



GOVERNMENT OF KERALA

Abstract

Power Department-State Business Reform Action Plan, 2024-Reform Recommendations-Publishing of power quality information, effective tariff mechanism to notify customers of change in tariff ahead of billing cycle, outages etc. as part of implementing State Business Reform Action Plan, 2024-orders -issued.

POWER(A) DEPARTMENT

G.O.(Rt)No.144/2024/POWER

Dated,Thiruvananthapuram, 30-07-2024

Read State Business Reform Action Plan,2024

ORDER

1. Department for Promotion of Industry and Internal Trade,Ministry of Commerce and Industry, Government of India as a part of State Business Reform Action Plan, 2024 recommended a series of reforms targeted at increasing transparency and improving efficiency and effectiveness of the regulating frame work and services for business in India.

2. As part of business centre reforms it is recommended to ensure that the regulator publishes monthly or quarterly data regarding total duration and frequency of outages online in public domain, to ensure that information on effective tariffs are available online; and that customers are notified of a change in tariff ahead of the billing cycle notify planned outages, mandate to design and publish an online dashboard in public domain to provide information on quality of electricity service supply division wise, and update on real time basis, average hours of steady supply voltage supplied to consumers, number and hours of disruptions/power cut per week and reason for power disruptions.

3. As per the existing provision in rule 16(3) of the Electricity (Right to Consumers) Rules, 2020, the details of scheduled power outages shall be informed to the consumers through SMS or by any other electronic method along with estimated time for restoration.

4. Further rule 6(1) of the above said rules provides that tariff for each category of consumers shall be displayed on distribution licensee's website and consumer shall be notified of changing tariff including fuel charge and other charges a full billing cycle ahead of time through distribution licensee's website as well as through energy bills.

5. In the light of the above provisions, the details of scheduled power outages shall be informed to the consumer and tariff for each category of consumers shall be displayed on distribution licensee's website a full billing cycle ahead of time.

6. In this regard the Government as part of implementing the State Business Reform Action Plan, 2024 is pleased to mandate that the following details shall be published in online dashboard in public domain to provide information as envisaged by the provisions of Electricity (Rights of Consumers) Rules,2020.

(a) Monthly or quarterly data regarding total duration and frequency of outage.

(b) Information on effective tariff and customers shall be notified of a

- change in tariff ahead of billing cycle.
- (c) Planned outages (maintenance and load shedding) for next month in advance.
 - (d) Average hours of steady supply voltage supplied to customers per week.
 - (e) Number and hours of disruptions/power cuts per week
 - (f) Reason for power disruptions.

(By order of the Governor)
K R JYOTHILAL
ADDITIONAL CHIEF SECRETARY

To:

- 1.The Chairman & Managing Director,Kerala State Electricity Board Limited,Vydyuthi Bhavanam,Pattom,Thiruvananthapuram-695 004
- 2 Managing Director, Kerala State Industrial Development Corporation Ltd
3. Accountant General (AE/ Audit) Thiruvanatapuum
- 4.. Industries (J) Department (Vide D O No. J1/23/2024/IND)
5. Public Relations (Web & New Media) Department
- 6..Stock File / Office Copy

Forwarded /By order

Section Officer