

GOVERNMENT OF INDIA
MINISTRY OF POWER
RAJYA SABHA
UNSTARRED QUESTION NO.2232
ANSWERED ON 22.03.2022

AMENDMENT IN ELECTRICITY (RIGHTS OF CONSUMERS) RULES, 2020

2232 SHRI MUZIBULLA KHAN:

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

whether the Ministry will suitably amend the Electricity (Rights of Consumers) Rules, 2020 to specify the rules and guidelines for State Commissions to incorporate in their respective Supply Codes or for issuance of separate regulations in this regard and to provide for compensation to consumers by the SERCs on case to case basis after giving reasonable opportunity to the licensee of being heard?

A N S W E R

THE MINISTER OF POWER AND NEW & RENEWABLE ENERGY

(SHRI R.K. SINGH)

Ministry of Power notified Electricity (Rights of Consumers) Rules, 2020 on 31.12.2020 under section 176 of the 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.

Rule 12 and Rule 13 of the Electricity (Rights of Consumers) Rules, 2020 on 31.12.2020 provide for notification of Standards of performance for distribution licensee and also mechanism of compensation to be paid to consumers.

Further, Ministry of Power vide letter dated 18.01.2021 requested all State Electricity Regulatory Commissions (SERCs) and Joint Electricity Regulatory Commissions (JERCs) to take necessary action in respect to the provisions in the Rules and, if required, the relevant regulations may be amended or new regulations be framed.
