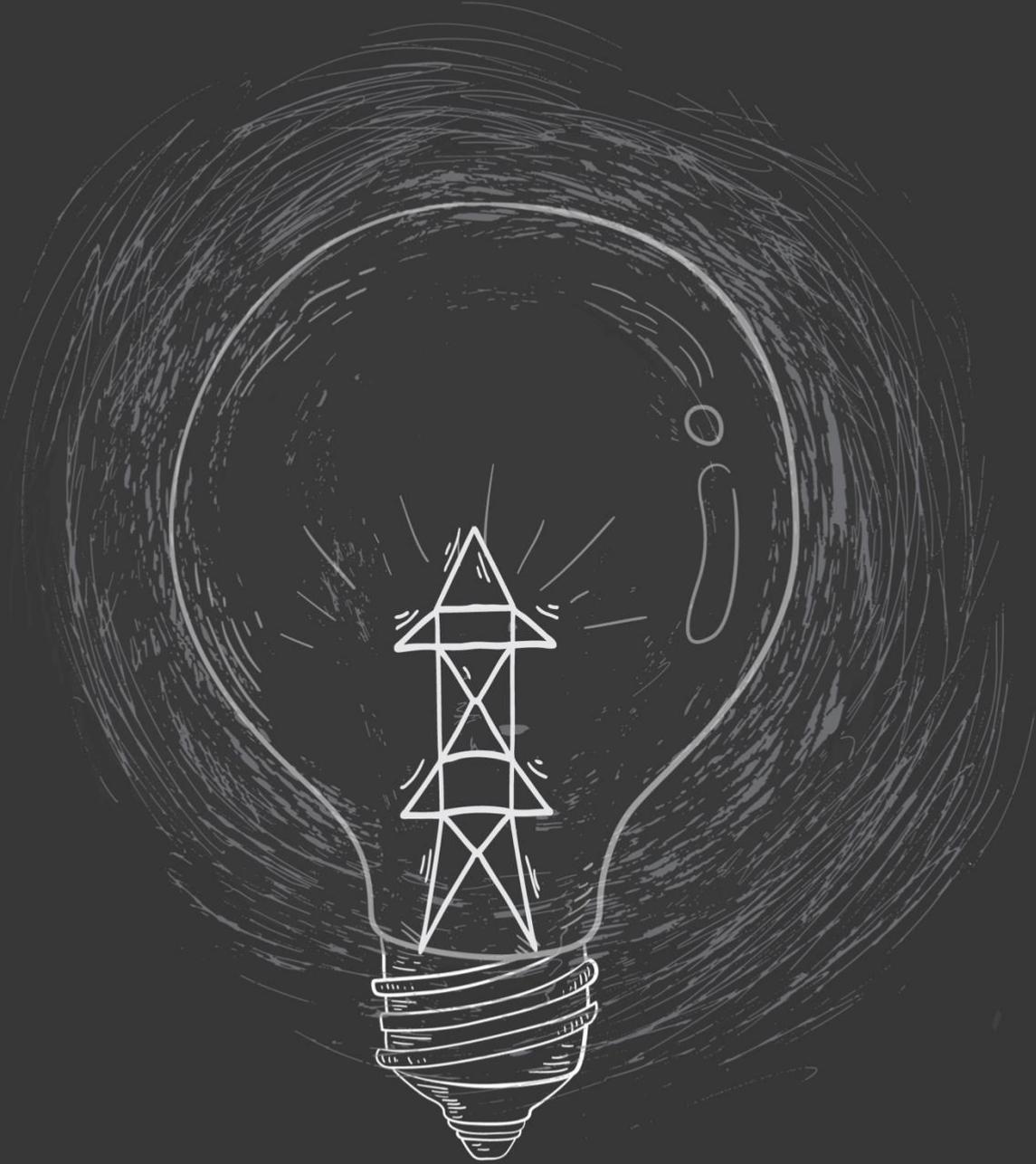


Grid Se Ghar Tak

- an initiative for strengthening civil society participation in power sector



Workshop 4

Consumer-Focused Electricity Regulations in Rajasthan



CENTRE FOR ENERGY, ENVIRONMENT & PEOPLE

About the series 'Grid se Ghar tak'

The series is a consumer-centric initiative supported by the Rajasthan Electricity Regulatory Commission (RERC) and facilitated by the Centre for Energy, Environment & People (CEEP). It aims to empower individuals and social organisations in Rajasthan to actively participate in shaping the legal, policy, and regulatory landscape for the power sector.

Workshop IV: Consumer-Focused Electricity Regulations in Rajasthan

The purpose of the fourth workshop in the series was to provide an overview of key consumer-centric electricity regulations notified by Rajasthan Electricity Regulatory Commission (RERC) in the state. The workshop discussed the regulations on Standards of Performance for Distribution Licensees and a few critical aspects of the Supply Code.

The training workshop was a half-day event, conducted in a hybrid manner. While some attendees joined us in person at RERC headquarters, others connected virtually on Zoom. Overall, a total of 22 participants gained an understanding of the consumer-centric regulations and rights for affordable and reliable electricity. The list of participants is provided in the Annexure of the report. The agenda for the workshop is provided in the Table below.

Date & Time: 25 January 2024, 10:30 AM – 12:45 PM VENUE: Conference Hall, 4th Floor, Rajasthan Electricity Regulatory Commission, Jaipur			
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TIME	Topic	Key topics to be covered	Speaker
10:30-10:35	Welcome Remarks	Centre for Energy, Environment & People	
10:35-12:00	Session I: Key Consumer-focused electricity regulations	<ul style="list-style-type: none">Standards of Performance for Distribution Licensee – Process, Timelines, Formats, Institutions and Evidence Collection	Anshuman Gothwal
12:00-12:30	Session II: Supply Code	<ul style="list-style-type: none">Supply Code – Application for connection, miscellaneous services, priority order for releasing connections, theft, etc.	Anshuman Gothwal
12:30-12:55	Questions and Answers		
12:55-13:30	Way Forward and Closing Remarks		

Session I: Standards of Performance for Distribution Licensee

Anshuman Gothwal from CEEP, Jaipur, opened the session with an overview of the Standards of Performance for Discoms (SOP), explaining its key features and objectives. He detailed the minimum service benchmarks guaranteed to consumers and the compensation framework in place if these benchmarks aren't met, as per SOP regulations. He also delved into the complaint handling process for Discoms, the claim of compensation by consumers in the event of SOP default and Discoms' reporting on compliance with SOP regulations to the regulatory commission. The session also discussed the challenges consumers face in effectively using the SOP regulations.

One of the critical issues that emerged was the lack of awareness among consumers about the SOPs, which impedes their access to better services. The Discoms fail to create awareness about the SOPs among consumers despite regulatory provisions. The current regulatory framework also does not have detailed procedures for reporting events of default, collecting evidence acceptable to the Discoms, and monitoring the disbursement of compensation. Furthermore, in certain cases, the compensation provided by regulations falls short of fully covering consumers' incurred damages, leading to the ineffective implementation of the regulations.

Session II: Supply Code

Anshuman Gothwal discussed the critical provisions of the Supply Code, such as disconnection of supply, unauthorised use of electricity, and theft of electricity. The session outlined the rules for Discoms regarding supply disconnection, notice requirements, communication methods, consumer safeguards, and supply restoration. Further, the participants gained insights into defining unauthorised electricity usage, the inspection and reporting protocols for Discoms' officials, the process for accessing the electrical equipment and infrastructure, communication with consumers and computation of dues. Similarly, the session informed about criteria defining electricity theft, inspection protocols, appellate authorities, and dues computation.

The session focused on consumers' rights during such events and the remedies available to them in the current regulatory framework. The participants were elaborated on the duties of Discom officials while handling such cases. The details of appellate authorities to be contacted in case of breach of the provisions of the Supply Code were also shared. Participants shared mixed experiences in cases of electricity theft and unauthorised usage detected by Discoms. It was highlighted that adherence to regulatory provisions is often compromised, leading to consumer exploitation, particularly when consumers are unaware of their rights and the duties of Discom officials.

Figure 1: Glimpses of the 4th training workshop



About CEEP

Centre for Energy, Environment & People (CEEP) is a Jaipur-based human-centric research and policy advocacy initiative driving critical research and fostering democratic coalitions for low carbon transition and climate justice.

We work at the intersection of energy, environment and people to enable institutional response, investments and political shift towards clean energy and sustainable practices. As an institution, we prioritise addressing socio-economic disparities and vulnerabilities faced by disadvantaged individuals and groups through inclusive and representative policy action.

Annexure: List of Participants of the Workshop

Name	Designation and Organisation	Place
Alkendra Singh	Retd. EE, BSNL	Jaipur
Ashok Kumar Pareek	Ex CGRF Member	Shrimadhapur
Dinesh Kumar Jadon	AMSS	Dholpur
Ganesh Lal Tanwar	Geetanjlai Vishya Ashram Shiksha Samiti	Phulera
Giriraj Kumar	SRKPS	Jhunjhunu
Harsh Paliwal	Freelance Journalist	Jaipur
Jitendra Dabria	Jan Chetna Rural	Kishangarh Renwal
Jitendra Kumar	Press	Alwar
Kalu Ram Jangid	Anti-Corruption PAI (Registered)	Jaipur
Omprakash Dabaria	Jan Chetna Rural	Kishangarh Renwal
Praveen Kumar	White Life Society	Gangapur city
Rahul Gupta	SRKPS	Jhunjhunu
Raghuendra Singh	AGZUZ	Masuda, Ajmer
Rajesh Sharma	Anti-Corruption PAI (Registered)	Jaipur
Rakesh Kumar Parmar	Samjik Vikas Sansthan	Dholpur
Suleman Sheikh	Gramin Manav Kalyan Shikshan Sansthan	Phulera

Note: The details of the participants who joined the workshop online are not mentioned here.