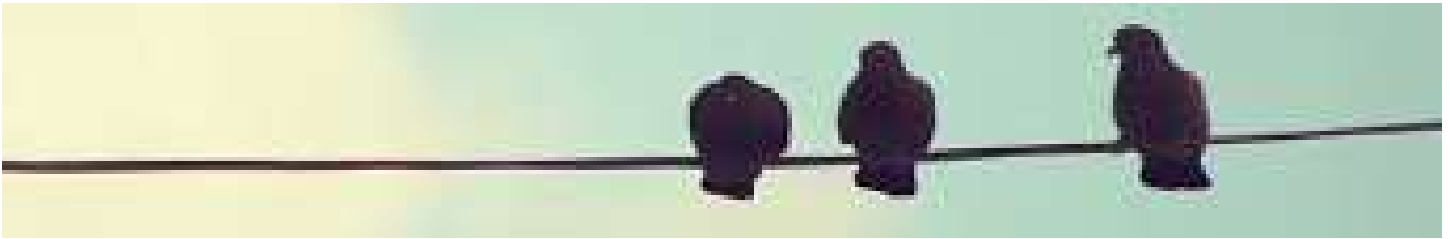




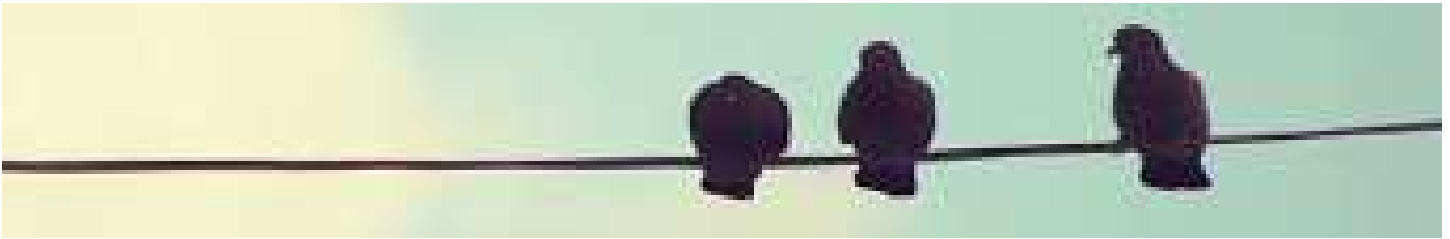
GOVT
PREPARES
DRAFT RULES
TO PROTECT
ELECTRICITY
CONSUMERS'
RIGHTS



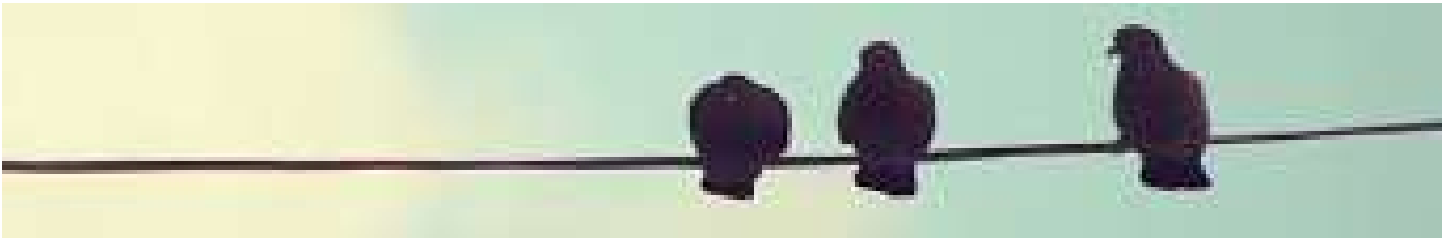
The Ministry of Power has announced that it has drafted rules providing for the Rights of Electricity Consumers for the very first time.

Suggestions/comments invited by
30 Sep 2020.

The objective is to provide consumers better services and facilities.



- A person would require only two documents for connection up to a load of 10 kw, and no estimation of demand charges for load up to 150 kw to expedite giving connection.
- The time period for providing a new connection and modify existing will not exceed 7 days in metro cities, 15 days in other municipal areas and 30 days in rural areas.
- State Electricity Regulatory Commissions (SERCs) to fix the average number and duration of outages per consumer per year for Discoms.



- Option to pay bills in cash, cheque, debit cards, net banking, etc. but bills of Rs 1000 or more to be paid online.
- 24×7 toll-free call centre, web-based and mobile applications for common services with facilities for SMS /email alerts, online status tracking and auto-escalation.
- Consumer Grievance Redressal Forum with 2-3 representatives of consumers at various levels starting from Sub-division for ease of consumer grievance redressal.