

# RIGHTS AND RESPONSIBILITIES OF ELECTRICITY CONSUMERS AND CONSUMER GRIEVANCE REDRESSAL MECHANISMS

## ELECTRICITY CONSUMERS RIGHTS AND RESPONSIBILITIES

### RIGHTS:



- To know the procedure for obtaining connection/disconnection/re-connection/temporary connection and change in load.
- To know the status of the application and the reasons of non-disposal or rejection thereof.
- To seek addition/reduction in contract demand/sanctioned load.
- To know the applicable charges for new connection.54RT
- To know the applicable tariff .
- To receive electricity bills as per billing cycle.
- To receive interest on Security Deposit online or in cash (including cheque/demand draft).
- To purchase the meter from the electricity distribution licensee or any supplier as per the specifications of the Central Electricity Authority.
- To get the meter tested for accuracy upon making a request to the electricity distribution licensee and upon payment of testing charges and to receive a copy of the meter test report.
- To receive minimum fifteen days clear notice before disconnection under default of payment under section 56 of the Electricity Act,2003
- To pay electricity bill under protest equal to the sum claimed from the consumer.
- To receive advance notice for period of scheduled outages, load shedding, and breakdown maintenance period, preventive maintenance shut down etc.
- To claim compensation on failure to maintain. Standards of Performance by the electricity distribution licensee.

### RESPONSIBILITIES:

- Timely payment of the electricity bills.
- The wiring of premises must be done only through a licensed electrical contractor.
- The Energy meter should be located at a place convenient for the Meter reader to take the readings.
- Security of the Energy meter installed at consumer's.
- It is illegal to manipulate the Energy meter in any manner.
- The connected load should be within the sanctioned load limit.
- Use of the electrical connection should be made only for the stated purpose.

## GRIEVANCE REDRESSAL MECHANISMS



### Tier –I

#### Internal Grievance Redressal Cell of HPSEBL

##### Lodge Complaints either through

24X7 Toll Free No.	1800-180-8060 or Short Code Toll Free No.1912
Customer Care Centers	(Mon-Fri 09:30AM to 5:30PM & Sat-09:30AM to 01:00PM)
Website	<a href="http://www.hpseb.in/">http://www.hpseb.in/</a>
Mobile App	HPSEBL official mobile app
Official Email ID for Filing Complaint	cephsebl@gmail.com customercare@hpseb.in

##### Or approach

- Level-1.** Sub-Divisional Office-Incharge
- Level-2.** Sr. Executive Er- Electrical Division-Incharge
- Level-3.** Superintending Engineer/Chief Engineer-Incharge

If aggrieved by Non Redressal of Grievances/not satisfied with the decision of Internal Grievance Redressal Cell of HPSEBL the consumer can approach the CGRF at Operational Circle Level or State Level CGRF

If aggrieved by Non Redressal of Grievances/not satisfied with the decision of Addl CGRF at Operational Circle Level/State Level CGRF the consumer can approach the Electricity Ombudsman

### **ELECTRICITY OMBUDSMAN**

Time limit for filing representation against the order of CGRF: 30 days

- **Time limit for redressal : 60 days**
- **Address:- The Electricity Ombudsman, Sharma Sadan, Upper Khalini, Shimla-171002.**
- **Email: [ombudsmanelectricity.2014@gmail.com](mailto:ombudsmanelectricity.2014@gmail.com)**
- Phone: 0177-2624525.**