

## What is meant by Grievance or Complaint?

Written by

Monday, 23 February 2009 16:49 -

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(i) defect or deficiency in electricity service provided by the licensee;

(ii) unfair or restrictive trade practices of licensee in providing

electricity services;

(iii) charging of a price in excess of the price fixed by the

Commission for supply of electricity and allied services;

(iv) errors in billing;

(v) erroneous disconnection of supply;

(vi) electricity services which are unsafe or hazardous to public life in contravention of the provisions of any law or rule in force; or

(vii) any other grievance connected with the supply of electricity by the licensee ***except those related to the following***

:

(1) unauthorised use of electricity as provided under Section 126 of the Act;

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(2) offences and penalties as provided under Sections 135 to 139 of the Act and

(3) accident in the distribution, supply or use of electricity under Section 161 of the Act.