

**A PILOT PROJECT ON CAPACITY BUILDING ON ELECTRICITY  
REFORMS IN NEPAL, BANGLADESH AND INDIA  
(WEST BENGAL & RAJASTHAN) – RESA Project**

**GRASSROOTS INTERFACE MEETING (GIMS)**

**AGENDA**

(November 2008 – January 2009)

<b>Time</b>	<b>Sessions</b>
10:00 – 10:30	<b>Registration</b>
10:30 – 10:50	<b>Opening Session</b>
10:50 – 11:00	<b>Session I: Project on Capacity Building on Electricity Reforms in India, Bangladesh and Nepal : Overview</b>
11:00 – 11:45	<b>Session II: Electricity Reform Process and Role of Consumer</b> <ul style="list-style-type: none"> <li>• Structure of the Electricity Sector</li> <li>• Historical evaluation of the electricity supply industry (major structural changes through various legislation)</li> <li>• Unbundling, corporatisation and privatization</li> <li>• Electricity Regulatory Commission</li> <li>• Consumer Participation – importance and status</li> <li>• Opportunities available to participate and the institutional structure</li> </ul>
11:45–12:30	<b>Session III: Complaint Redressal Mechanism</b> <ul style="list-style-type: none"> <li>• Existing mechanism for the redressal of consumer complaints (bottom to top level institutions available to consumers for grievance redressal)</li> <li>• Filing of complaints and follow up by the consumers</li> <li>• Time frame for redressal of complaints</li> <li>• Various precautions to be taken while making complaints</li> </ul>
12:30 – 14:00	<b>Session IV: Energy Conservation: Role of consumers</b> <ul style="list-style-type: none"> <li>• Importance of conservation of electricity?</li> <li>• Saving of electricity at consumption ends?</li> <li>• Introduction to the use of CFL, energy efficient equipments, etc</li> </ul> <b>Reduction of power theft: Role of consumers</b> <ul style="list-style-type: none"> <li>• What is power theft, un-authorized use of power?</li> <li>• Who pays for theft of power?</li> <li>• Disincentives/penalties to discourages power theft</li> <li>• How consumers can support the utilities in reducing the theft of power</li> </ul>
14:00 – 14:15	<b>Closing Session</b>
14:15 onwards	<b>Lunch</b>