), (a)(ii) and (a)(iii) of sub-rule (1) and shall recommend the names of such persons for the approval of the Commission.
- (3) Upon receipt of the recommendation of the licensee under sub-rule (2), the Commission shall approve one of such persons to be appointed as the Chairperson.
- (4) The licensee shall ensure that the person selected for appointment as the Chairperson does not have any direct or indirect financial or other interest that may give rise to a conflict of interest in relation to any entity in the electricity industry or in the discharge of the functions of the Forum.
6. (1) The staff of the Forum shall consist at least the following cadre positions -
 - (b) a Secretary to the Forum;
 - (c) a computer operator; and
 - (d) an office assistant.

- (2) The Secretary to the Forum (hereinafter referred to as the “Secretary”) shall be required to possess the qualifications determined by the Commission.
- (3) The Secretary shall assist the Forum in discharge of its functions and shall receive all the grievances under proper acknowledgement, keep records and maintain a database on all grievances received.
7. Every member of the Forum shall, unless such member earlier vacates office by resignation, death or removal hold office for a term of five years from the date of appointment and unless removed from office, shall be eligible for reappointment:

Provided that, the Chairperson shall cease to hold office upon attaining the age of sixty-five years, notwithstanding that the term of office has not expired. The other members may continue to hold office until the expiry of their respective terms.
8. If the Chairperson vacates his office prior to the expiry of the term of office, the Commission may approve any other person from the persons referred to in sub-rule (2) of rule 5, to be appointed as the Chairperson for the unexpired portion of such term.
9. A person shall be disqualified from being appointed or continued to be a member of the Forum, if such person -
 - (a) is not or ceases to be a citizen of Sri Lanka;
 - (b) is or has been within three years prior to being appointed, a member of Parliament, a Provincial Council or a Local Authority;
 - (c) is under any written law in force in Sri Lanka found or declared to be of unsound mind;
 - (d) is a person who has been declared an insolvent or bankrupt under any written law in Sri Lanka or in any other country, is undischarged insolvent or bankrupt;
 - (e) has been convicted of any criminal offence by any court in Sri Lanka or in any other country; or
 - (f) is subject to any mental or physical disability which precludes such person from discharging the responsibilities assigned to such person as a member of the Forum.
10. (1) On occurrence of any vacancy in the Forum, the Commission and the licensee, as the case may be, shall take immediate action to fill up the vacancy within sixty days from the date of occurrence of such vacancy.
(2) No act or proceeding of the Forum shall be deemed invalid by reason only of any defect in the constitution of the Forum.
11. The terms and conditions of service of the members and the staff of the Forum shall be determined by the licensee with the approval of the Commission.
12. Subject to the guidelines issued by the Commission, the licensee shall provide the necessary infrastructural and human resource facilities for the efficient functioning of the Forum.
13. The office of the Forum shall be open during working hours on all working days of the office of the licensee.
14. The Forum shall determine the manner, the place within the area of supply of the licensee, the date and time to conduct its proceedings as it considers appropriate, depending on the number of grievances received.
15. The licensee shall, from time to time, give due publicity of the Forum and its functions in such manner as it considers appropriate or as the Commission may direct.
16. The official postal address, telephone numbers, and any other contact information of the Forum including any electronics means of communication, shall be displayed 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.

PART II

PROCEDURE OF REDRESSAL

17. (1) The consumers receiving electricity services, within the area of supply of the licensee, may submit their grievances to the Forum for redress.
- (2) Where the Forum receives a grievance in person, an acknowledgment of receipt shall be issued immediately with a reference number and where a grievance is received by post or through any other electronic means, an acknowledgment of receipt shall be issued to the consumer within five working days of receiving such grievance by the Forum.
- (3) Where a grievance is made orally to a Forum, the same shall be reduced into writing and the signature of the consumer obtained thereon by the Secretary and shall upload it into the database. A copy thereof shall be furnished forthwith to the relevant consumer.
18. (1) Upon receipt of a grievance of a consumer submitted under rule 17, the Secretary shall refer the grievance to the Chairperson together with a brief report in respect of the grievance complained of.
- (2) Upon such referral under sub-rule (1), the Chairperson shall, having regard to the nature of the grievance, determine whether –
 - (a) the grievance may be resolved by the licensee; or
 - (b) the grievance shall be resolved by the Forum.
19. (1) Where the Chairperson determines that the grievance may be resolved by the licensee, the Chairperson shall refer such grievance to the licensee, and the licensee shall take every effort to resolve the grievance within fourteen days from the date of receipt of such grievance by the licensee.
- (2) If the licensee fails to resolve such grievance within the time period specified under sub-rule (1), or if the consumer is not satisfied with the solution proposed by the licensee, the licensee or the consumer shall report such failure or dissatisfaction, as the case may be, to the Forum within twenty-one days from the date of receipt of such grievance by the licensee.
20. (1) Where –
 - (a) the Chairperson determines that the grievance shall be resolved by the Forum under rule 18; or
 - (b) the licensee fails to resolve the grievance, or the consumer is not satisfied with the solution proposed by the licensee under rule 19,
 the Chairperson shall refer the grievance to the Forum, and the Secretary shall convene a meeting of the members of the Forum to review the grievance.
- (2) In reviewing the grievance, the members of the Forum shall endeavour to resolve the grievance by reaching a mutually acceptable solution.
- (3) Where all the members of the Forum are agreed on a solution, or where the Chairperson and at least one member of the Forum agree on a solution, the Chairperson shall instruct the Secretary to issue notices to the consumer and the licensee to appear before the Forum on the date specified in the notice.
- (4) The notice to the licensee shall be accompanied by a copy of the grievance and copies of any documents enclosed therewith, if any.
- (5) A consumer may obtain the assistance of a Consumer Advocate to represent the consumer in respect of a grievance submitted by him to the Forum under rule 17.

21. (1) The consumer and the licensee shall make representations before the Forum and may submit any supporting documents or other relevant materials. The Forum shall provide equal opportunities to both parties to make representations before the Forum prior to communicating the solution reached by the members of the Forum.
- (2) Where, upon consideration of the representations and supporting materials submitted by the licensee or the consumer, it appears to the Forum that the solution reached by the Forum requires to be amended having regard to the facts presented by the consumer, the Chairperson may, at the same time, in consultation with the members of the Forum, reconsider the proposed solution.
- (3) Where the consumer is not satisfied with the solution reached by the Forum under rule 20, or where the Forum so decides, the grievance shall be referred to the Commission for resolution.
22. Where the Forum considers it necessary for the satisfactory resolution of a grievance, it may require either party to produce any documents or information in its possession or under its control, or the Forum may conduct a personal inspection itself or by a competent person, as the Forum may deem necessary.
23. The Forum shall be guided by the principles of justice, equity and good conscience and may regulate its own procedure accordingly.
24. The consumer or the licensee may appear before the Forum either in person or through any other person authorised by him.
25. (1) The Forum shall endeavor to reach a solution in respect of a grievance duly submitted under rule 17 within thirty days from the date of acknowledgement of the grievance by the Forum.
- (2) Where the Forum is unable to reach a solution within the period specified in sub-rule (1), it shall record the reasons for such delay and include such reasons in its quarterly report to the Commission.
26. The Forum may, at any time after the acknowledgement of a grievance and before reaching a final solution, take such interim measures as it considers necessary to preserve the status quo, prevent further prejudice to the consumer, or avert financial loss to either party pending the resolution of the grievance.
27. Every solution and proceeding of the Forum shall be signed by all the members of the Forum who participated in such proceedings. Every copy of any such solution or proceeding issued or communicated by the Forum shall be certified by the Secretary.
28. All final solutions reached by the Forum and any interim measures taken by the Forum shall be communicated to the parties to the grievance and to any person responsible for giving effect to or implementing such solution or measures within three days from the date on which the solution is reached or the measures are taken.
29. (1) Unless the Forum specifies in its solution a period within which the actions necessary to give effect to the solution shall be taken, the licensee shall take such action within fifteen days from the date of receipt of such solution and shall inform the Forum accordingly.
- (2) The Forum may, upon a request made by the licensee, extend the period for giving effect to the solution for a further period not exceeding one month from the date of the solution, for reasons to be recorded in writing.
30. Where the licensee fails to give effect to a solution of the Forum within the period granted or extended under rule 29, the Forum shall notify the licensee of such failure and report the matter to the Commission within thirty days from the date of expiry of such period, for such action to be taken by the Commission as it may consider appropriate.
31. Upon receipt of a report under rule 30, the Commission may take such action as it considers appropriate, having regard to the facts and circumstances of the matter, to ensure compliance with the solution reached by the Forum.

PART III

GENERAL

32. Every licensee with the guidance of the Commission shall digitalise the grievance submission and redressal process of the Forum within eighteen months from the date on which these rules come into operation, and shall undertake to implement the following: -
- to establish and maintain a comprehensive digitalised system for the registration, tracking, and recording of consumer grievances submitted to the Forum;
 - to make available a digital portal on the website of the Commission and on the website of each licensee to enable any party to obtain information as to whether a grievance may be resolved by engaging with the licensee;
 - to facilitate the submission of a grievance in writing to the respective Forum where the digital portal indicates that the consumer should consult the licensee, or where the consumer requires additional information in respect of the response provided through the digital portal;
 - to facilitate the referral of a grievance to the Commission by a consumer where the consumer is dissatisfied with the solution received in respect of the grievance;
 - to issue a unique reference number for every grievance lodged with the Forum at the time of registration;
 - to maintain records of all actions taken for the redressal of each grievance within the same system and to maintain a complete digital register of all grievances received;
 - to ensure that every grievance is considered and resolved by the Forum within thirty days from the date of receipt of the grievance by the Forum; and
 - to record the minutes of the proceedings of the Forum relating to each grievance in the system against the corresponding grievance, together with the solution reached by the Forum.
33. The Commission shall, at all times, have access to view and review the complete history of the handling of each grievance including all proceedings before the Forum, for the purposes of monitoring the progress of each grievance towards resolution.
34. The Forum shall submit to the Commission, with a copy to the licensee, a quarterly report within fifteen days after the end of each quarter, setting out the number of grievances received, resolved and pending, together with the manner in which such grievances were resolved.
35. The Forum shall also furnish to the licensee, with a copy to the Commission, an annual report on the activities of the Forum during the preceding financial year, on or before the end of April of each year.
36. The Forum shall be dealt with the personal data of consumers who submit grievances under these rules, subject to the provisions of the Personal Data Protection Act, No. 9 of 2022.
37. In these rules, unless the context otherwise requires, -

“Act” means the Sri Lanka Electricity Act, No. 36 of 2024;

“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;

“consumer advocate” means a person or entity registered with the Commission upon completing the due requirements and authorised to represent consumers in Sri Lanka in safeguarding their rights throughout the grievance handling process;

“electronic means” shall mean any method by which information is generated, sent, received or stored by electronic, magnetic, optical, or any other similar capacity regardless of the medium;

“grievance” means any complaint made by a consumer alleging any fault, imperfection, shortcoming, inadequacy or failure in the quality, nature or manner of performance of any duty imposed on a licensee under the Act, any rule or regulation made thereunder, any policy direction or order issued by the Commission, or any other written law for the time being in force, or by the licensee by which consumer claims has been adversely affected, and shall not include –

- (a) any request made by the consumer in respect of any service or any subsequent service connected with such service provided by the licensee, if such request is made –
 - (i) at the first instance; or
 - (ii) without following the guidelines published in the website of the Commission in relation to obtaining such service;
- (b) in respect of which proceedings relating to the same matter and between the same consumer and the licensee are pending before any court, tribunal, arbitrator or any other authority, or in respect of which a decree, award or final order has already been made by any such court, tribunal, arbitrator or other authority; and
- (c) where the grievance has been submitted more than two years after the date on which the cause of action arose;

“licensee” means, any person to whom a licence is issued in terms of the Act for engaging in the activities connected to the distribution of electricity;

“Public Utilities Commission of Sri Lanka” means, the Public Utilities Commission of Sri Lanka established under the Public Utilities Commission of Sri Lanka Act, No. 35 of 2002.

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