

A STUDY ON THE ELECTRICITY AND CONSUMER AWARENESS

By

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SAP ID -500064791

Under the Guidance

OF

SHAURABH SHARMA

A DISSERTATION REPORT OF SUBMITTED IN PARTIAL FULFILLMENT OF THE

REQUIREMENTS FOR

MBA IN POWER MANAGEMENT

OF

CENTRE FOR CONTINUING EDUCATION UNIVERSITY OF PETROLEUM & ENERGY

STUDIES, DEHRADUN



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Declaration by Guide

This is to certify that **PRADHUMAN SINGH RAWAT** a student of MBA in Power Management SAP ID - 500064791 of UPES has completed this dissertation on “**A STUDY ON THE ELECTRICITY AND CONSUMER AWARENESS**” under my supervision

Further this is to certify that the work is based on the investigation made, data collected and analyzed by her and it has not been submitted to any other university or institution for award of any degree. In my opinion it is adequate in scope and utility, as a dissertation towards partial fulfillment for the award of degree of **MBA IN POWER MANAGEMENG**

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I Student Name **PRADHUMAN SINGH RAWAT** a student of MBA in Power Management
SAPID - 500064791 of UPES, declare that dissertation titled “ **A STUDY ON THE
ELECTRICITY AND CONSUMER AWARENESS**” was carried out by me in partial
fulfillment of the requirements for fulfillment of the requirements for MBA (POWER
MANAGEMENT) of university of petroleum & energy studies Dehradun

It is my original work and has not been submitted to any other organization for any purpose.

Student Name **PRADHUMAN SINGH RAWAT**



Signature of Student

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4.Introduction

Electricity is central to achieving economic, social and environmental objectives of property human development. With in the gift digital age electricity has emerged because the most vital and significant input for sustaining the method of economic in addition as social development. Growth of various sectors of economy isn't potential while not matching development of the electricity sector in reality it's become essential ingredient for-rising the standard of life and its absence is typically related to poorness and poor quality of life. Sub-transmission and distribution systems represent the link between electricity utilities and shoppers and their revenue realization phase. For shoppers, it represents the face of the utility. Economical functioning of this phase of the utility is important to sustain the expansion of power sector and also the economy. The facility sector in India is especially ruled by the Ministry of Power. The rear 3 major pillars of power sector; these are Generation, Transmission, and Distribution. As so much as generation worries it's primarily divided into 3 sectors; these are Central Sector, State Sector, and personal Sector, Central Sector or Public Sector Undertakings (PSUs),represent twenty four.79% (76,296.76 MW) of total put in capability i.e, 3,03,118.21 MW in India. Major PSUs concerned within the generation of electricity embrace NHPC Ltd., NTPC Ltd.,, and-nuclear energy Corporation of India (NPCIL). Besides PSUs, many state-level companies are there that accounts for concerning forty one.10% of overall generation, like Jharkhand State Electricity Board (JSEB), geographical region State Electricity Board (MSEB), Kerala State Electricity Board (KSEB), in Gujarat (MGVCL, PGVCL, DGVCL, UGVCL four distribution firms and one dominant body GUVNL, and one generation company GSEC), are concerned-within the generation and infra-state distribution of electricity. Apart from PSUs and state level companies, non-public sector enterprises additionally play a significant role in generation, transmission and distribution, about 42.18% (129,624 MW) of total put incapability is generated by non-public sector. The facility Grid Corporation of India is to blame for the inter-state transmission of electricity and also the development of national grid. India is world's sixth largest energy client, accounting for three.4% of world-energy consumption, with geographical region-because the leading electricity generator among Indian states. Because of India's economic rise, the demand for

energy has fully grown at a median of three.6% each year over the past thirty years. At the top of Gregorian calendar month 2016, the put in power generation capability of India stood at three,07,278 MW, whereas the per capital energy consumption stood at 1075 KWh (2015-16). The Indian government has set AN formidable target to feature just about eighty eight, 537 MW of put in generation capability throughout twelfth 5 Year arrange. The full demand for electricity in India is anticipated to cross 950,000 MW by 2030. Electricity losses in India throughout transmission and distribution are extraordinarily high, about 28.44% (2008-09). India has to suffice a peak power-insufficiency of thirteen between 5pm and 11pm by reducing losses because of thieving-and thievery. because of shortage of electricity, power cuts are common throughout - India and this has adversely accomplished the country's economic process. Thieving of electricity, common in most components of urban India, amounts to one.5% of India's gross domestic product. The condition of utilities aren't sensible either, accumulative loss of one hundred ten power utilities are calculable as Rs eighty six, 136 large integer that is anticipated to rise to Rs one, 16,089 large integer by 2014-15. Despite A formidable rural electrification program, some four hundred million Indians lose electricity access throughout blackouts. While 84.9% of Indian villages have a minimum of AN electricity line, simply forty six p.c of rural households have access to electricity. Electrical energy consumption in agriculture was recorded highest (18.45%) in 2014-15 among all countries. By the top of year 2015, despite poor hydro electricity generation, India has become power surplus country with large power generation capability inactivity for need of electricity demand. The year 2016 started with steep fall within the international value of energy commodities like coal, diesel oil, naphtha, bunker fuel and LNG that are employed in electricity generation in India. Earlier several of the facility stations that are victimization fuels apart from coal are unable to control because of high price of LNG and petrol product. This example has modified because of glut in fossil fuel product globally. The costs are falling to such AN extent that these fuels became cheaper to present competition for pit head coal primarily based power generators. Several of the stranded gas And liquid fuel {based| mostly primarily based} power stations would be competitor with auto changer coal based power stations in an electricity market wherever demand growth isn't encouraging. All the segments of the electricity sector like fuel suppliers, fuel transporters (railways, harbours, pipelines, etc.),

Electricity generators, electricity transmission firms and distribution firms would be facing severe competition to chop down the costs and improve their operational potency in a very final client set-market.



If the facility distribution firms continue charging outrageous tariffs to bulk customers, they'd be choosing solar/wind stations or take over associate existing power plant to fulfill their captive consumption. Because of lukewarm growth in electricity consumption, coal stocks square measure unceasingly increase at power stations similarly as coal mines. throughout the year 2015-16, the electricity generated in utility sector is one ,090.851 billion KWh with a brief fall of demand by twenty three.557 billion KWh (-2.1%) against the two.2% deficit anticipated. the height load met was 148,463 MW with a brief fall of demand by four,903 MW (-3.3%) against the two.7% deficit anticipated. In LGBR 2016 report, India's Central Electricity Authority anticipated for the 2016–17 year, a base load energy surplus and peaking surplus to be one.1% and 2.6% severally. The few regions square measure expected to face energy shortage, power would be created out there adequately from the excess regions with the upper capability put down regional transmission links. By the tip of year 2015, Asian country has become power surplus country despite lower power tariffs. In Asian country three hundred million individuals haven't any access to electricity. Seventy per cent of power created by Asian country depends on fossil fuels. Twenty 3 per cent of power counts for distribution loss. Notwithstanding we tend to scale back the losses

still substantial share of Asian country won't have any access of electricity. Depleting fossil fuels can boost the matter. So as to handle the shortage of adequate electricity availability to all or any the individuals within the country by March 2019, GoI has launched a theme known as "Power for All. This theme can guarantee continuous and uninterrupted electricity offer to all or any households, industries and business institutions by making and rising necessary infrastructure. It's a joint collaboration of GoI with states to share funding and build overall economic process.

Historical background-

The first demonstration of electrical light-weight in Calcutta was conducted on twenty four July 1879 by P W Fleury & Co. On seven Jan 1897, Kilburn & Co secured the Calcutta electrical lighting licence as agents of the Indian electrical Co, which was registered in London on fifteen Jan 1897. A month later, the corporate was renamed the Calcutta electrical provide Corporation. The management of the corporate was transferred from London to Calcutta solely in 1970. Enthused by the success of electricity in Calcutta, power was thenceforth introduced in Mumbai. Urban center saw electrical lighting demonstration for the primary time in 1882 at Crawford Market and Mumbai electrical provide & Tramways Company (BEST) found out a generating station in 1905 to supply electricity for the tramway.

The first electricity installation in India was put in close to a tea estate at Sidrapong for the Darjeeling Municipality in 1897. The primary electrical street light-weight in Asia was lit on five August 1905 in urban center. The primary electrical train ran between Bombay's Victoria Terminus and Kurla on the Harbour Line, in 1925. Electricity industry has long been treated as a natural monopoly. Before long once Independence, the Electricity (Supply) Act of 1948 created State Electricity Boards as State-owned monopolized electricity services suppliers. Since client rights exist solely in a very competitive market, there was no client selection in a very monopoly electricity market. Powerful teams of customers might assert their sectional interests solely through the political method. Political and Government intervention within the management and operation of the State Electricity Boards eventually took its toll. State Electricity Boards round-faced monetary and sequence operational collapse because of politically edible below cost rating policies and inefficient performance. whereas the Boards had been accumulating losses year once year, Governments each Central and State failed to have resources for

funding terribly massive investment needed for making extrageneration capability and renovating and increasing the run-down Transmission and Distribution system. Reform and macro-adjustment of the electricity sector was thus primarily initiated to draw in personal sector investment to the world. the first State Reform Acts of state, Haryana, Andhra Pradesh, Karnataka, etc; and also the latest Electricity Act of 2003 incorporated for the primary time a basis and framework for client rights within the electricity industry. The electrical power trade everywhere the globe is starting to inspect responsibility and quality of service as interconnected aspects of utility performance. Utility performance isn't any longer being thought of freelance of client wants and responsibilities. Electricity services ought to be managed as business instead of as engineering services. This is often a paradigm shift that's going down in India. Sections fifty seven to fifty nine of the Electricity Act, 2003 mandates the State Electricity regulative Commissions to inflict Quality of Service (QoS) standards to be maintained by the distribution licensees. It conjointly prescribes penalties and compensations to be levied on them on failing to stick to those standards. Sequence to the notification of the Electricity Act, 2003, most of the State Electricity regulative Commissions have framed rules giving birth down Quality of Service standards and penalties to be obligatory on the distribution licensees for not adhering to those standards.

Generation Transmission, Distribution, commerce and use of electricity in Asian country square measure ruled by Electricity Act 2003. Electricity Act 2003 is AN Act to consolidate the laws about generation, transmission, distribution, commerce and use of electricity and usually for taking measures contributory to the event of electricity business, promoting competition, protective interest of customers and provide of electricity to all or any areas, rationalization of electricity tariff, guaranteeing clear policies concerning subsidies, promotion of economical and environmentally benign policies, constitution of Central Electricity Authority, regulative Commissions and institution of appellant assembly. Electricity client "Consumer" means that a person UN agency is furnished with electricity for his own use by a retail merchant or the govt. or by the other person engaged within the business of provision electricity to the general public beneath this Act or the other law for the nowadays effective and includes a person whose premises square measure for the nowadays connected for the aim of receiving electricity with the works of tail merchant, the govt. or such different person, because the case could also be. Distribution retail merchant "Distribution retail merchant" means that a licensee authorized to work and maintain a distribution system for provision electricity to the customers in his space of provide. As arranged down in Electricity Act 2003, not everybody shall transmit electricity, or distribute electricity or undertake commerce in electricity unless he is licensed to try to to therefore by a license issued as per provision of Electricity Act 2003. State Electricity regulative Commission each government is needed to represent for the aim of Electricity Act, a Commission for the State to be referred to as "--- -----(Name of State) Electricity regulative Commission". Or a Joint Commission by AN agreement to be entered into by 2 or additional Government of States or by the Central Government in respect of 1 or additional UTs and one or additional government. Section 24(1) of Electricity Act 2003 states that if at any purpose of your time State Electricity regulative Commission is of the opinion that a distribution retail merchant has persistently did not maintain uninterrupted.

Supply of electricity orthodox to Standards concerning quality of electricity to the customers, the Commission might, for reasons to be recorded in writing, suspend, for a amount not Olympian one year, the license of the distribution retail merchant. Section 42(5), (6)(7) and (8), of Electricity Act for Distribution of Electricity States "Every distribution retail merchant shall, at intervals six months from the appointed date or

grant of license, whichever is earlier, establish a forum for redressal of grievances of the customers in accordance with the rules as could also be specific by the State Electricity regulative Commission.” “Any client, UN agency is aggrieved by non-redressal of his grievances, might build a illustration for the redressal of his grievance to AN authority to be referred to as “Ombudsman” to be appointed or selected by the State Electricity regulative Commission”. “The investigator shall settle the grievance of the buyer at intervals such time and in such manner as could also be specific by the several State Electricity regulative Commission.”

“The provisions of sub-sections(5), (6), and(7) of section forty two shall be while not prejudice to right that the buyer might have aside from the rights bestowed upon him by those sub-sections.”Hence the Electricity client has additionally right to approach client forum because it comes beneath the definition of client Protection Act 1986. Section fifty seven of Electricity Act stipulates that: one. The State Electricity regulative Commission might, when consultation with the retail merchant and persons probably to be affected specify standards of performance of a retail merchant or a category of licensees. 2. If a retail merchant fails to fulfill the quality specific beneath segment (1), while not prejudice to any penalty which can be obligatory or prosecution be initiated, he shall be at risk of pay such compensation to the person affected as could also be determined by the State Electricity regulative Commission. 3. Visible of Section fifty seven of Electricity Act 2003, the secured normal of Performance for the licensees as mandated by numerous State Electricity regulative Commissions square measure compiled and given within the Annexure.

Amendment to Electricity Act 2003 The Indian power sector has return a protracted approach since the parturition down of the fundamental framework in 1910 right up to the Electricity Act of 2003, that caused necessary changes to AN evolving sector. The Act introduced and brought provision on open access, power commerce, regional/national electricity market, freelance system operator, delicensing of generation, performance primarily based regulation and antitheft etc. to manipulate the world higher and handle its demand, the Electricity modification Bill, 2014, is into

account. The union cupboard approved amendments to the overarching Electricity Act, 2003, through the Electricity modification Bill, 2014, on eleven Dec 2014. The projected modification can have a profound impact on the Indian power sector. It touches upon completely different aspects of the world, right from segregation of carriage and content to renewable energy and open access to tariff rationalization then on. It's seen a mixed response: being hailed as historic by some and, at an equivalent time, tempting the ire of a number of state governments. The bill is that the segregation of distribution and provides areas, which can offer the buyer with additional decisions.

The Bill additionally aims to infuse healthy competition in every distribution space, and deals with aspects touching on promotion of renewable energy, open access, smart grid, accessory services then on. a number of the amendments square measure seen as much-needed and address the most important caveats and limitations of the Act. These projected amendments necessitate vital organization of the distribution and provide businesses of existing licensees, propose vital measures for renewable energy promotion, as well as obligations for thermal power developers to determine renewable generation capability and supply measures for tariff rationalization and improvement in grid safety and security. The key intent behind the amendments is to permit competition and higher client service while not considerably increasing tariff.

6. NEED OF RESEARCH

In the gift digital age electricity has emerged because the most vital and important input for sustaining the method of economic in addition as social development. Growth of various sectors of economy isn't potential while not matching development of the electricity sector. Really it's become essential ingredient for up the standard of life and its absence is sometimes related to poorness and poor quality of life. despite the fact that the Electricity shoppers area unit protected by the Electricity Act 2003 enforced through rules framed by State Electricity restrictive Commission, but the shortage of awareness and therefore the non-adhering to the benchmark of services by the Electricity DISCOMs affects the standard of services within the space of electricity distribution. For shoppers, it represents the face of the utility. Economical functioning of this phase of the utility is crucial to sustain the expansion of power sector and therefore the economy. An oversized section of Indian shoppers lack information concerning their rights and responsibilities in addition as grievance redressal mechanism.

Awareness and discharge of responsibilities is a vital pre-requisite for making certain client protection that ultimately helps improve the standard of services benefiting the shoppers in addition because the market.

The Consumer encountered with 2 major issues first whether or not the merchandise and services publicized through varied media area unit true and second the merchandise and services area unit value their costs. Within the absence of CRA (Consumer Rights Awareness) the buyer area unit compelled to depend on the traders. the assorted advertisements fail to tell the shoppers truth nature of the merchandise and repair and really typically raises expectations on the far side that which may be consummated by a product or service the producer and dealer area unit well recognized, they will rule the international organization organized and unaware client terribly simply. Because the shoppers area unit less equipped the talks power of the buyer is incredibly low and therefore the traders take this chance to fill their efforts. the buyer Protection Act, 1986 gave the bottom for the registered NGOs to square for the explanation for shoppers, which offer the method for any client to fight for the welfare of the shoppers. There area unit many arrangements in Indian economy to shield the interest/rights of shoppers. The availability is created by the govt to create offered the standardized certified and hierarchic producers/manufactures for the satisfaction and safety of

the shoppers. This kind of provision develops confidence among the possible client and save them from undue inconvenience. The availability of ISI, Trade Mark is supposed for the commercial merchandise and Ag-mark for the agriculture merchandise. For the redressal of grievances of the shoppers there's provision of client Forum in each district of Bharat. At the province level there's State level client Forum and therefore the National level organization of shoppers Education and analysis establish in Ahmadabad.2 the current study is created to appraise the degree of CRA (Consumer Rights Awareness) of urban and rural areas of Muzaffarnagar and Saharanpur districts. The study conjointly analyze the social control of client rights It reveals the role of state to unfold the CRA during this space.

Scope of the Study the buyer encountered with2 major issues first whether or not the merchandise and services publicized through varied media area unit true and second the merchandise and services area unit value their costs. within the absence of CRA (Consumer Rights Awareness) the buyer are a unit compelled to depend on the traders. the assorted advertisements fail to tell shoppers truth nature of the merchandise and repair and really typically raises expectations on the far side that which may be consummated by a product or service the producer and dealer area unit well recognized, they will rule the international organization organized and unaware client terribly simply. Because the shoppers area unit less equipped the talks power of the buyer is incredibly low and therefore the traders take this chance to fill their efforts. the buyer Protection Act, 1986 gave the bottom for the registered NGOs to square for the explanation for shoppers, which offer the method for any client to fight for the welfare of the shoppers. There area unit many arrangements in Indian economy to shield the interest/rights of shoppers. The availability is created by the Govt. to create offered the standardized certified and hierarchic producers/manufactures for the satisfaction and safety of the shoppers. This kind of provision develops confidence among the possible client and save them from undue inconvenience. The availability of ISI, Trade Mark is supposed for the commercial merchandise and Ag-mark for the agriculture merchandise. For the redressal of grievances of the shoppers there's provision of client Forum in each district of Bharat. At the province level there's State level client Forum and therefore the National level organization of shoppers Education

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The specified objectives are:

- 1) to seek out out client rights awareness level and its role to shield the interest of client.
- 2) To seek out out the extent of client awareness concerning their rights and responsibilities.
- 3) To seek out the extent of client awareness concerning client Protection Act,1986
- 4) To seek out out the angle of shoppers towards the social control of client rights.
- 5) To seek out out the angle of shoppers towards the enactment and implementation of Act.
- 6) To seek out out the buyer opinion concerning the Act in respect of its utility and result.
- 7) To seek out out ways that and means that to popularize client movement.
- 8) To seek out out client understanding concerning the malpractices and cheating within the market.
- 9) To research the operating Muzaffarnagar and Saharanpur, District client Forums. 10) To counsel measures for his or her effective functioning.

7. RESEARCH DESIGN-

Research design could be a proposition, condition or principle that is assumed maybe while not belief, so as to lengthen its logical consequences by this technique to check its accord with facts that square measure celebrated or could also be outlined in a very analysis. The fundamental presumptions on the idea of that I venture on the analysis work on this field could also be summed up at intervals the subsequent points:

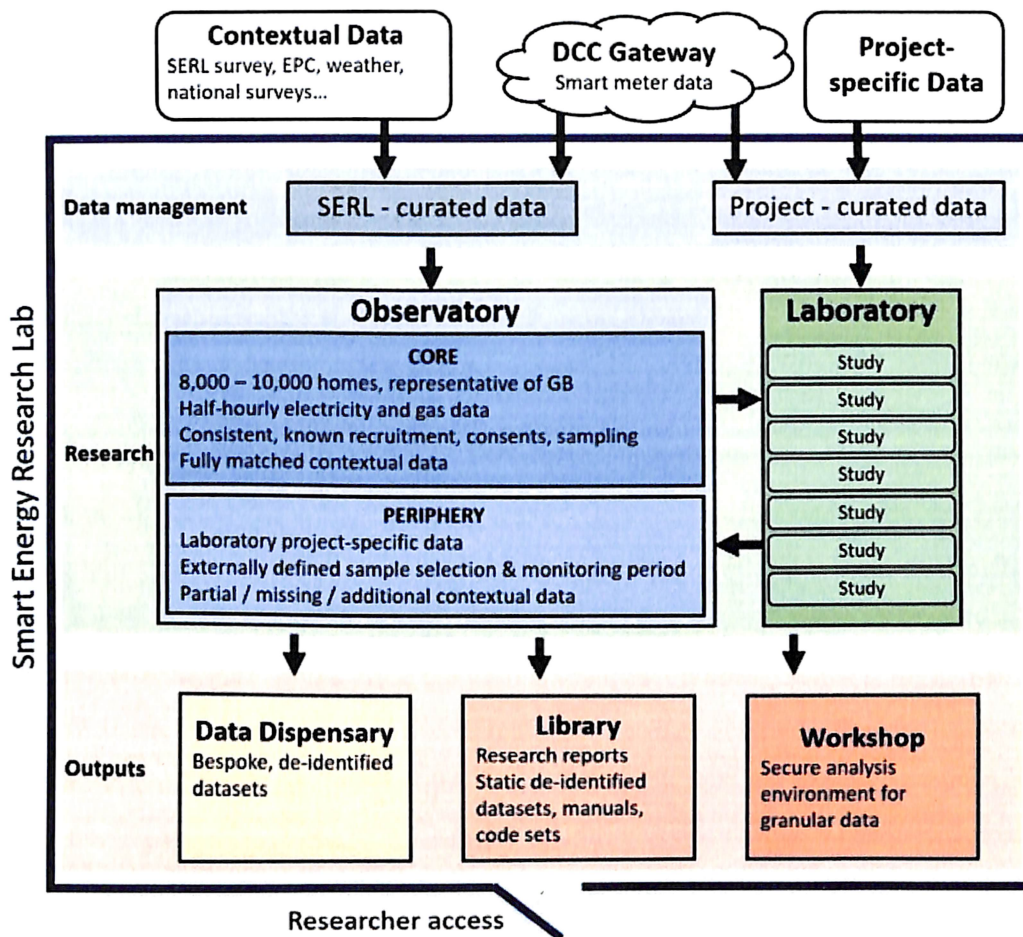
1) Consumers square measure unaware of their rights and responsibilities with reference to shopper protection.

2) The customers don't seem to be privy to shopper Protection Act.

3) there's high got to educate customers.

4) Customers don't seem to be interested to enforce their rights referring to shopper protection through shopper Redressal Agencies.

5) The customers square measure in poor and pathetic state of affairs. Study space The Study space Muzaffarnagar and Saharanpur has been designated for this study. Muzaffarnagar and Saharanpur districts represent the agricultural face of the Northern India, Muzaffarnagar is thought because the dish of India Muzaffarnagar is a very important industrial city with sugar, steel and paper being the main merchandise. Its 11 sugar mills that receive sugarcane turn out from the encircling region; over seventieth of the region's population is engaged in agriculture. The Muzaffarnagar market of jiggery (heat dried sugarcane juice, referred to as good in native language) is one in all the biggest markets in Asia. Saharanpur is additionally a known industrial city of Western Uttar Pradesh. Town is set a hundred and twenty odd kilometers from Delhi and is taken into account a serious business transit purpose between Utrakhand and Uttar Pradesh. Town is additionally noted for Dar-ul-Uloom University.



Research Methodology-

The analysis on this subject has been done by adopting each of the strategies of analysis, particularly {empirical analysis|inquiry|enquiry|research} likewise as belief research. This study is AN research supported the survey technique. It's a mix of each of the descriptive and therefore the analytical strategies of study. AN interview schedule was ready for locating out the buyer rights awareness within the urban and rural areas. The secondary knowledge has additionally been collected from books, journals, newspaper, magazines etc, shopper Forums of Muzaffarnagar and Saharanpur districts, distinguished voluntary organization and unpublished treatise, M.Phil. and Ph.D. thesis on the topic. Initial hand info has been collected from customers to understand on what extent they knew their rights with reference to shopper protection. Keeping in mind, the objectives of the study, a form was ready to investigate {the shopper|the buyer|the patron} rights awareness and its social control through consumer court during this space.

Data Processing

After finishing {the knowledge |the info| the information} assortment a radical data entry was done. This knowledge was take advantage of surpass sheet for the aim of classification. With the assistance of the surpass sheet, the master table was ready. Last classification tables were ready for additional analysis and interpretation of information.

Data Analysis

The data collected from field study was by trial and error examined by applied mathematics tools like share, average, median and Z score take a look at the share, median and Z score were used throughout the thesis .After used the quality score technique, on the idea of this price the world was divided in to 3 classes, high, medium and low class. Personal issue like sex, legal status, age, instructional qualifications, occupation and financial gain of the customers influence the shopper's degree of consumer rights awareness. The influence of the independent variables (personal factors) on the variable has additionally been analyzed.

Review of connected Studies

To study the implications of various problems within the implementation of the buyer Protection Act and additionally to spot the areas already investigated, the investigator has observed vital studies already undertaken on shopper protection. Andrew Eiler³ has given careful info meant to teach the customers regarding their specific rights as purchasers. The primary section describes the way to create a convincing case once baby-faced with a shopper drawback. The second section provides summary of shopper protection laws. The main a part of this book examines the relevant laws at every stage of purchase, covering advertising and sales practices, a buyer's rights and obligations, warranties and strategies of payment.

8.Results And Discussion

Consumers' right to information-

The average consumer's interface is with the distribution retail merchant where the license is granted by the state electricity regulatory Commissions (sercs). All sercs in India have issued rules on Consumers' right to data that relate to (a) notice before entry By the licensee's workers into consumer's premises (b) notice before re-Classification of the consumer's class (c) notice before disconnection and (d) notice before outages. The rules framed by state electricity Regulatory commissions area unit, however, silent on the consumers' right To data on the macro image of the licensee's performance in Quality of offer, system up gradation plans, procurance of power and Financial management. resultant on the promulgation of the proper to Information act 2005, a shopper has currently the proper to demand such Information from the relevant state electricity regulative commission which successively has got to latch on from the retail merchant and provide it to someone.

Often occurring issues (fops)

Consumer grievances or complaints largely relate to wrong or Inflated asking, defective meter and non-replacement of defective meter, Timely repairs and disconnection, new connections and extension of Loads besides unscheduled outages. These issues area unit categorized as:

- delay in sanctionative new connection/ load extension/ temporary Connection
- electricity meter running quick
- unscheduled load shedding
- erratic power offer
- low/ excess voltage offer
- voltage fluctuation
- not replacement burnt meter

- delay in restoration of provides thanks to distribution failure
- delay in transfer of ownership/category
- delay in reconnection succeeding disconnection thanks to non-Payment
- delay in refund of advance consumption deposit/ consumption Security / meter security
- delay in shifting of meter / affiliation lines
- dead letter of no dues certificate
- delay in redressal of grievance
- delay in restoration of offer thanks to line breakdown

Redressal of shopper grievances-

The grievance handling method within the case of electricity could be a 3 Tier mechanism as per electricity act 2003 with associate degree choice of approaching Consumer grievance redressal forum underneath shopper protection act

Electricity-complaint handling method

Complaint redressal mechanism underneath electricity act 2003

Normally associate degree electricity shopper has complaints concerning asking,

Non-release of affiliation or extension of masses, disconnection of

Services, meter connected complaints, quality of power offer, interruption

In offer or the other breach of rules and rules by retail merchant.

According to the electricity act, 2003 and rules created there

Under, step by step legal remedies out there to the shoppers are:

Licensee's internal redressal system:

A shopper having any of the on top of complaints ought to approach

Licensee's internal redressal system consecutive i.e. On failure or non-

Response by the lower level, higher level ought to be approached.

1. Native workplace of the retail merchant
2. Workplace in-charge of division
3. Workplace in-charge of circle

The shopper ought to offer all details like name, address, Contact range and details of the grievance in his grievance. A sample of the form within which grievance can be given is at annexure. The grievance can be ideally lodged in writing and may be delivered either head to head or by speed post. The patron is suggested to require acknowledgement of the grievance if being delivered head to head. The electricity licensees Have been mandated to issue grievance range. Insist your distribution Licensee to issue constant if not being given on its own.

A. shopper grievances redressal forums (CGRF)

If the patron doesn't receive any response from the retail merchant Or there's off redressal to the grievance, he / she might File a grievance against involved forum of retail merchant within the space of The consumer. The patron is needed to say in his grievance To CGRF that he/ she had haunted his grievance with the involved Licensee as per the grievance redressal procedure of the retail merchant and there is either no response or off response. A duplicate of the Response if received from the retail merchant be connected with the grievance.

Jurisdiction of CGRF-

1. The forum shall have the jurisdiction to entertain the complaints Filed by the complainants with relevancy the electricity services Provided by the distribution retail merchant and to require up a matter suo-motu if constant fulfills the necessities per

2. The forum shall entertain solely those complaints wherever the Complainant has approached the suitable authority of the retail merchant As prescribed within the grievance handling procedure of the retail merchant Approved by the commission from time to time and either isn't Satisfied with the response of the retail merchant or there's no response Within the time prescribed in that or at intervals affordable time: Provided that no grievance shall be diverted unless it's Filed before the forum at intervals 3 months from the date the

Consumer exhausted the remedy underneath the grievance handling Procedure or once no action is taken by the authority prescribed In that procedure at intervals the amount prescribed in that, from the Expiry of such amount as aforementioned, whichever is earlier: Provided more that the forum might, for reasons to be recorded In writing, entertain a grievance that doesn't meet the Aforesaid requirements;

3. The forum shall not entertain a grievance if it pertains to constant Subject matter that any proceedings before any court, authority Or the other forum is unfinished or a decree , award or a final order has Already been gone any competent court , authority or forum or Is light or bothersome in nature ;

How to file grievance with CGRF

1. The forum shall take up any reasonably grievance regarding with Electricity offer to the shoppers except the grievances arising under section 126,127, 135,139,143,152 and 161 of the electricity act 2003. These sections chiefly covers unauthorized use of electricity, Theft, tempering of meters, damaging, or accidental cases.

2. each grievance to the forum should be submitted in writing to the Forum stating;

(a) the name of the individual or the organization, communicating address, No, and sign, fax range and also the e-mail address

(if any) of the complainant;

(b) the name of the workplace of the origin of grievance, name of the Electricity district etc;

(c) a full description of the matter, that is that the supply of the Grievance, as well as copies of any relevant and supporting Documents, if any;

(d) the relief prayed for;

(e) a press release that the matter isn't unfinished before the other Court, authority or forum;

3. a duplicate of response if any from the retail merchant shall be enclosed;

4. The forum might settle for complaints through e-mails or web site

Subject to fulfillment of such necessities because the forum might

Consider appropriate;

Any litigant aggrieved by orders of the forum might like a

Representation before the investigator appointed/designated by the

Commission.

B. Electricity investigator

If a shopper remains not happy by the order of forum, then he

May file a illustration before investigator. Matters falling underneath

Section 126, 127, 135 to 139, 152 and 161 of the electricity act, 2003

are not at intervals range of investigator. These sections area unit associated with

Investigations and social control for unauthorized use of electricity,

Theft, tempering, damages accidents etc.

How to file grievance with ombudsman:

1. Any litigant, aggrieved by orders of the forum might himself

Or through his approved representative build a illustration in

Writing to the investigator.

(2) the illustration shall state clearly:

(i) the name/s and address of the consumer/s, service affiliation

Number, category, the name of the native licensees' workplace, against

Which the illustration is created, the facts giving rise to the

Representation, the grounds thence, the relief wanted from the

Ombudsman.

(ii) The name of the forum, date of order or call of the forum

shall, because the case is also, mentioned in or embowered with the

Representation.

(3) no illustration to the investigator shall lie unless:

(i) the patron had, before creating a illustration to the

Ombudsman approached the CGRF entrenched underneath

Electricity act, 2003 for redressal of his grievance;

(ii) the illustration is created at intervals one month from the date of

Receipt of the order of the CGRF:

Provided that the investigator might entertain a illustration

Beyond one month on sufficient cause being shown by the

Person filing the illustration that he had sufficient reasons

For not filing the illustration at intervals the aforementioned amount of

One month.

(iii) the person filing the illustration deposits associate degree quantity equal

To one third of the number assessed by the forum in money or by

Way of bill of exchange with the retail merchant and documentary proof

Of such deposit is embowered with the illustration.

C. Shopper forum underneath shopper protection act, 1986

the shoppers of electricity area unit coated underneath shopper

Protection act 1986. The shoppers WHO don't seem to be happy with the

Redressal provided by electricity investigator will approach shopper

Redressal forums discovered underneath shopper protection act 1986. While the

Consumer of electricity is suggested to follow the method from internal

Grievance system of the distribution retailer, CGRF and electricity

Ombudsman and if not happy approach to shopper forum, he is also

free to approach shopper forum while not hunting the method of

CGRF and investigator.

The consumer forum as per certified public accountant 1986 area unit on 3 tier basis

Namely:

1. District shopper dispute redressal forum (DCDRF)
2. State shopper dispute redressal commission (SCDRC)
3. National shopper dispute redressal commission (NCRDC)

While DCDRF undertakes disputes up to rs. 20 lakh, SCDRC take

up disputes for rs. Twenty 100000 to rs. 1.00 Crore. For disputes of quite

Rs. 1.00 crore, the patron will approach NCDRC. SCDRC is additionally associate

degree appellate authority for the judgments of DCDRF associate degreeed NCDRC is

an appellate authority for the judgments adjudicated by SCDRC.

4. secured commonplace of performance:

Payment of compensation

1. The patron is needed to rouse the notice of their retail merchant the standard(s) of performance as is also applicable in his/ Her state that are profaned and consequently claim Compensation quantity from the retail merchant. The patron shall submit the claim in associate degree application, in type prescribed by the State commission. The licensee's area unit needed to designate Officers WHO shall acknowledge consumers' claims and delegate adequate powers at totally different levels for settlement and payment of compensation.

2. The retail merchant is mostly needed to require a call on the Claim of the patron and if found liable, shall pay the number To the patron at intervals ninety (ninety) days from the date of receipt Of application by method of adjustment or as per rules applicable in The states.

3 if the retail merchant fails to pay the compensation or otherwise Fails to eliminate the appliance to the satisfaction of the Consumer at intervals the prescribed time, the aggrieved shopper May approach the patron grievance redressal forum Established in terms of section forty two of the electricity act i.e CGRF and investigator.

For a close state wise performance standards, visit web site of Respective state electricity regulative commission.

Shopper advisories- there's no substitute for bar as prevention is healthier than cure

- submit form punctually stuffed in with all details to the Concerned official either head to head or by speed /registered post.
- submit correct documents/ records to prove the legal possession of the premises that the electricity offer is needed. Just in case you Are tenant, turn out proof for lawful occupation of the premises.
- get all the wiring work done by accredited electrical contractor. Use

Only commonplace Directorate for Inter-Services Intelligence wires and wiring accessories of adequate capability and of excellent quality for the electrical wiring within the premises and conjointly use solely effectively earthed skinny pin sockets for connecting all the appliances and supply correct fastening.

- Pay deposit and repair affiliation charges before the Specified date to avoid cancellation of the appliance on hearing from the department.
- make sure that the accredited electrical wiring contractor or his approved Representative is gift in your premises at the time of effecting Supply for testing the installation and sign language within the report.
- offer house for fixing the meter at a convenient place within the ground for easy accessibility to the bureaucrat for taking meter reading.
- connect further masses that draw a lot of power like air Conditioners, water heaters etc. solely once informing the authorities Concerned. The extra masses are connected solely once receiving Approval of load improvement.
- Use electricity just for purpose that the service affiliation has been given (e.g. domestic/commercial/agriculture etc.)
- Safeguard the meter and alternative equipment's of the department in your premises and make sure that, they' properly sealed.
- Get your offer born-again from single section to 3 phases as might Be needed as ordered down in rules and rules of the availability of Electricity.
- pay electricity consumption bills promptly before maturity date of payment.
- If your premises were secured for any reason at the time of the visit of the bureaucrat for meter reading, the electricity offer firms May raise bills on the average basis. However, make sure that next bill Received is with the adjustment of the particular readings. Produce the bill at the counter at the time of creating payment.
- If your service affiliation has been disconnected for non- payment, You may pay the number due and also there connection charges and Intimate the involved officer-in-charge to make sure the affiliation Is reconnected.

- If the meter is found to be defective or not running, bring the matter to the notice of the engineer-in-charge in writing for replacement by a healthy meter. The patron contains a right to urge meter tested by Third party just in case he needs thus.
- get the interior wiring checked up sporadically not solely to avoid Leakage of electricity however conjointly safeguard the lives of the inmates in The premises.
- CFL (compact fluorescent light) and FTL (fluorescent tube light) Consumes less electricity and unharness no heat just like the incandescent Lamps. Thus favor to use CFL and FTL.
- With the current day technology, you'll schedule victimization of laundry Machine; geysers etc throughout off peak hours that facilitate in reducing Load shedding.
- use bee star rated electrical appliances where applicable as They are energy economical. The lot of star rated product consumes Less electricity.
- painting of roof and walls of the premises in white or light-weight colours Helps reflection of sun heat and thus area unit a lot of energy economical as Compared to dark coloured roof and walls.
- use correct ratings/ capability of geysers, laundry machines, Refrigerators and air conditioners for optimum utilization and Efficient energy consumption.
- switch the Acs, TV, computers, monitors etc. once not in use As keeping them on sleep/stand-by mode conjointly consumes power.
- use electronic regulators rather than traditional mechanical regulators as they consume a lot of electricity.
- Before storing the food stuff within the white goods, permit the food Stuff to achieve temperature. Don't permit white goods to frost. Defrost the white goods as before long as frost gets thicker.
- the temperature setting for ac be unremarkable unbroken at twenty five to twenty seven degree.

9.CONCLUSION AND RECOMMENDATION

CONCLUSION-

Our analysis of the damages associated with energy for electricity focused on air-pollution damages—both local and global—associated with electricity generation. These estimates can be used to inform the choice of type of fuel used to generate electricity and to guide policies regarding the regulation of air emissions from electricity generation. The discovery of **electricity** was a turning point of history because without it we wouldnt live in the world that we live in today which is filled with life changing technology but it all needs and uses **electricity**.

Without **electricity** you wouldnt be able to view this page or be on a computer at this very moment.

Electricity is something that we all live by whether we notice it or not, some of us wouldnt be able to survive without it because it is a must needed source to our everyday lives. It is used to help save people, in education, hospitals, cities, etc., we live by this incredible creation that mother nature has given us and we have been able to control it with our very own hands throughout centuries. Especially in this crazy changing world where things are being invented and created everyday, it would not be possible without "Electricity".

To **conclude**, people are concerned about different aspects of **consumer awareness** i.e. their rights and duties, certified products, MRP, date of manufacturing and expiry of the products they used. **Consumer Courts** etc as far as urban area is concerned.

Indian consumers at least the urban middle –class have started taking issue concerning their health and safety more seriously. It is just a knee jerk reaction spurred by media reports. The consumers become mature enough to use boycott as a weapon to show our strength. The television is a powerful medium and can really bring about that kind of a reaction, but Indian consumers did not take benefit.

The real purposes of consumer laws is not to make the task of securing compensation easier ,but to increase the feeling of responsibility of the supplier and to reduce the risk of faulty goods or services that he wants. The real aim of the consumer protection is to compel the manufacturer and producer is to sell standard products, at fair prices, with full details of weight and measures, maintain purity in food stuff and drug. The public shall have to assert its right and demand that courts function properly. The consumer shall have come to their rescue because an alert consumer is an asset to nation. The success of this legislation will depend on effective implementation of its provision by the Central and State governments in letter and sprits. In addition, it will require support of strong broad-based consumer movement in the country, involvement of women and youth and cooperation trade and industry.

RESEARCH RECOMMENDATIONS

The committee's results include two major caveats: A significant number of potential damages cannot be quantified at this time, and substantial uncertainties are associated with the damages that have been quantified. Developers of the committee's statement of task anticipated such circumstances, stating that when it is not feasible to assess specific externalities comprehensively, the committee should recommend assessment approaches and identify key information needs to inform future assessments. In response, the committee has developed a number of research recommendations specific to key topics in this report—electricity, transportation, heat generation, and climate change—as well as one overarching recommendation.

The overarching recommendation is as follows:

- Federal agencies should provide sufficient resources to support new research on the external costs and benefits of energy. In assembling its repository of literature, models, and data needed to carry out an assessment of externalities, the committee became aware that there is limited research funding available to address the topic of externality assessment. In particular, extramural funding from federal agencies provides little support or incentive to pursue this line of

research. For example, the APEEP model used in our analysis was funded by a foundation. The GREET model, which we used to estimate transportation-related emissions, is federally supported, but does not explicitly address damages, so it must be coupled with a damage assessment model. EPA has had strong interest and ongoing programs in damage and benefit assessment of air pollution but offers limited resources for research to improve and evaluate its approaches or to develop and assess approaches for other environmental concerns. Because of the growing importance of impact assessment and impact valuation for policy decision making at all levels of government and to avoid a situation in which key uncertainties are addressed only as an adjunct to other research programs, the committee encourages federal agencies, such as the Department of Energy, the Department of Transportation, the National Institutes of Health, the National Science Foundation, and EPA, to support new research specific to externalities with financial resources that are sufficient to address the recommendations for the key topics below in a timely manner.

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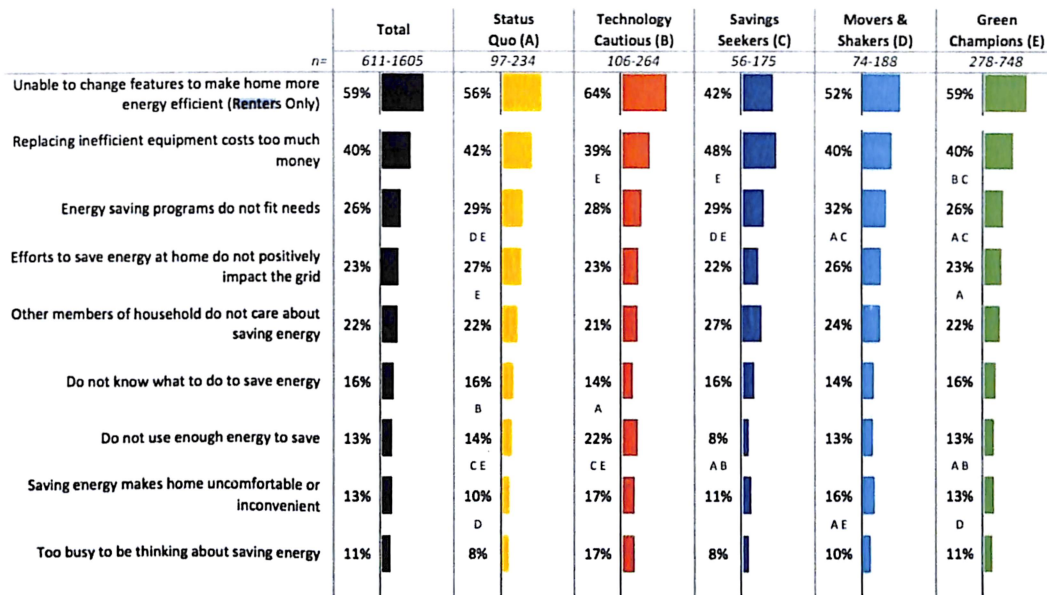
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11.Questionnaire for survey

1. Non-punching of knowledge of the PC system and non-raising of the Electricity bill for five years is sheer negligence and deficiency in commission?

In an attractiveness no. 2010/243 filed by the op against AN order of District shopper forum in a very criticism case no.207/2009 of Smt. Krishna vs. BSES, state commission didn't believe the competition Of operation that thanks to non-punching of the information of the PC system, The meter wasn't punched. This is often sheer negligence and deficiency of the a part of the appellant, that the complainant/respondent cannot Be fined. The district shopper forum reduced the demand of rs. 98,840/- to rs. 9,026 and conjointly directed op to pay compensation of rs.5000/- and rs.1000/- judicial proceeding prices to the plaintiff. The operation Failed to raise the bill for five years despite recurrent requests and visit of the Complainant/respondent to the workplace of the appellant and every one of a sharp When a visit was created by the officers of the appellant in Jan 2009, A bill of rs.98,840/-was raised. Old Delhi state commission in agreement with the Finding recorded by the district forum, and there's no justification to Interfere with the impugned order and laid-off the attractiveness.

Figure 2-10: Barriers to Engaging in Energy-Saving Activities



Note: The percent above are those reporting each barrier as "very often applies" or "always applies". Analysis excludes "Don't Know" responses. A,B,C,D,E indicate statistically significant differences between segments.

Q9: The following is a list of potential challenges people may have to be engaged in energy-saving activities at home. For each one, please tell us how often each applies to you.

2. Sc judgment provides relief for electricity customers in urban center?

In urban center best (Brihan urban center electricity provide & transport

Undertaking) was enjoying a form of monopoly in retail electricity provide even though TATA power conjointly has the license to produce electricity within the same area. Thanks to numerous subsidies offered by the regime and in efficient management of their transport business best was creating big losses. However all those losses were created up by best by increasing the unit cost of electricity? The unit rate of electricity of best was 100% more than the unit rate of TATA power.

Mr. Guru Prasad Shetty United Nations agency could be a eating house owner was the client of best. He needed to modify over to TATA power to avoid wasting on electricity bills. TATA power asked our shopper to induce NOC from best to convey the TATA electricity affiliation. Best refused to convey NOC on the bottom that they're a "local authority beneath the electricity act and therefore in Their space no one will provide electricity to retail customers. In short Best needed to take care of monopoly to produce to retail customers. The competition of the buyer was accepted by the geographical area Electricity regulative commission and directed TATA power service to create its own infrastructure since best refused to wheel the facility

And give provide to adult male. Shetty by AN order dated twenty two.02.2010. Best went on attractiveness to electricity proceeding assembly and challenged The directions of the geographical area electricity regulative commission.

Appellate assembly for electricity conjointly confirmed the order of the MERC and set in favour of the buyer. Best once more filed attractiveness before the hon'ble supreme court of Asian country. Mr. Dushyant Dev & Naphde senior counsels argued the case of best. Mr. Dhuruv Metha Senior counsel appeared for TATA power. Mr. S. sitar player advocate supreme court of Asian country (senior Partner- law senate law firm) appeared for the buyer adult male. Guru Prasad shetty. He argued that TATA power has got to adhere to its universal Supply obligation. It cannot run removed from the responsibility of Establishing their own infrastructure within the license space and provide Electricity to the purchasers. Mr. S. sitar player additional argued that if The monopoly of best is allowed it defeats the target of the act to Create competition among the electricity suppliers. If competition isn't encouraged and ensured potency can't be achieved.

Hon'ble supreme court bench comprising hon'ble justice adult male. Surinder singh nijjar and adult male. A. K. Sikri by an in depth judgment Dated 08.05.2014 accepted the contentions of adult male. S. sitar player And laid-off the attractiveness civil appeal no.4223 of 2012 filed by m/s. Brihan urban center electricity provide & transport beneath taking (best) And upheld the rights of the retail electricity customers to settle on the Electricity provider on the idea of the service quality and value.

3. Electricity provide could be a right and denial of it's a violation of Human rights madras supreme court?

In a landmark ruling, the madras supreme court has aforesaid electricity Supply could be a right and denial of power provide could be a violation of Human rights. guiding the tiruvannamalai district administration And the province electricity board (TNEB) to convey electricity Supply to over a hundred and eighty families of launderers living on Girivalam (circumambulation) path in tiruvannamalai, on Tuesday Said: "Access to electricity ought to be construed as a personality's right. Denial of it'd quantity to violation of human rights. "Noting that

Electricity features a relating education, health and family economy
Of the poor, justice Mani Kumar said: "Lack of electricity provide is
One of the determinative factors, moving education, health and a
Cause of economy inequality, and consequently, difference in society
Leading to economic condition. Electricity provides is AN aid to induce info and
Knowledge. Youngsters while not electricity provide cannot even imagine Competing
with others." The launders had filed a petition oral communication the' they'd been
Living on prom broke land (government land while not clear titles)
Along the holy girivalam path in tiruvannamalai for many decades,
Electricity provide had been denied to them. Their counsel g pari cited a
Municipal committee call to deny them power provide, and aforesaid the
Committee cannot override statutory provisions and electricity provide
Code.

Concurring with him, Justice Mani Kumar said: "Lack of electricity
Denies individual's equal opportunities within the matter of education and
consequently appropriate employment, health, sanitation and different social-
Economic rights. Right to electricity of someone occupying government Land is
recognized within the distribution code and it's integral to the Achievement of social-
economic rights." The choose underlined the social duty of authorities and said: "It is
the fundamental duty of the authorities to point out compassion to those who live in
huts and tenements for long. Once social and economic Justice is that the mandate of
the constitution, it's a travesty of justice to
deny electricity to the petitioners."

Pointing out that there's proof to prove that they
were living in The girivalam space a minimum of since 2005, justice Mani Kumar said:
"Though The district administration and municipality have claimed that the
Petitioners are encroaches, they cannot be expected to measure darkly.
Even A dweller of a government promboke website is entitled to hunt a Decent living
with basic amenities like water, food, shelter and covering. Electricity is
indispensable. It'd be inappropriate to contend that the Petitioners don't seem to
be entitled to electricity provide." He directed the TNEB authorities to produce

electricity connections To the families inside four weeks.

4. Supreme court : Discom can't disconnect power provide?

The supreme court has command that power distribution corporations are under an obligation to produce electricity to customers and can't be permitted to snap affiliation if the meter is far from the premise or a Complaint of power stealing has been lodged against the dweller.

Laying down this law, the holiday bench of justices Last Frontier patnaik and Ranjan gogoi directed the facility distribution company b to revive

Power to a premises located in delhi's vasant kunj when installation of

A contemporary meter. the facility company had disconnected electricity provide after it lodged a case of power stealing against the dweller of the premise after discovering that the electricity to the house in question wasn't Metered. according to BSES, the dweller, a girl doctor by profession, drew non-metered power since 2007 that amounted to electricity theft beneath the electricity act 2003. A case was brought against the occupant before the electricity court unfinished that the facility provide was disconnected.

The dweller on the opposite hand submitted that there was a meter

At the premises that had got removed by the owner of the premise in

Collusion with bses someday between July 28-30, 2007. The house in

Question was chartered as an organization house and also the dweller being an employee of a similar company had return to reside in it. She was willing to pay the bill if a replacement meter was put in. However, she against be dragged in court by the BSES for power stealing and being bereft of electricity for none of her fault.

The bench stood convinced that electricity was a basic necessity

And the retailer (BSES) was beneath a statutory obligation to produce

Electricity to all or any premises inside its space. The judges quoted section forty three of the act that aforesaid, "it is that the duty of each retailer to convey provider of electricity to the owner or occupier of any premise inside its space."

In the case at hand, the court found that rather than making certain provide

of electricity the respondent one (BSES) "is taking resort to a defense to

Ensure that electricity isn't provided in accordance with the provisions

Of the act." The court was of the read that the dweller girl would face

Severe hardship within the event the owner wasn't willing to revive the

Meter or continue with provide of electricity. The bench over that
The occupier of the premise had AN freelance right beneath section forty three of the
act to avail of electricity provide. The bench got furious once bses counsel noticed that
such order might have ramifications on all electricity stealing cases unfinished
In numerous courts. The bench unintegrated the 2 problems. "we don't seem to be
concerned with the electricity stealing case...it is for the electricity court to decide the
case in accordance with law. we have a tendency to are involved with the Supply of
electricity to the petitioner in accordance with the provisions of the electricity act."
Giving forty eight hours point in time to put in a replacement meter, Bses was
directed to revive power provide to the aforesaid premises.

5. Relief to those facing power stealing cases?

The hon'ble supreme court pronounced a judgment on twenty five June 2013
Wherein it's provided relief to those that face power stealing cases. The Supreme Court
declared that in any unfinished case associated with the Power stealing, such
consumer's electricity provide can't be disconnected.

Justice Last Frontier patnaik whereas heading the
holiday bench ordered the BSES To restore power provide inside forty eight hours at
the premises of the involved Consumer /aggrieved United Nations agency could be
a resident at vasant kunj, new delhi. The Court aforesaid that it had been the duty of the
facility company to produce electricity to all house owners altogether premises.

On the difficulty, of the facility company's refusal to grant a meter
Connection within the name of the buyer ,because the shopper wasn't the
Owner of the premises, however was facing such a state of affairs from 2010 and
Whose power was disconnected, the court processed that power ought to be
Restored within the new consumer's name, event if the initial shopper did
not need the affiliation subject to formalities and payment by the new consumer. The
supreme court additional explicit that "if a landholder doesn't pay Up, the tenant has
got to tend power affiliation. We have a tendency to don't need any Dispute to
return within the means of provide of electricity". The court ascertained
That-section forty three of the electricity act obliges an influence company to produce
Electricity to AN owner or AN occupier for the asking.

7. Shopper not prone to pay previous owner's power dues: Supreme court

Supreme court ascertained that electricity arrears don't represent a charge over the property. Thus generally law, a transfer of Premises can't be created responsible for the dues of the previous owner/ Occupier.

A shopper can't be compelled by the state electricity board to clear the dues of the previous owner of the premises he has purchased in an auction unless there's a statutory demand or previous agreement to the effect, the supreme court has command. "In the absence of any statutory Rules authorizing a requirement for the dues of the previous dweller, an Auction buyer seeking provider of electricity by means of a contemporary Connection, can't be referred to as upon to clear the pre-sale arrears, as a Condition precedent for granting contemporary affiliation," A bench of justices R v raveendran and H L gokhale aforesaid in a very judgment.

The apex court passed the judgment where as dismissing the plea of The Haryana state electricity board difficult a geographical area and Haryana. High court ruling that m/s hanuman rice mills, AN auction buyer was not prone to clear the dues of rs.2,39100000 owed by the previous Owner m/s Hindu deity rice mills. M/s hanuman rice mills had purchased the premises of m/s Hindu deity rice mills at a value of rs.15, 25,000 on December fourteen, 1990 in AN auction conducted by the Haryana money Corporation for recovery of its dues.

The state electricity board granted a contemporary electricity provide to the Mill, however four years later issued a notice on Jan sixteen, 1995 demanding Rs 2,39,251 towards arrears of electricity charges due by the previous Owner. When the new mill owner refused to pay the dues, the board Disconnected the facility provide. The Supreme Court by its judgment dated August 8, 2006 command that the liability of a shopper to pay charges for Consumption of electricity, can't be fixed on a consequent auction Purchaser of the property and cited the apex court's earlier ruling within the Isha marbles vs. province state electricity board - (1995).

Aggrieved, the board appealed within the apex court. Dismissing the Appeal, the apex court aforesaid the board couldn't look for the social control Of the liability of the previous owner/occupier against a buyer,

Who was a 3rd party vis-a-vis the contract between the board and also the Previous dweller. The auction buyer United Nations agency buys the property when Disconnection of the electricity provide, of the previous owner couldn't Be thought of as a 'consumer' inside the that means of the electricity act, The bench aforesaid.

The bench then set sure broad pointers for determinative Such disputes. "The position thus will could also be summarized therefore : (i) electricity arrears don't represent a charge over the property.

Therefore generally law, a transfer of premises can't be created Liable for the dues of the previous owner/occupier. (ii) wherever the Statutory rules or terms and conditions of provide that are statutory In character, authorize the provider of electricity, to demand from the Purchaser of a property claiming re-connection or contemporary affiliation of Electricity, the arrears due by the previous owner/occupier in regard To supply of electricity to such premises, the provider will recover the Arrears from a buyer.

8. Shopper rights and power regulators

in a landmark judgment, that is absolute to strengthen the buyer Protection movement within the country, the hon'ble Supreme Court has command that shoppers and consumer association have the proper to represent before the electricity regulative commissions.

The case relates to the proper of illustration of the customers in Matters about electricity tariff determination. The wberc had issued AN order determinative the tariff for the sale of electricity by the Cesc restricted for the years 2000-01 and 2001-02. Being aggrieved by The tariff the Cesc went on attractiveness to the Calcutta supreme court, which not solely re-determined and increased the tariff, however conjointly declared that There is no would like for public hearings and customers haven't any right to represent before the regulative commission.

The Calcutta Supreme Court took the read that allowing an oversized Number of customers would quantity to AN indiscriminate illustration. It a foresaid that such large scale interference within the proceedings would lead to absurdity. Quoting the samples of fixing the speed of revenue enhancement wherein

the tax remunerator has no right to illustration, it aforesaid that the rates to be mounted can't be opposed by customers.

Secondly, the Calcutta Supreme Court felt that no procedures are set down within the Indian electricity act, 1948, for shopper illustration or participation whereas fixing the electricity tariff. It meant that buyers have no say whatever within the fixation of tariff. Besides, the court expressed its reservations regarding the methodology of recognizing a consumer organisation. It aforesaid that 'AN organization chosen to represent the customers by the commission might not be acceptable to a different section of the customers and, therefore, in reality, such recognition of a particular organization by the commission would be futile' as if these directions weren't enough, the hon'ble supreme court has suo moto gone into the question amending the laws of the commission. It aforesaid that by framing the laws it's allowable in discriminate illustration of the customers before it, that is n't contemplated beneath the act. It conjointly warned the commission that if these directives don't seem to be followed, it might be command guilty of contempt of court. rejecting the competition of the Calcutta supreme court, the supreme court has aforesaid that numerous provisions provided within The ERC act and different regulations empower the commission to allow any cluster of customers to participate in any proceedings before it, subject to sure procedural formalities like filing of affidavits, service of notice, the proper to allow etc.

Pushing aside the apprehensions of the Calcutta Supreme Court that allowing an oversized variety of customers would quantity to AN Indiscriminate illustration, the apex court has aforesaid that this right of the customers is neither indiscriminate no unregulated. The Calcutta High court took the read that if a public hearing is organized all the Consumers (17 lakhs during this case) would seem before the commission and would cause indiscriminate hearing. The Supreme Court has aforesaid that the rights of the customers can't be negative by a court on AN 'imaginary' ground. additional it aforesaid that a court cannot deduct the Rights of a shopper on grounds of sensible convenience, even though such Inconvenience will if truth be told exist.

Regarding the framing of laws by the commission, the Supreme Court has opined that on the idea of the provisions found in the laws framed by the commission, there's no area for any

Indiscriminate hearing before the commission. Further, the court has said that within the absence of any party difficult the validity of the Regulations, the Supreme Court couldn't have gone into this question. As a results of this judgment consumers' right to illustration has Become the law of the land. They'll have the proper to look before the Regulatory commissions altogether its proceedings. equally the regulative Commissions have the mandatory power to border laws conferring the right of hearing on the customers.

9. Supreme court: Compensation awarded ought to be simply

The appelland, diagrammatic through his natural guardian father - Manoj Kumar, has filed this attractiveness questioning the judgment and Order dated thirty.10.2013 glided by the division bench of the high Court of geographical area and Haryana at Chandigarh within the official document Appeal no.1631 of 2013 in civil judicial writ petition no. 14046 of 2012.

The transient facts ar explicit herein: The appelland, a four year previous boy Was electrocuted on 03.11.2011 by coming back in direct contact with the Naked electrical wire lying open on the roof of his house. Straight off After the incident, the boy was taken for aid to a close-by r.m.

Anand hospital in battle of Panipat, Haryana from wherever he was referred To post graduate institute of medical sciences, Rohtak. The final Treatment was given at Safdargang hospital, New Delhi, where the Doctors left with no different choice however to hold out triple amputation By removing each his arms upto arm pit and left leg upto knee as The grievous injuries suffered weren't curable. On 08.02.2012, the Disability certificate was issued to the appelland certifying to be 100% permanent incapacity.

It is explicit on behalf of the appelland that before this tragic incident, On 16.08.2011 the appelland's father along side different neighbours Had approached the SDO, Chhajpur, Panipat i.e. Respondent no. 3 Through a illustration, to get rid of the iron angle from the locality Of the district, because it endangers the lifetime of around forty to sixty Families that is densely inhabited. however no action was taken by

Him.

The appellant approached the supreme court by filing a judicial writ petition Under article 226 of the constitution of Asian country seeking for a gift Of compensation from the respondents on account of the negligence On the a part of the respondents that resulted within the tragic electrical Shock resulting in triple amputation of the appellant.

The aforesaid judicial writ petition was opposed by the respondents by filing a written statement denying the allegations created in this stating that the iron angle found on the roof of the house wasn't put in by Any worker of the respondent electricity department. It's explicit By the respondents that the daddy of the appellant was to be squarely Blamed for putting in the dielectric himself on the roof of the house On that high tension wire was erected to stay it cornered therefore as not

To touch brick and mortal. Therefore, neither the primary respondent- Uttar Haryana Bijli vitran nigam ltd. Nor its workers may be

Held accountable or answerable for the mishap occurred on the Fateful day abundant less the damages or financial compensation to be Awarded in favour of the appellant herein.

The learned single choose of the supreme court adverted to section sixty eight Of the Indian electricity act, 2003 (for short "The act") and rule ninety one Of the electricity rules, 1956 (for short "The rules") that lay down The procedure of safety and protecting devices to be provided for Overhead electrical lines erected over any a part of the road or public Place or any consumer's premises and mandate that those shall be Protected with a tool approved by the inspector for rendering the Line electrically harmless just in case it breaks.

The learned single choose of the supreme court additional named Rules 29, forty four and forty six of the foundations that ar statutory in nature that Require the electricity authorities to conduct periodical examination Of the lines maintained by them and to require all such safety measures To prevent accident and maintain the lines in such a fashion that

Life and property of the final public is protected. The learned Single judge has thought of the position of law declared by this Court in chain of cases for award compensation, notably, The electrocution cases, and command the principle of "Strict liability" And important negligence in award compensation in favour Of the applicant against the state electricity board. This court and The various high courts like high courts of Madras, Madhya Pradesh, Orissa, Kerala and Gujarat have awarded compensation To the victims of electrocution in exercise of the extraordinary And proceeding jurisdiction, and have command that the electricity board Supply corporations are duty absolute to take precautional measures Under the provisions of the act. Therefore, the learned single judge Has command the electricity authority - the primary respondent to be liable To pay the compensation to the applicant no matter the very fact That the damage might be avoided by the buyer by taking Precautionary measures.

The learned single judge awarded compensation to the appellant And issued directions to the respondent that runs into (xiii) Clauses/paragraphs. The relevant paragraph nos. (v) and (vi) of the Judgment of the learned single judge, before modification by the Division bench of the supreme court in its judgment, are extracted Below: "(v) so as to secure the money and financial way forward for The minor Raman, it's directed that the respondent Nigam would Pay compensation of rs. Thirty lacs to him straight off for loss of Enjoyment of life, trauma suffered and to act as a guard against neglect and dependence on others, loss of future employability and also the agony Of it all, pain and mental shock suffered and still be suffered by An hostile event that has utterly modified the lifetime of a family. This quantity would once created obtainable with interest on reaching the Age of twenty one years act as a money security and building block for the Future. the quantity are going to be deposited in a very mounted savings account within the Name of the petitioner (minor) beneath joint guardianship of the oldsters Of Raman and also the engineer-in-chief or his politician representing the Respondent-nigam, in a

very nationalized bank, ideally within the banking concern Of patiala, branch at geographical area and haryana supreme court, chandigarh.

The amount is directed to be there fore deposited inside sixty days of receipt of Certified copy of this order failing that the quantity can carry eight.5% Interest until deposit within the bank wherever when the principal quantity can