

Final Report on -

**Survey of Electricity Consumers
To Assess the Level of Consumer Awareness on
Consumer Rights
&
Consumer Grievance Redressal Mechanism**

**Within the areas of -
Maharashtra State Electricity Distribution Company Ltd.**

Submitted to:

**Maharashtra Electricity Regulatory Commission
Mumbai, Maharashtra**

Submitted on:

4th January, 2013

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INTRODUCTION

Maharashtra Electricity Regulatory Commission (MERC) is a State Electricity Regulatory Commission established by the State Government under section 17 of the Electricity Regulatory Commissions Act, 1998, and subsequently covered under Section 82 of the Electricity Act, 2003. The Commission has broad powers related to licensing, regulating tariffs, monitoring power procurement by the licensees, dispute settlement, consumer grievance redressal, etc.

In addition to the Consumer Protection Act 1986, the Electricity Act, 2003 (the Act) has provided mechanism for redressal of consumer grievances. Pursuant to section 42(5) of the act, the commission formed the regulations, in this matter, as follows:

(i) Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2003, which were superseded by, (ii) Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2006, and subsequently amended by, (iii) Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) (Amendment) Regulations, 2007.

These regulations provide for a three tier grievance redressal mechanism for the electricity consumers in the state of Maharashtra, comprising of two tiers to be formed by the distribution licensee in his own area of work, and, the electricity ombudsman to be designated/ appointed by the commission.

The regulations issued by the Commission and the directions issued by the Commission, from time to time, prescribe the duties of the distribution licensees, in respect of making their electricity consumers aware of consumer's rights in regard to the service to be provided by the licensee as well as the procedures for getting resolved their grievances, if any in regard to the power supply.

As a part of the hearings, in the matter of a petition before the MERC, it has been submitted that the electricity consumers in some areas of supply by the **Maharashtra State Electricity Distribution Co. Ltd. (MSEDCL)/ Mahavitaran**, which supplies electricity to a major part of the state of Maharashtra, are not fully aware of the **"electricity consumers' rights"** and the **"grievance redressal mechanism"**.

Therefore, MERC decided to carry out a sample survey among the electricity consumers of MSEDCL/ Mahavitaran to assess the level of awareness of consumer's rights and consumer grievance redressal mechanism. To carry out the sample survey, MERC appointed **Marketing and Development Research Associates (MDRA)**.

This report presents the findings of the survey conducted among the electricity consumers of MSEDCL/ Mahavitaran during 22nd April - 16th May, 2012.

CHAPTER 1 EXECUTIVE SUMMARY

The sample survey was conducted among electricity consumers of MSEDCL across the selected 30 talukas of Maharashtra to assess the level of awareness of electricity consumer’s rights and consumer grievance redressal mechanism.

During the survey, 12,177 electricity consumers were surveyed, out of which 6,110 were urban consumers and 6,067 rural consumers. The survey covered residential as well as commercial consumers across 30 semi-urban areas and 120 rural areas.

Key Findings:

Awareness of “Electricity Act, 2003” and “Electricity Consumer’s Rights” was found to be very low among the electricity consumers as less than 1% of the electricity consumers were aware of it. Those who were aware of “Electricity Consumer’s Rights” came to know about it from the chart at the section office / sub divisional office of Mahavitaran followed by an advertisement of Mahavitaran. Most of the electricity consumers, were aware of the “Electricity Consumer’s Rights/ Procedures” related to meter, billing, procedure for getting a new connection and security deposit.

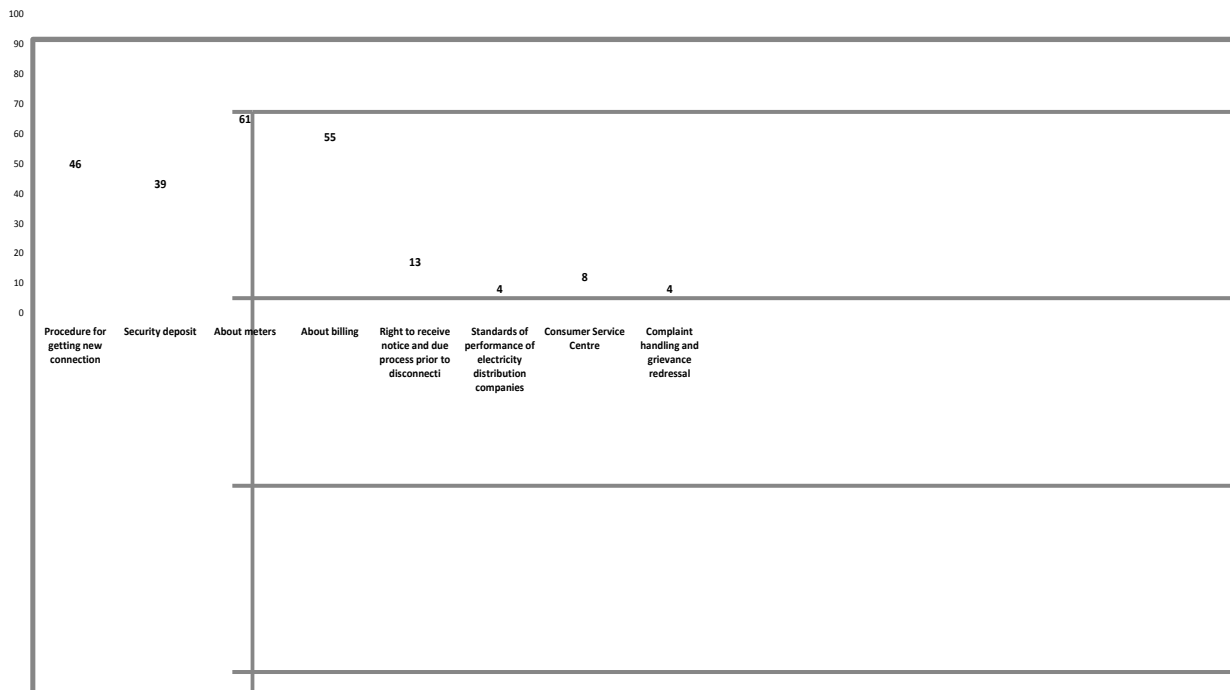
Graph 1: Awareness of “Electricity Act, 2003”



Graph 2: Awareness of “Electricity Consumer’s Rights”



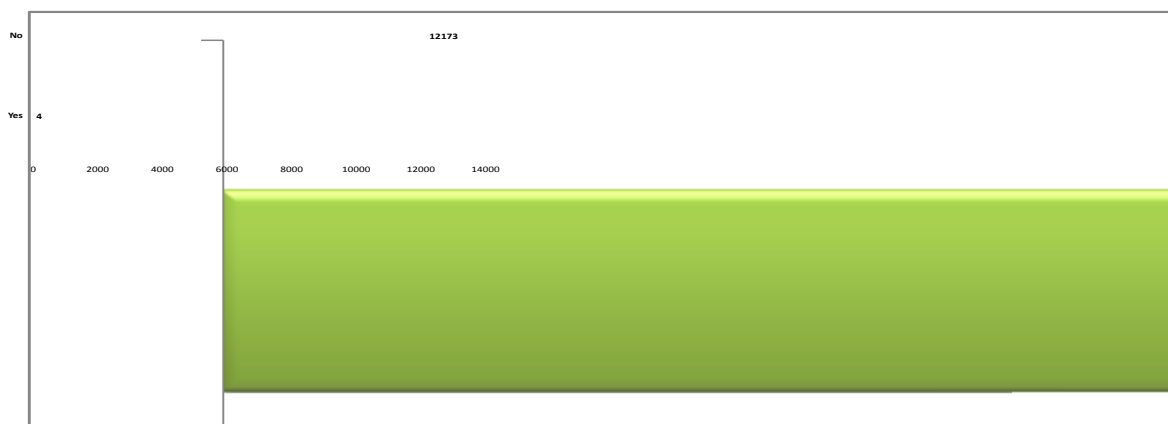
Graph 3: Awareness of different “Electricity Consumer’s Right/Procedures”



Base = 71

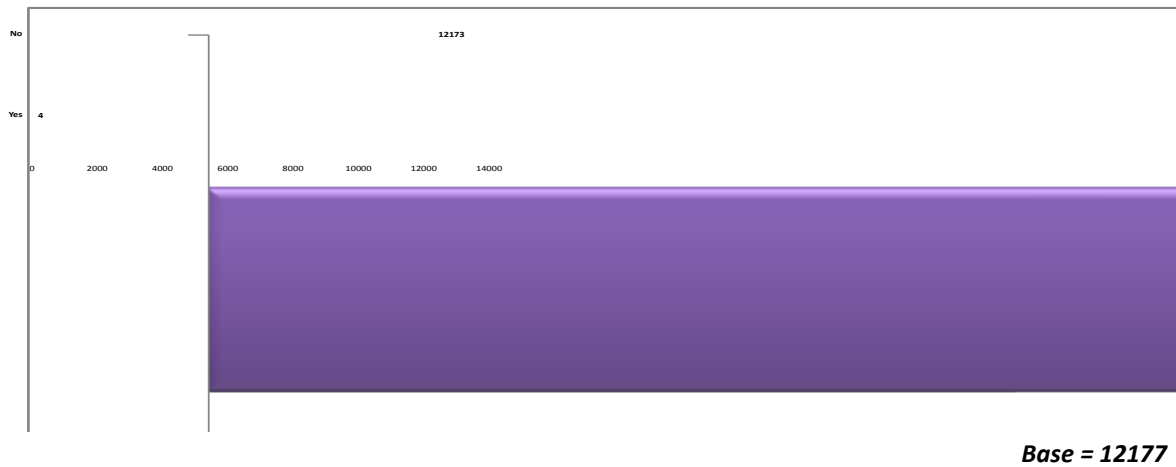
Awareness of MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005, MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 and MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 was negligible. Those who were aware of all the three regulations of MERC came to know about it from the chart at the section office of the company or by an advertisement of Mahavitaran and from the consumer charter/ any other source.

Graph 4: Awareness of MERC (Standards of Performance of Distribution Licences, Period for Giving Supply and Determination of Compensation) Regulations, 2005

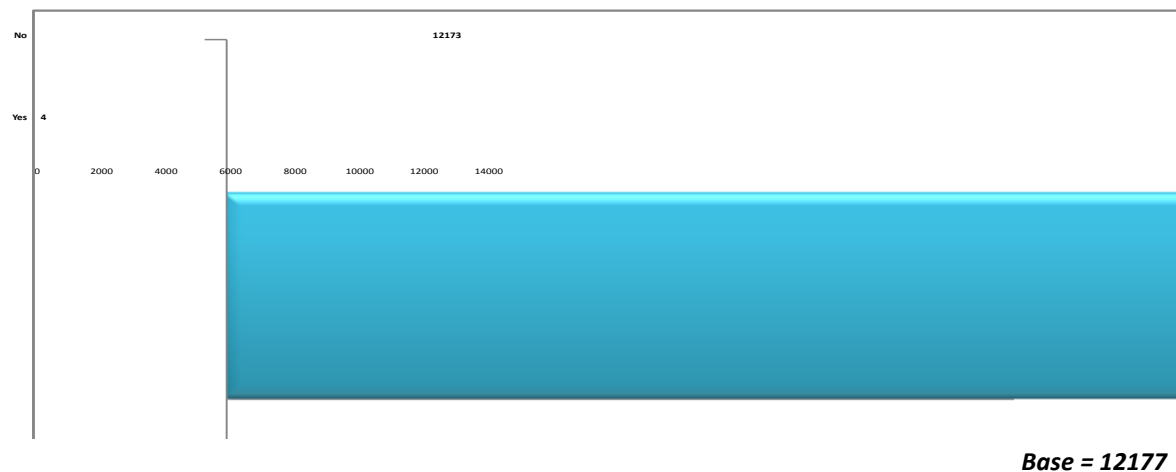


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Graph 5: Awareness of MERC (Electricity Supply Code and Other Condition of Supply) Regulations, 2005



Graph 6: Awareness of MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006



In all, 97.7% of the electricity consumers were aware of the section office/ sub-station as a forum for complaints registration and redressal. On the whole, 6 electricity consumers, who knew about Consumer Grievance Redressal Forum (CGRF), were aware for making representation to Electricity Ombudsman, if their complaints were not resolved by Consumer Grievance Redressal Forum (CGRF) or they were not satisfied with the decision taken by Consumer Grievance Redressal Forum (CGRF) and out of 6 electricity consumers, 4 electricity consumers were aware of the procedure for making a representation to “Electricity Ombudsman”.

Graph 7: Awareness of different forum for complaint registration and redressal



Base = 12177

On the whole, only 3 electricity consumers were aware of the fact that if “Mahavitaran” does not comply with the order passed by “Consumer Grievance Redressal Forum” or “Electricity Ombudsman”, the consumer can file a petition with MERC for getting the compliance of the order and out of these 3 electricity consumers, only 1 consumer was aware of the procedure for filing a petition with MERC.

74.7% of the electricity consumers had faced the problems related to their electricity connection. Electricity consumers had a high proportion of complaints related to inflated/ excess billing, voltage fluctuation and interruption/ failure/ disconnection of electric supply. 82.4% of the electricity consumers, who had faced problems related to their electricity connection, lodged complaints with Mahavitaran. More than 90% of electricity consumers, who lodged complaints (61.6% of the total surveyed), lodged them at the section office/sub-station. Most of these electricity consumers lodged complaints through personal visit.

Majority of the electricity consumers, who had lodged complaints, did not receive the complaint number after registration of their complaints. Out of the electricity consumers, who had lodged complaints, only 14.5% were informed about the action taken on their complaints. 55.8% of the electricity consumers, who had lodged complaint, had to make repeated follow-ups to get their complaints attended. 52.3% of the electricity consumers, who had lodged complaints, had to make 3 - 4 follow-ups to get their complaints attended.

Less than 50% of the electricity consumers, who had lodged complaints, were satisfied with the resolution of complaints by staff of electricity distribution company / section office/ sub-station or any senior authority of the distribution company. The main reasons for dissatisfaction of electricity consumers were that the solution was not provided even after repeated follow ups and it was difficult to connect to senior authority/ senior authority not being accessible/ courteous.

Only 10.3% of the electricity consumers, who were dissatisfied with the resolution of their complaints, approached other channel/ forum for redressal of their complaints. 62.37% of the electricity consumer, who was dissatisfied, with the redressal of their complaints by the staff of the electricity distribution company, approached other channel (Lineman) for redressal of their complaints followed by customer facilitation centre (34.8%).

Majority of the electricity consumers, who approached the staff of Mahavitaran, reported that the staff of Mahavitaran was courteous to them.

The main reason for the consumers not approaching any other forum or machinery for complaint's resolution was lack of awareness about the same. None of the electricity consumers, who had made complaint to the Licensee, was aware of Consumer Grievance Redressal Forum (CGRF) and its location as well as about the Electricity Ombudsman. Overall awareness about the CGRFs and the Electricity Ombudsman, among all the surveyed consumers was found to be extremely low.

With respect to billing complaints, the average refund amount in the case of residential electricity consumers worked out to Rs. 462.5 while in the case commercial electricity consumers it was Rs. 830.1. The range of the expected refunds varied from Rs. 15 to Rs. 40,000. None of the electricity consumers, who had lodged complaints in case of inflated/ excess billing, made request for compensation as per the "Standard of Performance Regulation".

During the survey it was observed that only at a very few number of its offices, Mahavitaran had information on their notice boards related to "Electricity Act 2003", Electricity Consumer Rights/ Procedures", MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005, MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 and MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 to spread awareness among its electricity consumers.

CHAPTER 2 OBJECTIVES AND SURVEY METHODOLOGY

2.1 Objectives of the Survey

- I. To assess the level of awareness of the consumer’s rights and the consumer grievance redressal mechanism among the electricity consumers in the area of operation of MSEDCL.
- II. To ensure enhancement of the actions of licensee’s management in implementing the requisite directions of the commission, so that, ultimately, all the consumers of the licensee become fully aware of the level of service to be provided by the licensee as well as the mechanism for resolving their problems/ grievances, as and when they come up.

2.2 Scope of the Survey

The survey was conducted in the randomly selected talukas in Maharashtra as covered by MSEDCL’s area of electricity supply (excluding Mumbai area). The selected 30 talukas for carrying out the survey were picked up by MERC, geographically covering a large area of the State.

For operational purpose, MSEDCL has divided its area of operations into ‘Zones’ (14 nos.) which are further divided into ‘Circles’ (total 44 nos.). Out of these the survey covered a total of 10 circles in 8 nos. of zones. The survey was basically intended to cover the semi-urban areas (talukas/ nagar panchayat/ kasbah) and rural areas (villages) in the state. The towns and villages covered in the survey are listed in the table below.

S. No.	MSEDCL’s Zones	MSEDCL’s Circles	Talukas	Towns/ villages covered	Area
1	1. Kalyan	1. Pen	1. Khalapur	Khalapur	Semi-urban
2				Chambharli	Rural
3				Hatnoli	Rural
4				Lodhivali	Rural
5				Rees	Rural
6			2. Tala	Tala	Semi-urban
7				Majgaon	Rural
8				Mandad	Rural
9				Rahatad	Rural
10				Rowala	Rural

S. No.	MSEDCL's Zones	MSEDCL's Circles	Talukas	Towns/ villages covered	Area		
11	2. Konkan	2. Sindhudurg	3. Mhasala	Mhasala	Semi-urban		
12				Kharsai	Rural		
13				Mendadi	Rural		
14				Pabhare	Rural		
15				Sanderi	Rural		
16			4. Poladpur	Poladpur	Semi-urban		
17				Kapade Bk.	Rural		
18				Lohare	Rural		
19				Turbhe Kh.	Rural		
20				Wakan	Rural		
21			2. Konkan	2. Sindhudurg	5. Malvan	Malvan	Semi-urban
22						Devbag	Rural
23						Poip	Rural
24						Wayangani	Rural
25						Wayari	Rural
26					6. Vaibhav Wadi	Kokisare	Rural
27						Kurli	Rural
28						Lore	Rural
29						Nadhavade	Rural
30						Vabhav Wadi	Semi-urban
31	3. Jalgaon	3. Nandurbar	7. Navapur	Navapur	Semi-urban		
32				Chinchpada	Rural		
33				Haldani	Rural		
34				Khandbara	Rural		
35				Visarwadi	Rural		
36			8. Shahada	Shahade	Semi-urban		
37				Lonkheda	Rural		
38				Mhasavad	Rural		
39				Prakasha	Rural		
40				Sarangkheda	Rural		

S. No.	MSEDCL's Zones	MSEDCL's Circles	Talukas	Towns/ villages covered	Area		
41	4. Baramati	4. Satara	9. Koregaon	Koregaon	Semi-urban		
42				Chimangaon	Rural		
43				Kumathe	Rural		
44				Pimpode bk.	Rural		
45				Satara Road	Rural		
46			10. Wai		Wai	Semi-urban	
47					Bavdhan	Rural	
48					Bhuinj	Rural	
49					Ozarde	Rural	
50					Pasarni	Rural	
51			11. Khandala		Khandala	Semi-urban	
52					Bavda	Rural	
53					Bhade	Rural	
54					Khed Bk.	Rural	
55					Pargaon	Rural	
56			5. Nanded	5. Hingole	12. Aundha (Nagnath)	Asola Traf Aundha	Rural
						Yehalegaon	Rural
57						Aundha Nagnath	Semi-urban
58						Jawala Bajar	Rural
59						Pimpaldari Tarf Nandapur	Rural
60	Shirad Shahapur	Rural					
61	13. Kalamnuri				Kalamnuri	Semi-urban	
62					Akhada Balapur	Rural	
63					Dongarkada	Rural	
64					Shewala	Rural	
65			Waranga Phata	Rural			
66	6. Latur	6. Beed	14. Shirur	Khokermoha	Rural		
67				Pimpalner	Rural		
68				Raimoha	Rural		
69				Shirur Kasar	Semi-urban		
70				Warni	Rural		

S. No.	MSEDCL's Zones	MSEDCL's Circles	Talukas	Towns/ villages covered	Area	
71			15. Kaij	Adas	Rural	
72				Bansarola	Rural	
73				Kaij	Semi-urban	
74				Nandurghat	Rural	
75				Yusuf Wadgaon	Rural	
76			16. Dharur	Dharur	Semi-urban	
77				Asardhav	Rural	
78				Bhogalwadi	Rural	
79				Dunakwad	Rural	
80				Rui Dharur	Rural	
81		7. Amravati	7. Buldhana	17. Shegaon	Shegaon	Semi-urban
82					Jalamb	Rural
83					Jawala Bk.	Rural
84					Matargaon Bk.	Rural
85					Pahurjira	Rural
86				18. Lonar	Lonar	Semi-urban
87					Bibi	Rural
88					Kingaon Jatu	Rural
89					Sultanpur	Rural
90					Weni	Rural
91	19. Malkapur		Malkapur	Semi-urban		
92			Datala	Rural		
93			Malkapur (Rural)	Rural		
94			Narwel	Rural		
95			Umali	Rural		
96			20. Deulgaon Raja	Deulgaon Raja	Semi-urban	
97				Andhera	Rural	
98				Deulgaon Mahi	Rural	
99				Mehuna	Rural	
100				Singaon [Jahnagir]	Rural	
101	8. Yavatmal	21. Kalamb	Kalamb	Semi-urban		
102			Dongarkharda	Rural		
103			Jodmoha	Rural		
104			Kotha	Rural		
105			Nanza	Rural		

S. No.	MSEDCL's Zones	MSEDCL's Circles	Talukas	Towns/ villages covered	Area		
106	8. Nagpur (R)	9. Gondia	22. Kelapur	Kelapur	Semi-urban		
107				Bori (patan)	Rural		
108				Karanji Road	Rural		
109				Mohada	Rural		
110				Pahapal	Rural		
111			23. Wani	Wani	Semi-urban		
112				Chikhalgaon	Rural		
113				Kayar	Rural		
114				Taroda	Rural		
115				Welhala	Rural		
116			24. Digras	Digras	Semi-urban		
117				Dehani	Rural		
118				Kalgaon	Rural		
119				Tupta Kali	Rural		
120				Warandali	Rural		
121			8. Nagpur (R)	9. Gondia	25. Goregaon	Bhadanga	Rural
122						Goregaon	Semi-urban
123						Kurhadi	Rural
124						Mundipar	Rural
125						Pathari	Rural
126	26. Deori	Chichgad			Rural		
127		Deori			Semi-urban		
128		Kokodi			Rural		
129		Palandur			Rural		
130		Purada			Rural		
131	27. Salekasa	Amgaon kh.			Semi-urban		
132		Jamakudo			Rural		
133		Pipariya			Rural		
134		Sonpuri			Rural		
135		Tirkhedi			Rural		

S. No.	MSEDCL's Zones	MSEDCL's Circles	Talukas	Towns/ villages covered	Area
136				Seloo	Semi-urban
137				Ghorad	Rural
138			28. Seloo	Hingni	Rural
139				Kelzar	Rural
140				Yeli	Rural
141				Karanja	Semi-urban
142				Nara	Rural
143		10. Wardha	29. Karanja	Pardi	Rural
144				Sarwadi	Rural
145				Thanegaon	Rural
146				Samudrapur	Semi-urban
147				Girad	Rural
148			30. Samudrapur	Jamb	Rural
149				Kora	Rural
150				Mandgaon	Rural

Note:

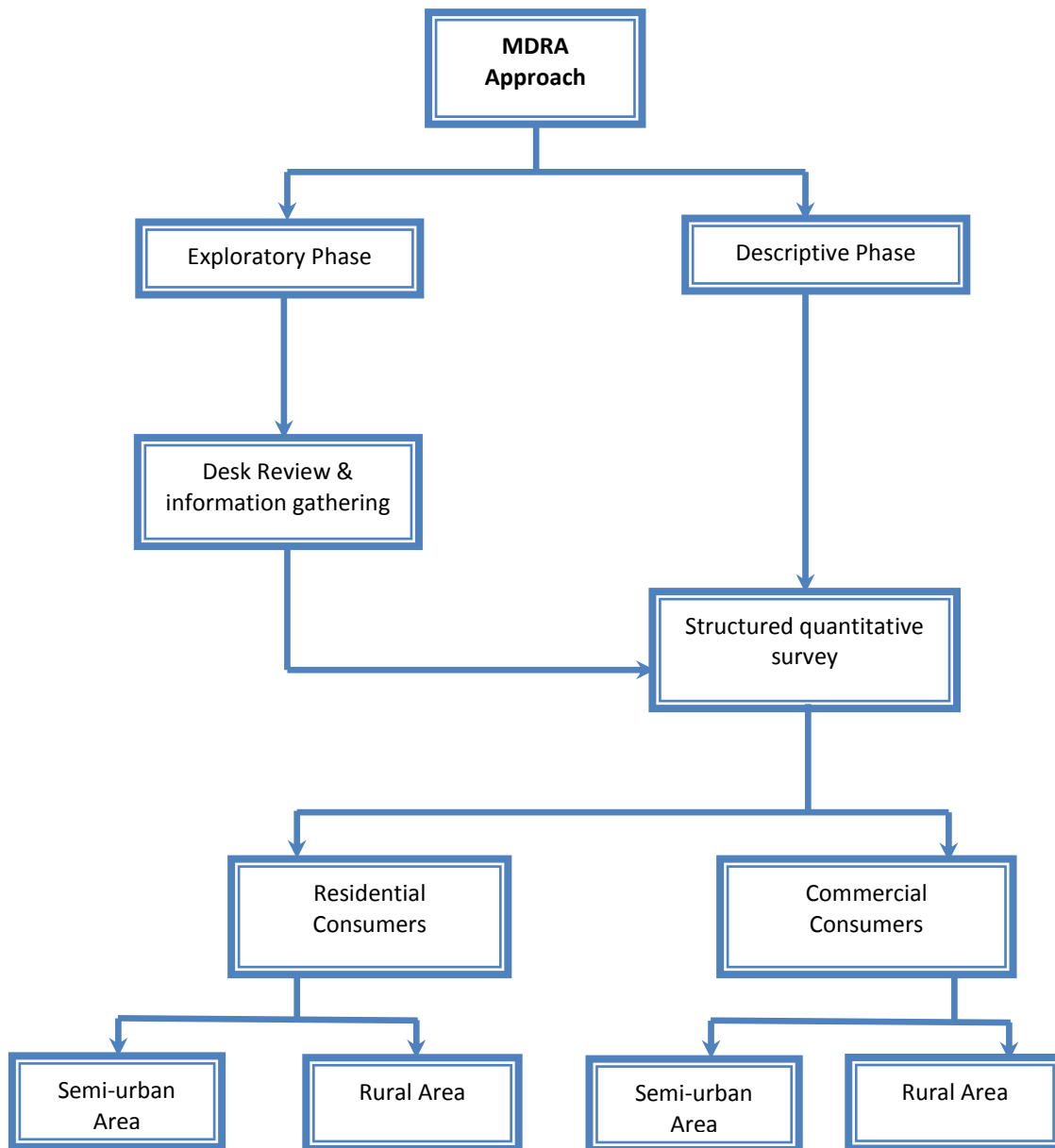
1. During the survey in Aundha (Nagnath) taluka, electricity consumers in Yehalegaon (rural) were also covered as the number of electricity consumers at Asola Traf Aundha (rural) was very low as most of the residents in Asola Traf Aundha were using the electricity without paying the bills.

2.3 Target Respondents

Following target respondents were covered during the survey:

- I. Men or women, who take decision related to electricity connection.
- II. Respondents in the age group 18 years or above.
- III. Different types of residential electricity users.
- IV. Commercial electricity users like shops, offices etc.

2.4 Research Approach



For this survey, different types of information were collected using a judicious mix of research techniques. The information is detailed out as below.

(A) Exploratory Phase:

Desk research: To get a deeper understanding of various tiers of consumer grievance redressal mechanism, a desk research was carried out which was supplemented by information from MERC.

(B) Descriptive phase:

Different types of information from electricity consumers were collected through face-to-face interviews by experienced investigators. Before conducting the main survey, a pilot field survey was conducted by senior researchers. This pilot survey was used to modify the survey questionnaires. Based on this agenda, investigators were briefed and trained to collect data from the field.

- **Questionnaire design:** The questionnaire was developed based on the learning of the exploratory phase and consultation with MERC. The questionnaire was designed in such a way that all the survey objectives were covered. The questionnaires were translated in local (Marathi) language so that respondents as well as investigators are at ease while responding and taking responses respectively.
- **Pilot testing:** The questionnaire developed for the survey was tested in actual field conditions to ensure the followings:
 - a. Whether it covers the survey objectives
 - b. Ease of administering the questionnaire
 - c. Whether the respondents are able to understand the questions
 - d. Whether the wording of the questions reflected non-bias
 - e. Whether the flow and selection of the words and sentences were appropriate

2.5 Sample Design

Due to the variability of areas and consumers, a sample with maximum geographical spread was selected. Random sampling technique was used to conduct the survey among electricity consumers of Maharashtra State Electricity Distribution Co. Ltd (MSEDCL). It was ensured that all types of areas and consumers were covered. To adhere to this, a unique sampling design for this survey based on its 3 'S' sampling criteria was used.

The 3 'S' stands for –

Size of sample

Spread of sample

Selection of respondents

Following steps were involved in selecting the sample size:

1. The MERC having decided to carry out the survey mainly in the semi-urban and rural sections of the area being served by MSEDCL, the 30 talukas geographically spread across Maharashtra, randomly selected by MERC, would provide a wide reach.
2. A quantum of 12,000 number of electricity consumers was decided for covering in the survey (approx. 0.06% of total number of consumers being served by MSEDCL), spread across the 30 talukas. Thus, in each taluka about 400 electricity consumers were covered ($12000 / 30 = 400$). Sampling error at each taluka was $\pm 4.9\%$ at 95% confidence level.
3. Since a detailed list, of various types of the electricity consumers existing in the semi-urban and rural areas in the selected Talukas, was not readily available, it was decided to use the 2001 census data of the households (semi-urban and rural areas), which was readily available, and was expected to be quite adequate for obtaining approximate number of the households and thus electricity consumers in various areas. The said census data was used to determine in advance the areas (semi-urban and rural) to be covered in the selected talukas as well as the number of electricity consumers to be covered within the selected areas. Thus, semi-urban and rural areas where the number of households was high were selected under each taluka and the sample size of 400 for each taluka was divided as per the proportion of the number of households in the selected areas.

4. Sample size of about 400 electricity consumers at taluka level was further segregated into residential and commercial consumers as per the actual ratio of total consumers' figures. In Maharashtra, MSEDCL had 1.31 crore residential subscribers and 13.46 lakh commercial subscribers (approximate ratio 9:1).
5. Geographical coverage was ensured while selecting the semi-urban and rural areas as well as the localities in the selected areas.
6. Electricity consumers belonging to different genders, age groups, income levels, occupation, type of establishments etc. were covered in the survey.

2.6 Survey Methodology

Following methodology was used to survey the electricity consumers:

1. During the survey, residential and commercial consumers were randomly selected.
2. The consumers were covered through face-to-face interaction, by visiting them personally.
3. A structured questionnaire was used to record the feedback of the consumers. The survey questionnaire was prepared in consultation with MERC.
4. Men or women, who took care of the matters related to electricity connection, were surveyed.
5. The survey was conducted among the consumers, who were 18 years of age or above.
6. During the survey one semi-urban and four rural areas were covered in each of the selected talukas.
7. Signature of the respondents, consumer number and contact number of the electricity consumer was recorded on the survey questionnaire.

2.7 Sample Size Proposed – Taluka-wise

For the survey, following sample size was proposed across the selected talukas:

S. No.	MSEDCL's Zones	MSEDCL's Circles	Taluka	Rural			Semi-urban			Overall		
				Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
1.	Kalyan	Pen	Khalapur	59	6	65	301	33	334	360	39	399
2.			Tala	207	23	230	153	17	170	360	40	400
3.			Mhasala	191	21	212	169	19	188	360	40	400
4.			Poladpur	214	24	238	147	16	163	361	40	401
5.	Kokan	Sindhugharh	Malvan	117	14	131	243	27	270	360	41	401
6.			Vaibhav Wadi	289	32	321	70	8	78	359	40	399
7.	Jalgaon	Nandurbar	Navapur	169	19	188	191	21	212	360	40	400
8.			Shahada	150	17	167	210	23	233	360	40	400
9.	Baramati	Satara	Koregaon	230	25	255	130	14	144	360	39	399
10.			Wai	180	20	200	180	20	200	360	40	400
11.			Khandala	186	21	207	174	19	193	360	40	400
12.	Nanded	Hingoli	Aundha	252	28	280	109	12	121	361	40	401
13.			Kalamnuri	205	22	227	154	17	171	359	39	398
14.	Latur	Beed	Shirur	262	29	291	97	11	108	359	40	399
15.			Kaij	178	19	197	182	20	202	360	39	399
16.			Dharur	140	16	156	220	24	244	360	40	400
17.	Amravati	Buldhana	Shegaon	110	12	122	250	28	278	360	40	400
18.			Lonar	179	20	199	181	20	201	360	40	400
19.			Malkapur	109	12	121	251	28	279	360	40	400
20.			D'Raja	161	17	178	198	22	220	359	39	398
21.		Yavatmal	Kalamb	169	19	188	192	21	213	361	40	401
22.			Kelapur	165	19	184	196	22	218	361	41	402
23.			Wani	68	8	76	291	32	323	359	40	399
24.			Digras	108	11	119	251	28	279	359	39	398
25.	Nagpur (R)	Gondia	Goregaon	229	25	254	131	15	146	360	40	400
26.			Deori	156	18	174	203	23	226	359	41	400
27.			Salekasa	231	25	256	129	14	143	360	39	399
28.		Wardha	Seloo	221	25	246	140	16	156	361	41	402
29.			Karanja	171	19	190	189	21	210	360	40	400
30.			Samudrapur	271	30	301	89	10	99	360	40	400
Overall				5377	596	5973	5421	601	6022	10798	1197	11995

2.8 Sample Size Achieved – Taluka-wise

During the survey, following sample size was covered across selected talukas:

S. No.	MSEDCL's Zones	MSEDCL's Circles	Taluka	Rural			Semi-urban			Overall		
				Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
1.	Kalyan	Pen	Khalapur	59	6	65	299	34	333	358	40	398
2.			Tala	221	27	248	150	16	166	371	43	414
3.			Mhasala	193	22	215	164	20	184	357	42	399
4.			Poladpur	214	20	234	146	17	163	360	37	397
5.	Kokan	Sindhugharh	Malvan	116	15	131	244	26	270	360	41	401
6.			Vaibhav Wadi	287	33	320	70	8	78	357	41	398
7.	Jalgaon	Nandurbar	Navapur	169	14	183	191	26	217	360	40	400
8.			Shahada	153	19	172	213	23	236	366	42	408
9.	Baramati	Satara	Koregaon	219	23	242	144	16	160	363	39	402
10.			Wai	180	20	200	176	20	196	356	40	396
11.			Khandala	186	21	207	174	19	193	360	40	400
12.	Nanded	Hingoli	Aundha	260	30	290	111	14	125	371	44	415
13.			Kalamnuri	213	25	238	156	20	176	369	45	414
14.	Latur	Beed	Shirur	265	30	295	97	12	109	362	42	404
15.			Kaij	182	21	203	183	21	204	365	42	407
16.			Dharur	149	13	162	219	25	244	368	38	406
17.	Amravati	Buldhana	Shegaon	110	11	121	248	30	278	358	41	399
18.			Lonar	193	20	213	168	21	189	361	41	402
19.			Malkapur	111	12	123	250	29	279	361	41	402
20.			D'Raja	165	17	182	203	23	226	368	40	408
21.		Yavatmal	Kalamb	137	14	151	239	27	266	376	41	417
22.			Kelapur	174	20	194	196	22	218	370	42	412
23.			Wani	69	8	77	292	34	326	361	42	403
24.			Digras	118	10	128	261	28	289	379	38	417
25.	Nagpur (R)	Gondia	Goregaon	231	25	256	133	17	150	364	42	406
26.			Deori	171	23	194	207	23	230	378	46	424
27.			Salekasa	255	20	275	111	25	136	366	45	411
28.		Wardha	Seloo	225	26	251	135	23	158	360	49	409
29.			Karanja	175	18	193	188	21	209	363	39	402
30.			Samudrapur	274	30	304	90	12	102	364	42	406
Overall				5474	593	6067	5458	652	6110	10932	1245	12177

Note: During the survey in Aundha (Nagnath) taluka, electricity consumers in Yehalegaon (rural) were also covered as the number electricity consumers Asola Traf Aundha (rural) were very low. Most of the residents in Asola Traf Aundha were noticed to be using the electricity without paying the bills.

2.9 Questionnaire Development Process

The questionnaire was developed for the survey in consultation with MERC and it was translated into Marathi language. The questionnaire had questions related the followings:

- Consumer's details
- Respondent's profile
- Awareness of consumer rights and consumer grievance redressal mechanism
- Complaint incidence
- General information

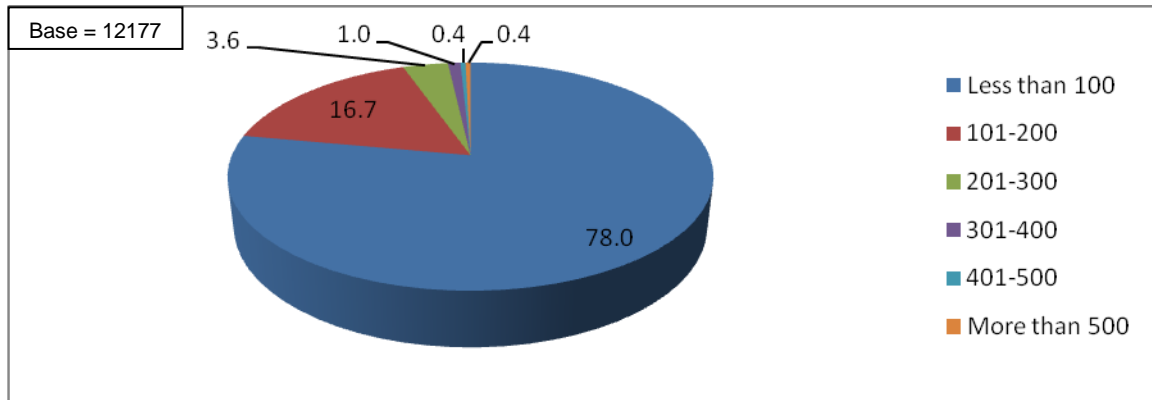
CHAPTER 3 RESPONDENTS PROFILE (OF PEOPLE SURVEYED)

3.1 Approximate Consumption per Month (in units)

3.1.1 Approximate Consumption per Month (Overall)

Fig 3.1.1

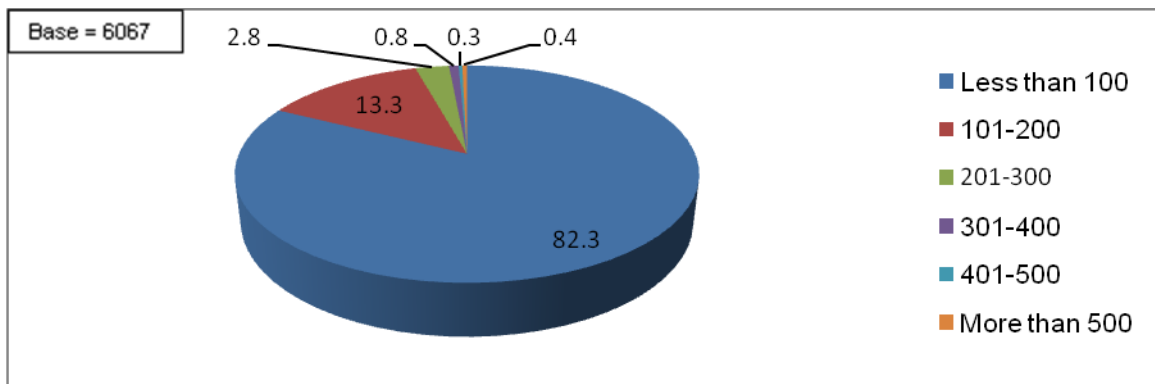
[Figures in percent]



3.1.2 Approximate Consumption per Month (Rural)

Fig 3.1.2

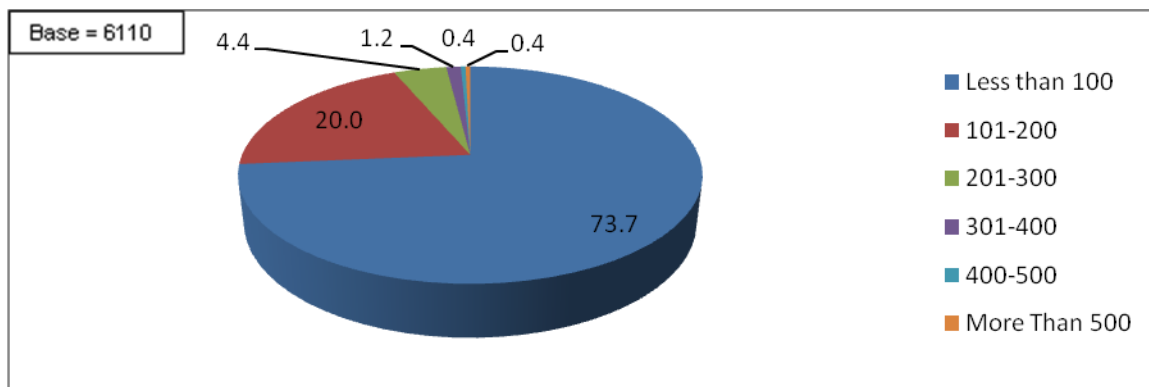
[Figures in percent]



3.1.3 Approximate Consumption per Month (Semi-urban)

Fig 3.1.3

[Figures in percent]



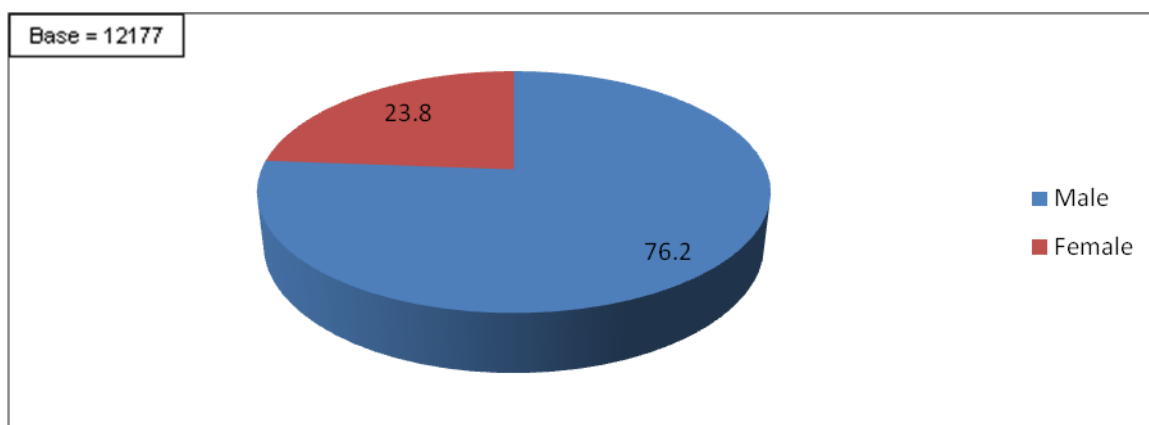
- On an overall basis, 78% of the electricity consumers said that their consumption was below 100 units per month.

3.2 Gender Profile

3.2.1 Gender Profile (Overall)

Fig 3.2.1

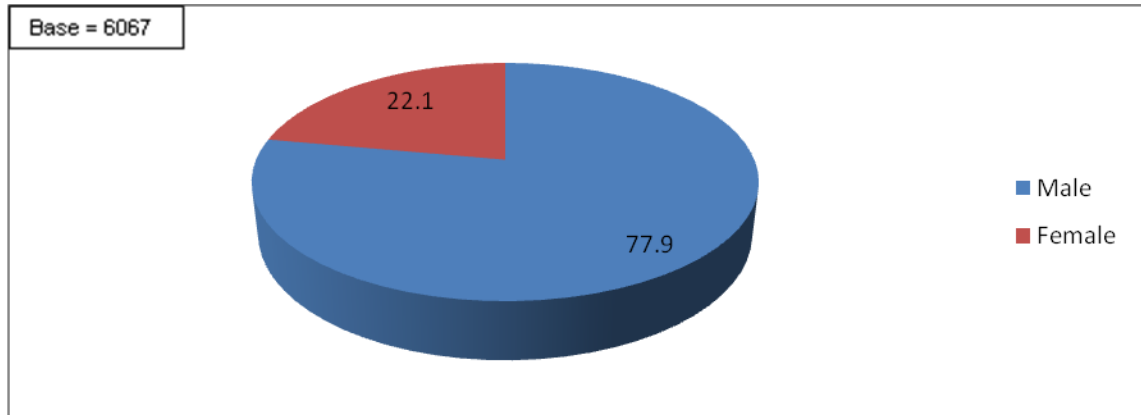
[Figures in percent]



3.2.2 Gender Profile (Rural)

Fig 3.2.2

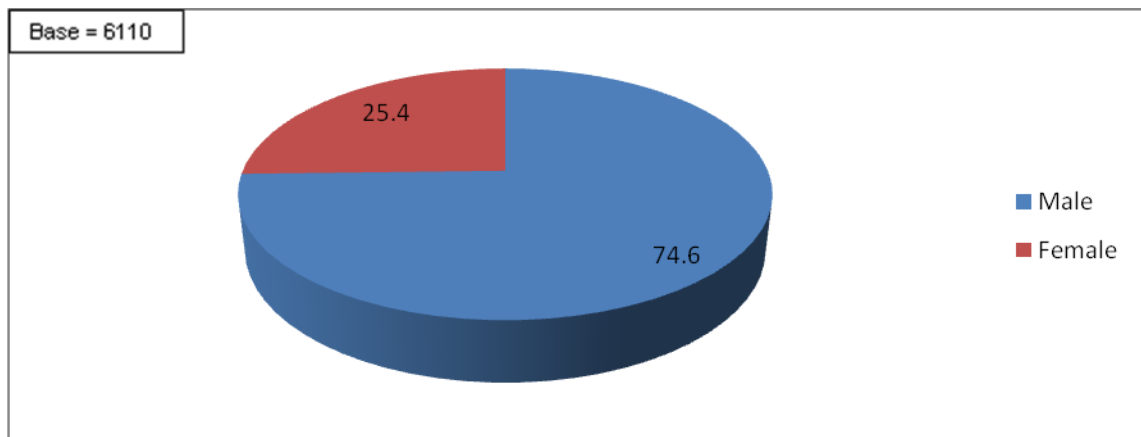
[Figures in percent]



3.2.3 Gender Profile (Semi-urban)

Fig 3.2.3

[Figures in percent]



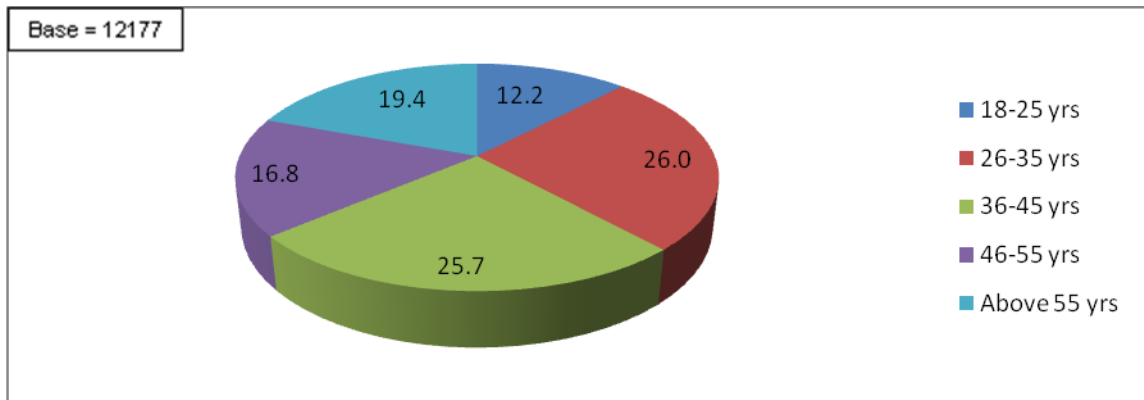
- On the whole, 76.2% of the respondents were male.

3.3 Age Profile

3.3.1 Age Profile (Overall)

Fig 3.3.1

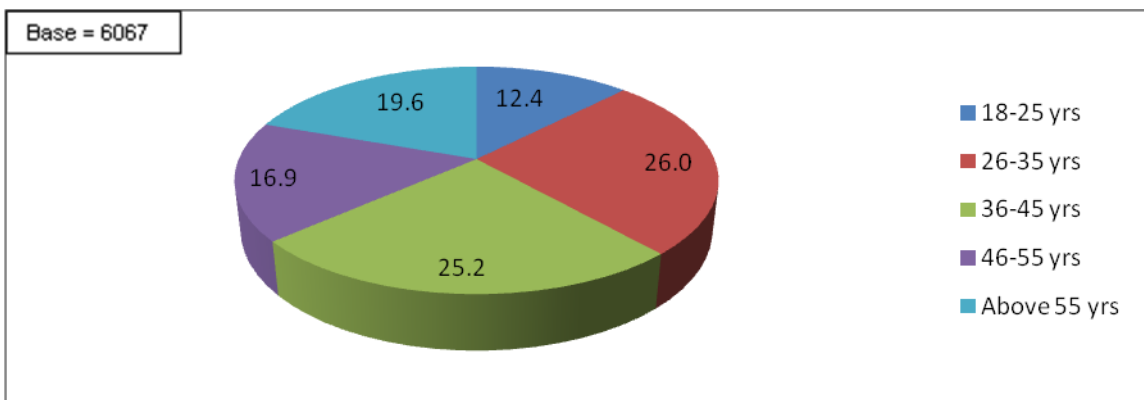
[Figures in percent]



3.3.2 Age Profile (Rural)

Fig 3.3.2

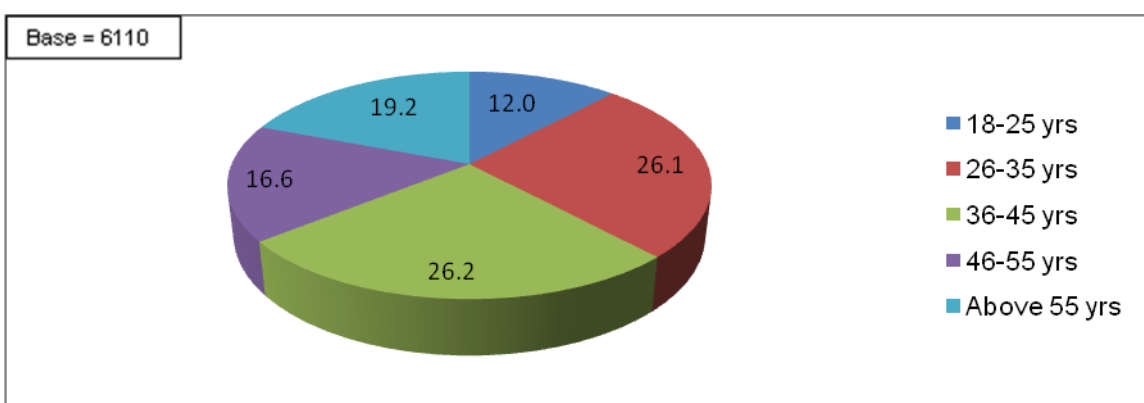
[Figures in percent]



3.3.3 Age Profile (Semi-urban)

Fig 3.3.3

[Figures in percent]



- Out of the total, 51.7% of the respondents were in the age group of 26-45 years.

3.4 Occupation Profile

S. No.	Occupation	Figures in percent		
		Rural	Semi- urban	Overall
1	Unskilled Worker	24.6	29.3	27.0
2	Skilled Worker	9.1	14.1	11.6
3	Small Trader	2.9	4.0	3.4
4	Shop Owner	12.9	17.7	15.3
5	Businessmen/ Industrialist	1.4	2.6	2.0
6	Self Employed Professional	1.6	2.8	2.2
7	Clerical / Salesman	2.4	4.6	3.5
8	Supervisory level	1.4	2.0	1.7
9	Officer/ Junior Executive	1.8	3.2	2.5
10	Senior Officer/ Middle Executive	0.3	0.7	0.5
11	Farmer	41.3	17.6	29.4
12	Others	0.6	1.3	1.0
Base		6067	6110	12177

- On an overall, 29.4% of the respondents in rural areas as well as in semi-urban areas were farmers followed by unskilled workers (27%).

3.5 Education Profile

S. No.	Education	Figures in percent		
		Rural	Semi- urban	Overall
1	No School Education	12.2	8.7	10.4
2	School upto 4 Standard	15.4	13.2	14.3
3	School 5 to 9 Standard	27.4	28.3	27.8
4	SSC/HSC	35.0	36.6	35.8
5	Graduate/ Post-Graduate (General)	8.2	10.7	9.4
6	Graduate/ Post-Graduate (Professional)	1.5	2.4	1.9
7	Others	0.3	0.2	0.3
Base		6067	6110	12177

- 35.8% of the respondents in rural areas as well as semi-urban areas were SSC/HSC passed followed by school 5th to 9th standard (27.8%).

3.6 Monthly Household Income

S. No.	Monthly Household Income	Figures in percent		
		Rural	Semi- urban	Overall
1	Less than Rs. 5,000	58.9	47.5	53.2
2	Rs. 5,001 to Rs. 10,000	29.7	37.2	33.5
3	Rs. 10, 001 to Rs. 15,000	5.5	7.9	6.7
4	Rs. 15,001 to Rs. 20,000	1.6	2.5	2.0
5	Rs. 20,001 to Rs. 30,000	1.3	2.0	1.6
6	More than Rs. 30,000	0.4	0.9	0.6
7	Do not want to disclose	2.6	2.1	2.3
Base		6067	6110	12177

- As a whole, 53.2% of the respondents had monthly household income less than Rs. 5,000.

Note:

1. Henceforth alphabet R has been used to denote “Residential Consumers” and alphabet C has been used to denote “Commercial Consumers”.
2. In some tables actual count has been mentioned where the responses to the question(s) are very less.

CHAPTER 4 AWARENESS OF CONSUMER RIGHTS

4.0 Awareness of “Electricity Act, 2003”

Awareness of “Electricity Act, 2003”		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	17	5	22	9	2	11	26	7	33
	%	0.3	0.9	0.4	0.2	0.3	0.2	0.2	0.6	0.3
No	Count	5457	588	6045	5449	650	6099	10906	1238	12144
	%	99.7	99.2	99.6	99.8	99.7	99.8	99.8	99.4	99.7
Base		5474	593	6067	5458	652	6110	10932	1245	12177

- The survey revealed that the level of awareness of “Electricity Act, 2003” was very low among the electricity consumers as on the whole only 0.3% of the electricity consumers were aware of it.

4.1a Awareness of “Electricity Consumer’s Rights”

Awareness of “Electricity Consumer’s Rights”		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	20	8	28	33	10	43	53	18	71
	%	0.4	1.4	0.5	0.6	1.6	0.7	0.5	1.5	0.6
No	Count	5454	585	6039	5425	642	6067	10879	1227	12106
	%	99.6	98.7	99.5	99.4	98.5	99.3	99.5	98.6	99.4
Base		5474	593	6067	5458	652	6110	10932	1245	12177

- On an overall basis, awareness of “Electricity Consumer’s Rights” was on a lower side as only 0.6% of the electricity consumers were aware of it.

4.1b.1 Source of Information about “Electricity Consumer’s Rights”

Source of Information about “Electricity Consumer’s Rights”		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
From any chart at the section office / sub divisional office of Mahavitrans	Count	6	2	8	22	8	30	28	10	38
	%	30.0	25.0	28.6	66.7	80.0	69.8	52.8	55.6	53.5
By an advertisement of Mahavitrans	Count	6	3	9	10	0	10	16	3	19
	%	30.0	37.5	32.1	30.3	0.0	23.3	30.2	16.7	26.8
From any employee or officer of Mahavitrans	Count	6	1	7	0	1	1	6	2	8
	%	30.0	12.5	25.0	0.0	10.0	2.3	11.3	11.1	11.3
Others	Count	2	2	4	1	1	2	3	3	6
	%	10.0	25.0	14.3	3.0	10.0	4.7	5.7	16.7	8.5
Base		20	8	28	33	10	43	53	18	71

- On the whole, out of the all such electricity consumers who were aware of “Electricity Consumer’s Rights”, 53.5% came to know about the same from the chart at the section office / sub divisional office of Mahavitrans followed by an advertisement of Mahavitrans.

4.1c.1 Awareness of different “Electricity Consumer’s Rights/ Procedures”

Awareness of different “Electricity Consumer’s Rights/ Procedures”		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Procedure for getting new connection	Count	12	6	18	23	5	28	35	11	46
	%	60.0	75.0	64.3	69.7	50.0	65.1	66.0	61.1	64.8
Security deposit	Count	10	5	15	17	7	24	27	12	39
	%	50.0	62.5	53.6	51.5	70.0	55.8	50.9	66.7	54.9
About meters	Count	16	7	23	30	8	38	46	15	61
	%	80.0	87.5	82.1	90.9	80.0	88.4	86.8	83.3	85.9
About billing	Count	13	6	19	29	7	36	42	13	55
	%	65.0	75.0	67.9	87.9	70.0	83.7	79.2	72.2	77.5
Right to receive notice and due process prior to disconnection	Count	3	2	5	6	2	8	9	4	13
	%	15.0	25.0	17.9	18.2	20.0	18.6	17.0	22.2	18.3
Standards of performance of electricity distribution company	Count	1	1	2	2	0	2	3	1	4
	%	5.0	12.5	7.1	6.1	0.0	4.7	5.7	5.6	5.6
Consumer Service Centre	Count	2	4	6	1	1	2	3	5	8
	%	10.0	50.0	21.4	3.0	10.0	4.7	5.7	27.8	11.3
Complaint handling and grievance redressal	Count	1	1	2	2	0	2	3	1	4
	%	5.0	12.5	7.1	6.1	0.0	4.7	5.7	5.6	5.6
Base		20	8	28	33	10	43	53	18	71

On the overall, out of those consumers who were aware of Electricity Consumers’ Rights:

- More than 50% of the electricity consumers were aware of “Electricity Consumer’s Rights/ Procedures” related to meter, billing, procedure for getting a new connection and security deposit.
- Level of knowledge about the ‘Standards of Performance’ and ‘Complaint Handling and Grievance Redressal’ was very low/ almost nil.

4.2.1 Awareness of different MERC Regulations

Awareness of different MERC Regulations			Rural			Semi-urban			Overall		
			Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005	Yes	Count	1	0	1	2	1	3	3	1	4
		%	0.02	0.00	0.02	0.04	0.15	0.05	0.03	0.08	0.03
	No	Count	5473	593	6066	5456	651	6107	10929	1244	12173
		%	99.98	100.00	99.98	99.96	99.85	99.95	99.97	99.92	99.97
MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005	Yes	Count	1	1	2	2	0	2	3	1	4
		%	0.02	0.17	0.03	0.04	0.00	0.03	0.03	0.08	0.03
	No	Count	5473	592	6065	5456	652	6108	10929	1244	12173
		%	99.98	99.83	99.97	99.96	100.00	99.97	99.97	99.92	99.97
MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006	Yes	Count	2	0	2	2	0	2	4	0	4
		%	0.04	0.00	0.03	0.04	0.00	0.03	0.04	0.00	0.03
	No	Count	5472	593	6065	5456	652	6108	10928	1245	12173
		%	99.96	100.00	99.97	99.96	100.00	99.97	99.96	100.0	99.97
Base			5474	593	6067	5458	652	6110	10932	1245	12177

- On the whole, very few electricity consumers were aware of the three regulations made by MERC.

4.3a.1 Source of Information about MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005

Source of Information		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005	From any chart at the section office of the company or by an advertisement of Mahavitaran	0	0	0	1	0	1	1	0	1
	From Consumer Charter/ Any other Source	1	0	1	1	1	2	2	1	3
Base		1	0	1	2	1	3	3	1	4

- In all, 3 electricity consumers came to know about MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005 from consumer charter/ any other source while 1 consumer came to know about it from chart at the section office of the company or by an advertisement of Mahavitaran.

4.3a.2 Source of Information about MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005

Source of Information		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005	From any chart at the section office of the company or by an advertisement of Mahavitaran	0	1	1	1	0	1	1	1	2
	From Consumer Charter/ Any other Source	1	0	1	1	0	1	2	-	2
Base		1	1	2	2	0	2	3	1	4

- On the overall basis, 2 electricity consumers came to know about MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 from consumer charter/ any other source while other 2 electricity consumer came to know about it from chart at the section office of the company or by an advertisement of Mahavitaran.

4.3a.3 Source of Information about MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006

Source of Information		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006	From any chart at the section office of the company or by an advertisement of Mahavitaran	1	0	1	1	0	1	2	0	2
	From Consumer Charter/ Any other Source	1	0	1	1	0	1	2	0	2
Base		2	0	2	2	0	2	4	0	4

- On the overall basis, 2 electricity consumers came to know about MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 from consumer charter/ any other source while other 2 electricity consumer came to know about it from chart at the section office of the company or by an advertisement of Mahavitaran.

4.4. Awareness of different forums for complaints registration and redressal

Awareness of different forums for complaints registration and redressal		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Section Office/ Sub-station	Count	5332	579	5911	5349	635	5984	10681	1214	11895
	%	97.4	97.6	97.4	98	97.4	97.9	97.7	97.5	97.7
Customer Facilitation Centre	Count	663	91	754	839	125	964	1502	216	1718
	%	12.1	15.3	12.4	15.4	19.2	15.8	13.7	17.3	14.1
Internal Grievance Redressal Cell	Count	25	7	32	122	15	137	147	22	169
	%	0.46	1.18	0.53	2.24	2.3	2.24	1.34	1.77	1.39
Consumer Grievance Redressal Forum (CGRF)	Count	2	4	6	5	1	6	7	5	12
	%	0.04	0.67	0.1	0.09	0.15	0.1	0.06	0.4	0.1
Electricity Ombudsman	Count	1	0	1	1	0	1	2	0	2
	%	0.02	0.00	0.02	0.02	0.00	0.02	0.02	0.00	0.02
Online forum	Count	1	0	1	1	0	1	2	0	2
	%	0.02	0.00	0.02	0.02	0.00	0.02	0.02	0.00	0.02
Others	Count	105	11	116	73	12	85	178	23	201
	%	1.9	1.9	1.9	1.3	1.8	1.4	1.6	1.8	1.7
Base		5474	593	6067	5458	652	6110	10932	1245	12177

- On the whole, most of the electricity consumers were only aware of section office/ sub-station as a forum for complaints registration and redressal. Awareness of other forums for complaints registration and redressal was found to be very low.

4.5 Awareness for making a representation to Electricity Ombudsman, if complaint was not resolved by Consumer Grievance Redressal Forum (CGRF) or not satisfied with the decision taken by Consumer Grievance Redressal Forum (CGRF)

Awareness for making a representation to Electricity Ombudsman if complaint was not resolved by CGRF or not satisfied with the decision taken by CGRF		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	0	2	2	3	1	4	3	3	6
No	Count	2	2	4	2	0	2	4	2	6
Base		2	4	6	5	1	6	7	5	12

- Overall, 6 electricity consumers out of the 12 electricity consumers, who knew about Consumer Grievance Redressal Forum (CGRF), were aware of making representation to Electricity Ombudsman, if their complaints were not resolved by Consumer Grievance Redressal Forum (CGRF) or they were not satisfied with the decision taken by Consumer Grievance Redressal Forum (CGRF).

4.6 Awareness of the procedure for making a representation to “Electricity Ombudsman”

Awareness of the procedure for making a representation to “Electricity Ombudsman”		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	0	1	1	2	1	3	2	2	4
No	Count	0	1	1	1	0	1	1	1	2
Base		0	2	2	3	1	4	3	3	6

- In total, only 4 electricity consumers were aware of the procedure for making a representation to “Electricity Ombudsman”.

4.7 Awareness of filing the petition/ complaints with MERC

Awareness of filing the petition/complaints with MERC		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	0	0	0	2	1	3	2	1	3
No	Count	2	4	6	3	-	3	5	4	9
Base		2	4	6	5	1	6	7	5	12

- In all, only 3 electricity consumers were aware of the fact that if “Mahavitrans” does not comply with the order passed by “Consumer Grievance Redressal Forum” or “Electricity Ombudsman”, they can file a petition with MERC for getting the compliance of the order passed.

4.8 Awareness of the procedure for filing petition/ complaints with MERC

Awareness of the procedure for filing petition/ complaints with MERC		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	0	0	0	1	0	1	1	0	1
No	Count	0	0	0	1	1	2	1	1	2
Base		0	0	0	2	1	3	2	1	3

- In all, only 1 electricity commercial consumer was aware of the procedure for filing a petition with MERC.

CHAPTER 5 COMPLAINT INCIDENCE

5.0 Problems faced by the electricity consumers related to their electricity connection

Problems faced by the consumers related to their electricity connection		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	4130	439	4569	4080	453	4533	8210	892	9102
	%	75.4	74	75.3	74.8	69.5	74.2	75.1	71.6	74.7
No	Count	1344	154	1498	1378	199	1577	2722	353	3075
	%	24.6	26	24.7	25.2	30.5	25.8	24.9	28.4	25.3
Base		5474	593	6067	5458	652	6110	10932	1245	12177

- On an overall basis, 74.7% of the electricity consumers had faced the problems related to their electricity connection.

5.1 Electricity consumers lodged complaints with Mahavitrans regarding the problem faced in their electricity connection

Electricity consumers lodged complaint with Mahavitrans regarding the problem faced in their electricity connection		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	3411	371	3782	3330	392	3722	6741	763	7504
	%	82.6	84.5	82.8	81.6	86.5	82.1	82.1	85.5	82.4
No	Count	719	68	787	750	61	811	1469	129	1598
	%	17.4	15.5	17.2	18.4	13.5	17.9	17.9	14.5	17.6
Base		4130	439	4569	4080	453	4533	8210	892	9102

- On the whole, 82.4% of the electricity consumers, out of those who had faced problems related to their electricity connection, lodged complaints with Mahavitrans.

5.2 Reasons for not lodging the complaints

Reasons for not lodging the complaints		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
I am not aware of any complaint forum	Count	296	22	318	296	33	329	592	55	647
	%	41.2	32.4	40.4	39.5	54.1	40.6	40.3	42.6	40.5
The procedure is cumbersome	Count	295	31	326	346	23	369	641	54	695
	%	41	45.6	41.4	46.1	37.7	45.5	43.6	41.9	43.5
I do not have confidence in the system	Count	68	11	79	37	6	43	105	17	122
	%	9.46	16.18	10.04	4.93	9.84	5.3	7.15	13.18	7.63
Others	Count	85	8	93	102	1	103	187	9	196
	%	11.82	11.76	11.82	13.6	1.64	12.7	12.73	6.98	12.27
Base		719	68	787	750	61	811	1469	129	1598

- In all, the main reasons for not lodging the complaints were that the electricity consumers were not aware of any complaint forum and/ or they found the complaint procedure cumbersome.

5.3 Place of lodging the complaints

Place of lodging the complaints		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
The Lineman	Count	1244	116	1360	719	113	832	1963	229	2192
	%	36.5	31.3	36	21.6	28.8	22.4	29.1	30	29.2
Section Office/ Sub-station	Count	3086	344	3430	3142	365	3507	6228	709	6937
	%	90.5	92.7	90.7	94.4	93.1	94.2	92.4	92.9	92.4
Customer Facilitation Centre	Count	60	6	66	159	22	181	219	28	247
	%	1.76	1.62	1.75	4.77	5.61	4.86	3.25	3.67	3.29
Internal Grievance Redressal Cell	Count	2	0	2	2	1	3	4	1	5
	%	0.06	0.00	0.05	0.06	0.26	0.08	0.06	0.13	0.07
Consumer Grievance Redressal Forum (CGRF)	Count	1	1	2	1	0	1	2	1	3
	%	0.03	0.27	0.05	0.03	0.00	0.03	0.03	0.13	0.04
Electricity Ombudsman	Count	1	0	1	0	0	0	1	0	1
	%	0.03	0.00	0.03	0.00	0.00	0.00	0.01	0.00	0.01
Others	Count	23	4	27	2	0	2	25	4	29
	%	0.7	1.1	0.7	0.1	0.00	0.1	0.4	0.5	0.4
Base		3411	371	3782	3330	392	3722	6741	763	7504

- As a whole, 92.4% of electricity consumers lodged complaints at the section office/sub-station.
- The number of consumers approaching Internal Grievance Redressal Cell or CGRF/ Ombudsman was found to be extremely low.

5.4 Medium of complaints registration

Medium of complaints registration		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Calling at section office/ sub-station	Count	87	9	96	78	17	95	165	26	191
	%	2.6	2.4	2.5	2.3	4.3	2.6	2.4	3.4	2.5
Email	Count	2	0	2	4	0	4	6	0	6
	%	0.06	0.00	0.05	0.12	0.00	0.11	0.09	0.00	0.08
Post	Count	3	0	3	7	0	7	10	0	10
	%	0.09	0.00	0.08	0.21	0.00	0.19	0.15	0.00	0.13
Online forum	Count	0	0	0	1	1	2	1	1	2
	%	0.00	0.00	0.00	0.03	0.26	0.05	0.01	0.13	0.03
Personal visit	Count	3258	356	3614	3213	372	3585	6471	728	7199
	%	95.5	96	95.6	96.5	94.9	96.3	96	95.4	95.9
Others	Count	61	6	67	27	2	29	88	8	96
	%	1.79	1.62	1.77	0.81	0.51	0.78	1.31	1.05	1.28
Base		3411	371	3782	3330	392	3722	6741	763	7504

- In all, 95.9% of the electricity consumers lodged complaints through personal visit.

5.5 Type of complaints

Types of complaints		Rural			Semi-urban			Overall			
		R	C	T	R	C	T	R	C	T	
Interruption/ Failure/ Disconnection of electric supply	Count	898	89	987	733	112	845	1631	201	1832	
	%	26.3	24.0	26.1	22.0	28.6	22.7	24.2	26.3	24.4	
Meter related	Total	Count	929	99	1028	1067	129	1196	1996	228	2224
		%	27.3	26.6	27.2	32	32.9	32.1	29.7	29.9	29.6
	Slow/Fast meter	Count	532	55	587	550	82	632	1082	137	1219
		%	15.6	14.8	15.5	16.5	20.9	17.0	16.1	18.0	16.2
	Stuck meter	Count	171	20	191	274	21	295	445	41	486
		%	5.0	5.4	5.1	8.2	5.4	7.9	6.6	5.4	6.5
	Burnt meter	Count	67	9	76	82	5	87	149	14	163
		%	2.0	2.4	2.0	2.5	1.3	2.3	2.2	1.8	2.2
	Meter seal missing	Count	27	0	27	24	4	28	51	4	55
		%	0.8	0.0	0.7	0.7	1.0	0.8	0.8	0.5	0.7
Replacement of Faulty/ Stopped meter	Count	132	15	147	137	17	154	269	32	301	
	%	3.9	4.0	3.9	4.1	4.3	4.1	4.0	4.2	4.0	
Billing related	Total	Count	2193	271	2464	2220	244	2464	4413	515	4928
		%	64.3	73.1	65.1	66.7	62.3	66.1	65.5	67.5	65.7
	Non-receipt or delayed receipt of energy bills	Count	463	60	523	439	72	511	902	132	1034
		%	13.6	16.2	13.8	13.2	18.4	13.7	13.4	17.3	13.8
	Inflated/ Excess billing	Count	1606	187	1793	1647	152	1799	3253	339	3592
		%	47.1	50.4	47.4	49.5	38.8	48.3	48.3	44.4	47.9
Provisional bills (meter not read)	Count	124	24	148	134	20	154	258	44	302	
	%	3.6	6.5	3.9	4.0	5.1	4.1	3.8	5.8	4.0	
Voltage fluctuation	Count	1293	141	1434	1081	141	1222	2374	282	2656	
	%	37.9	38.0	37.9	32.5	36.0	32.8	35.2	37.0	35.4	
Delay in new connection	Count	206	27	233	204	26	230	410	53	463	
	%	6.0	7.3	6.2	6.1	6.6	6.2	6.1	6.9	6.2	
Name change/ transfer of ownership	Count	45	2	47	45	5	50	90	7	97	
	%	1.3	0.5	1.2	1.4	1.3	1.3	1.3	0.9	1.3	
Delay in Enhancement or Reduction of load	Count	32	6	38	17	3	20	49	9	58	
	%	0.9	1.6	1.0	0.5	0.8	0.5	0.7	1.2	0.8	
Reconnection/disconnection	Count	166	20	186	116	18	134	282	38	320	
	%	4.9	5.4	4.9	3.5	4.6	3.6	4.2	5.0	4.3	
Theft or unauthorized use of electricity	Count	7	2	9	2	0	2	9	2	11	
	%	0.2	0.5	0.2	0.1	0.0	0.1	0.1	0.3	0.1	
Unsafe/ dangerous condition of installation/ supply distribution	Count	59	3	62	76	5	81	135	8	143	
	%	1.7	0.8	1.6	2.3	1.3	2.2	2.0	1.0	1.9	
Others	Count	65	11	76	80	13	93	145	24	169	
	%	1.9	3.0	2.0	2.4	3.3	2.5	2.2	3.1	2.3	
Base		3411	371	3782	3330	392	3722	6741	763	7504	

- On the overall, electricity consumers had a high proportion of complaints related to inflated/ excess billing, voltage fluctuation and interruption/ failure/ disconnection of electric supply.

5.6 Average amount of refund from Mahavitrans in case of inflated/ excess billing or provisional bills

Average amount of refund from Mahavitrans in case of inflated/ excess billing or provisional bills	Rural			Semi-urban			Overall		
	Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Count	1606	187	1793	1647	152	1799	3253	339	3592
Average Amount (Rs.)	455.6	992.3	511.6	469.3	630.6	482.9	462.5	830.1	497.2

- On the whole, out of the total 3592 electricity consumers (29.5% of total surveyed), in the case of residential electricity consumers the average refund amount worked out to Rs. 462.5 while in the case commercial electricity consumers worked out as Rs. 830.1.
- The range of individuals' refund varied from Rs. 15 to Rs. 40,000.

5.7 Made request for compensation as per the "Standard of Performance Regulation"

Made request for compensation as per the "Standard of Performance Regulation"		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	0	0	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
No	Count	1606	187	1793	1647	152	1799	3253	339	3592
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Base		1606	187	1793	1647	152	1799	3253	339	3592

- None of the electricity consumers, who had lodged complaint in case of inflated/ excess billing, made request for compensation as per the "Standard of Performance Regulation".

5.8 Receipt of complaint number

Receipt of complaint number		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Complaint was registered and complaint number was given	Count	81	18	99	139	18	157	220	36	256
	%	2.4	4.9	2.6	4.2	4.6	4.2	3.3	4.7	3.4
Complaint was registered but complaint number was not given	Count	3039	315	3354	2978	351	3329	6017	666	6683
	%	89.09	84.91	88.68	89.43	89.54	89.44	89.26	87.29	89.06
Complaint was registered and complaint number provided on request	Count	81	10	91	119	14	133	200	24	224
	%	2.37	2.70	2.41	3.57	3.57	3.57	2.97	3.15	2.99
Complaint was registered but complaint number not provided, even on request	Count	66	16	82	24	2	26	90	18	108
	%	1.93	4.31	2.17	0.72	0.51	0.70	1.34	2.36	1.44
Refused to register complaint	Count	144	12	156	70	7	77	214	19	233
	%	4.2	3.2	4.1	2.1	1.8	2.1	3.2	2.5	3.1
Base		3411	371	3782	3330	392	3722	6741	763	7504

- Majority of the electricity consumers, who had lodged complaints, did not receive the complaint number after registration of their complaints.

5.9 Informed by the concerned channel about the action taken on the complaint

Informed by the concerned channel about the action taken on the complaint		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	425	50	475	513	68	581	938	118	1056
	%	13.0	13.9	13.1	15.7	17.7	15.9	14.4	15.9	14.5
No	Count	2842	309	3151	2747	317	3064	5589	626	6215
	%	87.0	86.1	86.9	84.3	82.3	84.1	85.6	84.1	85.5
Base		3267	359	3626	3260	385	3645	6527	744	7271

- In all, only 14.5% of the electricity consumers, who had lodged complaints, were informed about the action(s) taken on their complaints.

5.10 Made repeated follow-ups

Made repeated follow-ups		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	1804	202	2006	1833	216	2049	3637	418	4055
	%	55.2	56.3	55.3	56.2	56.1	56.2	55.7	56.2	55.8
No	Count	1463	157	1620	1427	169	1596	2890	326	3216
	%	44.8	43.7	44.7	43.8	43.9	43.8	44.3	43.8	44.2
Base		3267	359	3626	3260	385	3645	6527	744	7271

- On the whole, 55.8% of the electricity consumers, who had lodged complaint, had to make repeated follow-ups to get their complaints attended.

5.11 Frequency of follow-ups

Frequency of follow-ups		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
1 - 2 Times	Count	733	71	804	695	86	781	1428	157	1585
	%	40.6	35.1	40.1	37.9	39.8	38.1	39.3	37.6	39.1
3 - 4 Times	Count	934	111	1045	969	106	1075	1903	217	2120
	%	51.8	55.0	52.1	52.9	49.1	52.5	52.3	51.9	52.3
More than 4 Times	Count	137	20	157	169	24	193	306	44	350
	%	7.59	9.90	7.83	9.22	11.11	9.42	8.41	10.53	8.63
Base		1804	202	2006	1833	216	2049	3637	418	4055

- On the whole, 3 - 4 follow-ups were made by 52.3% of the electricity consumers, who had lodged complaints, to get their complaints attended.

5.12 Courteous behavior of the staff of Mahavitrans

Courteous behavior of the staff of Mahavitrans		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	2691	294	2985	2647	296	2943	5338	590	5928
	%	78.9	79.2	78.9	79.5	75.5	79.1	79.2	77.3	79.0
No	Count	720	77	797	683	96	779	1403	173	1576
	%	21.1	20.8	21.1	20.5	24.5	20.9	20.8	22.7	21.0
Base		3411	371	3782	3330	392	3722	6741	763	7504

- On the overall, 79% of the electricity consumers, who approached the staff of Mahavitrans, reported that the staff of Mahavitrans was courteous to them.

5.13 Satisfactory resolution of complaint within stipulated period as per standards of performance

Satisfactory resolution of complaint within stipulated period as per standard of performance		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	0	0	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
No	Count	0	0	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Base		3411	371	3782	3330	392	3722	6741	763	7504

- The answer to above question cannot be “Yes” or “No” as the consumer was not at all aware of the standards of performance. Therefore, the table cells show the quantities as zero.

5.14 Mahavitrans staff took feedback from the electricity consumers to verify the satisfactory resolution of their complaints

Took feedback from the electricity consumers to verify the satisfactory resolution their complaints		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	0	0	0	3	1	4	3	1	4
	%	0.00	0.00	0.00	0.2	0.7	0.3	0.1	0.4	0.1
No	Count	1158	125	1283	1321	135	1456	2479	260	2739
	%	100.0	100.0	100.0	99.8	99.3	99.7	99.9	99.6	99.9
Base		1158	125	1283	1324	136	1460	2482	261	2743

- On the whole, Mahavitrans staff took feedback only from 4 electricity consumers to verify the satisfactory resolution of their complaints.

5.15 Level of satisfaction with respect to resolution of complaints by staff of electricity distribution company/ section office/ sub-station or any senior authority of the distribution company

Level of satisfaction with respect to resolution of complaints by staff of electricity distribution company/ section office/ sub-station or any senior authority of the distribution company		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Very Satisfied	Count	48	12	60	83	19	102	131	31	162
	%	1.4	3.2	1.6	2.5	4.8	2.7	1.9	4.1	2.2
Satisfied	Count	1527	159	1686	1693	194	1887	3220	353	3573
	%	44.77	42.86	44.58	50.84	49.49	50.70	47.77	46.26	47.61
Dissatisfied	Count	1686	175	1861	1414	160	1574	3100	335	3435
	%	49.43	47.17	49.21	42.46	40.82	42.29	45.99	43.91	45.78
Very Dissatisfied	Count	150	25	175	140	19	159	290	44	334
	%	4.40	6.74	4.63	4.20	4.85	4.27	4.30	5.77	4.45
Base		3411	371	3782	3330	392	3722	6741	763	7504

- In all, 49.81% of the electricity consumers, out of those who had lodged complaints, were satisfied with the resolution of complaints by staff of electricity distribution company/ section office/ sub-station or any senior authority of the distribution company.

5.16 Reasons for dissatisfaction with respect to the complaints resolution

Reasons for dissatisfaction with respect to the complaints resolution		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Solution not provided after repeated follow-ups	Count	1272	144	1416	1034	117	1151	2306	261	2567
	%	69.3	72.0	69.5	66.5	65.4	66.4	68.0	68.9	68.1
Difficult in contacting the senior authority/ senior authority not accessible/courteous	Count	673	78	751	623	69	692	1296	147	1443
	%	36.66	39.00	36.89	40.09	38.55	39.93	38.23	38.79	38.29
Senior authority not equipped with adequate information	Count	59	8	67	63	9	72	122	17	139
	%	3.21	4.00	3.29	4.05	5.03	4.15	3.60	4.49	3.69
Time taken by senior authority for redressal of complaint being too long	Count	239	24	263	156	16	172	395	40	435
	%	13.02	12.00	12.92	10.04	8.94	9.92	11.65	10.55	11.54
Senior authority unable to understand/ comprehend the problem	Count	63	9	72	50	12	62	113	21	134
	%	3.4	4.5	3.5	3.2	6.7	3.6	3.3	5.5	3.6
Others	Count	26	2	28	30	4	34	56	6	62
	%	1.42	1.00	1.38	1.93	2.23	1.96	1.65	1.58	1.64
Base		1836	200	2036	1554	179	1733	3390	379	3769

- On the whole, the main reasons for dissatisfaction of the electricity consumers were that the solution was not provided even after repeated follow ups and also it was difficult to connect to senior authority/ senior authority not being accessible/ courteous.

5.17 Approached any other forum/ channel for complaint resolution (if not satisfied)

Approached any other forum/ channel (if not satisfied)		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	222	21	243	114	31	145	336	52	388
	%	12.1	10.5	11.9	7.3	17.3	8.4	9.9	13.7	10.3
No	Count	1614	179	1793	1440	148	1588	3054	327	3381
	%	87.9	89.5	88.1	92.7	82.7	91.6	90.1	86.3	89.7
Base		1836	200	2036	1554	179	1733	3390	379	3769

- On an overall basis, only 10.3% of the electricity consumers, who were dissatisfied with the resolution of their complaints, approached other channel/ forum for redressal of their complaints.
- The reasons for consumers not approaching any other forum for resolving complaints, are brought out in Table 5.20 on page no. 48.

5.18 Types of forum/ channel approached

Types of forum/ channel approached		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Consumer Facilitation Centre	Count	82	8	90	39	6	45	121	14	135
	%	36.9	38.1	37.0	34.2	19.4	31.0	36.0	26.9	34.8
Internal Grievance Redressal Cell	Count	3	0	3	0	0	0	3	0	3
	%	1.35	0.00	1.23	0.00	0.00	0.00	0.89	0.00	0.77
Consumer Grievance Redressal Forum (CGRF)	Count	0	0	0	0	0	0	0	0	0
	%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Electricity Ombudsman	Count	0	0	0	0	0	0	0	0	0
	%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Consumer Advocacy Groups/ NGO	Count	0	0	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Consumer Court	Count	0	2	2	0	0	0	0	2	2
	%	0.00	9.52	0.82	0.00	0.00	0.00	0.00	3.85	0.52
Local Political Representative	Count	0	0	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Others	Count	137	11	148	69	25	94	206	36	242
	%	61.71	52.38	60.91	60.53	80.65	64.83	61.31	69.23	62.37
Base		222	21	243	114	31	145	336	52	388

- On the overall, 62.37% of the electricity consumers, who were dissatisfied with the redressal of their complaints by the staff of the electricity distribution company, approached some other channel (Lineman) for redressal of their complaints followed by customer facilitation centre (34.8%).
- Only 3 electricity consumers had approached the IGR Cell for resolution of their complaints. The number of those who approached CGRF/ Ombudsman was nil.

5.19 Awareness of CGRF and its location

5.19.1 Among the consumers who had complained to the Licensee

Awareness of CGRF and its location		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	0	0	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
No	Count	222	21	243	114	31	145	336	52	388
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Base		222	21	243	114	31	145	336	52	388

- None of the electricity consumers, who complained, was aware about CGRF and its location.

5.19.2 Total awareness of CGRF

Total awareness of CGRF		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	2	4	6	5	1	6	7	5	12
	%	0.04	0.67	0.10	0.09	0.15	0.10	0.06	0.40	0.10
No	Count	5472	589	6061	5453	651	6104	10925	1240	12165
	%	99.96	99.33	99.90	99.91	99.85	99.90	99.94	99.60	99.90
Base		5474	593	6067	5458	652	6110	10932	1245	12177

- Overall, only 12 electricity consumers (0.10% of those covered in the survey) were aware of CGRF. However none of them had approached CGRF as they did not have any electricity complaints.

5.20 The reasons for consumers not approaching any other forum for resolving complaints

Reasons for not approaching any other forum for resolving complaints		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Not aware of any such forum	Count	1241	133	1374	1092	102	1194	2333	235	2568
	%	76.9	74.3	76.6	75.8	68.9	75.2	76.4	71.9	76.0
Procedure is cumbersome	Count	285	41	326	272	32	304	557	73	630
	%	17.66	22.91	18.18	18.89	21.62	19.14	18.24	22.32	18.63
Do not have confidence in the system	Count	65	4	69	57	10	67	122	14	136
	%	4.03	2.23	3.85	3.96	6.76	4.22	3.99	4.28	4.02
Do not have time	Count	23	1	24	18	4	22	41	5	46
	%	1.43	0.56	1.34	1.25	2.70	1.39	1.34	1.53	1.36
Others	Count	0	0	0	1	0	1	1	0	1
	%	0.0	0.0	0.0	0.1	0.0	0.1	0.0	0.0	0.0
Base		1614	179	1793	1440	148	1588	3054	327	3381

- On the whole, lack of awareness about any such forum was the main reason for not approaching any other forum for complaints resolution.

5.21 Approached Electricity Ombudsman and awareness

5.21.1 Approached the Electricity Ombudsman

Approached Electricity Ombudsman		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	0	0	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
No	Count	0	0	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Base		222	21	243	114	31	145	336	52	388

- None of the electricity consumers, who complained, approached the Electricity Ombudsman.

5.21.2 Overall awareness about Electricity Ombudsman

Total awareness of Electricity Ombudsman		Rural			Semi-urban			Overall		
		Residential	Commercial	Total	Residential	Commercial	Total	Residential	Commercial	Total
Yes	Count	1	0	1	1	0	1	2	0	2
	%	0.02	0.00	0.02	0.02	0.00	0.02	0.02	0.00	0.02
No	Count	5473	593	6066	5457	652	6109	10930	1245	12175
	%	99.98	100.00	99.98	99.98	100.00	99.98	99.98	100.00	99.98
Base		5474	593	6067	5458	652	6110	10932	1245	12177

- On the overall, only 2 electricity consumers were aware of Electricity Ombudsman. However, none of them approached Electricity Ombudsman as they did not have any electricity complaints.

CHAPTER 6

RECOMMENDATIONS

As per the survey carried out in the semi-urban and rural areas of MSEDCL, the awareness about the Electricity Act, 2003, Electricity Consumer's Rights/ Procedures, MERC Regulations - MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005, MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005, MERC (Consumer Grievance Redressal Forum (CGRF) & Electricity Ombudsman) Regulations, 2006 and forums for complaints registration and redressal (Customer Facilitation Centre, Internal Grievance Redressal Cell, Consumer Grievance Redressal Forum (CGRF), Electricity Ombudsman, online forum and others) was found to be very low.

Based upon the survey findings, it is recommended that MSEDCL/ Mahavitaran need to adopt the following measures to increase the awareness of consumer rights and consumer grievance redressal mechanism among its consumers:

- To have separate notice board at their offices to display the information related to consumer rights and consumer grievance redressal mechanism in local language (Marathi).
- To publicise the information related to consumer rights and consumer grievance redressal mechanism through mass media (television, radio and newspapers) on quarterly basis.
- To dispense the information related to the consumer rights and consumer grievance redressal mechanism among its consumers in the form of pamphlets along with the bills, without bills and at the MSEDCL offices.
- To organize information camps and public hearing (Jan Sunwai), after prior announcement, at panchayat level as well as at taluka level on a half yearly basis as half of the electricity consumer's education is below SSC/HSC.