

**GOVERNMENT OF INDIA  
POWER  
LOK SABHA**

UNSTARRED QUESTION NO:4989  
ANSWERED ON:02.09.2011  
COMPENSATION TO CONSUMERS  
Nirupam Shri Sanjay Brijkishorilal ;Rama Devi Smt. ;Sinh Dr. Sanjay

**Will the Minister of POWER be pleased to state:**

- (a) the number of cases where the power distribution companies have paid compensation to the affected consumers out of total cases on which rulings was given by the Central Electricity Regulatory Commission (CERC) during 2006-07 to 2010-11;
- (b) the details of compensation paid in each case along with the cases where compensation has not been paid; and
- (c) the steps taken by the Government to make compensation to the remaining cases?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI K.C. VENUGOPAL)

(a) to (c): The Electricity Act, 2003 provides for Consumer Grievance Redressal Forum (CGRF) and Ombudsman for redressal of grievances of consumers. The CGRF and Ombudsman discharge their functions as per the regulations framed by the State Electricity Regulatory Commissions (SERCs).

As per the information available with the Secretariat of the Forum of Regulators, a statement giving details of the compensation paid by various CGRFs in the country dealing with different nature of cases is at Annex.