

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

**Agenda**

**Wednesday, 30<sup>th</sup> August 2017 | Committee Room, KESCO headquarters, Civil Lines,  
Kanpur**

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. 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. This indicates towards the inability on part of discoms towards achieving 100% collection efficiency and curbing power theft practices in the state.

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 power sector in UP. 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 the 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; lack of sense of responsibility amongst consumers towards the infrastructure service; limited electricity access to last mile consumers; dissatisfaction amongst consumers due to poor quality of service and commercial losses faced by power utilities amongst others.

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

In this backdrop, CUTS International in collaboration with Kanpur Electricity Supply Company Ltd. (KESCO) 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 Kanpur district of UP. The discussions will focus on understanding both consumers' as well as discoms' concerns, and brainstorming on suitable consumer advocacy and awareness generation measures that could be adopted to facilitate discom loss reduction.

<b>03:00PM- 3:30 PM</b>	<b>Registration and Tea</b>
<b>3:30 PM- 3:50 PM</b>	<b>Opening Session</b>
	<p><b>Welcome Address</b> <i>Shri Ashutosh Niranjana, Hon'ble Managing Director, Kanpur Electricity Supply Company Ltd. (KESCO)</i></p> <p><b>Opening Address</b> <i>Udai S. Mehta, Deputy Executive Director, CUTS International</i></p>
<b>3:50 PM- 5:45 PM</b>	<p><b>Open Floor Discussion on 'Role of CSOs in facilitating better performance of Power Distribution Sector'</b></p> <p>Moderator: <i>Ashwini Swain, Director, Centre for Energy, Environment &amp; Resources (CEER)</i></p>
<b>5:45 PM- 5:55 PM</b>	<p><b>Concluding Remarks and Way Forward</b></p> <p><i>Shri Ashutosh Niranjana, Hon'ble Managing Director, Kanpur Electricity Supply Company Ltd. (KESCO)</i></p>
<b>5:55 PM- 6:00 PM</b>	<p><b>Vote of Thanks</b></p> <p><i>Kanika Balani, Senior Research Associate, CUTS International</i></p>