

USEFUL INFORMATION FOR THE ELECTRICITY CONSUMERS

1. Except in the case of a burnt meter or a lost meter, the Consumer is required to pay only one time cost for meter during the continuance of the supply.
2. For a new connection, the Distribution Licensee shall inspect the premises within seven (7) days in towns and cities and within ten (10) days in rural areas. Where supply is to be given from an existing network, the Distribution Licensee will intimate the estimated charges to the applicant within fifteen days in towns and cities and within twenty days in rural areas. Where supply requires extension or augmentation of distribution mains or commissioning of a new substation, the Distribution Licensee will intimate the charges within thirty days.
3. The Distribution Licensee, on receipt of completed application with fees, etc. shall give supply of Electricity within one (1) month. Should however, the supply of electricity requires extension or augmentation of distribution mains, the supply will be given in three (3) months and where a new substation is required, the period for giving supply would be one (1) year.
4. Meter shall be read atleast once in every three months for agricultural consumers and atleast once in every two months for all other consumers.
5. Due date for payment of bill shall be minimum twenty one (21) days from the date of the bill in case of residential and agricultural consumers and fifteen (15) days for other consumers.
6. In case of doubt, the Consumers may, upon payment of testing charges, request the Distribution Licensee to test the meter for

accuracy. If the meter is found defective, the Distribution Licensee shall refund the testing charges and replace the meter, free of cost.

7. Upon complaint of a burnt meter from the consumer, the Distribution Licensee shall restore supply within twenty four (24) hours in towns and cities and within forty eight (48) hours in rural areas.
8. If the consumer receives an abnormally high bill, complaint should be registered with the Distribution Licensee and the bill may be paid under protest. Alternatively, the consumer may deposit an amount equal to the monthly average of the bills paid during the previous six months, to avoid disconnection.
9. In the case of a normal fuse-off call, the Distribution Licensee shall restore the supply within four (4) hours in towns and cities and within twenty four (24) hours in rural areas.
10. The consumer may require the authorized representative of the Distribution Licensee to display his nametag, proof of identity, while interacting with the consumer.
11. Where consumer neglects to pay any charge for electricity within the due date, the Distribution Licensee is required to give a 15 days notice in writing before disconnecting the supply.
12. Any change of name or change in tariff category shall be effected by the Distribution Licensee with effect from the second billing circle after receiving the application.
13. Consumer having a grievance in respect of electricity services, may present the same in the prescribed form "X" to the Internal Grievance Redressal System at the office of the Superintending Engineer of the circle in the district and in the area of supply covered by the Distribution Licensees in Greater Mumbai. In the

event that the System has not provided any remedy within 2 months or the consumer is not satisfied with it, he may file the grievance within a period of 24 months of the date on which the cause of grievance has arisen, to the “Consumer Grievance Redressal Forum” constituted in each zone or area of supply of Distribution Licensees, in the prescribed form in “Schedule A”. Copies of these forms are available free of charge, in the local offices of the Distribution Licensees.

14. There is no fee for filing the grievance as above.
15. If the consumer is not satisfied with the decision of the Forum, he may make an appeal (Representation) in the form “Schedule B” to the Electricity Ombudsman, whose office is situated at 606, Keshava Building, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051, within sixty (60) days from the date of the order of the Forum.
16. There is no fee for filing a Representation to the Electricity Ombudsman. However, a deposit as prescribed in the Regulations may have to be paid, which will be refunded or adjusted, according to the decision of the Electricity Ombudsman. Consumer may either appear in person or authorize any person other than an advocate to represent his case before the Forum or the Electricity Ombudsman. Advocates are not allowed to represent in these cases.