



## **Workshop on Role of Civil Society Organisations in Improving the Performance of Uttar Pradesh Power Distribution Sector**

### **Agenda**

**Tuesday, 22<sup>nd</sup> August 2017 | Giri Institute of Development Studies, Lucknow**

Poor collection efficiency and high AT& C loss figures have been a major cause of concern for electricity distribution sector in the state of UP. The failure of discom towards having 100% collection efficiency over the last few years has been alarming. The UP State Government in line with the Centre's agenda of reforming the electricity distribution sector has set targets for increasing collection efficiency and reducing AT & C losses under the Ujjwal Discom Assurance Yojana Scheme.

It has been identified that lack of adequate knowledge exchange between the DISCOM officials in UP and the consumers is the principal barrier behind several nagging issues pertaining to electricity sector in the State. Regular platforms of exchange and an enabling environment need to be encouraged in order to reduce grievances and ease the relationship between the two primary stakeholders.

CUTS, through its previous engagements with stakeholders in UP, has identified a few hurdles which have often acted as stimulants resulting in an arduous relationship between electricity service providers and the end consumers. These mainly include: lack of awareness amongst consumers on their rights, responsibilities, basic electricity issues and various norms as specified by the electricity regulatory commissions; limited electricity access to last mile consumers; poor quality of service and commercial losses faced by power utilities owing to power theft by consumers amongst others.

For better performance of the sector, empowering consumers to demand for better service delivery and inculcating a greater sense of responsibility amongst them is a key requisite. To this end, the Civil Society Organisations (CSOs) engaging with consumers on the ground, can act as significant catalysts.

In this backdrop, CUTS International in partnership with Giri Institute of Development Studies (GIDS) and support from Shakti Sustainable Energy Foundation (SSEF) aims to organise a Workshop on 'Role of Civil Society Organisations in facilitating better performance of Power Distribution Sector in Uttar Pradesh'. The event will aim at bringing together representatives from various CSOs in Lucknow district of UP. The discussions will focus on understanding the consumer behaviour, potential role of CSOs and the requisite capacity building measures to be adopted for consumer groups so as to better prepare them to carry out need based advocacy and participate in associated policy and regulatory processes.

<b>10:00AM- 10:30 AM</b>	<b>Registration and Tea</b>
<b>10:30 AM- 10:40 AM</b>	<b>Opening Session</b>
	<p><b>Welcome address</b> <i>Prof. Surinder Kumar, Director, Giri Institute of Development Studies</i></p>
<b>10:40AM- 12:40 PM</b>	<b>Open Floor Discussion on 'Role of CSOs in facilitating better performance of Power Distribution Sector'</b>
	<p>Moderator: <i>Ashwini Swain, Director, Centre for Energy, Environment &amp; Resources (CEER)</i></p>
<b>12:40 PM- 1:00 PM</b>	<b>Concluding Remarks and Way Forward</b>
	<i>Dr. C.S. Verma, Associate Professor, Giri Institute of Development Studies</i>