

GOVERNMENT OF INDIA
MINISTRY OF POWER
RAJYA SABHA
UNSTARRED QUESTION NO.1592
ANSWERED ON 15.03.2022

CONSUMER RIGHTS IN POWER SECTOR

1592 # SHRI RAM SHAKAL:

Will the Minister of **POWER**
be pleased to state:

- (a) whether Government admits that the consumer rights in power sector has not been defined till now, and due to this they had to face many hardships in the tasks like obtaining connection, increasing or decreasing load, correction of incorrect bills, changing meters etc.;
- (b) if so, whether rules related to consumer rights in power sector have been implemented; and
- (c) if so, the details thereof?

A N S W E R

THE MINISTER OF POWER AND NEW & RENEWABLE ENERGY

(SHRI R.K. SINGH)

(a) to (c): Part VI of the Electricity Act, 2003 provides for Consumer protection: Standards of performance. Section 57 of the Electricity Act, 2003 states:

“(1) The Appropriate Commission may, after consultation with the licensees and persons likely to be affected, specify standards of performance of a licensee or a class of licensees.

(2) If a licensee fails to meet the standards specified under subsection (1), without prejudice to any penalty which may be imposed or prosecution be initiated, he shall be liable to pay such compensation to the person affected as may be determined by the Appropriate Commission: Provided that before determination of compensation, the concerned licensee shall be given a reasonable opportunity of being heard.

(3) The compensation determined under sub-section (2) shall be paid by the concerned licensee within ninety days of such determination.”

In order to make its implementation more effective, Ministry of Power notified Electricity (Rights of Consumers) Rules, 2020 on 31.12.2020 under Electricity Act, 2003. These rules emanate from the conviction that the power systems exist to subserve the interests of consumers and protect their rights to get the reliable services and quality electricity.

Implementation of these Rules shall ensure that new electricity connections, refunds and other services are given in a time bound manner. Wilful disregard to consumer rights would result in levying penalties on service providers. The rules have become operational w.e.f. date of notification i.e. 31.12.2020.
