

**GOVERNMENT OF INDIA
POWER
LOK SABHA**

UNSTARRED QUESTION NO:2961

ANSWERED ON:14.03.2013

ELECTRICITY ACT

Choudhary Shri Harish; Ganpatrao Shri Jadhav Prataprao; Ponnamm Shri Prabhakar; Rama Devi Smt. ; Sinh Dr. Sanjay

Will the Minister of POWER be pleased to state:

- (a) whether rules and regulations are framed from time to time to reform the process of redressal of complaints and for the balanced growth of the power sector;
- (b) if so, the details thereof along with the details of amendments made to the Electricity Act, 2003 till date;
- (c) the further amendments proposed in the present Electricity Act, 2003;
- (d) whether the Electricity Act, 2003 is not sufficient to dress the issues and the Government intends to repeal the said Act and bring out another Act in the interest of the consumers and for balanced growth of the power sector; and
- (e) if so, the details thereof and the steps proposed to be taken thereon?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF POWER (SHRI JYOTIRADITYA M. SCINDIA)

(a) to (e) The Electricity Act, 2003 has provisions for protecting the interests of the consumers. The Act has envisaged establishment of a two-tier mechanism for consumer grievance redressal. At the first level, Consumer Grievance Redressal Forums (CGRFs) have been appointed for each distribution licensee based on guidelines specified by the State Commission. Thereafter, an Ombudsman is designated for each State by the State Commission to adjudicate upon any representation made by a consumer aggrieved by non-redressal of the grievance by the CGRF and to settle the grievance in the time and manner prescribed by the State Commission. Most of the State Commissions have specified regulations/guidelines on CGRF and Ombudsman.

Further, it is specified that no provision of the Electricity Act shall have effect in so far as it is inconsistent with any other provisions of the Consumer Protection Act, 1986. The relevant provisions of the Act are at Annex-I. The Central and State Commissions have been empowered to make regulations in line with the Act and the policies. These regulations ensure promotion of competition and safeguarding consumer interests.

Since its enactment in June, 2003, the Electricity Act has been amended twice in 2003 (w.e.f. from 27th January, 2004) and (w.e.f. 15th June 2007). A copy of amendments made in the Act is enclosed as Annex-II.

Based on the recommendations of the Working Group of Power for formulation of 12th Five Year Plan, a Committee has been constituted under Chairperson, CEA to examine and recommend amendment in the Electricity Act, 2003. The final report of the Committee is awaited.