

KARNATAKA ELECTRICITY REGULATORY COMMISSION BANGALORE

COMPLAINT HANDLING and Redressal Standards RELATING TO DISTRIBUTION AND SUPPLY of power (Standards of Performance)

Preamble

A Licence has been granted by the Karnataka Electricity Regulatory Commission under Section 19 of Karnataka Electricity Reforms Act, 1999 (Karnataka Act 25 of 1999) to the Karnataka Power Transmission Corporation Limited for carrying on the business of Supply of Electrical energy vide KERC letter No.R/01/0/1410 dated 7.12.2000.

As per Condition 23.2 of the Licence issued to KPTCL for carrying on the business of Supply of Electrical energy, the Licensee shall establish with the approval of the Commission, a procedure for handling complaints from the consumers about the manner in which the Licensee conducts its Supply Business.

With a view to ensure that this task of preparing and approving the above referred procedure and Standards for the same is expedited and rendered easy, the Commission prepared a draft of the above with the help of experts in the field.

1. The draft paper was prepared by KERC in June 2000 and sent to 106 members belonging to KPTCL, KPCL, Academicians, consumer groups and Eminent Engineers for their comments / reactions.
2. Responses were received from KPTCL, consumer groups and Eminent Engineers.
3. A workshop was conducted on 11.7.2000 with KPTCL, consumer groups and Eminent Engineers.
4. The draft papers were modified in the light of discussions and sent to

KPTCL.

5. Meetings were conducted on 18.10.2000 and 20.2.2001 with KPTCL and also with KEB (KPTCL) Engineers' Association on 20.2.2001 for discussion of the above.
6. The above draft was discussed in the Commission Advisory Committee meeting held on 24.11.2000 and 30.7.2001.
7. The draft was also Published in the Website of KERC for Comments.

The final draft of the above as modified after the consultation process described above was sent to KPTCL on 2.4.2001 to consider this draft and to submit the same with whatever modifications are considered necessary to the Commission for approval as contemplated under Condition 23.2 of the Licence already issued to KPTCL for carrying on the business of supply of Electrical energy.

Karnataka Power Transmission Corporation Limited has furnished the modifications on the above draft vide their letter No.KPTCL/B36/5716/331 Dated: 17-5-2001.

The Commission thereafter discussed the above on 27.6.2001 and 10.8.2001 in detail with special reference to the modifications sought by K.P.T.C.L.

Taking all the various aspects into consideration, **the Commission has approved** "the Complaint Handling and Redressal Standards Relating to Distribution and Supply of Power (Standards of Performance)" to be adopted by the Licensee i.e., K.P.T.C.L. and has ordered that the same be published in the official gazette of Karnataka for information of all the concerned.

By Order of the Commission

(Sd.)

Secretary

Karnataka Electricity Regulatory Commission.

COMPLAINT HANDLING and Redressal Standards RELATING TO DISTRIBUTION AND SUPPLY of power (Standards of Performance)

This "**Complaint handling and Redressal Standards relating to Distribution and Supply of power (Standards of Performance)**" is to be adopted by the Licensee i.e., K.P.T.C.L. with effect from such date as may be notified by the Commission.

1. Nature of complaints, Redressal Standards (Indicative maximum Time limit for rendering service), primary responsibility centre where complaint has to be lodged and attended, next higher authority is as per tabulation given below. The Licensee's motto should be to render the service with least possible time delay.

4	<p>Fire due to short circuit of LT lines consequent to loose spans and touching of tree branches</p> <p>(a) Towns and Cities</p> <p>(b) Rural area</p>	<p>a) 6 Hours</p> <p>b) 12 Hours</p>	<p>CCCD/ Service station of the Sub Dvn /</p> <p>A.E. (O&M)/J.E. (O&M)/</p> <p>Section Officer/Line Man in the Lineman camp</p>	<p>AEE (EI) of the Sub-dvn.</p>
5	<p>Interruptions due to break down of</p> <p>(i) <u>11KV line-Overhead</u></p> <p>a. Towns and Cities</p> <p>b. Rural area</p> <hr/> <p>(ii) <u>HT U.G Cable faults</u></p> <p>In all Towns and Cities</p> <hr/> <p>(iii) <u>Failure of transformer</u></p> <p>(a) Towns and Cities</p> <p>(b) Rural area</p> <hr/> <p>(iv) <u>LT line</u></p> <p>(a) Towns and Cities</p> <p>(b) Rural area</p>	<p>(a) 6Hours.</p> <p>(b) 24 Hours.</p> <p>Temporary arrangement for restoration of power supply with in 24Hours and rectification of Cable fault within 7 days</p> <p>a) 24Hours.</p> <p>b) 72 Hours</p> <p>(a) 6 Hours.</p> <p>(b) 24 Hours.</p>	<p>CCCD/ Service station of the Sub Dvn / A.E. (O&M)/</p> <p>J.E. (O&M)/Section Officer/Line Man in the Lineman camp.</p> <p>CCCD/ Service station of the Sub Dvn / A.E. (O&M)/</p> <p>J.E. (O&M)/Section Officer.</p>	<p>AEE (EI) of the Sub-dvn.</p> <p>AEE (EI) of the Sub-dvn.</p> <p>AEE (EI) of the Sub-dvn</p>

(v) Service main both over head and under ground

(a) Towns and Cities

- i. Overhead
- ii. U.G.Cable

(b) Rural area

(vi) Burnt out meter

(a) Towns and Cities

(b) Rural area

a)

(i) 24 Hours.

(ii) Temporary arrangement for restoration of power supply with in 24Hours

and rectification of Cable fault within 3 days

b) 48 Hours.

Subject to payment of meter cost as per Section 28.00 of KERC (ES&D) Code, 2000-01

a) 24 Hours

b) 48 Hours

CCCD/ Service station of the Sub Dvn /

A.E. (O&M)/J.E. (O&M)/

Section Officer/Line Man in the Lineman camp

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Section Officer/Line Man in the Lineman camp.

AEE (EI) of the Sub-dvn.

			<p>CCCD/ Service station of the Sub Dvn /</p> <p>A.E. (O&M)/J.E. (O&M)</p>	
6	<p>i) <u>Street lights not functioning</u></p> <p>(a) With in Bangalore Maha Nagara Palike (BMP) area and wherever Street lights are being maintained by the Local authority.</p> <p>(b) At adjoining places of Bangalore other than Bangalore Maha Nagara Palike area)</p> <p>(c) Towns and Cities</p> <p>(d) Rural area</p> <hr/> <p>ii) <u>Replacement of lamps and street light fittings</u></p> <p>(a)With in Bangalore Maha Nagara Palike (BMP) area and wherever Street lights are being maintained by the</p>	<p>a) To report to Bangalore Maha Nagara Palike/ Local authority Street lights Maintenance office in that locality-24 Hours.</p> <p>b) 24 Hours .</p> <p>c) 48 Hours</p> <p>d) 48 Hours</p>	<p>(a) BMP local Office/ Local authority.</p> <p>CCCD/ Service station of the Sub Dvn /</p> <p>A.E. (O&M)/J.E. (O&M)/ Soujanya counter of the Sub Dvn</p>	<p>AEE(E) of BMP / Local authority.</p> <p>in charge of Street lights</p> <p>AEE (EI) of the Sub-dvn.</p>

	<p>Local authority.</p> <p>(b) Towns and Cities</p> <p>(c) Rural area</p>	<p>a. To report to Bangalore Maha Nagara Palike/ Local authority Street lights Maintenance office in that locality-24 Hours after supply of Bulbs/lamps & accessories by BMP/ local authority.</p> <p>(b) 24 Hours after supply of fittings by local authority</p> <p>(c) 48 Hours after supply of fittings by local authority.</p>	<p>/Section Officer/Line Man in the Lineman camp.</p> <p>(a) BMP local Office/ Local authority.</p> <p>CCCD/ Service station of the Sub Dvn /</p> <p>A.E. (O&M)/J.E. (O&M)/ Soujanya counter of the Sub Dvn /Section Officer/Line Man in the Lineman camp</p>	<p>AEE(E) of BMP /Local authority.</p> <p>in charge of Street lights</p> <p>AEE (EI) of the Sub-dvn.</p>
<p>II</p>	<p><u>Disconnection and Reconnection</u></p>			

1	<p>Reconnection after payment of dues to KPTCL</p> <p>Both for Towns, Cities and Rural area</p>	<p>(i) 24 Hrs if the disconnection period is not exceeding Six months</p> <p>(ii) 48 Hours if the disconnection period is exceeding six months:</p> <p>(a) In cases where agreement is not terminated, the Consumer shall clear outstanding arrears, produce interior wiring fitness certificate issued by the licensed Electrical Contractor.</p> <p>(b) In cases where agreement is terminated, the Consumer shall apply afresh as per Section 4.12 (V) of KERC (ES&D) Code, 2000-01</p>	<p>AAO of the Sub Dvn/ A.E. (O&M)/J.E. (O&M)/ Section Officer.</p>	<p>AEE (EI) of theSub-dvn.</p>
2	<p>Reconnection when disconnected by over sight (Exceptional cases) even though bill amount is paid</p> <p>(a) Towns and Cities</p> <hr/> <p>(b) Rural area</p>	<p>a) 6 Hours.</p> <p>b) 24 Hours.</p>	<p>AAO of the Sub Dvn/ A.E. (O&M)/J.E. (O&M)/ Section Officer</p>	<p>AEE (EI) of theSub-dvn.</p>

III	<u>Voltage complaints</u>			
1	<u>Low voltage Complaints</u> Both for Towns, Cities and Rural area	15 days in case of local problem and 6 months in cases requiring augmentation of distribution system.	CCCD/ Service station of the Sub Dvn / A.E.(O&M)/J.E.(O&M)/ Soujanya counter of the Sub Dvn /Section Officer/Line Man in the Lineman camp	AEE (EI) of theSub-dvn.
2	<u>Voltage Fluctuations</u> (a) Towns and Cities (b) Rural area	a) 4days. b) 8days.	CCCD/ Service station of the Sub Dvn / A.E. (O&M)/J.E.(O&M)/ Soujanya counter of the Sub Dvn /Section Officer/Line Man in the Lineman camp	AEE (EI) of theSub-dvn.
IV	<u>Metering and Meter Reading</u>			
1	Replacement of Non-recording meters and other faulty meters where supply is not affected. (a) Towns and Cities (b) Rural area	a) 7days b) 10 days	A.E. (O&M)/J.E.(O&M)/ Soujanya counter of the Sub Dvn /Section Officer.	AEE (EI) of the Sub-dvn.

2	<p>Not reading the installations on the dates fixed for meter reading</p> <p>(a) Towns and Cities</p> <p>(b) Rural area</p>	<p>a) 2days</p> <p>b) 3 days</p>	<p>A.A.O./S.A of the accounting unit /</p> <p>A.E. (O&M)/J.E. (O&M)/ Soujanya counter of the Sub Dvn /Section Officer.</p>	<p>A.E.E (EI) of the Sub Dvn.</p>
3	<p>Accidental breakage of seals provided to the meter on report by the consumer where no tampering of meter is suspected.</p> <p>Both for Towns, Cities and Rural Area.</p> <p>VERIFICATION OF BILLS</p>	<p>Inspection and report within 24 Hours and replacement of meter within 8 days</p>	<p>A.E. (O&M)/J.E. (O&M)/ Soujanya counter of the Sub Dvn /Section Officer.</p>	<p>AEE (EI) of theSub-dvn.</p>
1	<p>Mistakes in totaling by the MR while issuing the bills.</p> <p>(a) Towns, Cities and Rural area</p> <p>(b) Rural area where there is no a/c unit.</p>	<p>a) On the same working day</p> <p>b) 2 working days</p>	<p>A.A.O./S.A of the accounting unit. /soujanya counter of the Sub Dvn/Section Officer.</p>	<p>A.E.E(E) of the Sub Dvn.</p>

V

2	<p>Wrong calculation by the MR while issuing the bills and use of wrong meter constant</p> <p>(a) Towns and Cities</p> <p>(b) Rural area where there is no a/c unit.</p>	<p>a) On the same working day</p> <p>b) 3 working days</p>	<p>A.A.O./S.A of the accounting unit / soujanya counter of the Sub Dvn/ Section Officer</p>	<p>A.E.E (E) of the Sub Dvn.</p>
3	<p>Wrong recording of reading by Meter Reader</p> <p>(a) Towns and Cities</p> <p>(b) Rural area</p>	<p>a) 2 working days</p> <p>b) 8 working days</p>	<p>A.A.O./S.A of the accounting unit / soujanya counter of the Sub Dvn/ Section Officer.</p>	<p>A.E.E(E) of the Sub Dvn.</p>
4	<p>Excessive billing.</p> <p>Both for Towns, Cities and Rural Area.</p>	<p>On the same working day</p>	<p>A.A.O./S.A of the accounting unit / soujanya counter of the Sub Dvn.</p>	<p>A.E.E (E) the Sub Dvn.</p>
5	<p>Amount already paid by consumer shown as arrears. (Provided the bill amount is paid at the Sub Dvn. where the bill is issued)</p>	<p>Both for Towns, Cities and Rural Area.</p> <p>On the same working day</p>	<p>A.A.O./S.A of the accounting unit / soujanya counter of the Sub Dvn.</p>	<p>A.E.E (E) of the Sub Dvn</p>
6	<p>Wrong application of Tariff, (i) Where field report is not necessary.</p> <p>Both for Towns, Cities and Rural area</p> <p>(ii) Where field report is necessary.</p> <p>Both for Towns, Cities and Rural area</p>	<p>On the same working day</p> <p>8 working days.</p>	<p>A.A.O./S.A of the accounting unit / Soujanya counter of the Sub Dvn.</p>	<p>A.E.E (E) of the Sub Dvn</p>

7	<p>Posting of wrong initial reading.</p> <p>Both for Towns, Cities and Rural Area.</p>	<p>On the same working day</p>	<p>A.A.O./S.A of the accounting unit / soujanya counter of the Sub Dvn.</p>	<p>A.E.E (E) of the Sub Dvn</p>
8	<p>Showing the short claims in the monthly bill without furnishing the details to the consumer. Both for Towns, Cities and Rural Area.</p>	<p>Detailed statement shall be furnished within 3 working days both in case of Computer Billing and manual billing.</p>	<p>A.A.O./S.A of the accounting unit / soujanya counter of the Sub Dvn.</p>	<p>A.E.E (E) of the Sub Dvn</p>
9	<p>Wrong postings, i.e. postings of receipts to wrong RR nos.</p> <p>Both for Towns, Cities and Rural Area.</p>	<p>On the same working day</p>	<p>A.A.O./S.A of the accounting unit / soujanya counter of the Sub Dvn.</p>	<p>A.E.E (E) of the Sub Dvn</p>
10	<p>Discrepancies in billing like Improper billing of Non-recording period of meters (MNR), Not issuing the average bills for the door lock Cases, etc.</p> <p>Both for Towns, Cities and Rural area</p>	<p>On the same working day.</p>	<p>A.A.O./S.A of</p>	<p>A.E.E (E) of the Sub Dvn.</p>

			the accounting unit / soujanya counter of the Sub Dvn.	
VI	<u>NEW CONNECTIONS:-</u> <u>Service Standards</u>			
1	<p>Time frame to Furnish feasibility report for arranging power supply and issue of power sanction letter. Both for Towns, Cities and Rural area</p> <hr/> <p>(a) Domestic Lighting- 7 working days.</p> <hr/> <p>(b) Commercial Lighting- 7 working days.</p> <hr/> <p>(c) A.E.H.- 7 working days.</p> <hr/> <p>(d) LT power- 7 working days.</p> <hr/> <p>(e) IP Sets/Street Lights- 15 working days.</p> <hr/> <p>(f) Buildings, Regn.9.00- 15 working days.</p> <hr/> <p>(g) Layouts, Regn.10.00- 30 working days.</p> <hr/>	6 working days.	A.E.E (E) / A.E. (T) of the Sub Dvn.	E.E (El) of the Dvn.

	<p>(h) HT / EHT Power-</p> <p style="text-align: right;"><u>15 / 30 working days.</u></p> <hr/> <p>(i) Temp.Ltg/power-</p> <p><u>2 working days</u></p>			
2	<p>Time frame for servicing of new installation: -</p> <p>Total period allowed from the date of receipt of C.R./W.D.,</p> <p>Agreement, payment of Deposits. Both for Towns, Cities and Rural area -</p> <hr/> <p>(a) Dom/Com Ltg./AEH- 30 days</p> <hr/> <p>(b) L.T. Industries</p> <p>15 Days Plus period required for execution of service line work.</p> <hr/> <p>(c) I.P.Sets/R.E./ Street Lights-</p> <p>As priority, seniority and Annual Target.</p> <hr/> <p>(d) H.T. Power</p> <p>15 days Plus period required for execution</p> <p>of service line work.</p> <hr/> <p>(e) E.H.T. Power</p> <p>15 days Plus period</p>	<p>15 working days plus time required for Inspectorate approval.</p>	<p>A.E.E (E) / A.E. (T) of the Sub Dvn</p>	<p>E.E (El) of the Dvn.</p>

required for execution

*
*

of service line work.

(f) Temporary Power Supply

Up to 5KW- 3 days

Up to 25KW-10 days

Up to 50KW-20 days

(g) Tatkal Scheme applicable for Domestic Lighting, A.E.H., Commercial Lighting -8 days.

3

Opening the test reports of the new installations immediately after service and issuing the first bill – First meter reading date after 30 days

15 Days

AAO/SA of the Sub Dvn.

AE.E (EI) of the Sub. Dvn.

VII

APPEAL CASES

	Deciding the appeal cases	<p>a) First Appellate Authority – with in 120 days from the date of filing the appeal.</p> <p>b) Second Appellate Authority–with in 60 days from the date of filing the appeal.</p>	Secretary Corporate office of The Licensee.	C.M.D. of the Licensee.
VIII	GENERAL			
1	<p>Refund of advance consumption charges</p> <p>collected in respect of temporary installations-2 Months.</p>	7 working days	A.A.O./S.A of the accounting unit and A.O. of Internal Audit of the Dvn..	A.E.E (E) of the Sub. Dvn
2	<p>Payment of Solatium in case of electrical accidents:</p> <p>(a) Payment of Solatium in cases where it is established beyond doubt that the electrical accident is not due to the fault on the part of the victim: - shall be paid Immediately with out waiting for the report of the Chief Electrical Inspector to Government (CEIG).</p> <p>(b) In other cases Solatium shall be paid with in 30 days from the report of the CEIG.</p> <p>Note: The CEIG shall send his report within one month</p>	15 working days	S.E. (E) of the Circle.	C.E.E (G)

	from the date of accident.	15 working days	S.E. (E) of the Circle.	C.E.E (G)
3	Discourteous behaviour of staff.	To enquire with in a week and take suitable action and to inform the complainant.	A.E.E (E) of the Sub Dvn.	E.E. (E). of the Dvn.
4	<p>Modification to the Existing Connection.</p> <p>(a) Transfer of Installation-20 Days _____</p> <p>(b) Reduction of load / Surrender of power Supply- 2 Months _____</p> <p>(c) Shifting of Meter & meter board- 10 Days _____</p> <p>(d) Conversion of installation from one Tariff to another Tariff- 15 Days</p>	7 working days	AAO/AE (T)/Soujanya Counter of the Sub.Dvn.	A.E.E (E) of the Sub Dvn.

5	Removal of the Meter at the request of the consumer-15 Days	7 working days	AAO/AE (O&M)/ JE (O&M)/Section Officer /Soujanya Counter of the Sub.Dvn.	A.E.E (E) of the Sub Dvn
6	Issue of certificates as per Section 30.16 of KERC (ES&D) Code, 2000-01- 2 working days	7 working days	A.A.O./S.A of the accounting unit	A.E.E (E) of the Sub Dvn
7	Refund of Deposit-60 Days	7 working days	AEE (E) /A.A.O./S.A of the Sub.Dvn.	E.E.(E).of the Dvn
8	Withdrawal of demand and refund-60 Days	7 working days	AEE (E) /A.A.O./S.A of the Sub.Dvn.	E.E.(E).of the Dvn
9	Any complaint not covered specifically in the above-30 days	7 working days	AEE (E) /A.A.O./S.A of the Sub.Dvn.	E.E.(E).of the Dvn

MISCELLANEOUS

1) Consumers are requested to bring to the notice of the Licensee regarding the following to prevent accidents:

- Sagging of electrical lines.
- Slanting of poles
- Tree branches touching the lines.
- Constructions very close to electrical lines.
- Unsafe conditions of distribution lines and Transformer centers.

2) Consumers are requested to co operate with the Licensee in furnishing information to prevent theft of power.

3) Consumers are requested to bring to the notice of the Licensee in the event Streetlights are observed to be working even during daytime to avoid wastage of power.

In case of Bangalore Maha Nagara Palike area and wherever Streetlights are being maintained by the Local authority, the Consumers are requested to report such cases to

Bangalore Maha Nagara Palike / Local authority Streetlights Maintenance office in that locality.

4) Consumer Service Day shall be held by the Licensee once in a month at all subdivisions and Divisions.

5) Complaint and Suggestion Box shall be maintained at all subdivisions and Divisions.

6) Black Box to lodge specific complaints on corruption and unethical practices in the Licensee's organization shall be maintained at all Zones, Circles and Divisions.

7) Toll free Telephone facility wherever available shall be maintained at C.C.C.D., service stations of all subdivisions and O& M Units to register the consumer complaints.

PROCEDURE FOR LODGING COMPLAINT

A Register for lodging of the complaints shall be maintained at each of the primary responsibility centres including the Lineman camps in the villages.

The complaint should be lodged at the respective area primary responsibility centre of the Licensee corresponding to the nature of complaint noted in the above table giving the name, address, R.R.No. of the installation, if required, along with the brief description of the problem faced. The complaint can be lodged either **in writing** or **over telephone**. The primary responsibility centre shall register the complaint and intimate a complaint number and arrange for attending to the complaint with in the time limit indicated in the above table.

PROCEDURE IN CASE OF NON-RESPONSE OR INADEQUATE RESPONSE AT THE PRIMARY RESPONSIBILITY CENTRE.

In the event of non-response or inadequate response by the primary responsibility centre of the Licensee with in the time limit prescribed for rendering the service, the consumer may lodge complaint with the next higher authority, which is also noted in the above table for redressal of the grievance. The Licensee shall make available prescribed format as per **annexure-I** for this purpose for lodging the complaint. The receipt of the complaint should be registered by the next higher authority who shall resolve the complaint with in the time limit as noted below on receipt of the complaint at his office.

1. Where Power supply is to be restored: - On the same day under normal conditions or such other reasonable time depending on the system constraints.
2. Where action has to be taken after receipt of report from the staff: - 7 days

In case break down of power supply is not attended to and power supply restored by the primary responsibility center, the next higher authority should act immediately to restore power supply before 6.00 P.M. of the same day under normal conditions or such other reasonable time depending on the system constraints.

All the periods / Timings for the complaints lodged are reckoned from the time of registration of complaint i.e., complaints lodged between 9.00 Hrs. and 16.00 Hrs. only. Complaints lodged after 16.00 Hrs. will be carried over to the next day, if the same cannot be attended on that day itself.

COMPLAINT BEFORE THE K.E.R.C.

It is obligatory on the part of the Licensee to respond to the consumer's complaint timely and effectively. However, if the consumer is not satisfied with the action taken by the Licensee, he may make an application to the Karnataka Electricity Regulatory Commission in accordance with the procedure prescribed in the practice direction No.1 (Consumer Grievance Handling Procedure) of the Commission.

EXEMPTION

The complaint Handling and Redressal Standards relating to distribution and supply of power (Standards of Performance) shall remain suspended during Force-Majeure condition such as war, mutiny, Civil commotion, riot, flood, cyclone, lightning, earth quake or other force or cause beyond the control of the Licensee and strike, lock-out, fire affecting the Licensee's installations and activities.

ISSUE OF ORDERS AND PRACTICE DIRECTIONS

Subject to the provisions of the KER Act, 1999 and these Standards, the Commission may, from time to time, issue orders and practice directions regarding implementation of these Standards and Procedures to be followed.

POWERS TO REMOVE DIFFICULTIES

If any difficulty arises in giving effect to any of the provisions of these Standards, the Commission may, by general or special order, direct the Licensee to take suitable action not being inconsistent with the provisions of the KER Act, 1999 which appears to it to be necessary or expedient for the purpose of removing the difficulties.

The Licensee may make an application to the Commission and seek suitable orders to remove any difficulty that may arise in implementation of these Standards.

SAVINGS

Nothing in these Standards shall affect the rights and privileges of the Consumers under any other law for the time being in force including the Consumer Protection Act, 1986.

By Order of the Commission

(Sd.)

Secretary

Karnataka Electricity Regulatory Commission