

Grievances Related Electricity Consumer & Rules

विद्युत उपभोक्ता संबंधी शिकायतें एवं नियम

by – V.K. Upadhyay, Member – Independent.

Electricity Consumer –

Means any person who is supplied with electricity for his own use by a distribution licensee. Type –

- (i) LT (ii) HT (iii) EHT

Grievance – dissatisfaction of the consumer, any dispute between consumer and Licencee.

Except – (i) u/s 126 (ii) 135 to 139 (iii) Compensation (iv) Recovery of arrears.

Complaint – any representation in writing made by complainant.

General Complaints – Billing, line, transformer, behaviour, meter

Regulations 2021

(u/s – 181(2) w.e.f. 30.07.21

Constitution of Forum –

- 2 officers – Degree in Engg., 20 yrs experience
- 1 Independent member – nominated by MPERC

Condition of service & term of office –

- Salary or Honorarium, decided by DL.
- Members – consumers/prosumers – honorary
- Cost & expenses – DL
- Term – 2 years / 65 yrs.
- Circle level – T&C decided by DL
- Public servant u/s 21 of IPC 1860

Removal –

- insolvent, convict, incapable, inactive 3 months/3 hearings, proved misbehaviour.
- proper enquiry, Final decision – MPERC
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Procedure of Forum –

- majority decision
- quorum – 3 members

Guidelines to Forum –

- Format for complaint
- acknowledgement
- refer to concerned office in 14 + 10 days.
- exparte, decide it on merit.
- correct record
- speaking order – binding on DL, 45 days + 3 months
- statutory body
- not entertain – part X, XI, XII, XIV, XV & XVI of EA, 2003
- can approach company level forum (CLF) than ombudsman

Misc –

- removal of difficulties – MPERC
- Referral – from High Court etc.
- amend - MPERC
- Reports – MPERC
- Training
- repeal & saving
- no effect – Consumer Protection Act, 2019
- repeal – regulations 2009
- enclosure – Format

Electricity Act, 2003 – w.e.f.

Electricity (Rights of Consumers) Rules 2020 – u/s 176(2)- Central Govt. – w.e.f. 31-12-2020

M.P. Electricity Supply Code, 2021- u/s 181(2), w.e.f. 12-08-21