

M.P. Electricity Regulatory Commission

CONSUMER'S CHARTER

The Consumer's Charter is a synopsis of rights available under the Electricity Act, 2003 to consumers of electricity. The objectives of the Consumer's Charter is to enable the consumers to protect themselves by creating an awareness regarding the rights available and the quality of service that consumers may reasonably expect from the electricity distribution companies in their area of supply.

I. PROCEDURE FOR GETTING NEW CONNECTION

Consumers have several rights, namely:

1. To receive application form(s) and agreement forms, at prescribed cost at any of the offices of electricity distribution companies in their area of supply.
2. To know the status of their application and information about the reasons of non-disposal or rejection thereof, personal hearing, appeal and removal of deficiencies.
3. To receive a copy of the agreement after the same has been executed for obtaining a new connection.
4. To demand proof of identity from such representatives of the electricity distribution company visiting their premises.
5. To know the charges that the applicant / consumer has to pay to get the supply/new connection as per Schedule of Charges approved by MPERC.
6. To receive supply within the time provided in the Electricity Act, 2003 ("EA 2003") read with the Standards of Performance regulations notified by the MPERC after following the correct procedure as laid down in the Electricity Supply Code notified by the MPERC on payment of fees and charges as per Schedule of Charges approved by MPERC.
7. To receive the receipt of fees and charges paid to the Distribution Licensee.

M.P. Electricity Regulatory Commission

II. SECURITY DEPOSIT

1. The consumer shall deposit security by way of cash/cheque/demand draft issued by a scheduled Commercial bank.
2. On payment of security deposit in cash (including cheque/demand draft), consumers have the right to receive interest as specified in MPERC (Security Deposit) Regulations.

III . METERS

1. The energy meter measures the amount of energy consumed, maximum demand and other electrical parameters of tariff applicable. These parameters are used by the electricity distribution company to determine the monthly bill. Authorized representatives of the electricity distribution company have the right to access the meter for the purposes of installing, reading, repairing, replacing and testing the meter.
2. The consumer is required to pay along with monthly energy bill an amount towards meter rent. However, the consumer may opt for paying in advance the entire cost of the meter/metering equipment provided by the electricity distribution company. In that case, no meter rent will be levied.
3. Consumers have the right to get the meter tested for accuracy upon making a written request to the electricity distribution company and upon payment of prescribed testing charges. Consumers also have the right to get the meter tested at such facilities as may be approved by the MPERC. Consumers have the right to receive a copy of the meter test report.

IV. BILLING

Consumers have the right to

1. Receive monthly bills with such detailed particulars (including due date for payment) as specified in the Electricity Supply Code notified by the MPERC. A duplicate copy of the bill can also be demanded in case of loss of the original bill on payment of prescribed charges and to know the amount of the bill (including due date for payment) from the office of the electricity distribution company designated for the purpose.

M.P. Electricity Regulatory Commission

2. Demand from the electricity distribution company the details of the basis of computation of the bill.

V. RIGHT TO RECEIVE NOTICE AND DUE PROCESS PRIOR TO DISCONNECTION AND PROCEDURE OF RECONNECTION

Consumers have a right

1. To receive minimum fifteen clear days' notice in writing under section 56 of the Act before disconnection in case charges billed are not paid when due.
2. To pay under protest an amount equal to the sum claimed from him or the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during preceding six months, whichever is less, pending disposal of any dispute between him and the Distribution Licensee.
3. To receive thirty days notice in writing before disconnection for failure to deposit required security amount under Section 47 of the Act.
4. To receive supply after removing cause(s) of the disconnection by the consumer and obtaining the reconnection order by paying the amounts due and such other charges as are prescribed for disconnection/reconnection.

VI. STANDARDS OF PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES:

Certain standards of performance of the electricity distribution companies are guaranteed under the Standards of Performance Regulations notified by the MPERC. Consumers have a right to receive service at such standards, some of which are provided in the enclosed leaflet.

VII. CONSUMER SERVICE CENTRE:

Consumers have a right to visit personally or to communicate with the help of any medium of communication to consumer service centres established by the electricity distribution companies to get information or to lodge the complaint. The consumer service centres will provide essential services.

VIII. COPIES OF CONSUMER'S CHARTER, ELECTRICITY SUPPLY CODE, STANDARDS OF PERFORMANCE REGULATIONS, REGULATIONS ON RECOVERY OF EXPENSES, TARIFF SCHEDULE:

Consumers have the right to demand copies of the above documents on payment of specified charges from distribution centre, division/circle office of the electricity

M.P. Electricity Regulatory Commission

distribution company. Consumers also have the right to access above documents from the website of the electricity distribution company to download the electronic media version of the above documents.

IX. COMPLAINT HANDLING AND GRIEVANCE REDRESSAL

Consumers have the right to have their grievances redressed in accordance with MPERC(Establishment of Forum and Electricity Ombudsman for redressal of grievances of the consumers) Regulations, 2004 notified by the MPERC under the provisions of Section 42(5), (6) and (7) of the EA 2003. A synopsis of the rights available to consumers is provided below:

1. To demand from offices of the electricity distribution company copies of the regulations notified by the MPERC under the provisions of Section 42(5), (6) and (7) of the EA, 2003, by paying photocopying charges.
2. To know from the electricity distribution company -
 - 2.1 the manner and the form in which a grievance is to be made to the Forum and Ombudsman.
 - 2.2 any additional rules, procedures or circulars made or issued in relation to the regulations notified by the MPERC under the provisions of Section 42(5), (6) and (7) of the EA 2003.

X CHOICE OF SUPPLIER

Consumers with contract demand of 1 MW or above and fulfilling the eligibility conditions specified in the Open Access Regulations notified by MPERC under Section 42(4) of EA, 2003, have the opportunity to choose the company that supplies their electricity, while the duties of the local electricity distribution company with respect to such supply shall be of a common carrier providing non-discriminatory open access with the duty to maintain the poles and wires connected to the premises. There are certain rules and regulations that consumers should refer when selecting an alternative supplier. For more information contact the local electricity distribution company or visit www.mperc.org

XI CONSUMER ADVOCACY OFFICER IN OFFICE OF THE COMMISSION :

Consumers have the right to have their grievances redressed with the Consumer Advocacy Officer, designated in the office of the Commission (MPERC). The postal address and telephone number of Consumer Advocacy Officer is as follows:

M.P. Electricity Regulatory Commission

M.P. Electricity Regulatory Commission
4th & 5th Floor, Bittan Market, Bhopal- 462 016
Phone- 0755-2464643, Fax- 2430158, Mobile No. : 9425010821

XII. MORE INFORMATION :

For the rules which electricity distribution companies are required to follow and for more information, consumer should contact the local electricity distribution company in their area of supply. For information specific to their service area, visit the company web sites listed below or write to Chairman and Managing Director of the electricity distribution company at the address mentioned below:

1
M.P. Madhya Kshetra Vidyut Vitaran Co. Ltd.,
www.madhyavitaran.nic.in

2
M.P. Poorva Kshetra Vidyut Vitaran Co. Ltd.,
www.mpez-electricity-discom.nic.in

3
M.P. Paschim Kshetra Vidyut Vitaran Co. Ltd.,
www.mppkvvcl.org

Addresses of the Chairman and Managing Director of the Electricity Distribution Companies:

1
The Chairman-cum-Managing Director,
M.P. Madhya Kshetra Vidyut Vitaran Co.Ltd.,
Nishtha Parisar, Govindpura, Bhopal – 462 023

2
The Chairman-cum-Managing Director,
M.P. Poorv Kshetra Vidyut Vitaran Co.Ltd.,
Rampur, Jabalpur-482-008

3
The Chairman-cum-Managing Director
M.P. Paschim Kshetra Vidyut Vitaran Co.Ltd.,
G.P.H. Compound, Polo Ground, Indore

Address of Electricity Ombudsman and Consumer Grievance Redressal Forum :

1. Electricity Ombudsman
5th Floor, Metro Plaza, Bittan Market, E-5
Arera Colony, Bhopal – 462016

For M.P. Madhya Kshetra Vidyut Vitaran Co. Ltd. :

2. Chairman
Electricity Consumer Grievance Redressal Forum,
Old Power House, Chandbad, Bhopal – 462010

For M.P.Paschim Kshetra Vidyut Vitaran Co. Ltd.

3. Chairman
Electricity Consumer Grievance Redressal Forum,
GPH Compound, Polo Ground, Indore – 452003

M.P. Electricity Regulatory Commission

For M.P. Poorv Kshetra Vidyut Vitaran Co. Ltd.

4. Chairman
Electricity Consumer Grievance Redressal Forum,
Semi-permanent Block No. 6, Rampur,
Jabalpur - 462008

Note: As this statement is common for all utilities the term 'Electricity Distribution Company' has been used in generic manner. Distribution Licensees shall keep website address and address of Chairman and Managing Director and address of concerned officer applicable for them only on their booklet.