

Chapter 6

Consumer Satisfaction

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One of the objectives of R-APDRP scheme was to improve consumer satisfaction. This was sought to be achieved through the setting up of IT – enabled consumer service centres, establishment of Customer Service System and also by ensuring the quality of the electricity supply to the consumers. The observations of audit in this regard are presented below.

6.1 Computerisation of Commercial Activities (billing, collection etc.)

Computerization of commercial activities like billing, collection etc. have not been completed in two²³ States while in four²⁴ States, it was implemented only partially. Shortcomings in the system were also noticed in **Andhra Pradesh**.

6.2 Establishment of Customer Service System (CSS)

The Customer Service System comprising of computerised logging, tracking and redressal of customer requests was to be established by the Utilities. However, it was seen that the system was not fully established in nine²⁵ States. Audit noticed the following in the CSS established in the States:

- Requests for temporary connections, electric address maintenance, special connection/ disconnection/termination, interface with spot metering and billing systems, interface with other systems, etc. at Customer Service Centres, has not been done in six States²⁶ while in Mizoram, it had been done partially.
- It was not possible to make payment of energy billed through multiple channels in six States²⁷.
- The system did not support expeditious disconnections and dismantling to plug revenue leakage in 11 States.²⁸

²³ Goa and Nagaland.

²⁴ Jammu & Kashmir, Manipur, Rajasthan and Telangana.

²⁵ Assam, Goa, Jammu and Kashmir, Meghalaya, Mizoram, Nagaland, Rajasthan, Sikkim and Tamil Nadu.

²⁶ Goa, Jammu and Kashmir, Kerala, Madhya Pradesh, Nagaland and Rajasthan.

²⁷ Jammu and Kashmir, Puducherry, Uttar Pradesh, Goa, Madhya Pradesh and Nagaland.

²⁸ Andhra Pradesh, Bihar, Goa, Gujarat, Jammu and Kashmir, Kerala, Odisha, Puducherry, Rajasthan, Sikkim and Tamil Nadu.

- Metering system did not support functionalities pertaining to meter reading and generation of exception lists in five States²⁹.

MOP stated (March 2016) that the issues flagged by Audit with regard to consumer satisfaction shall have to be addressed by Utilities before/during verification by TPIEA-IT so as to enable them to avail the benefit of conversion of loan into grant.

The reply of MOP indicates that the establishment of customer service system is not being regularly monitored by Ministry/nodal agency.

6.3 Non-fixation of service connections/replacement with high accuracy/tamper proof meters

High accuracy tamper proof meters were required to be provided for all connections as they would enable more accurate billing without manual intervention. This would also help in plugging leakages of revenue and in improving the commercial viability of the Utilities. It was seen that all the service connections were not fixed /replaced with high accuracy/tamper proof meters, as contemplated in three States³⁰.

MOP stated (March 2016) that all the issues related with Part A and Part B shall have to be addressed by Utilities before/during verification by TPIEA-IT so as to enable them to avail the benefit of conversion of loan into grant.

The reply of MOP suggested lack of constant monitoring, the stress being on corrective action expected to be taken by the utilities for conversion of loan to grant at the end of project.

6.4 Non-supply of proper tail end voltage

The supply of tail end voltage is a measure of the quality of electrical supply. It was seen that proper tail end voltage was not supplied in two States³¹ while in 15 States,³² the projects were yet to start or were in progress.

MOP reiterated (March 2016) that implementation of Part A projects shall be treated as complete after verification by TPIEA-IT as per guidelines and accordingly conversion of loan into grant will depend upon satisfactory completion as verified by TPIEA-IT. Hence, all the issues related with Part A shall have to be addressed by Utilities

²⁹ Jammu and Kashmir, Kerala, Puducherry, Rajasthan and Tamil Nadu.

³⁰ Himachal Pradesh, Meghalaya and Sikkim .

³¹ Meghalaya, and Uttar Pradesh.

³² Andhra Pradesh, Bihar, Goa, Haryana, Jammu & Kashmir, Jharkhand, Karnataka, Kerala, Manipur, Mizoram Nagaland, Odisha, Punjab, Rajasthan and Uttarakhand.

before/during verification by TPIEA-IT so as to enable them to avail the benefit of conversion of loan into grant. In case of Part B projects, conversion of loan into grant will depend upon Utilities achieving the AT&C loss reduction as per guidelines which will be duly verified by the TPIEA-EA one year after completion of Part A IT and completion of Part B. Hence, all the issues related with Part B shall have to be addressed by Utilities so as to enable them to avail the benefit of conversion of loan into grant.

The reply of MOP suggested dependence upon corrective action at the end of the project implementation rather than constant monitoring and ensuring that the projects are implemented properly.

