

## **WELCOME TO CONSUMERS' CORNER**

The Consumers' Corner may be termed as a vision channel through which all the stakeholders can see each other and view jointly towards attaining the desired heights. It may also be treated as a platform where all players can join hands and take the pledge to develop the power sector with a view to uplifting the socio-economic status of the people.

Consumers' Corner is a pull down menu in the website of the Joint Electricity Regulatory Commission for Manipur and Mizoram (JERC for M & M) and it is dedicated to the service of general Consumers of the States. Consumers' Corner welcomes the electricity consumers, consumer groups and others interested in consumer affairs.

## **BACKGROUND**

The Electricity Consumers shall appreciate and agree with the design and approach of the Joint Commission on the following counts:

- (i) while making efforts to protect the interest of all the stakeholders in general and the consumers in particular, as envisaged in the Electricity Act 2003, the Commission finds that the domestic consumers who constitute more than 80 p.c. of the total consumers in each of the two States, have superficial knowledge of the Regulations, Policies and Programmes that are readily available for providing support and protection to each of them.

Therefore, the Consumers need constant advocacy, motivation and interaction with appropriate authorities that would not only enlighten them about the rights and obligations of the stakeholders but also help them out when they are aggrieved. Thus, the Consumers' Corner provides the avenue exclusively meant for Consumers' Promotion and Capacity Building.

- (ii) The Commission is well aware that the future of the Power Sector lies with the Consumers. Therefore, it always remains prepared to

enhance its own efficiency as a regulator by awakening empowering and helping the common.

However, the Commission, most of the time finds it improper to take initiatives at the right earnest to address issues that may cause inconvenience/ grievance to the Consumers due to want of authentic information and feedback from the field in respect of quality of service and maintenance of Standard of Performance of the service provider. Thus, lack of information has become a serious impediment to timely redressal of grievances.

The Commission has been collecting all kinds of data and information only from the concerned Departments which have many a number of organizational setbacks. As is perhaps natural, such feedback may often be perceived as biased in favour of the service providers themselves and at the same time, the Commission has every reason to have a doubt about the correctness of the same. Therefore, the Commission needs to cover extra miles to get the information and data verified with what have been actually prevailing at the field.

The Commission feels that with the opening of the window, the Consumers are only a click away from it and further hopes that the Consumer groups and the individuals interested in Consumer affairs shall come forward and gather at this corner to exchange views, express grievance, relay factual scenario of consumer service, and also to suggest ways and means for overall improvement of the Sector.

- (iii) Like any other Consumer, the employees of the service providers of the two States shall have access to the Consumers' Corner and find out for themselves the real situation prevailing in their areas of supply viz cries and curses of consumer for not getting power supply for hours together, dishonesty and insincerity of the field staffs and their impacts on the common consumers, unattended grievances and unheard

complaints of the Common Consumers. A few in priviledged position, might have given applause.