

ANNEXURE - I

List of stakeholders who have responded in writing to the KERC (Licensees' Standards of Performance) Regulations 2004

No.	Name of the person/Organisation
1	Bangalore Electricity Supply Company
2	Gulbarga Electricity Supply Company
3	Karnataka Power Transmission Corporation Limited
4	Central Electricity Authority, Government of India
5	Government of Karnataka
6	Consumers Forum, Sagar
7	Indian Red Cross Society
8	Consumer Education and Research Society, Ahmedabad
9	Mysore Grahakara Parishat
10	Citizens' Forum, Hubli
11	Electricity Consumers Association, Bagalkot
12	G.Sumithra

List of participants in the meeting held on 6th February 2004, organised by the Office of Consumer Advocacy, KERC

1	G.G.Hegde Kadekodi, Balakedarara Hithrakshaka Sangha, Sirsi
2	Shivanand Jenny, Consumers' Forum, Sagar
3	M.I.Balabatti, Electricity Consumers Association, Bagalkot
4	S.Krishnamurthy, Ahkila Bharatiya Grahak Panchayat, Bangalore
5	Y.V.Ashwathnarayana, Consumer Care Society, Bangalore
6	K.M.S.Chandrashekariah, Consumers' Forum, Shimoga
7	B.V.Gopalakrishna, Consumers' Forum, Shimoga
8	G.C.Byyareddy, Karnataka Prantha Raitha Sangha, Bangalore
9	S.Munegowda, Member KERC Advisory Committee
10	Raghavendra Raju, Member KERC Advisory Committee
11	C.R.Aswathanarayana, Karnataka State Federation of Consumer Organisations
12	V.K.Somasekhar, Grahak Shakti, Bangalore
13	K.N.Venkatgirirao, Member, KERC Advisory Committee
14	M.M.Jayaswamy, Consumers' Forum, Shiralakkoppa

REGULATIONS RELATING TO COMPLAINTS HANDLING PROCEDURE

Karnataka Electricity Regulatory Commission
BANGALORE - 560 001

Notification No.W/03/01 dated 24.05.2004

(Notified in Karnataka Gazette on 10.06.2004, page nos.1025 - 1030)

In exercise of powers under Sub-Section (2) (zp) of Section 181 of the Electricity Act 2003 (Act 36 of 2003) and all powers enabling it in that behalf, the Karnataka Electricity Regulatory Commission hereby makes the following Regulations namely

Karnataka Electricity Regulatory Commission [Consumer Complaints Handling Procedure] Regulations 2004

1. Short title, Commencement and Application:

- a. These Regulations may be called the Karnataka Electricity Regulatory Commission (Consumer Complaints Handling Procedure) Regulations 2004.
- b. These Regulations shall be applicable to all Licensees engaged in distribution of electricity in the State of Karnataka
- c. These Regulations extend to the whole of the State of Karnataka
- d. They shall come into force on the date of their publication in Karnataka Gazette.

2. Definitions:

2.1 In these Regulations, unless the context otherwise requires:-

- (a) **'Act'** means the Electricity Act 2003
- (b) **'area of supply'** means the area within which a licensee is authorized by the license to supply electricity
- (c) **'Commission'** means the Karnataka Electricity Regulatory Commission
- (d) **'Complaint'** means any grievance made by a consumer with regard to supply of electricity by the licensee, provided that, grievance

falling within the purview of any of the following provisions of the Act are excluded:

- (i) unauthorised use of electricity as provided under section 126 of the Act
- (ii) offences and penalties as provided under section 135 to 139 of the Act
- iii) accident in the distribution, supply or use of electricity as provided under section 161 of the Act
- (e) **'Consumer'** means any person who is supplied with electricity or his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person as the case may be.
- (f) **'Designated Offices'** means the local office of the licensee where the consumer has to lodge his complaint at the first instance

2.2. Words or expressions used and not defined in these Regulations shall bear the same meaning as in the Karnataka Electricity Reform Act, 1999 and the Electricity Act 2003, or in absence thereof, the meaning as understood in the electricity supply industry. In case of inconsistencies the meaning assigned to in the Act shall prevail.

3. Nature of Complaints:

The consumer complaints are categorized as below:

- Interruption/Failure of power supply
- Voltage variations
- Load Shedding/Scheduled outage
- Metering complaints
- Billing complaints
- Disconnection and Reconnection complaints
- Additional Load
- Any other complaint specifically covered in Annexure I

4. Obligation of the Licensee:

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

5 Procedure for lodging complaints:

The Licensee shall maintain a Register to enable consumers for lodging complaints at each of the designated Office, including the Lineman camps in the villages.

The consumers shall lodge the complaints at the respective designated office of the licensee corresponding to the nature of the complaint giving details as indicated in **Form-A** to these Regulations

The consumer shall indicate in his complaint the name, address, RR Number of the installation, along with the brief description of the grievance.

The complaint can be lodged either in writing or over telephone or email wherever available.

6. Licensee to attend to the complaints

The primary responsibility centre shall register the complaint and intimate a complaint number to the consumer. The Licensee shall arrange for attending to the complaint within the time limit indicated in **Annexure-I** to these Regulations.

7. Licensee to give publicity:

The Licensee shall give wide publicity about the Complaints' Handling Procedures by periodical press release, notifications and such other means to make the public aware of the Licensees' Complaints Handling Procedure.

8. Procedure in case of non-response:

In the event of non-response or inadequate response by the designated office of the Licensee within the time limit prescribed for rendering the service, the consumer may lodge the complaint with the next higher authority, which is also indicated in Annexure-I to these Regulations. The Proforma for lodging complaint with the next higher authority is in **Form-A**

The Licensee shall make available free of cost, the prescribed format as per Form-A, attached to these Regulations, for the purpose of lodging the complaint. The receipt of the complaint should be registered by the next higher authority, who shall resolve the complaint within the time limit as indicated in Annexure-I to these Regulations, on receipt of the complaint at his office.

In the event of non-response or inadequate response by the next higher authority of the licensee, the complainant may approach the Consumer Grievance Redressal Forum established by the Licensee.

9. Exemption

The KERC Consumer Complaints Handling Procedure 2004 shall be kept in abeyance by the Commission during Force-Majeure conditions such as war, mutiny, Civil commotion, riot, flood, cyclone, lightning, earth -quake or other force or cause beyond the control of the Licensee and strike, lock-out, fire affecting the Licensee's installations and activities.

10. Issue of orders and practice directions

Subject to the provisions of the Act 2003 and these Regulations, the Commission may, from time to time, issue orders and practice directions regarding implementation of these Regulations.

11. Powers to remove difficulties

a. If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, direct the Licensee to take suitable action not being inconsistent with the Act, which appears to it to be necessary or expedient for the purpose of removing the difficulties.

b. The Licensee may make an application to the Commission and seek suitable orders to remove any difficulty that may arise in implementation of these Regulations.

12. Savings and Repeal

a. Nothing in these Regulations shall affect the rights and privileges of the consumers under any law for the time being in force including the Consumer Protection Act, 1986 (Act 68 of 1986)

b. The KERC Complaint Handling and Redressal Standards relating to Distribution and Supply of Power (Standards of Performance) issued by KERC vide reference No.C/02/1/1467 dated 29th August 2001 is repealed.

By the Order of the Commission

Secretary

Annexure - I

Karnataka Electricity Regulatory Commission [Consumer Complaints Handling Procedure] Regulations 2004

Nature of Service	Standard (Indicative Maximum time limit for rendering service)	Primary responsibility centres where to lodge complaint	Next Higher Authority
<u>1. Normal Fuse-off</u> a) Cities and Towns b) Rural areas	Within 6 hours Within 24 hours	Central Consumer Complaints Division (CCCD) Service Station of the Sub-Division AE/JE (O&M)/Section Officer/Line Man in Lineman camp	AEE (E1) of the Sub-Division
<u>2.Line Breakdowns</u> a) Cities and Towns b) Rural areas	Within 6 hours (10 hrs if poles are broken down) Within 24 hours in all cases	CCCD/Service station of the Sub-Division/AE(O&M)/JE (O&M)/Section Officer/Lineman in Lineman camp	AEE (E1) of the Sub-Division
<u>3. Distribution Transformer Failure</u> a) Cities and Towns b) Rural areas	Within 24 hours Within 72 hours	CCCD/Service station of the Sub-Division/AE(O&M)/JE (O&M)/Section Officer/Lineman in Lineman camp	AEE (E1) of the Sub-Division
<u>5. Voltage Variations</u>			

a) Where no expansion or enhancement of network is involved	Within 7 days	CCCD/Service station of the Sub-Division/AE(O&M)/JE (O&M)/Section Officer/Lineman in Lineman camp	AEE (E1) of the Sub-Division
b) Where up-gradation of distribution system is required	Within 120 days	- do -	- do -
c) Opening of neutral	Within 1 hour	- do -	- do -
<u>6. Meter Complaints</u>			
a) Inspect and check correctness	Within 7 days	AE (O&M)/JE (O&M)/Soujanya counter of the Sub-Division/Section Officer	AEE (E1) of the Sub-Division
b) Replace slow, creeping or stuck meters	Within 10 days	- do -	- do -
c) Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	- do -	- do -
d) Replace burnt meters in all other cases	Within 24 hours of payment of charges by consumer	- do -	- do -
<u>7. Application for additional load</u>			
a) Release of supply where service is feasible from existing network.	Within one month of receipt of application. (as per section 43 of Act)	AEE(E)/AE(T) of the sub-division	EE (E1) of the Division

b) Release of supply where Network expansion/ enhancement required for providing connection	As specified by the Commission in KERC (Duty of the Licensee to Supply Electricity on request) Regulations 2004.	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
c) IP sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed by the Government for the year)	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
8. Transfer of ownership and Conversion			
a) Title transfer of ownership	Within 7 days of receipt of application	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
b) Change of category	- do -	- do -	- do -
9. Conversion of LT single phase to LT three phase. Conversion from LT to HT and vice-versa	Within 30 days from the date of payment of charges	AEE (E) of the Sub-division	EE(E) of the Division
10.Resolution of complaints on consumer's Bills			
a) Where field report is not required	Within 24 hours of receipt of complaint	AAO/AE(T) Soujanya Counter of the Sub-Division	AEE(E) of the Sub-division
b) Where field	Within 7 days of		

report is required	receipt of complaint	- do -	- do -
11. Reconnection of supply following disconnection			
a) Towns and cities	On the same day	AAO of the Sub-Division AE(O&M)/JE (O&M) Section Officer	AEE(E) of the Sub-division
b) Rural areas	Within 24 hours of receipt of payment from consumer	- do -	- do -
12. Refund of Deposits	Within 60 days after receipt of request	AEE(E)/AAO/SA of the Sub-Division	EE (E) of the Sub-Division
13. Issue of certificates	On the same day of receipt of application or request	AAO/SA/of the accounting Unit	AEE (E) of the Sub-Division

FORM A

PROFORMA FOR LODGING COMPLAINT
(With the next higher authority)

Part A (to be filled in by the consumer)

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

Signature of the Applicant

Date:

Place:

=====Tear at this line=====

Part-B (To be acknowledged by the Licensee)

Complaint Number:

Date:

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

Name and Signature of the Official
Designation

Date:

Place: