

CONSUMER CHARTER

STATEMENT OF RIGHTS OF CONSUMERS

The Consumer Charter is a synopsis of the rights of consumers of electricity under the Electricity Act 2003. The objective of the Charter is:

- i. To enable consumers by creating an awareness regarding their rights.
- ii. To build an awareness regarding the services available to consumers and the quality of service that may reasonably be expected from the electricity distribution licensee(s).

Relevant provisions in this respect exist in the Supply Code and Consumer Complaint Handling Procedure (CCHP) of the Licensee as approved by the Punjab State Electricity Regulatory Commission (PSERC) which are available on the Commission's website at www.pserc.nic.in and the Licensee's website at www.pspcl.in. A list of the Consumer Rights is detailed in the ensuing paragraphs.

I. RIGHT TO KNOW:

- 1) Consumers have the following basic rights in matters related to electricity supply.
 - i. **Right to know the procedure for obtaining a new connection, disconnection, reconnection, change in load/ name/ tariff category.**
 - ii. **Right to know about the procedure for payment of Electricity bills.**
 - iii. **Right to know about the tariff schedule and Schedule of General Charges approved by the State Electricity Regulatory Commission.**
 - iv. **Right to know about the procedure of obtaining Open Access.**
 - v. **Right to ensure that the meters installed at their premises are correct.**
 - vi. **Right to know about the Standards of performance including quality to be maintained and services to be provided by the Distribution Licensee(s)**
 - vii. **Right to know about the Complaint Handling Procedure and Grievance Redressal Mechanism.**
- 2) It is the duty of the Distribution Licensee to display information regarding Rules and Regulations applicable to the Supply of Electricity at a bill collection centre. **Consumers have the right to demand copies of the aforementioned Rules and Regulations at a reasonable price not exceeding the cost of its duplication from any Sub-divisional office of the Distribution Licensee(s).**

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Consumers can also access the above documents from the website of the electricity distribution licensee(s).

Regulations 15.11 A (e) (iii) and 15.11 B (e) (iii) of Appendix 3 A of PSERC (Conduct of Business Regulations) 2005 and Para 7 (iii) of Consumer Complaint Handling Procedure are relevant in this regard.

II. PROCEDURE FOR GETTING NEW CONNECTION:

Consumers have the right:

1. To receive free of cost Application & Agreement (A&A) form prescribed by the Distribution Licensee(s) for obtaining new connections as per provisions of **Regulation 5.1 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014**, as amended from time to time.
2. To ensure that the Licensee effects supply of electricity to a premises pursuant to the submission of an application under Regulation 6 within the time period stipulated in **Regulation 8 of the PSERC (Electricity Supply Code & Related Matters) Regulations, 2014**, amended by **2nd amendment to Supply Code-2014** vide notification dt. 5/10/2016 and circulated vide CC No. 51/2016 dt. 11/11/2016 effective from 05/10/16 or as amended from time to time.
3. To ensure that the Licensee(s), will after receipt of the application, inform the applicant through a demand notice of the Security (Works) required to be deposited by the applicant and the other conditions to be met with by the applicant as per provisions of **Regulation 6.8 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014**, amended by **3rd amendment to Supply Code-2014** vide notification dt. 21/03/2017 and circulated vide CC No. 11/2017 dt. 05/04/17 effective from 22/03/2017 or as amended from time to time.
4. To receive interest from the Licensee(s) on Security (consumption) and Security (Meter) at the Bank Rate (as on 1st of April of each year) as notified by RBI from the date of deposit of such amount as per provisions of **Regulation 17 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014**, amended by **1st amendment to Supply Code-2014** issued vide notification dt. 22/06/2016 and circulated vide Cc No. 19/2016 dt. 06/07/16 effective from 23/06/16 or as amended from time to time.
5. To receive prior intimation regarding the visit/entry into their premises by an authorized representative of the Electricity Distribution Licensee(s) as per provisions of **Regulation 39 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014**, as amended from time to time.

III. METERS AND BILLING:

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1. The Licensee(s) will supply the meter/metering equipment to the applicant at the time of release of a new connection or at any other time as required by the consumer. The applicant may also obtain and install meter/metering equipment of his/her own choice provided it is of make(s) as approved by the Licensee(s) and after getting the same duly tested and sealed at the Licensee's laboratory. Information regarding the approved makes of meters may be obtained from the website of the Licensee or from the concerned Sub Divisional offices of the Distribution Licensee(s) as per provisions of **Regulation 21.2 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014**, as amended from time to time.
2. A Consumer may request the Licensee(s) to test the meter/ metering equipment, if there are doubts about its accuracy. The Licensee will undertake testing on site within seven days of payments of fee as specified in the Schedule of General Charges approved by the Commission. Consumers also have the right to receive a copy of the Test Result sheet as per provisions of **Regulations 21.3 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014** as amended from time to time.
3. If after testing, the meter is found to be defective then the fee deposited will be refunded by adjustment in the electricity bills for the immediately succeeding months. In case the meter is found to be correct then such fee will be forfeited by the Licensee as per provisions of **Regulation 21.3 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014** as amended from time to time.
4. **Overhauling of Consumer Accounts:**

If a meter on testing is found to be inaccurate, the accounts of the consumer will be overhauled and the electricity charges will be computed in accordance with the test results for a period of 6 months immediately preceding the

 - a) date of test in case the meter has been tested at site to the satisfaction of consumers or replacement of inaccurate meter whichever is later ; or
 - b) date the defective meter is removed for testing in the laboratory of the distribution licensee.

as per provisions of **Regulation 21.5 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014**, as amended from time to time.
5. **The consumer has the right to**

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- a) Receive bills that will disclose the period of billing, date when the meter was read, the date of issue of bill, the due date of payment and the additional amount payable in case payment is delayed.
- b) Receive bill-cum-notice for arrears indicating nature and period of the arrears alongwith calculation details in case of under assessment or the charges levied as a result of checking etc. separately and not clubbed with the current electricity bill as per provisions of **Regulation 30.1 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014, as amended** from time to time.
- c) Receive bills with details, such as the address of the concerned collection centre, Consumer Complaint Centre, office of the Consumer Grievance Redressal Forum and Electricity Ombudsman with phone numbers.
- d) Receive bills detailing mode of payment, tariff rates and consumption in the last six months and corresponding month of previous year consumption as per provisions of **Annexure 7 to PSERC (Electricity Supply Code & Related Matters) Regulations, 2014, as amended** from time to time.
- e) Receive on request a duplicate copy of the bill on payment of requisite fee as specified in Schedule of General Charges as per provisions of **Regulation 30.10 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014, as amended** from time to time.
- f) Effect advance payment of future bills which will be adjusted in the succeeding months and receive interest @ 1% per month on the advance payment as per provisions of **Regulation 31.8 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014, as amended** from time to time.

IV. DISCONNECTION:

Consumers have a right:

1. To receive a minimum of fifteen clear days' notice in writing before disconnection on account of default of payment as per provisions of **Regulation 32 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014, as amended** from time to time.
2. To pay during the pendency of a dispute between the consumer and the licensee
 - a. An amount equal to the sum claimed from him; or
 - b. the electricity charges for each month calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less pending disposal of any dispute between him and the distribution

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licensee as per provisions of **Regulation 35 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014**, as amended from time to time.

V. STANDARDS OF PERFORMANCE OF ELECTRICITY DISTRIBUTION LICENSEE AND CONSUMER SERVICE CENTRE:

Consumers have a right to:

1. Receive service as per the Standards of Performance of the Electricity Distribution Licensee provided for in the Supply Code.
2. Approach the DSCs / CGRF / Ombudsman for determination of compensation, if the Licensee fails to meet the Standards specified.

as per provisions of **Regulation 26 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2014**, as amended from time to time.

VI. COMPLAINT HANDLING AND GRIEVANCE REDRESSAL:

Consumers have the right:

1. To receive copies of the rules and procedures for redressal of grievances made by the Electricity Distribution Licensee as well as regulations notified by PSERC under the provisions of **Section 42(5) of the Electricity Act, 2003**, by paying reasonable price as per provisions of **Para 7(iii) of Consumer Complaint Handling Procedure**, as amended from time to time.

2. Consumers with complaints of monetary nature such as wrong billing, application of wrong tariff, metering (except those arising in matters pertaining to Open Access/ theft/ unauthorized use) may file complaints with the Dispute Settlement Committee(s) as per following:

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| • Disputed amount up to Rs. 25,000/- | Divisional Dispute Settlement Committee |
| • Rs. 25,000/- to Rs. 1 lacs | Circle Dispute Settlement Committee |
| • Above Rs. 1 lac to Rs. 2 lacs | Zonal Dispute Settlement Committee |

(Para 4(1) of Consumers Complaint Handling Procedure, as amended by 2nd amendment to Supply Code-2014 vide notification dt. 5/10/2016 and circulated vide CC No. 51/2016 dt. 11/11/2016 effective from 05/10/16 or as amended from time to time.)

3. Any complainant aggrieved by non redressal of his grievance under the Complaint Handling Procedure of the Licensee may himself or through his authorized representative, approach the Consumer Grievances Redressal Forum in writing for the redressal of his grievance. Inaction on the part of the prescribed

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authority within the stipulated time period shall also be treated as non redressal and appeal will lie before the Forum.

Complainant shall have the right to approach the Forum directly within 2 years from the date of cause of action or within 2 months of the date of receipt of the order of DSC as per provisions of **Regulation 2.23 and 2.25 of PSERC (Forum & Ombudsman) Regulations, 2016** as amended from time to time.

4. a) A Complainant may prefer a representation before the Ombudsman appointed/designated by the Commission under sub-section (6) of section 42 of the Act, under the following two circumstances:
 - i. if the Complainant is aggrieved by the non-redressal of the grievance by the Forum within the period specified, and
 - ii. if the Complainant is aggrieved with the orders passed by the Forum.
- b) Such a representation may be made within 30 days from the date of receipt of the order of the Forum or expiration of 30 days after the time limit specified for issuance of the order, whichever is applicable.

as per provisions of **Regulation 2.48 & 2.49 of PSERC (Forum & Ombudsman) Regulations, 2016** as amended from time to time.

5. Consumers have the right to know that
 - Dispute Settlement Committees (DSCs) are required to dispose of complaints within 90 days of complaint.
 - Forum is also required to dispose of an appeal within 45 days of filing of the complaint.
 - The Ombudsman is required to dispose of an appeal within sixty days from the date of receipt of representation.

{Para 6(6) of Consumer Complaint Handling Procedure, Regulations 2.39 & 3.25 of PSERC (Forum and Ombudsman) Regulations, 2016} as amended from time to time.

6. Consumers may file complaints of general nature such as delay in release in service connection, delay in issue of first bill/subsequent bills, receipt of incorrect energy bills, defects in meter/metering equipments etc. with the concerned AE/AEE.

{Para 4(4) of Consumer Complaint Handling Procedure}.