



MAKING A COMPLAINT WITH THE ELECTRICITY SUPPLY COMPANY

The Electricity Act 2003 has come into effect from 10th June 2003. In exercise of powers under Sub-Section (2) (zp) of Section 181 of the Electricity Act, the Karnataka Electricity Regulatory Commission has framed the Regulations relating to Complaints Handling Procedure to be followed by the Licensee. This Guide is prepared in FAQ format to give you a preliminary idea about the Regulations and assist you in getting your grievances solved the easiest way.

HAVE THE REGULATIONS COME INTO FORCE?

YES. The Karnataka Electricity Regulatory Commission (Consumer Complaints Handling Procedure) Regulations 2004 has come into effect from 10th June 2004, the day on which it was published in the Karnataka Gazette.

WHAT DO THE REGULATIONS COVER?

The Regulations sets out the procedure for handling complaints by the Licensee. It also tells consumers how to file complaints and the time limits within which the complaints are to be attended to. The Regulations broadly cover matters relating to:

Nature of complaints

Procedure for lodging complaints

Time limit for attending to the complaint

Procedure to be followed by consumers in case of non-response by the licensee

WHAT IS THE NATURE OF COMPLAINTS COVERED IN THE REGULATIONS?

The Regulations cover almost all types of complaints related to electricity supply except those that are excluded by virtue of the Electricity Act 2003. The consumer complaints are categorized as below for the purposes of this Regulation:

- Interruptions/Failure of power supply
- Voltage variations
- Load shedding/Scheduled outage
- Metering complaints
- Billing complaints
- Disconnection and reconnection complaints
- Additional load

In addition, the following complaints specifically mentioned in Annexure-I to the Regulation is also covered.

Normal Fuse off
 Line Breakdowns
 Distribution Transformer failures
 Application for Additional Loads
 Transfer of ownership and conversion
 Conversion of LT single phase to LT three phase
 Conversion of LT to HT and vice-versa
 Refund of Deposits
 Issue of certificates

SHOULD THE LICENSEE FOLLOW THESE REGULATIONS?

YES. It shall be the obligation of the Licensee to comply with these Regulations as a condition of license as specified in the Conditions of Licenses.

WHAT IS THE PROCEDURE FOR LODGING COMPLAINTS?

If you have any grievance relating to electricity supply, you can lodge the complaint with the Designated Office of the Licensee (BESCOM, MESCOM, HESCOM, CESC and GESCOM)

The complaint may be in writing. You can also lodge the complaint over phone or email wherever the facility exists.

Make sure to furnish the name, address, RR Number of the installation in the complaint. A brief description of the grievance should also be included in the complaint.

When you lodge a complaint the Designated Office of the Licensee will register the complaint and intimate the complaint number.

The Licensee will arrange to attend to the complaint within the time limit prescribed in the Regulations (See Table below)

WHAT TO DO IN CASE OF NON-RESPONSE FROM THE DESIGNATED OFFICE?

If there is no response or inadequate response from the Designated Office, you can lodge your complaint with the next higher authority like the Assistant Executive Engineer (AEE) of the Sub-Division or Executive Engineer of the Division.

In case the next higher authority (AEE or EE) fails to attend to the complaint within the prescribed time limit, you can approach the Consumer Grievance Redressal Forum established by the Licensee. (For more details refer Consumer Guide to Grievance Redressal Forum and Ombudsman)

| Standard Time Limit for rendering the Service | | |
|--|-------------------------------------|---|
| Nature of Service | Time Limit | Time Limit |
| | Cities/Towns | Rural Areas |
| Normal fuse off | Within 6 hours | Within 24 hours |
| Line breakdowns | Within 6 hours | Within 24 hours |
| | (10 Hours if poles are broken down) | |
| Distribution | | |
| Transformer failure | Within 24 hours | Within 72 hours |
| Reconnection of supply following disconnection | On the same day | Within 24 hours of receipt of payment from consumer |
| Nature of Service | For Cities, Towns and Rural Areas | |
| Voltage variations where no expansion of network is involved | Within 7 days | |

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|--|--|
| Where up-gradation is required | Within 120 days |
| Opening of neutral | Within 1 Hour |
| Inspect and check meters | Within 7 days |
| Replacing meters | Within 10 days |
| Replace burnt meters if cause not attributable to consumer | Within 7 days of receipt of complaint |
| Replace burnt meters in all other cases payment | Within 24 hours of charges by consumer |
| <u>Application for additional load:</u> | |
| Where feasible from existing network | Within one month |
| Where network expansion is required KERC | As specified by |
| Irrigation pump sets | Within 30 days after attaining seniority |
| Transfer of ownership | Within 7 days |
| Conversion of LT single phase to LT three phase and from LT to HT and HT to LT | Within 30 days |
| Complaints relating to Bills | |
| Where field report is not required | Within 24 hours |
| Where field report is required | Within 7 days |
| Refund of deposit | Within 60 days |
| Issue of certificates | On the same day |

Form A

Proforma for Lodging complaint

(Part -A : To be filled in by the Consumer)

1. Name and address of the consumer
2. Consumer (RR) Number
3. Brief description of the complaint

Date:

Signature of the Applicant

Place:

(Part-B; To be acknowledged by the Licensee)

1. Name of the consumer
2. Consumer (RR) Number
3. Details of the complaint
4. Target date to solve the complaint

Date:

Name and signature of the

Place:

Official and Designation