

**GOVERNMENT OF INDIA
POWER
LOK SABHA**

UNSTARRED QUESTION NO:5270
ANSWERED ON:10.12.2010
INSTALLATION OF FAULTY ELECTRICITY METRES
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Will the Minister of POWER be pleased to state:

- (a) whether there is no provision in the Electricity Act, 2003 for checking of the installation of speedy metres, bungling in bills and giving satisfactory supply of electricity to the people;
- (b) if so, the reaction of the Government thereto;
- (c) whether the Union Government has not made any provision for filing criminal cases against the private electricity distribution companies involved in installing speedy metres and receiving undue payment by doing bungling in bills;
- (d) if so, the reasons for not filing cases against the Board of Directors of electricity distribution companies involved in charging inflated bills by tampering the metres; and
- (e) the details of corrective measures taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI BHARATSINH SOLANKI)

(a) to (e) : As per Section 55 of the Electricity Act, 2003, Central Electricity Authority (CEA) has been entrusted with the responsibility of making Regulations on Installation & Operation of Meters. Accordingly, CEA has prepared these Regulations which were notified in 2006, which cover Testing of Meters at least once in five years.

Besides, Appropriate Electricity Regulatory Commissions have notified their supply Codes/Performance Standards with provisions for testing of Meters either on their own or on the request of the consumer.

Section 42(5) of the Electricity Act, 2003 provides for establishment of Consumer Grievance Redressal Forum (CGRF) by each Distribution licensee for redressal of grievances of the consumers. Further, section 42(6) of the Act provides for appointment of Ombudsman where a consumer can represent against the order of CGRF.

In addition, Section 173 of the Act has safeguarded the Consumer Protection Act, 1986, according to which a consumer may approach consumer forum for redressal of his grievance. The Electricity Act also empowers the Electricity Regulatory Commission to impose penalty for contravention of the provisions of the Act, rules and regulations made there under and the directions issued by this Commission (Relevant extract of the Act is at Annex).