

No. 23/05/2020 -R&R
Government of India
Ministry of Power

Shram Shakti Bhawan, Rafi Marg,
New Delhi, 9th September, 2020

To

1. Chairperson, Central Electricity Authority, New Delhi.
2. Principal Secretary/Secretary (Energy), All State Governments/UTs.
3. Registrar, Appellate Tribunal for Electricity, New Delhi.
4. Secretary, Central Electricity Regulatory Commission, New Delhi.
5. Secretaries, All SERCs/JERCs.
6. Chairman/CMDs for all PSUs under administrative control of Ministry of Power.
7. CMDs/MDs of DISCOMs/GENCOs/TRANSCOs of all State Governments.
8. DG, Association of Power Producers, New Delhi.
9. President, FICCI, Federation House, Tansen Marg, New Delhi.
10. Head, Prayas (Energy Group), Pune.
11. President, Confederation of Indian Industry (CII), New Delhi
12. President, PHDCCI, New Delhi
13. ASSOCHAM, Chanakyapuri, New Delhi - 110021

Subject: Draft Electricity (Rights of Consumers) Rules, 2020

A draft of Electricity (Rights of Consumers) Rules, 2020 have been prepared by this Ministry. These Rules are proposed to be issued in exercise of powers conferred by Section 176 of the Electricity Act, 2003 (Act 36 of 2003) for rights of consumers including the rights of prosumers.

2. The aforesaid Draft Rules are enclosed herewith with the request to provide your comments, if any, to this Ministry within 21 days from the date of this letter i.e. by 30.09.2020. The comments may also be emailed at sandeep.naik68@gov.in and debranjan.chattopadhyay@nic.in.

3. This issues with the approval of the competent authority.

Yours faithfully,

Encl: As above



(D. Chattopadhyay)

Under Secretary to the Government of India

Tele No. 23730265

Copy to:

- i) All Joint Secretaries/Economic Adviser, Ministry of Power.
- ii) PS to Hon'ble Minister, Sr. PPS to Secretary (Power), PS to AS(R&R), Sr. PPS to JS (R&R), PS to Director (R&R)
- iii) Incharge, NIC, Ministry of Power with the request to upload this document on the website of Ministry of Power under heading 'Current Notices' for the information and comments of the public.

GOVERNMENT OF INDIA
MINISTRY OF POWER

New Delhi, the September, 2020

NOTIFICATION

G.S.R. 379(E). - In exercise of powers conferred by section 176 of the Electricity Act, 2003 (Act 36 of 2003), the Central Government hereby makes the following rules, namely:-

1. Short title and commencement.-

- (1) These Rules shall be called the Electricity (Rights of Consumers) Rules, 2020.
- (2) These Rules shall come into force on the date of their publication in the Official Gazette.

2. Definitions and Interpretations.-

- (1) Unless the context otherwise requires words or expressions occurring in these Rules and not defined herein but defined in the Act, shall bear the same meaning as ascribed therein and in absence thereof, the meaning as commonly understood in the electricity supply industry.
- (2) In these Rules, unless it is repugnant to the context:
 - (a) **“Act”** means the Electricity Act, 2003 and subsequent amendments thereof;
 - (b) **“applicant”** means an owner or occupier of any land/premises who files an application form with a distribution licensee for supply of electricity, increase or decrease in sanctioned load/contract demand, change in title, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, Rules and Regulations made thereunder;
 - (c) **“application”** means an application form complete in all respects in the appropriate format, as required by the distribution licensee, along with documents and other compliances;
 - (d) **“billing cycle or billing period”** means the period for which regular electricity bills as specified by the Commission, are issued for different categories of consumers by the distribution licensee;

- (e) “**Commission**” means the State Electricity Regulatory Commission constituted under the Act;
- (f) “**Consumer**” means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a distribution licensee, the Government or such other person, as the case may be;
- (g) “**days**” means clear working days;
- (h) “**disconnection**” means the physical separation of a consumer from the distribution system of the distribution licensee;
- (i) “**fixed charges**” has the same meaning as per the provisions of the prevailing Tariff Order issued for the distribution licensee by the Commission;
- (j) “**maximum demand**” means the highest load measured in average kVA or kW at the point of supply of a consumer during any consecutive period of 30 minutes or as specified by the Commission, during the billing period;
- (k) “**occupier**” means the owner, tenant or person in occupation of the premises where energy is used or proposed to be used;
- (l) “**point of supply**” means the point at the incoming terminals of switchgear installed by the consumer;
- (m) “**prosumer**” means a person which consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of connection.
- (n) “**Temporary Connection**” means an electricity connection required by a person for meeting his temporary needs such as
- (i) for construction of residential, commercial and industrial complexes including pumps for dewatering;
 - (ii) for illumination during festivals/family functions;
 - (iii) for threshers or other such machinery excluding AP pump sets;
 - (iv) for touring cinemas / theatres / circuses / fairs / exhibitions / melas / congregations;
- (o) “**theft**” shall mean theft of electricity as per Section 135 of the Act;

(p) **“Unauthorized use of Electricity”** has the meaning as assigned to it under Section 126 of the Act.

3. It is the duty of every distribution licensee to supply electricity on request made by an owner or occupier of any premises in line with the provisions of Act. It is the right of consumer to have minimum standards of service for supply of electricity from the distribution licensee in accordance with the provisions made in these Rules.

4. **Release of New Connection and Modification in Existing Connection**

(1) The distribution licensee shall prominently display on its website and on the notice board in all its offices, the following:

a) detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of premises etc.

b) address and telephone numbers of offices where filled-up application forms can be submitted.

c) complete list of copies of the documents required to be attached with the application;

d) all applicable charges to be deposited by the applicant.

(2) Processing of Application Forms:

a) Application forms for all type of connections as well as modification in existing connection shall be available at all the local offices of the distribution licensee free of cost as well as on its website for free download.

b) The distribution licensee shall create web portal and mobile app for submission of online application forms.

c) The applicant shall have an option to submit an application form in hard copy form or an electronic means such as online through web portal or mobile app of distribution licensee.

d) In case hard copy of the application form is submitted, the same shall be digitized and uploaded on the website as soon as it is received and acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.

- e) In case of online application form through web portal or mobile app of distribution licensee, the acknowledgement with the registration number shall be generated on submission of application.
- f) An application shall be deemed to be received on the date of generation of acknowledgement with registration number.
- g) The application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application/ mobile app /SMS/ any other mode to monitor the status of processing of the application like receipt of application, site inspection, issuance of demand note, external connection, meter installation and electricity flow.
- h) For new connections up to a load of 10 kW or such higher load as may be specified by the Commission, the application form shall be accompanied with only two mandatory documents- (1) identity proof (i.e. Passport, Aadhar Card etc.) of the applicant and (2) proof of applicant's ownership or occupancy over the premises for which new connection is being sought or in the absence of any proof of ownership or occupancy, any other address proof not given as part of identity proof under (1) above. For new connections beyond the specified load, and modification of existing connection, the Commission shall explicitly specify the documents required to be submitted with the application.
- i) In case, an agreement is required to be executed between distribution licensee and the consumer, the same shall form a part of the application form and there shall not be any requirement of a separate agreement form.
- j) The Commission shall specify the maximum time period, not exceeding 7 days in metro cities, 15 days in other municipal areas and 30 days in rural areas, within which the Distribution Licenses shall provide new connection and modify an existing connection.
- k) For electrified areas up to 150 kW or such higher load as the Commission may specify the demand charges for new connection on the basis of the load, category of connection sought and average cost of connection of the distribution licensee so as to avoid site inspection and estimation of demand charges for each and every case individually. The demand charges, in such cases, may be paid at the time of application for new connection.

5. Metering

- (1) No connection shall be given without a meter. The meter shall be the smart pre-payment meter or prepayment meter. Any exception to the smart pre-payment meter or prepayment meter shall have to be duly approved by the Commission. The Commission, while doing so, shall record proper justification for allowing the deviation from installation of the smart pre-payment meter or prepayment meter.

- (2) At the time of seeking a new connection the consumer shall have the option to:
 - a) Purchase the meter, MCB/CB and associated equipment himself; or
 - b) Require that the meter, MCB/CB and associated equipment be supplied by the distribution licensee, on payment of applicable charges.
- (3) The distribution licensee shall make available on its website as well as various offices an updated and approved list of makes and specifications of meters and other associated equipment.
- (4) The meter shall be read at least once in every billing cycle in urban as well as rural areas by an authorized representative of the distribution licensee.
- (5) In case of Smart pre-payment Meters, the meters shall be read remotely at least once every month and in case of other pre-payment meters, the meters shall be read by an authorized representative of the distribution licensee at least once every three months. The data regarding energy consumption shall be made available to the consumer, through website/mobile App/SMS etc. Consumers having smart prepayment meters may also be given the data access for checking their consumption on real time basis.
- (6) If the meter is inaccessible to the meter reader on two consecutive meter reading dates, consumer shall have the option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-mail and in that case, distribution licensee shall not send any notice/provisional bill to the consumer.
- (7) Testing of Meters:
 - a) The distribution licensee shall test the meter within thirty days or such shorter period as may be specified by the State Commission on receipt of the complaint from the consumer about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter, etc.
 - b) No test fee shall be charged from the consumer at the time of reporting.
 - c) If the meter is found to be defective / burnt due to reasons attributable to the consumer, the consumer shall bear the cost of new meter and test fee shall be charged from the consumer through subsequent bills.

- d) The distribution licensee shall give a copy of the meter test report to the consumer duly signed by both the distribution licensee or their authorized representatives and the consumer, and retain one such copy as acknowledgment.
- e) In case, during testing, the meter is found to be inaccurate, the excess or deficit charges shall be adjusted in the subsequent bill(s) as specified by the Commission.
- f) If a consumer disputes the results of testing, the meter shall be tested at a third party testing facility selected by the consumer from the list of third party testing agencies approved by the Commission.
- g) The list of third party agencies approved by the Commission shall be available in the various offices as well as on the website of the distribution licensee.

(8) Replacement of Defective/Burnt/Stolen Meters:

- a) If the meter is installed outside the consumer's premises, distribution licensee shall be responsible for safe custody of the meter, and if the same is installed within the consumer's premises, the consumer shall be responsible for the safe custody of meter.
- b) Either on consumer's complaint or upon inspection by the distribution licensee, if the meter is prima facie found to be defective/burnt/stolen not due to causes, attributable to the consumer, the licensee shall restore supply through a new meter at its own cost within the timelines as specified by the Commission.
- c) If, after investigation, it is found that the meter has become defective/burnt/stolen due to causes attributable to the consumer, the necessary charges shall be recovered from the consumer as specified by the Commission:
- d) Distribution licensee shall replace the defective/burnt/stolen meter within a time period, not exceeding 24 hours in urban areas and 72 hours in rural areas or such shorter period as may be specified by the State Commission.
- e) Non-availability of meter shall not be a reason for delay in restoration of supply.

6. Billing and Payment

- (1) Tariff for each category of consumers shall be available on distribution licensee's website and consumers shall be notified of change in tariff including fuel surcharge and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.

- (2) The distribution licensee shall prepare the bill for every billing cycle based on actual meter reading and the bill shall be delivered to the consumer by hand or post or courier or e-mail or any other electronic media at least 10 days prior to the due date of payment.
- (3) In case of non-receipt of original bill, the consumer shall be entitled to get a duplicate copy of the bill and shall also have the option to deposit self-assessed bill as per the procedure approved by the Commission.

Provided that the excess/deficit payment, in case of self-assessment, shall be adjusted in the next bill(s).

- (4) In case of pre-payment metering, the distribution licensee shall issue bill, to the consumer, on his or her request.
- (5) The distribution licensee shall intimate the consumer about despatch of bill through SMS and/or email immediately and the intimation shall consist of the details bill amount and the due date for payment.
- (6) The distribution licensee shall also upload the bill on its website on the day of bill generation:

Provided that the billing details of last one year for all consumers shall also be made available on the licensee's website.

- (7) The distribution licensee shall issue the first bill within two billing cycles of energising a new connection.
- (8) In case the consumer does not receive the first bill within two billing cycles from the date of energisation of the connection, he may complain, in writing, to the distribution licensee and the distribution licensee shall issue the bill within the next 7 days.
- (9) The distribution licensee shall not generate more than two provisional bills for a consumer during one financial year and if the provisional billing continues for more than two billing cycles except under extraordinary situation due to force majeure, the consumer may refuse to pay the dues until bill is raised by the distribution licensee as per actual meter reading.
- (9) If any bill is served with a delay of a period of sixty days or more, the consumers shall be given a rebate of two to five percent as specified by the State Commission.
- (10) The information regarding the authority with whom grievance/complaint pertaining to bill can be lodged shall be provided along with the bill and the same shall also be available on distribution licensees' website.

(11) In case of vacation of premises, the distribution licensee shall arrange to take a special reading of the meter on receiving the consumer's written request and issue a final bill including all arrears till the date of billing and issue a No-Dues Certificate on receiving final payment, within a time period, not exceeding 7 days from receipt of the payment to be specified by the Commission.

(12) Payment of Bills:

a) Consumer shall have the option to pay bills online or offline.

b) Bill amount of more than Rs. 1,000 or an amount specified by the Commission shall mandatorily be paid online. Commission shall specify a suitable incentive / rebate for payment through online system.

c) Consumer shall have the option to pay the bill through Cash or *Cheque or Demand Draft or Electronic Clearing System at designated counters of a bank or through credit or debit cards or online payment through distribution licensees' web portal or any digital mode of payment etc. and any change or further addition in the mode of payment shall be more user friendly for the consumers than the prevailing system.

d) The distribution licensee shall establish online portal as well as sufficient number of collection centres or drop boxes at suitable locations with necessary facilities, where consumer can deposit the bill amount with ease.

(13) Advance Payment of Bills

a) When a domestic consumer gives prior information in writing about his continued absence from residence, the distribution licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance and his supply line shall remain connected.

b) Interest shall be paid at a rate as prescribed by the Commission, on the amount paid as an advance by the consumer.

7. Disconnection and Reconnection

(1) Disconnection on Consumer's Request

(a) In case a consumer desires that his meter to be permanently disconnected, he shall apply for the same to the distribution licensee and the licensee shall arrange for a special meter reading and prepare a final bill.

(b) The disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount

with the distribution licensee. The remaining security deposit shall be refunded within 7 days to the consumer.

- (2) In case the disconnection has been done on account of non-payment of past dues, the licensee shall reconnect the consumer's installation within six hours of receipt of past dues and other charges as applicable.
- (3) Pre-payment meters will be designed to automatically cut off supply when the amount credited is exhausted. This shall however not be treated as a disconnection and the supply will be resumed whenever the meter is recharged.

8. Reliability of supply

- 1) The distribution licensee shall supply 24x7 power to all consumers. However, the Commission may specify lower hours of supply for some categories of consumers like agriculture.
- 2) The Commission shall specify the following parameters to maintain the reliability of supply by the distribution licensee:
 - i) Total duration and frequency of outages per consumer in a year -
 - a. System average interruption duration index (SAIDI)
 - b. System average interruption frequency index (SAIFI);
 - ii) the minimum outage time (in minutes) that the Distribution Licensee shall consider for the calculation of SAIDI/SAIFI .
- 3) The distribution licensee shall put in place a mechanism, preferably with automated tools to the extent feasible, for monitoring and restoring outages.

9. Consumer as Prosumer:

- 1) While the prosumers will maintain consumer status and have the same rights as the general consumer, they will also have right to set up Renewable Energy (RE) generation unit including roof top solar PV systems – either by himself or through a service provider.
- 2) Renewable Energy (RE) generation unit may also be set up on other part of the premises of the prosumers, apart from the roof, however the total generation capacity of the RE unit shall not exceed the limit as prescribed by the Commission.

- 3) The Commission shall lay down Regulations on Grid Interactive Roof top Solar PV system and its related matters with timelines within six months of notification of these Rules in case the same has not been notified.
- 4) The Regulations on Grid Interactive Roof top Solar PV system and its related matters shall provide for net metering for loads up to five kW and for gross metering for loads above five kW.
- 5) The distribution licensee shall facilitate the process for setting up of RE generation system at prosumers' premises. In this regard, the licensee shall:
 - (a) create an online portal for receiving applications from prosumers for installation, interconnection and metering of distributed renewable energy systems/devices at their premises, and update the same on a regular basis;
 - (b) prominently display on its website and in all its offices, the following:
 - i. detailed standardized procedure for installation & commissioning of roof top solar system.
 - ii. a single point of contact to facilitate the consumers in installation of roof top solar system from submission of Application form to commissioning.
 - iii. address and telephone numbers of offices where filled-up application forms can be submitted.
 - iv. complete list of documents required to be furnished along with such applications:
 - v. applicable charges to be deposited by the applicant.
 - vi. Empanelled list of service providers for the benefit of consumers who want to install roof top solar PV system through service providers.
 - vii. financial incentives to the prosumers, as applicable under various schemes and programmes of the Central and State Government
- 6) The distribution licensee shall ensure that :
 - i. Application forms shall be accepted online or through hard copy.
 - ii. In case of the application form submitted in hard copy form, the same shall be digitalized and uploaded on the website as soon as it is received and

acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.

- iii. In case of online application form through web portal of the distribution licensee the acknowledgement with the registration number shall be generated on submission of application.
 - iv. An application shall be deemed to be received on the date of generation of acknowledgement with registration number.
 - v. The application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application any other mode to monitor the status of processing of the application like receipt of application, site inspection, meter installation and commissioning etc..
- 7) The technical feasibility study shall be completed within a time period not exceeding twenty days and the outcome of the study shall be intimated to the applicant.
 - 8) During the time period from the feasibility study till the completion of installation, in case, there is any requirement of upgradation of distribution infrastructure like augmentation of service line, distribution transformer capacity etc. for installation of the required capacity of solar PV system, the same shall be carried out by the distribution licensee/consumer as the case may be.
 - 9) After installation of solar PV system, the consumer shall submit the installation certificate to the distribution licensee. The licensee shall complete signing of connection agreement, installation of meter and successful commissioning of the solar PV system within the timelines specified by the Commission which shall not be more than thirty days from the date of submission of the installation certificate.
 - 10) Consumer shall have the option of purchasing the requisite meter himself which shall be tested and installed by the distribution licensee.
 - 11) The timelines as specified by the commission shall be adhered to by the distribution licensee. In case of delay, the licensee may take approval from the Commission in specific cases along with justification for the same.
 - 12) In case of any delay on the part of distribution licensee without any just cause, the Licensee shall be liable to pay compensation to the consumer at a rate which shall not be less than Rs 500 per day for each day of default.
 - 13) The energy generated by prosumer shall be adjusted against energy consumed or the bill amount, depending on whether net metering or gross metering is applicable.

- 14) The distribution licensee shall pass on the financial incentives to the prosumers, as may be provided under various schemes and programmes of the Central and State Government

10. Standards of Performance

- (1) The Commission shall notify the Standards of Performance for the distribution licensees as per sub section (1) of Section 57 of the Act and in consonance with the Rules.
- (2) The Commission shall specify the compensation amount to be paid to the consumers by the distribution licensees for violation of Standards of Performance as per sub section (2) of Section 57 of the Act.
- (3) Compensation Mechanism
- a) Consumer shall be automatically compensated for those parameters which can be monitored remotely.
 - b) The Commission shall notify Regulations for establishment of mechanism, by the distribution licensee, for automatic payment of compensation amount determined under the provisions of sub section (2) of section 57 of the Act within 6 months from notification of these Rules.
 - c) The Commission shall oversee that the distribution licensee designs and maintains its distribution system in such a way that there is a gradual increase in the list of parameters, which can be monitored remotely and for which automatic compensation can be made to the consumer.
 - d) The standards of performance for which compensation will be required to be paid by the Distribution Licensee include but are not limited to the following:
 - i. No supply to a consumer beyond a particular duration, to be specified by the State Commission;
 - ii. No of interruptions in supply beyond the limits as specified by the Commission;
 - iii. Time taken for connection, disconnection, reconnection, shifting;
 - iv. Time taken for change in consumer category, load
 - v. Time taken for change in consumer details;
 - vi. Time taken for replacement of defective meters;
 - vii. Time period within which bills are to be served;
 - viii. time period of resolving voltage related complaints; and
 - ix. Bill related complaints
 - e) The distribution licensees, within six months from the date of notification of the regulation by the Commission, shall create an online facility on which consumers

may register and claim the compensation amount. The information in this regard shall be widely circulated among consumers through appropriate means including mass media/bills/SMS/e-mails/ licensee's website.

- f) In all cases of compensation, the payment of compensation shall be made by adjustment against current and/or future bill (s) for supply of electricity, within stipulated time from the determination of claim as prescribed by the Commission.

11. Call Centre for Consumer Services

- (1) For providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply, the distribution licensee shall establish a centralised 24x7 toll-free call centre from a date to be specified by the State Commission.
- (2) While other modes like paper application, email, mobile, website, etc to provide services may continue, the licensees shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.
- (3) The CRM shall have facilities for sms/email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level if services are not provided within predefined time periods.

12. Grievance Redressal mechanism

- (1) The distribution licensee shall create Consumer Grievance Redressal Forum (CGRF) under sub section (5) of section 42 of the Act at different levels ie sub-division, division, circle, zone, company level etc. The Forum shall be headed by an officer of the licensee of appropriate seniority and have two to three members as consumer/ prosumer representatives from other than the employees of the distribution licensee. The forum may be assigned different types of grievances depending on the nature of the grievance and the level at which it can be best resolved.
- (2) The licensee shall specify the time within which various types of grievances by the different levels of the Forums are to be resolved. Normally, a grievance shall be decided in thirty days and in any case not exceeding forty five days from the date of its receipt registration. The consumer aggrieved by the decision of Sub-divisional/Divisional/Circle Forum will have the option to approach the company level Forum before making an appeal to the Ombudsman.
- (3) If a consumer's grievance is not redressed by the company level Forum within the specified time or the consumer is not satisfied with the disposal of his grievance, he will be free to approach the 'Ombudsman' appointed by the Commission.

- (4) The Distribution Licensee shall give wide publicity of the Forum office, its complete address, contact details and procedure for registration of grievances through print and electronic media and notice boards of its various offices and also intimate the same to the consumers through electricity bills.
- (5) The Distribution licensee will set up a mechanism for monitoring of the grievances redressal.
- (6) The licensee will send quarterly reports to the Ombudsman and to the Commission, from time to time in respect of standards of performance, other performance parameters and consumer grievances related information showing the extent to which the time schedule has been followed in redressing the consumer grievances.
- (7) The performance of CGRF shall be monitored by the Commission.

13. General Provisions.-

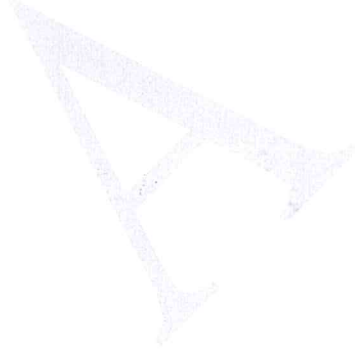
- (1) The distribution licensee shall provide access to various services such as application submission, monitoring status of application, payment of bills etc. to consumers through its website/web portal, Mobile App and its various designated offices area-wise.
- (2) The distribution licensee shall provide all services such as application submission, payment of bills etc. to senior citizens at their door-steps.
- (3) The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage/fault, immediate intimation shall be given to the consumers through SMS/ any other electronic media along with estimated time for restoration. This information shall also be available in the call center of the distribution licensee.

(4) Creating awareness

The distribution licensee shall ensure that the following steps are undertaken for creating proper awareness among consumers and licensee staff:

- a) "Manual of procedure for providing common services and handling customer grievances" shall be available for reference of consumers at every office of the distribution licensee and downloadable from its website
- b) The distribution licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills.

- c) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service related offices to bring awareness of consumer rights, Standards of Performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.
- d) The distribution licensee shall arrange to display feeder wise outage data, efforts made for minimizing outages, prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- e) Whenever the existing meters are to be replaced by any new technology meters, the distribution licensee shall take adequate measures to create consumer awareness regarding the advantages of such replacement. Distribution licensee shall issue a public notice in at least four daily newspapers. Such information shall also be displayed in conspicuous manner on the distribution licensee's website. The distribution licensee shall indicate the area wise schedule of dates for replacement of such meter.



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