

GOVERNMENT OF INDIA  
MINISTRY OF POWER

**RAJYA SABHA**  
**UNSTARRED QUESTION NO.1591**  
ANSWERED ON 09.12.2024

**APPLICABILITY OF ELECTRICITY (RIGHTS OF CONSUMERS) RULES, 2020**

**1591 SHRI AJIT KUMAR BHUYAN:**

Will the Minister of **POWER** be pleased to state:

- (a) whether the Electricity (Rights of Consumers) Rules, 2020 is mandatorily applicable on all DISCOMs be it Public/Private one;
- (b) if so, the details thereof;
- (c) the number of Grievances Forums (from Level-1 to Level-3) that have been formed in Assam Power Distribution Company Limited (APDCL);
- (d) whether the APDCL has given publicity in local newspapers about the formation of these (Level-1 to Level-3) forums disclosing name of members, contact numbers etc.;
- (e) if so, the details thereof; and
- (f) if DISCOMs do not form CGRF at all levels to frustrate Electricity (Rights of Consumers) Rule, 2020, the remedies available to consumers?

**A N S W E R**

THE MINISTER OF STATE IN THE MINISTRY OF POWER

(SHRI SHRIPAD NAIK)

**(a) & (b) :** The Electricity (Rights of Consumers) Rules, 2020 notified on 31.12.2020 , as amended from time to time , under Section 176 of the Electricity Act, 2003, are mandatorily applicable to all public and private DISCOMs.

**(c) to (e) :** As per information received from Assam Power Distribution Company Limited (APDCL), two levels of Consumer Grievance Redressal Forums (CGRF), viz. District Level CGRF and State Level CGRF have been established in APDCL. So far twenty-three District Level CGRF and one State Level CGRF have been formed in APDCL. APDCL has given publicity in local newspapers about the formation of CGRFs.

**(f) :** If DISCOMs don't comply with the rules, action may be taken against them as per the provisions of the Electricity Act, 2003.

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