

**A Pilot Project on Capacity Building on
Electricity Reforms in Bangladesh, India and Nepal
(RESA PROJECT)**

**FINAL CONSUMER SURVEY REPORT
Jan-Feb 2010**

Submitted To:

CUTS Centre for Competition,
Investment & Economic Regulation

CUTS C-CIER



Submitted By:



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EXECUTIVE SUMMARY

The power sector reforms were initiated as a part of overall economic reforms in India. The overall objective is to improve the operating efficiency; and attract fresh investment in the sector especially in the generation business. Improvements in the power sector will keep the finances of the states on healthy keel; failures will throw the whole process of reform out of gear as it is the largest component of the fiscal deficit.

For the last one decade, the restructuring of electricity sector is in process. In the new regulatory environment, consumers are supposed to play proactive role to protect their interest. The main hurdle in effective participation is the poor capacity of the civil society organisations (CSOs) and lack of awareness among consumers to intervene in the regulatory process. Considering this fact, CUTS launched a project entitled, 'Capacity Building on Electricity Reforms in Bangladesh, India and Nepal (RESA) in March, 2008. This project aims to enhance the long-term capacity of CSOs so that they can play the effective role in the policy formulation and regulatory decision-making process in the overall electricity sector.

The project is being implemented in four territories – two states of India (Rajasthan and West Bengal), Bangladesh and Nepal. In Rajasthan, the project is currently being implemented in 10 districts of the state.

Close to the end of the project, final consumer survey was conducted in all the project territories to examine the level of understanding and awareness of grassroots consumers/electricity users on the scope for their engagement in the process of electricity reforms as imparted through project meetings and interactions. The respondents targeted during the survey, were mainly the same people participated in the baseline survey as well as grassroots interface meeting (GIM).

The survey results show that the project has helped consumers in making them aware of their rights as well as responsibilities. Further, many consumers have suggested to continue such GIMs to in order to raise awareness among grassroots consumes.

Majority of the respondents found these GIMs either very useful or useful. Consumers were satisfied with their participation and a reasonably good number, i.e. almost 72 percent found these meetings helpful in gaining useful experience. About 27 percent found it extremely useful for the purpose of resolving their day to day problems.

The most interesting part of the survey findings is that 97 percent of the respondents found the meetings helpful in increasing their awareness level, which may be counted as a major achievement out of the project activities.

Another milestone of the project implementation being that 82 percent of the total respondents have expressed that they are now aware of the reform process and answered satisfactory responses to different questions related to regulatory authority and other concerning issues. This has been supported with few success stories, which is appended with the report.

Many respondents have come out with few suggestions/recommendations in order to carry forward the work, which CUTS has undertaken to make the people aware and build their capacities. Most of them said that this should be a continuous programme so that more and

more people become enlightened. Just two years of programme is not adequate enough to cover all the issues in a required manner. Other recommendations include clubbing the programme with trainings and orientations to members and staff of regulatory commission, people's involvement in grievance redressal mechanism and motivational schemes for consumers in order to ensure their better involvement in creating awareness to conserve electricity by using energy efficient equipments and curbing electricity theft.

1. INTRODUCTION

Brief of the Activity

In Rajasthan, it is being implemented by CUTS Centre for Consumer Action, Research & Training (CUTS CART), Jaipur, India. CART has been working in Rajasthan for more than 20 years with the mission of enabling people, particularly women, to achieve their rights to basic needs and sustainable development through a strong consumer movement. The Centre works on governance and consumer rights' issues and has strong networking with thousands of organisations at the grassroots. The Centre also possesses a rich experience of working in the sector ever since the reforms started in the state.

For more information, please visit - <http://www.cuts-international.org/CART.htm>

Towards the end of the project, a final consumer survey was conducted in order to gauge the level of understanding and awareness of grassroots consumers on the scope for their engagement in the process of electricity reforms, as imparted through project meetings and interactions. The majority of respondents were the same people who were involved while undertaking the perception (baseline) survey and later on participated in the grassroots activities.

Objective of the Final Survey

The main objective of the final consumer survey was to gauge the status of improvement in the level of consumer awareness on regulatory issues in the power sector, which was ought to come through different activities implemented under the project in the last two years. Final survey also helped in analysing the differences in the overall attitude of the targeted group ever since the first baseline survey conducted in April-May 2008 with regard to not only their awareness on electricity reforms but also their involvement in the overall regulatory mechanism.

2. SURVEY METHODOLOGY

The aim was to target the same set of 700 respondents that were covered during the Baseline Consumer Survey, as well as GIMs.

The 10 project districts covered were Churu, Jhunjhunu, Kota, Chittorgarh, Banswara, Bikaner, Udaipur, Sirohi, Sawaimadhopur and Dholpur in the state of Rajasthan (India).

The survey was conducted during December 2009 to January 2010 on different categories of respondents (domestic, non-domestic, agriculture and industrial) using a well structured questionnaire, which was prepared in consultation with CUTS Centre for Competition, Investment & Economic Regulation (CUTS CCIER). The questionnaire comprised mostly of quantitative questions along with some scope of gathering qualitative responses.

As always, local district level partners were engaged and entrusted with the responsibility of carrying out the survey with an instruction as laid down.

Out of the total survey filled up, 60 percent covered the rural consumers, whereas 40 percent covered urban consumers. Each district was supposed to target 70 consumers comprising

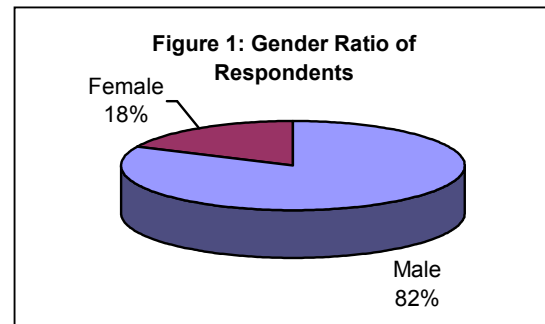
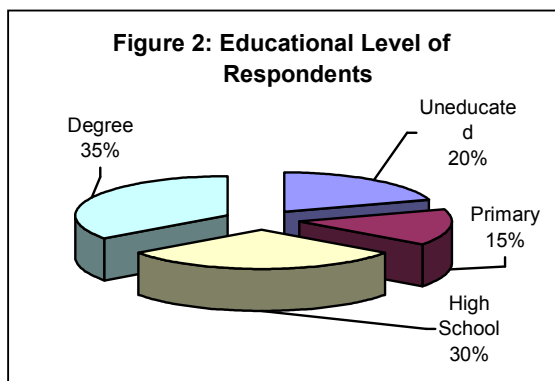
domestic (35), non-domestic (7), agriculture (24) and industrial (4). Each local partner either him/herself conducted the survey or through their volunteers, networkers.

The collected data was analysed using some statistical software such as MS Excel, SPSS to summarise the results.

3. DATA ANALYSIS AND INTERPRETATION

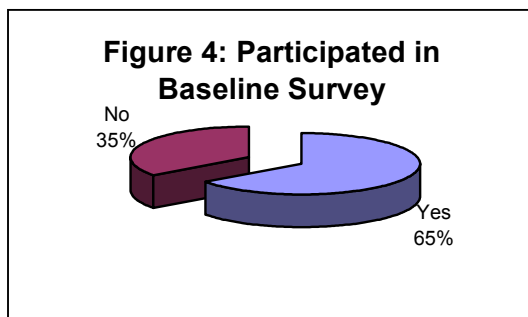
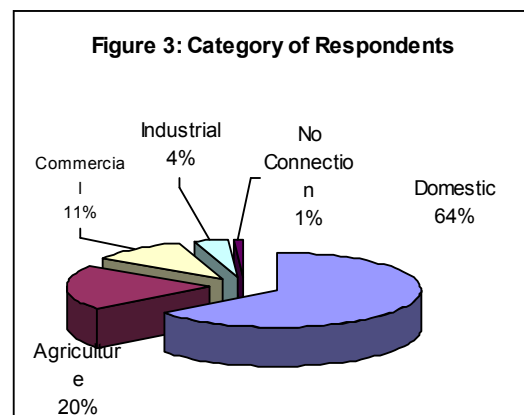
i) Background Information about Respondents

Out of the total 700 consumers, which were supposed to be targeted as mentioned above, 672 consumers (figure 1) were covered and out of these 672 respondents, 548 (around 82 percent) were male and the rest 124 (18 percent) were female.



Similarly with regard to educational qualification of the respondents, as indicated in figure 2, out of the total 672 respondents, 30 percent were educated up to the level of high school and above, whereas 15 percent respondents were primary level educated. 35 percent were having degree level qualification but there were another 20 percent, who were uneducated.

With regard to the categories of respondent consumers targeted, as in figure 3, a total of 64 percent were domestic category consumers, whereas 20 percent belonged to agriculture category. Only 4 and 11 percent were industrial and commercial category consumers respectively. Interestingly, 6 respondents covering a small percentage of one were without electricity connection but still very important and a part of few of activities like GIMs etc. There was no such respondent under the category like heavy industry etc.



ii) Grassroots Interface Meetings

Out of the total 672 respondents, 439 covering as much as 65.33 percent said that they were part of baseline survey conducted initially during the beginning of the project. There were 233 (34.66 percent) other respondents, who were not part of

the baseline survey conducted under the project but have participated in the GIMs.

In a question related to whether the respondents have attended both the GIMs or any one of them. A total of 43.30 confirmed that they participated in the first phase of the meeting, whereas 23.89 percent took part only in the second phase of such meetings.

There were other 221 respondents also covering 32.89 percentage saying that they were part of both first and the second phase meetings, which is a overwhelming response.

Figure 5: Participation in GIMs

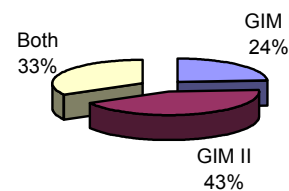
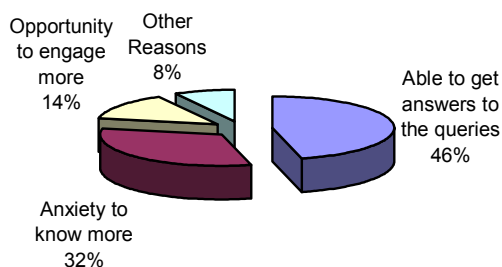


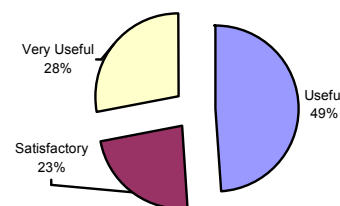
Figure 6: Factors motivated to participate in GIMs



The factors, which motivated respondents to participate in these meetings yielded results like 313 respondents covering 46.58 percent saying that they are able to get answers to their queries through such meetings, whereas 213 (31.70 percent) have the curiosity to know more and more through these trainings. 93 (13.84 percent) respondents said that they got an opportunity to be engaged, 53 respondents covering 7.89 of the total percent remarked for various other reasons like wanting to

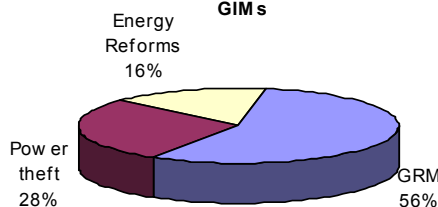
know more on methods for curbing power theft or conserving electricity or new electricity connection especially for agriculture and industrial purposes and what the government is doing on power reforms. These are the factors, which motivated them to attend these GIMs.

Figure 7: Usefulness of GIMs



In a question related to usefulness of the GIMs, 186 (27.68 percent) of the total 672 respondents have found these meetings very useful, whereas 329 (48.96 percent) said that the meetings were useful.

Figure 8: Most Interesting Session in GIMs

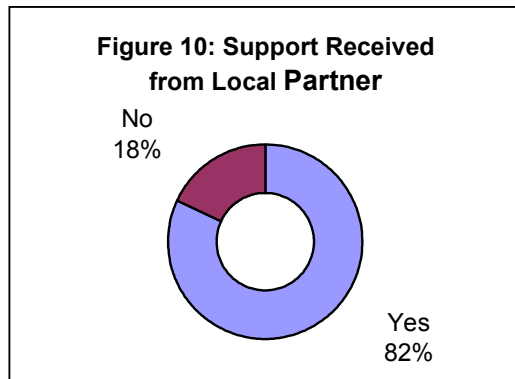
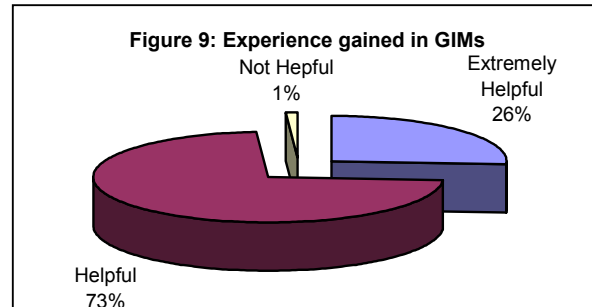


There were another 155 respondents covering 23.07 percent saying that the meetings were simply satisfactory but surprisingly, two respondents said that these were not at all useful and beneficial to them. May be some frustration on account of some query, which was not addressed for long and resulted into such type of response.

Out of total respondents, a reasonably good number of 373, which is almost 55.51 percent attributed grievance redressal mechanism (GRM) as the most interesting and beneficial

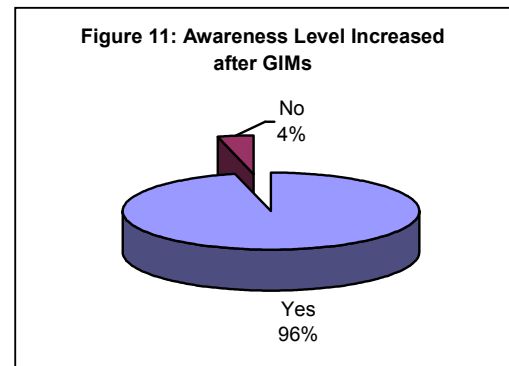
session for them. 189 (28.13 percent) opined power theft as another useful session, whereas 110 (16.37 percent) rated energy conservation as a very interesting and useful session.

In another question related to the experience gained by the participants through the meetings, a total of 178 covering 26.49 percent found these meetings extremely helpful in meeting their targets, whereas a good number of 487 (72.47 percent) had a very sound response of finding the meetings helpful. There were seven (one percent) respondents, who rated the meetings as not helpful at all. May be they wanted something more from the outcome of the meetings.

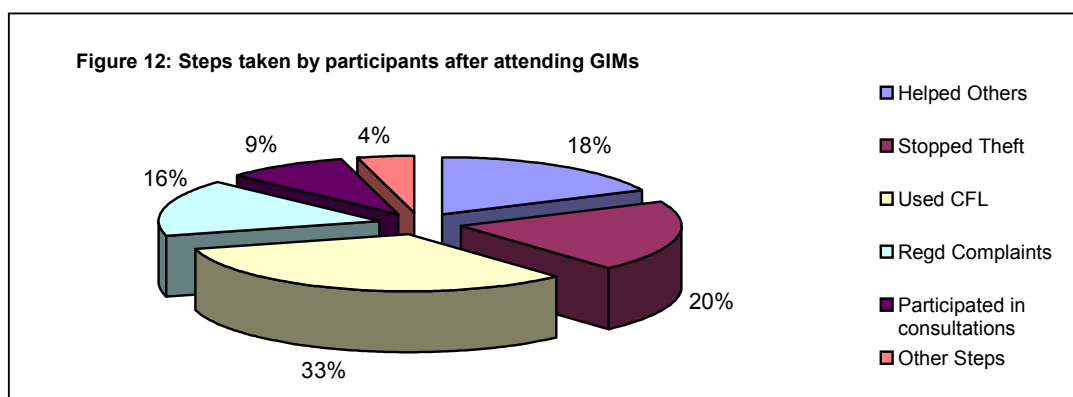


Huge number of 551 covering total 81.99 percent expressed that they supported local consumers in their grievance redressal after undergoing trainings but another 121 (18.01 percent) said that they did not.

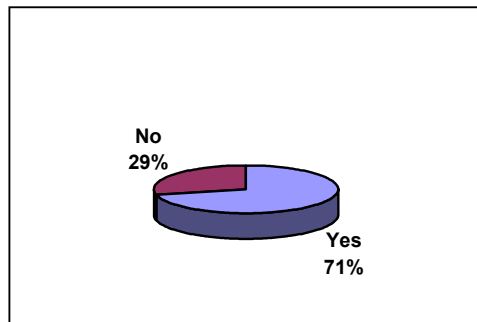
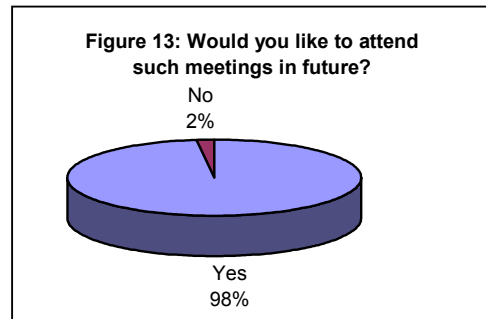
The most important



question from the point of view of project outcome is whether the respondents have increased their awareness level. This question also counts the objective of this survey. Total of 647 out of 672, which is as much as 96.28 percent rated the GIMs as very useful and as a result of which they have learnt many things with regard to issues relating to GRM, curbing power theft and energy conservation etc. Only 25 respondents (3.72 percent) opined that they did not gained any experience and increased level of awareness despite attending the meetings.



In continuation of the above question as mentioned in figure 11, around 33 percent respondents have started either using for self or advocating for CFL bulbs as a step to ensure energy conservation. 20 (20.41 percent) respondents have expressed that they either helped or motivated in curbing power theft after attending a session on it. 16 (16.33 percent) said that after attending GRM session, they either for self or for others registered complaints



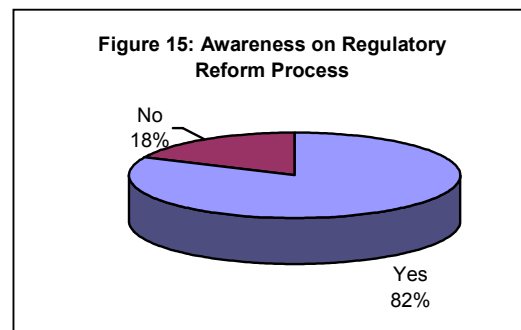
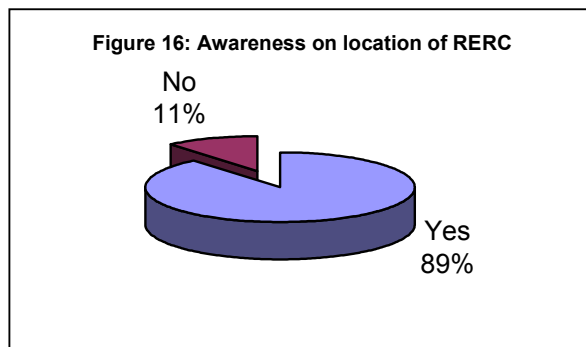
and got redressal. 18 (18.37 percent) respondents helped others in all issues. 9 and 4 percent respectively have opined other various steps undertaken.

A good response as in figure 13, of almost 98.21 percent (total 660 respondents) have expressed willingness to participate in such meetings again, whenever they get an opportunity.

In another question about the feedback on GIMs (figure 14), 480 (71.43 percent) respondents said that such meetings have helped in improving the relations between consumers and the utilities. 192 respondents (28.57 percent) have a different opinion on this altogether.

iii) Regulatory Reforms in Electricity Sector

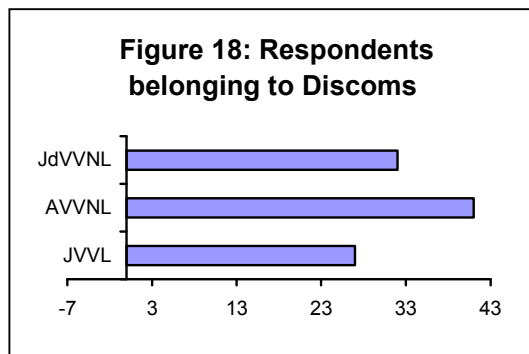
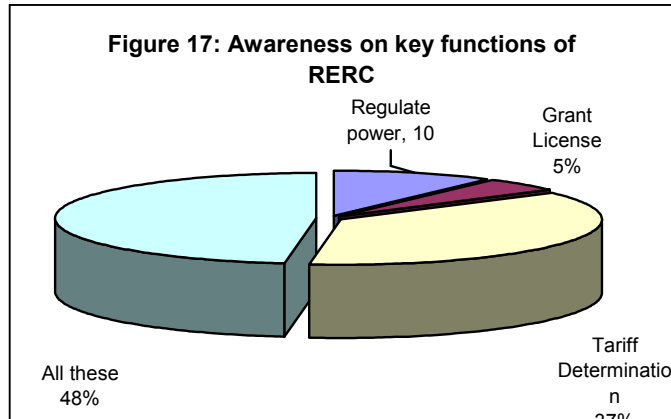
In section 2 of the questionnaire, a general perception of targeted respondents was reviewed with regard to their understanding and enhanced awareness on regulatory reforms.



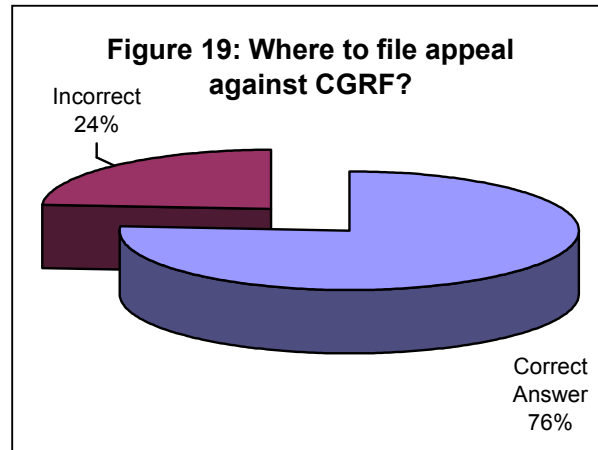
In the first question, as many as 552 respondents (82.14 percent) have answered positively and expressed their feelings that the project activities have attributed in increasing their awareness level. 120 respondents (17.86 percent) have altogether a different feeling for that.

In continuation of the above question, 89 respondents (89.29 percent) have mentioned the correct location of Rajasthan Electricity Regulatory Commission (RERC) office (figure 16) in Jaipur. This question was asked to see, whether the respondents actually know about RERC and its location.

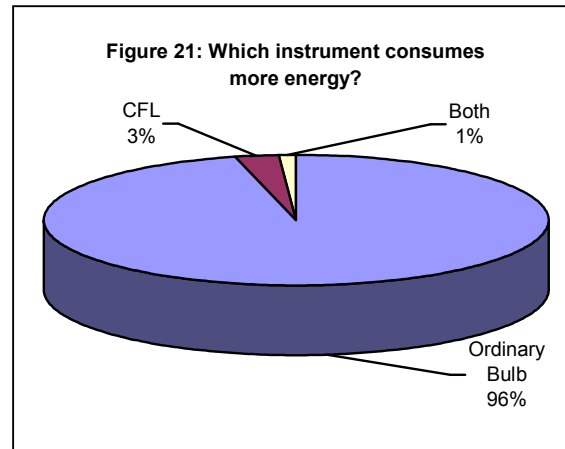
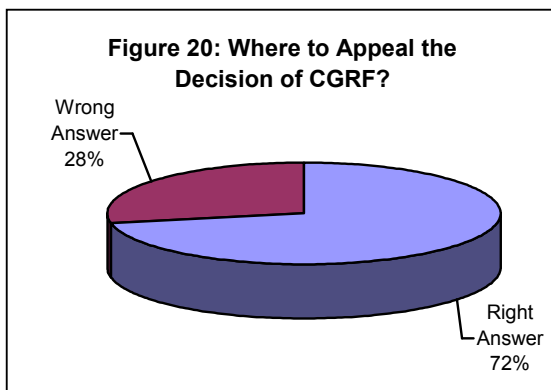
In another question related to key functions of RERC, total of 250 respondents (37percent) have given tariff determination as one of the key functions of RERC, whereas 5 percent (total 34 respondents) have rated granting of license and another 10 percent rating regulating of sale and purchase of power as the core functions of the commission. There were 48 percent (total 316 respondents), who have said that all the above three are the key functions of RERC. So, it shows that a majority of consumers are aware of the key functions of RERC.



Out of the total respondents, 182 (27 percent) confirmed their awareness level for Jaipur Discom, whereas 275 (41 percent) and 215 (32 percent) stated that they are aware of Ajmer and Jodhpur Discoms respectively, who are their main electricity suppliers.

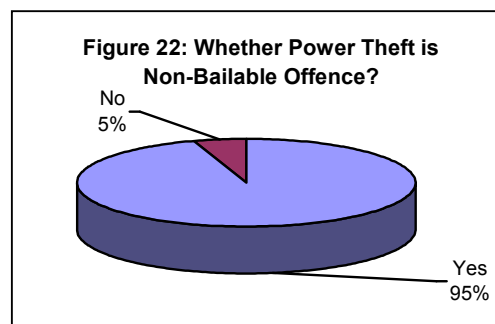


In a question relating to analyse the understanding of respondents regarding seeking redressal on grievances, 76 percent (total 516 respondents) have expressed correct answer that Consumer Grievances Redressal Forum (CGRF) is the appropriate forum for seeking redressal. Rest 24 percent have rated Ombudsman, RERC and other places to seek justice.



In continuation of the previous question, 481 respondents covering as much as 72 percent of the total have rated Ombudsman as the next appropriate forum for going in for appeal, which is the correct answer, rest 28 percent said incorrect answer.

In a very general question to gauge the perception of consumers, 649 respondents (97 percent) have expressed that through ordinary bulb, more energy is consumed, whereas there are 17 such respondents (3 percent), who said that CFL bulbs consumes more energy.



In the last question of the form, respondents were asked, whether they knew about The Electricity Act, 2003. Almost 95 percent of them, which is equal to almost 637 respondents said that they were aware of the law. Only 35 respondents covering a small percentage of 5.21 expressed their ignorance.

iv). Change in the Perception

In the last two years, there has been a tremendous enhancement in the level of awareness and overall understanding of respondents targeted consumers, which has been showcased through two perception surveys done at the beginning of the project around two years back and now towards the commencement of the project. The same has been displayed through few examples, mentioned below in a comparative chart:

Consumer Perception	Awareness level during the Baseline Survey (in percent)	Awareness level at the Final Consumer Survey (in percent)	Enhancement in Awareness level (in percent)
Awareness on Regulatory Reform Process	26	82	56
Awareness on available GRM	20	76	56
Awareness on existence and role of Regulatory Commission	4	89	85

As far as awareness level on regulatory reforms are concerned, there has been a great and enthusiastic increase in the percentage with now 82 percent having confirmed that they are aware of the reforms. In another question, 76 percent as compared to last survey's result of only 20 percent now saying that they are well versed with the available GRM. 89 percent of the respondents as compared to last 4 percent are now aware of the location of RERC, its role and functions. Similarly, regarding the awareness on registering complaints, the figures have clear distinction on the level of enhanced awareness. Earlier, respondents have expressed that redressal mechanism is time consuming (25 percent) and there is no hope for redressal (49 percent) but now, people are aware, where to file the complaint and in one of questionnaires (figure 12) as above, they have even expressed that they have been motivating and helping other consumers in order to get redressal. The outcome shows that there has been a great improvement with regard to overall capacities of consumers in the

power reforms of the state. It is hoped that consumers would be playing a very pivotal role in the regulatory reform process provided such programmes continues for some more years.

4. SELECT SUCCESS STORIES

To gauge the level of perception change, another way to see the impact of the project is to document some success stories, which the local partners either themselves or the consumers, who were involved in one or more activities under the project and then attaining experience have helped consumers or solved their own problems/grievances through efforts made as under:

1. Satya Bhama of Rajpura village of Churu district after attending the Sub-GIM at Taranagar in Churu was inspired and identified some problems regarding electricity supply in his village. One key problem was related to frequent voltage fluctuations and uneven supply. To resolve the problem, Satya met with the Assistant Engineer of Distribution Company, Taranagar and requested him to do the needful. Assistant Engineer lauded the initiative taken by the villager because none of the villager prior to him had ever come before and reported about such power related problem in the village. Assistant Engineer noted his complaint and within ten days, the fluctuation problem and the supply timings were set right. The efforts taken by Satya had benefited the whole village.
2. Shivendra Singh Parmar of village Salempur, district Dholpur took up the initiative to curb power theft in his village. Due to illegal connections, the transformer was burnt and he made efforts to ensure that before the new transformer is installed, all the illegal connections attached to it should be taken away. Utility took his efforts seriously and removed all such connections and thus he helped in curbing power theft in his village.
3. Rakesh Parmar, a local partner of Dholpur as part of motivating people for energy conservation has distributed CFL bulbs and those who did not get these to purchase and replace from ordinary bulbs. This way, he has helped in conserving energy in his village. The same kind of work was done by Hitesh Kumar Tailor of Udaipur, who after getting inspired from one of the GIMs, not only replaced all the ordinary bulbs in his house with CFL but also started motivating others in his town to do similar, so that energy can be saved to the extent possible.
4. Ramji Lal and Raju of village Melusar in Sardarshahar block of Churu were so motivated with a sub-GIM they attended in their village that one day they thought of gathering a group of some influential people and empowered them with the ongoing power reform processes with emphasis on energy conservation, power theft and GRM. They distributed the handouts, which were distributed by CUTS during the GIMs. Later on the same group gathered again and discussed some genuine problems of electricity in their village and submitted in the form of memorandum before the Assistant Engineer of Sardarshahar. Though in the memorandum, the small problems were rectified immediately and the assurances were provided on major ones.
5. Nirmala Pareek of Jassusar Gate, Bikaner after attending the first phase of GIM initiated her own as well as nearby household of her colony's complaint regarding faulty meters, which were stopped and the electricity bills coming at an average or

running very fast. Nirmala collected the details of all the meters and submitted it to the Ex. En office and after following it for three or four times, managed to get all the meters tested and stopped meters were also replaced immediately.

6. Dilip Gehani of Vidyut Nagar in Banswara courageously complained about power theft- in a nearby slum colony, where residents of that colony had taken illegal connections directly from poles. Gehani's efforts proved fruitful and the local utility officials took action against those persons immediately.
7. Kamala Panjwani of Arawali Sewa Samiti, Abu Road and also a local partner of Sirohi district had complained about faulty billing in her area. She collected all such bills from aggrieved consumers of her area and submitted with a complaint letter at Assistant Engineer's office. Nothing had happened for several days then she took up the matter to Ex En and also sent a copy to S.E, who sits in Pali. Action was then taken immediately and all such bills were rectified.
8. Rajendra Meena of village Surwal in Sawaimadhopur after attending a meeting of sub-GIM in Sawaimadhopur complained before the *e-chaupal* organised by utility about an electricity pole, where the bulb was not put off even during the day time causing unnecessary financial burden on the utility and ultimately to the consumers. He complained to the officials that this kind of situation in his village is often seen, where streetlights are not switched off during daytime. The officials present in the meeting took up the matter seriously and immediately orders were passed for action.
9. Mahendra Nandwana of village Bhandaheda of Digod tehsil in Kota also had similar experience of taking up the matter of faulty meters and after pursuing with the authorities, had managed to get them replaced, wherever required.
10. Gangadhar Solanki, a resident of Chittorgarh and also member of reference group had complained about the power theft in Ghandhinagar slum area, where lots of people were involved. Due to his rigorous efforts, action was taken against the culprits and thus managed to save a huge amount of Rs 1,40,00000 in a year.
11. Surendra Singh Tomar of village Attarsuma of Dholpur after attending the GRM session in GIM in Dholpur had complained regarding a broken pole due to which electricity in the village was interrupted. After meeting the officials several times and taking some more villagers with him, his efforts proved worth and the pole was again erected.
12. Azad Singh, a resident of Jhunjhunu after participating in a GIM conducted in Jhunjhunu reported to take the initiative of stopping his neighbour from stealing power and convinced as well as helped him to apply for and get a regular electricity connection.
13. Hari Singh Kumawat of village Dholibadi of Udaipur district after undergoing training session on curbing power theft has started preaching local villagers about the same and also telling them that this is not only an un-bailable offence but also hampers the overall economy of the nation. Consumers have started taking him seriously and few of them have even taken off illegal connections and thus helped the utility.

5. CONCLUSION AND RECOMMENDATIONS

Evidently, enhancing capacity of consumer representatives and other non-state actors is vital to ensure effective and participatory regulatory governance in the sector. The RESA Project focused on engaging these groups and equipping them with necessary information, knowledge and skills so that they can perform the role of an effective watchdog and facilitate in the regulatory reform process.

The findings of the final consumer survey substantiate that if capacity of consumers is built then they can play very positive and constructive role in power reforms and the regulatory process. The RESA project has served this purpose. This is evident from final survey conducted and the results emerged out of that. This report has illustrated some evidences about the impact of RESA project on majority of the electricity consumers by raising awareness on reform and regulation process in the electricity sector. Success stories of consumers also set a very promising step towards consumers participation in the overall reform process.

From the final consumer survey (conducted to assess the impact of the project interventions on the targeted consumers) it is evident that the project has been successful in achieving the target outcomes. In the light of the final consumer survey findings, the following recommendations have been evolved:

- There is an immediate need to continue RESA Model to utilise the enabling environment created by it.
- The RESA Model should be extended and replicated in other territories or other sectors to ensure effective consumer participation model.
- There is also need to institutionalise such consumer capacity building model to ensure their sustainability and better adaptability among stakeholders.
- Taking the present status of consumers with enhanced capacities to further strengthen their role, more capacity building on technical issues and orientation programmes should be promoted.
- Capacity building programmes for regulatory and utility staff should also be taken up. This particular suggestion was derived from few participants, who took part in the territorial trainings and later on in the GIMs, who had been victim of some very casual approach of RERC and Utility staff in tackling their complaints/matter.
- Regulatory Commission should also come out with promotional programmes motivating consumers to take active part in the regulatory decision making processes.
- There is also need to assess and ensure accountability of various stakeholders: government, regulators, service providers as well as consumers.
- The GRM is the primary concern and the interest of the common consumers. So they need to be provided more information about the GRM to ensure better quality of service and simplified, sensitive and easily accessible GRM.
- A large number of targeted respondents have taken various positive steps after participation in project activities such as to curb power theft, demand side management, being able to redress their grievances and also helped others etc. Hence, the GIMs should be organised by Discoms and Regulators to harness the positive consumer power.

Annexure- 1: Survey Questionnaire

**A PILOT PROJECT ON CAPACITY BUILDING ON ELECTRICITY
REFORMS IN BANGLADESH, INDIA AND NEPAL**

(RESA PROJECT)

FINAL CONSUMER SURVEY

QUESTIONNAIRE FOR UNDERTAKING THE SURVEY

RAJASTHAN



DECLARATION

The main objective of this consumer survey is to assess the improvement in the level of consumer awareness on regulatory issues in the power sector. The information provided by consumers would be used for research purposes only. Views/opinions expressed by a respondent would not be challenged by any officer/authority at any stage. Consumers are therefore requested to share their views in a frank manner.

BACKGROUND INFORMATION ABOUT THE RESPONDENTS

Consumer's Name

Consumer's address and
contact details (please
mention phone and email
id, if available)

Phone

Email:

Gender of the
respondent

1. Male ☐

2. Female ☐

Education Status of the
respondent

1. Uneducated ☐

2. Educated but primary or below ☐

3. Between primary and high school ☐

4. High school or above ☐

5. Highly qualified (Degree, Diploma, etc.) ☐

Category of the
respondent

(please tick only one)

1. Unconnected/no connection ☐

2. Domestic/household ☐

3. Commercial ☐

4. Industrial ☐

5. Agricultural ☐

6. Others (Pl specify) _____

Each question below has various options. We request you to provide your response by selecting the most appropriate option. Please select **only one** response by putting a **[X]**.

SECTION 1: GRASSROOTS INTERFACE MEETINGS

1. Did you participate in the consumer baseline survey conducted at the start of the project?

- a) Yes ☐ ☐
- b) No ☐ ☐

2. Which of the following meetings did you attend?

- a) GIM – Phase I ☐ ☐
- b) GIM – Phase II ☐ ☐
- c) Both ☐ ☐
- d) None of the above ☐ ☐

If answer is d, then proceed to Section II

3. What factors motivated you to participate in the meeting?

- a) Finding answers to systemic problems related to electricity sector ☐ ☐
- b) Knowing more about electricity reforms and regulatory process ☐ ☐
- c) Using the opportunity to engage with officials from utility companies ☐ ☐
- d) Any other (please specify) ☐ ☐

4. How useful were the GIM/sub GIM you attended in your district?

- a) Very Useful ☐ ☐
- b) Useful ☐ ☐
- c) Satisfactory ☐ ☐
- d) Not Useful ☐ ☐

5(I) Which session did you find most interesting and useful? Why?

- a) Grievance redressal mechanism ☐ ☐
- b) Curbing power theft and energy conservation ☐ ☐
- c) Awareness on energy reforms and regulation ☐ ☐

5(II) Please explain your answer.

6(I) Was the experience gained during the meeting helpful in resolving the problems that you were facing?

- a) Extremely helpful ☐ ☐
- b) Helpful ☐ ☐

c) Not helpful ☐

6(II) Please explain your answer.

7. (I) Did the local partner support you in seeking redressal to problems shared during the GIM?

- a) Yes ☐
b) No ☐

7(II) If yes or no, please illustrate in detail.

8. Did your awareness level on reforms and regulation has increase after the meetings?

- a) Yes ☐
b) No ☐

9. What steps did you take after attending the meetings? (Please tick all relevant)

- a) Started using CFLs lights and other energy efficient equipments ☐
b) Took steps to stop theft of electricity ☐
c) Took steps to register a complaint and ensured that the same was redressed ☐
d) Helped your friends/family members in registering and resolving complaints ☐
e) Participated in a public meeting organised by govt, regulatory body or utility ☐
f) Any other (Pl specify)_____

10(I) Would you like to attend such meetings in future?

- a) Yes ☐
b) No ☐

10 (II) Please explain your answer.

11 (I) Has your relationship with the utility officers improved given the interactions during the meetings?

- a) Yes ☐ ☐
- b) No ☐ ☐

11(II) Please explain your answer.

SECTION 2: REGULATORY REFORMS IN ELECTRICITY SECTOR

1. Are you aware of the ongoing reform process in the electricity sector?

- a) Yes ☐ ☐
- b) No ☐ ☐

If Yes, please describe the reforms being undertaken by the Government?

2. In which city is the office of Rajasthan Electricity Regulatory Commission (RERC) situated?

- a) Jaipur ☐ ☐
- b) Jodhpur ☐ ☐
- c) Ajmer ☐ ☐
- d) Udaipur ☐ ☐

3. Out of the functions mentioned below, identify the key functions of RERC?
- | | |
|--|-------|
| a) to determine the tariff for electricity | [] |
| b) to grant license | [] |
| c) to regulate the sale/purchase of power at the state level | [] |
| d) all the above | [] |
4. Which distribution company supplies electricity in your area?
- | | |
|---|-------|
| a) Jaipur Vidyut Vitaran Nigam Limited | [] |
| b) Ajmer Vidyut Vitaran Nigam Limited | [] |
| c) Jodhpur Vidyut Vitaran Nigam Limited | [] |
| d) None of the above | [] |
5. If a consumer's complaint is not redressed properly by the local office of the utility, then according to you, where should he/she file an application for the redressal of his complaint?
- | | |
|--|-------|
| a) Rajasthan Electricity Regulatory Commission | [] |
| b) Electricity Ombudsman | [] |
| c) Complaint Redressal Forum | [] |
| d) None of the above | [] |
6. If a consumer is not satisfied with the decision of the Complaint Redressal Forum, to which authority should he/she file an appeal?
- | | |
|--|-------|
| e) Rajasthan Electricity Regulatory Commission | [] |
| f) Electricity Ombudsman | [] |
| g) Complaint Redressal Forum | [] |
| h) None of the above | [] |
7. According to you, which of the following equipments consumes more energy?
- | | |
|-----------------------------|-------|
| a) Ordinary bulb | [] |
| b) CFL bulbs | [] |
| c) Both consume same energy | [] |
8. Are you aware that as per the Electricity Act, 2003, theft of power is a non-bailable offence?
- | | |
|------------------|-------|
| a) Yes | [] |
| b) No | [] |
| c) Was not aware | [] |

Name of the interviewer

Organisation (Name, Address and contact details)

Date _____

Signature _____