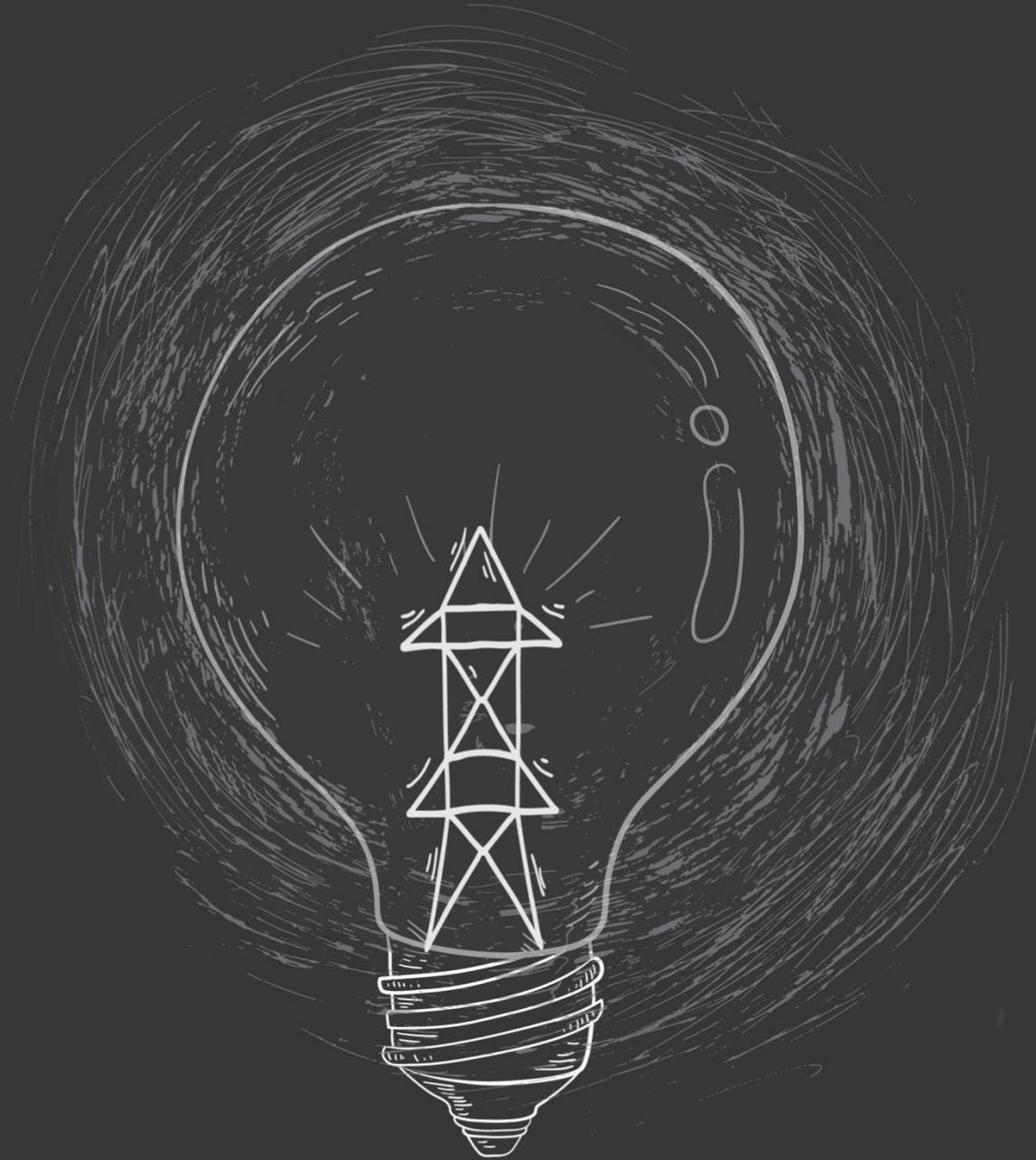


# Grid Se Ghar Tak

- an initiative for strengthening civil society participation in power sector



## Workshop 5

Grievance Redressal for Electricity Consumers 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 V: Grievance Redressal for Electricity Consumers Rajasthan

Under the fifth workshop, a comprehensive understanding of the tools and mechanisms offered by DISCOMs for lodging complaints, as well as the institutional and regulatory frameworks governing grievance redressal were discussed. Specifically, it delved into the RERC (Consumer Grievance Redressal Forum, Electricity Ombudsman, and Consumer Advocacy) Regulations of 2021.

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 35 participants gained an understanding on grievance redressal mechanism. The list of participants is provided in the Annexure of the report. The agenda for the workshop is provided in the Table below.

<b>Date &amp; Time: 21 March 2024, 10:30 AM – 12:30 PM</b>			
<b>VENUE: Conference Hall, 4<sup>th</sup> Floor, Rajasthan Electricity Regulatory Commission, Jaipur</b>			
<b>TIME</b>	<b>Topic</b>	<b>Key topics to be covered</b>	<b>Speaker</b>
<b>10:30-10:35</b>	<b>Welcome Remarks</b>		Faraz Ahmad, CEEP
<b>10:30-11:15</b>	<b>Session I:</b> Grievance redressal for electricity consumers in Rajasthan	<ul style="list-style-type: none"><li>• Procedure and tools for lodging Complaints</li><li>• Institutional and regulatory mechanisms for raising Grievances.</li><li>• Key features of RERC (Consumer Grievance Redressal Forum, Electricity Ombudsman, and Consumer Advocacy) Regulations</li><li>• Questions and Answers</li></ul>	P K Gupta, JVVNL & Anshuman Gothwal, CEEP
<b>11:15-12:30</b>	<b>Session II:</b> Experiences with Institutional and regulatory mechanisms	<ul style="list-style-type: none"><li>• Challenges and issues encountered by consumers</li><li>• Key considerations for consumers to expedite grievance resolution and prompt addressal</li></ul>	Ashok Pareek and K L Jogi, Independent Members, CGRF, Rajasthan Discoms  Moderator: Anshuman Gothwal, CEEP
<b>12:30-12:35</b>	<b>Way Forward and Closing Remarks</b>		Faraz Ahmad, CEEP

## Session I: Grievance redressal for electricity consumers in Rajasthan

Shri P K Gupta from Jaipur Discom and Anshuman Gothwal, CEEP conducted this session collectively to elaborate on the critical issues associated with delivery of services by the Distribution Companies (Discoms) and the process for redressal. The discussion shed light on the challenges faced by consumers and the mechanisms available through Discoms to address these issues. Attendees gained an overview of the operational divisions within Discoms in Rajasthan, along with insights into institutional mechanisms for grievance redressal outlined in the 2021 RERC regulations.

The session facilitated understanding on accessing internal grievance redressal forums, consumer grievance redressal forums, and the role of the electricity ombudsman. Detailed procedures for filing grievances and the specific types of grievances handled by each forum were elucidated. Furthermore, the role and functions of the consumer advocacy cell mandated by the regulations were explored, with participants engaging in discussions regarding the intricacies of these mechanisms and procedures.

## Session II: Experiences with Institutional and regulatory mechanisms

During the session, Anshuman Gothwal delved into the essential considerations and best practices for leveraging institutional mechanisms outlined in the RERC regulations and various other tools for grievance redressal. He provided a comprehensive understanding of these mechanisms' efficacy in resolving issues successfully based on their powers and functions and encouraged participants to share their perspectives. Shri P K Gupta also contributed to nuanced exploration of the subject matter and critically examined the diverse mechanisms available.

The conversation was further enriched by insights from members of independent Consumer Grievance Redressal Forums (CGRFs) in Rajasthan and prominent consumer advocates. Shri Rakesh Kumar Parmar from Samajik Vikas Sansthan, Dholpur, emphasized the importance of leveraging technology and modern platforms for lodging grievances, aiming for swift and effective resolutions. He advocated for collective consumer action to tackle safety concerns and challenges related to Discom infrastructure.

Shri Hari Prasad Yogi, an Independent Member of the Zonal Grievance Redressal Forum, laid stress on effective compliance of the grievance redressal regulations by Discoms. He highlighted the absence of provisions in the current regulatory framework to ensure adequate compensation for consumers and underscored the need to raise awareness among consumers when engaging with Discom officials regarding issues like electricity theft and unauthorized usage.

The session concluded with valuable contributions from other prominent consumer advocates and active participation from attendees.



## Annexure: List of Participants of the Workshop

Name	Designation and Organisation	Place
Alkendra Singh	Retd. EE, BSNL	Jaipur
Ashish Kumar	Jan Chetna Rural	Kishangarh Renwal
Bal Mukund Sanadhya	Samta Power	Jaipur
Brijesh Kumar Sharma	ATMA NGO	Jagmalpura, Jaipur
Dinesh Kumar Jadon	AMSS	Dholpur
Dheeraj Sharma	Hope Giver Food	Jaipur/Dholpur
Ganesh Lal Tanwar	Geetanjlai Vishya Ashram Shiksha Samiti	Phulera
Giriraj Kumar	SRKPS & Jagriti Seva Sansthan	Jhunjhunu
Hari Prasad Yogi	Ex CGRF Member	Sawai Madhopur
Jitendra Dabria	Jan Chetna Rural	Kishangarh Renwal
Kalu Ram Jangid	Anti-Corruption PAI (Registered)	Jaipur
Kamlesh	S.R. Abhiyan	Jaipur
K.P. Singh	Ranthambore Art and Wildlife society	Sawai Madhopur
M.L Sharma	Anti-Corruption PAI (Registered)	Jaipur
Omprakash Dabaria	Jan Chetna Rural	Kishangarh Renwal
Pema Ram Kuldeep	Sant Ravidas Colony	Nindar
Rahul Gupta	SRKPS & Jagriti Seva Sansthan	Jhunjhunu
Rajesh Sharma	Anti-Corruption PAI (Registered)	Jaipur
Rakesh Kumar Parmar	Samjik Vikas Sansthan	Dholpur
Shiv Nath Ram	Sant Ravidas Colony	Nindar
Santosh Choudhary	Independent Social Activist	Jaipur
Suleman Sheikh	Gramin Manav Kalyan Shikshan Sansthan	Phulera

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