



PUBLIC NOTICE

Empowering Electricity Consumers

Electricity (Rights of Consumers) Rules, 2020

promulgated by Govt. of India

All the electricity consumers are hereby informed that Ministry of Power, Government of India, have promulgated the Electricity (Rights of Consumer) Rules, 2020 on 31.12.2020 under section 176 of Electricity Act, 2033. Under the said Rules, Govt. of India provides that there shall be no gratuitous/willful load shedding by Electricity Distribution Companies.

Under these Rules, 24x7* power supply is a right of the consumers and if a Distribution Company resort to willful load shedding then consumers have the right to claim compensation from the Distribution Company. Central Government has also laid down criteria for maximum time taken by a Distribution Company for various services which include Connection, Disconnection, Reconnection, Shifting, Change in Consumer Category & Load, Serving of Bill, Resolving Voltage and Bill related complaints.

Any delay in providing these services will lead to providing compensation to consumers by Distribution Company. Copy of the Rules can be downloaded from: <https://powermin.gov.in/>

For more information you may also visit your concerned DISCOM website: www.cspdcl.co.in

***Except for categories of consumers specified by Commission**

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