

**PUBLIC UTILITIES (CONSUMER SERVICE COMMITTEE)  
REGULATIONS 2002**

IN exercise of the powers conferred on the Public Utilities Regulatory Commission under section 31 of the Public Utilities Regulatory Commission Act, 1997 (Act 538) these Regulations are made this 29<sup>th</sup> day of April 2002.

**Establishment of Consumer Service Committee**

1. There is hereby established in such district or geographical area as the Commission may determine a consumer services committee referred to as a "Committee."

**Functions of Committee**

2. The functions of a Committee are
  - (a) to make representations to, and consult with public utilities on matters that affect consumers in the area of authority of the Committee;
  - (b) to keep under constant review, issues affecting the interests of consumers;
  - (c) to educate customers on their rights, responsibilities with respect to utility services and on the conservation of utility services;
  - (d) to advise the Commission on matters relating to utility services and matters affecting customers referred to the Committee;
  - (e) to monitor the performance of utilities in the location of the Committee;
  - (f) to make consumer service recommendations to the Commission and ensure an improvement in service to customers;
  - (g) to receive and transmit formal consumer complaints to the Commission; and
  - (h) to perform any other functions that are incidental to these functions.

**Composition of Committee**

3. (1) Each Committee shall comprise
  - (a) a chairman
  - (b) one representative of domestic consumers;
  - (c) one person nominated by organized labour or industry; and
  - (d) two other persons with knowledge in matters relevant to the functions of the committee, at least one of whom shall be a woman.
- (2) The members of a Committee shall be appointed in accordance with Article 195(2) of the Constitution.

### **Tenure of office of members of the Committees**

4. (1) A member of a Committee shall hold office for a period of four years and is eligible for re-appointment.
- (2) A member of a Committee may resign from office by a letter addressed to the Chairman of the Commission.
- (3) A member who is absent from five consecutive meetings of the Committee without sufficient cause shall cease to be a member.
- (4) The Chairman or any other member of a Committee may be removed from office for inability to perform the functions as a member, for stated misbehaviour or for any other reason.

### **Allowances for members**

5. (1) Membership of a Committee is voluntary and shall not attract remuneration.
- (2) Notwithstanding regulation 5(1), reasonable reimbursable costs of the Committee determined by the Commission shall be paid by the Commission.

### **Meetings of Committee**

6. (1) A Committee shall meet for the dispatch of business at such places as the Chairman shall determine but shall meet at least once every month.
- (2) The Chairman of a Committee shall convene a special meeting of the Committee upon the request of at least two members.
- (3) The quorum at a meeting of a Committee shall be three members.
- (4) The Chairman shall preside at meetings of the Committee but in the absence of the Chairman, a member of the Committee elected by the members present from among their number shall preside.
- (5) A Committee may co-opt a person to advise at its meetings but the co-opted person may not vote at the meeting.
- (6) Matters for decision by a Committee shall be determined by a majority vote but in the event of equality of votes the Chairman or person presiding shall have a casting vote.
- (7) Except as otherwise expressly provided, each Committee shall determine the procedure for its meetings.

### **Matters before the Commission**

7. No matter before the Commission shall be dealt with by a Committee except if the Commission determines otherwise.

### **Secretariat of Commission**

8. (1) The Secretariat of a Committee shall be located in the office of the District Assembly where the Committee operates.
- (2) The District Chief Executive of the relevant District Assembly shall provide the Committee with such staff and Secretariat facilities as the Committee may require for the performance of its functions.

### **Appointment of Consumer Service Committee Coordinator and Staff of Committee**

9. (1) The Commission shall appoint a coordinator to co-ordinate the activities of the Committee.
- (2) The Commission shall appoint such staff as may be necessary for the performance of functions of the Committee.
- (3) The appointments shall be made in accordance with article 195(2) of the Constitution.

### **Funds of Committee**

10. The funds of a Committee shall include
  - (a) subvention from the Commission; and
  - (b) grants

### **Reports**

11. (1) The Chairman of a Committee shall submit a monthly report of the work of the Committee to the regional office of the Commission.
- (2) The Chairman of each Committee shall at the expiration of each financial year, submit to the regional office of the Commission an annual report dealing generally with the activities of the Committee within that year which shall include a copy of the audited accounts of the Committee.
- (3) The annual report shall be submitted within the first quarter of the succeeding year.

### **Interpretation**

12. In these Regulations unless the context otherwise requires
  - “Commission” means Public Utilities Regulatory Commission;
  - “Committee” means Consumer Service Committee established under these Regulations;
  - “Public Utility” means a public utility within the meaning of the Public Utilities Regulatory Commission Act 1997 (Act 538).

**NANA (DR) S. K. B. ASANTE**  
*Chairman, Public Utilities Regulatory Commission*

Date of Gazette notification: 31st May, 2002

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**NANA (DR) S. K. B. ASANTE**  
*Chairman, Public Utilities Regulatory Commission*

Date of Gazette notification: 31st May, 2002