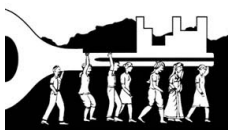


**A Pilot Project on Capacity Building on
Electricity Reforms
In Bangladesh, India and Nepal
(RESA Project)**

**Combined Report of the Territorial
Training Workshops
(Phase I & II)**

September 2008

Rajasthan



**CUTS Centre for Consumer Action Research &
Training (CUTS CART)**

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EXECUTIVE SUMMARY

The power sector reforms are part of overall economic reforms initiated in early 1990s. It is of immense importance as an input to an industry, households as well other sectors of the economy. There is a need for high operating efficiency and huge investments. 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 in many states.

For the last one and half decades, the restructuring of electricity sector is in process. In the new regulatory environment, consumers are supposed to play proactive role in the electricity sector to protect their interests. 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 International launched a project entitled, "Capacity Building on Electricity Reforms in Bangladesh, India and Nepal (RESA project - <http://www.cuts-ccier.org/RESA/index.htm>) in March, 2008, which aims to enhance the long-term capacity of CSOs so that they are able to play an effective role in the policy formulation and regulatory decision-making process in the 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. So far, the activities completed in the State under the project are the local inception workshops, baseline consumer surveys, preparations of bilingual territorial base papers, territorial training manuals and two phases of territorial trainings (TTs).

I. INTRODUCTION

- 1.1 CUTS Centre for Competition, Investment & Economic Regulation (CUTS CCIER), in partnership with CUTS Centre for Consumer Action Research and Training (CUTS CART) organised the Territorial Trainings (TT) in two phases under the project 'Capacity Building on Electricity Reforms in Bangladesh, India and Nepal (RESA Project - <http://www.cuts-ccier.org/RESA/index.htm>)' in Rajasthan: the first phase on September 17-18, 2008 and the second phase on September 25-26, 2008.
- 1.2 The TTs were conducted in two phases because the first phase was focussed on general issues relevant to the electricity sector and the second, was focussed more on technical issues. It was made sure that the same set of participants attended both the phases of the TTs.
- 1.3 The TT constitutes an important component of the RESA project since they create a platform for building capacity and awareness among the consumers that the project envisages. The trainings were designed to enhance the capacity of the local CSOs to make sure that they could act effectively to transfer the knowledge to the grassroots for making the ordinary consumers aware and capable of participating in the electricity reform process.

II. OBJECTIVES

- 2.1 The objectives of the territorial trainings are to:
- build the capacities of local CSOs and other consumer activists working on the power sector and other related issues
 - empower the trainees to be involved as resource persons for the grassroots meetings to be organised in association with the project partners
 - establish a network with regulator, utilities, media and subject experts.

III. SCOPE

- 3.1 The scope of the two territorial trainings was to impart trainings to the local partners on the subject, who, in turn, will be involved as resource persons in the grassroots interface meetings to be organised in their respective areas. Further, few of the technical issues were covered, to enable the CSOs to better understand and be able to participate in the tariff making process of Rajasthan Electricity Regulatory Commission (RERC).

IV. PARTICIPANTS

- 4.1 Both the training programmes were attended by 28 participants (Refer to Annexure I) comprising representatives of second-tier project partners from nine districts of Rajasthan, local civil society groups, social activists, service providers, regulators. Eminent subject experts, such as regulators, service providers, academics and CSOs were invited as resource persons. Experts available at CUTS were also involved as resource persons.



V. RESOURCE PERSONS AND FACILITATOR

- 5.1 A number of experts and technical persons acted as resource persons in the two phases of TTs. The resource persons were selected according to the relevance of their skills to the contents of the training. The respective resource persons possessed technical as well as practical knowledge and expertise on issues of electricity (see Annexure II for the list of resource persons). The Nodal Person acted as the facilitator for both the phases of the TT.

VI. FORMAT OF THE TRAINING WORKSHOP

- 6.1 The duration of each phase of the TT was of two days. In the first phase, the basic or more generic issues/topics were covered whereas the second phase covered the more technical ones. In each session, a PowerPoint presentation was made by the respective resource person, which was followed by simulation exercise and/or discussion by the participants. The simulation exercises included group work and individual exercises. For the simulation exercises, structured questionnaire, paper-pencil, cards, flip charts, markers etc. were used. While this was the common approach of each session, the method and extent of participation varied depending on the individual approaches of the respective resource persons. On the second day of each phase, a recap of the first day was done by a participant.
- 6.2 The sessions were mainly focussed on general scenario of the electricity sector in Rajasthan; reforms and regulations; complaint redressal mechanism; understanding electricity consumption and bill; role of the consumers in energy conservation and reduction in power theft; electricity services to the poor; tariff determination process; energy efficiency and electrical equipment rating; monitoring quality of service; regulatory decision making process and key issues of tariff regulation.

VII. BRIEF SUMMARY OF THE SESSIONS

PHASE I

7.1 Project Overview - Amarjeet Singh

Amarjeet Singh highlighted different aspects of the project – objectives, issues which the project does not cover, project implementation strategy, activities, outputs, expected outcomes, time duration and the rationale behind implementing the project. He mentioned the the project activities completed till date and the ones that are to be implemented in the near future.

While elaborating the context of the project, he stated that it was conceptualised keeping in view low consumption of electricity, electricity reforms and restructuring, regulatory environment and role of consumers, poor representation of consumers' view and need for capacity building of consumers and CSOs.

The objective of the project is to train CSOs to participate in the policy formulation and regulatory processes, develop a mechanism to take the views from grassroots to the policy level and vice-versa, promote consumers' interventions on tariff, quality of service and complaint handling procedure and create a regional network on electricity.

Singh also pointed out that individual consumer grievances except systematic issues, rural electrification and power availability, subsidy and environmental and social issues will not be addressed under this project. He pointed out that the purpose of the Grassroots Interface Meetings (GIMs) to be conducted in two phases is to reach out to the players at the local level and make them aware of their role in the regulatory decision-making process and transfer key advocacy skills to them.

The project is seeking to create an enabling environment for better consumer participation, sustainability of the project through regional network and replicating it in other parts of the region.

7.2 General Introduction to Electricity Sector - K C Gupta and A R Mohnot



It was a joint presentation, assisted by T S Sharma, Executive Engineer, Jaipur Vidyut Vitran Nigam Limited (JVNL). They covered structure of electricity sector, present demand and supply scenario in Rajasthan, salient features of standard of performance, grievances redressal mechanism, right to information

(RTI), recent initiatives taken to improve quality of service and information about feeder renovation programme (FRP).

K C Gupta elucidated that Rajasthan has some special characteristics, which affects its electricity sector. It is the largest State of India in which 60 percent area is arid and semi arid and has low and erratic rainfall and recurring droughts and is far away from coal fields due to which there is high transportation and generation cost of coal for thermal plants. In Rajasthan, the cost of supply of power is very high due to scattered load, diverse population and huge amount of T&D losses, limited hydro-power potential, etc. Despite all this, from 2001-2007 there has been a 26 percent increase in the number of electricity consumers.

Mohnot mentioned that power sector reform process was started in Rajasthan in 1999 and RSEB unbundled through single stage process into one generating and transmission and three distribution companies on July 19, 2000.

Mohnot shed light on the present demand supply scenario in Rajasthan. He pointed out the key technical interventions made under *Shyama Prasad Mukharji Vijay Jyoti Feeder Sudhaar Abhiyan* (Feeder Renovation Programme) and other initiatives taken to reduce T&D losses and thereby improving quality of service and financial status of utilities, namely: *Customer Focus Initiatives, Supervisory Control and Data Acquisition System (SCADA), Geographical Information System (GIS), Spot Billing, Any Time Any Where Cash Collection and Call Centre and Fault Removal System etc.*

During 2006-07, there was a five percent reduction in the distribution loss in the state as against one percent reduction for the country as a whole. There was only 31 percent distribution loss during 2007-08. Following the session, there was a floor discussion in which participants actively participated.

7.3 Electricity Reforms and Regulation - Rajesh Kumar

Rajesh Kumar started his presentation by illustrating the historical evaluation of the electricity supply industry. Rajesh in his session pointed out the major structural changes made in Rajasthan through various legislations, such as inviting private investors in electricity generation sector in 1995, Electricity Board Improvement Policy in 1995, Electricity Reform Act 1999 etc. Rajasthan Electricity Regulatory Commission (RERC) was established to regulate the generation, T&D of electricity.

Kumar further elaborated that the integrated Rajasthan State Electricity Board (RSEB) was unbundled into separate generation, T&D entities. Consequently, five successor entities have been incorporated to discharge the different functions at the State level.

Rajesh mentioned that the present installed capacity of State is 5340 MW, 54 percent share is of Rajasthan State, 28 is of Central and 18 percent share of Centre or other states. Per capita consumption is 570W, which is comparatively very low. There are high T& D losses going up to 40 percent.

Keeping in view of the current situation, electricity companies have started some programmes to improve quality of service and reduce T& D losses. Some of them are:

- Feeder Renovation Programme
- Urban Focus Programme
- Industrial Focus Programme

These are resulting in better quality of service, increased revenue for the State and reduction in T&D losses.

Highlighting the importance and status of consumer participation in the power sector, Rajesh stated that in the new regulatory process, consumers are supposed to play a pro-active role to protect their interests. Consumer participation in electricity regulation is highly desirable because of essential nature of the service as well as its crucial role in rapid economic development as envisaged in the Electricity Act 2003. The views of consumers are taken into account in the process of framing regulatory decisions. As a result, consumer participation has increased in the electricity reforms and regulatory process in the country.

The data of baseline consumer survey conducted under the RESA project shows that only four percent people know about existence of RERC, and only two respondents out of total 700 have participated in any regulatory decision mechanism so far. This reveals that the status of consumer consultation is very poor and there is more to be done.

7.4 Complaint Redressal Mechanism - KC Modi

K C Modi highlighted the salient features of (Guidelines for Redressal of Grievances) Regulations, 2008 issued by RERC. Modi stated that every licensee in the State at its Corporate Office has established a 'Grievance Redressal cum Settlement Forum' for the redressal of consumers' grievance in accordance with the guidelines. The jurisdiction of such forum is determined as in grievances of non-monetary/general nature:

- Divisional Forum – Grievance of LT supply consumers of the division
- Circle (District) Forum – Grievance of HT supply consumers of the circle
- Corporate Forum – Grievance of EHT supply consumers

Jurisdiction in case of grievance of monetary nature will be as:

- Sub-divisional Forum – monetary limit of Rs 10, 000/-
- Divisional Forum – monetary limit of Rs 25, 000/-

- Circle (District) Forum – monetary limit of Rs 3, 00,000/-
- Corporate Forum – more than Rs 3, 00,000/-

Modi further enunciated that if any consumer is not satisfied with the disposal of his grievance he/she could appeal to the Ombudsman. In Rajasthan, Divisional Commissioners are designated as Ombudsman.

This is the internal grievance redressal mechanism, constituted as per RERC regulation, but it does not take away the right of consumer to approach the court of law including consumer forums.

7.5 Understanding Electricity Consumption and Bill - Rajesh Kumar

Rajesh Kumar covered the following main issues in his presentation:

- Why this is an important issue for consumer?
- Basic concepts of consumption and estimation
- Issues in metering and billing
- How awareness on consumption can help consumers?



Rajesh also explained various concepts related to consumption and tariff such as unit of electricity (KW and KWH), connected load, maximum demand, energy demand, one part and two part tariff, tariff slab, progressive tariff and flat rate tariff etc.

He explained how the consumer could reduce the electricity bill by understanding all aspects of tariff applicable, checking the accuracy/functioning of meter, understand the definition of connected load, reducing maximum demand, and using energy efficient equipments.

After the presentation, a simulation exercise was conducted wherein the participants were divided into three groups, to discuss the various the concepts and methods mentioned to them during the presentation and come up with possible queries and suggestions.

7.6 Energy Conservation: Role of consumers – R. C. Sharma

R C Sharma in his brief presentation covered the importance and benefits of energy conservation for the consumers and the role of the CSOs and consumers in energy conservation. He emphasised that consumer awareness on energy conservation is a must to implement the policy successfully. Sharma also highlighted the importance of



use of energy efficient equipment. After the session, simulation exercise on energy conservation & role of consumers was conducted.

7.7 Reduction of Power Theft: Role of Consumers – S. S. Gupta

S S Gupta presentation captured issues relevant to power theft and un-authorised use of power, disincentives and penalties and the role of consumers in reduction of power theft.

He mentioned to the participants that the electricity dishonestly consumed by a person without a valid connection from the distribution licensee such as taping of lines, tampering of metre; placing loop in CTs etc. is termed as electricity theft. Gupta further elaborated that the tariff for supply of power to the consumer by the distribution licensee (utility) is determined considering the cost of power purchase and revenue realised from sale of power to the consumer and the losses in process of distribution. Due to theft of power, the revenue realisation from sale decreases. Thus, the honest and sincere consumer is bound to be burdened with higher tariff because of power theft.

Gupta highlighted issues relating to disincentives and penalties for discouraging power theft. When the authorised officer concludes that a theft of electricity has taken place; he lodges a complaint with the special court constituted under section 153 of the Act or with Police under clause 12 of Electricity Rules 2005. He mentioned that an act of power theft is a non-bailable offence.

In the session, Gupta threw light on the role of consumers in curbing of electricity theft, since it is one of the most deterrent speed breaker in the progress of power sector. The person involved in electricity theft not only consumes electricity but also wastes as he does not make payment. Although the electricity distribution agencies, are making efforts to minimise this tendency but the success can only be achieved with the support of consumers, as genuine consumers sufferer the most.

After the session, there was an open discussion and simulation exercise on energy conservation and role of consumers

PHASE II

7.8 Issues of Electricity Services to the Poor - Tejal Kanitkar

Tejal Kanitkar in her presentation covered issues of electricity service to the poor, ways to address the issues, action ideas for CSOs, various schemes launched by Central/State and subsidy and consumer-related issues.

She said that half of the households do not have access to electricity. Poor qualities of service, load shedding, low voltages are very common problems in rural areas. There are many other problems, such as poor metering and weak billing system. Unfortunately, small consumers are the most affected as a result of these problems. Citing the findings of various research and surveys, she stated that still many consumers do not have access to electricity service despite proactive steps undertaken by the Government. Lack of infrastructure, high tariffs, poor quality of service, legal and procedural problems are the main reasons for this.

Tejal also shared ideas for CSOs to take action in the direction:

- resisting corruption at field level;
- working to reduce procedural hassles;
- monitoring rural electrification programmes;
- conducting social audits;
- promoting and participating in loss reduction programmes;
- promoting Demand Side Management (DSM) at all forums and participating in implementation;
- actively using grievance forums;
- building awareness and facilitating small consumers;
- demanding compensation to put pressure on the company;
- monitoring selection and operation;
- providing feedback to companies and State Electricity Regulatory Commissions (SERCs); and
- participating in the regulatory process.

7.9 Tariff Determination Process - K C Modi

K C Modi explained in details the process of tariff determination, role of consumers in tariff determination process, understanding the annual revenue requirement (ARR) and its various components (power purchase cost, employee cost, capital cost etc.), how to analyse the electricity data contained in ARR/tariff application and allocating the cost among consumers.

After the session and floor discussion, a simulation exercise was conducted by participants in groups, taking examples from ARR. The participants were asked to calculate how the average cost of supply varies as a result of increase in demand change in the scheduled purchase or change in T&D losses.

7.10 Energy Efficiency and Electrical Equipment Rating - Tejal Kanitkar

Tejal started presentation with illustrating the importance of DSM. Tejal highlighted that the fossil fuel era will end soon, there are issues of climate change and resource challenges, and significant problems with other supply-side solutions. There is huge potential of savings of 23 percent energy through DSM according to Bureau of Energy Efficiency, India. The Bureau has the target of saving 10 percent of energy (10,000 MW) in next five years.

Tejal also stated that for Energy Labelling top candidates are domestic refrigerators, air conditioners, fluorescent lamp ballasts, fluorescent tube lamps, electric motors, washing machines, boilers, furnaces, storage water heaters, heat pumps, pumps, fans and television sets.



Participant elaborating after simulation exercise in Tejal's session

Equipment rating can be very useful and effective means of conserving energy. She cited examples that how the higher star rating electrical equipment can be cost effective in long run by saving energy consumption. At present star rating equipments are available in market though rating is not mandatory for manufactures but the Government is considering making it mandatory in near future

7.11 Monitoring Quality of Service - P N Bhandari and A R Mahnot



P N Bhandari mainly addressed the issues of consumer services like complaint redressal mechanism in Rajasthan, its effectiveness and some good practices in other states. Bhandari said that present mechanism is not effective to redress the grievances of consumers. The main reason is that it is purely internal system of utilities in which there is no consumer participation and it is not independent and impartial.

Bhandari quoted the examples of other states, like Delhi, Orissa, Andhra Pradesh, Uttar Pradesh, Maharashtra and Tamilnadu, where there are better provisions for independence, consumer representation, ensuring expertise and full-time functioning of the grievance redressal system.

A R Mahnot in his presentation covered the issues in monitoring quality of service – technical such as voltage and frequency, outages, consumer services like complaint redressal status, consumer safety, and how the consumer can monitor the quality of service using data collection, aggregation and reporting system.

Mahnot said that most of the problems related to quality of service and redressal are due to attitude of the person dealing the problem and not with the system.

7.12 Regulatory Decision-Making Process - Kulwant Nehra

Kulwant Nehra started the presentation by mentioning the status of the utilities before and after reform process. Nehra highlighted that transparency; accountability and public participation are the key principles of an effective decision making process.

Nehra stated that the need for public participation is necessary to hold regulatory body accountable, protect the interest of consumers, and enhance awareness among consumers because the consumers have to bear cost of supply.

Nehra further explained the process of decision making process in which consumers can participate by:

- Preparing draft proposal (ARR)
- Submitting proposal
- Accepting by Regulatory body
- Issuing public notice
- Responding to the public comments
- Holding public hearings
- Order processing and finalising



Kulwant Nehra, Uday Mehta and Deepak Saxena

Nehra stressed that consumer's training, regular monitoring of the systems and proper networking of CSOs are the basic requirement for effective public participation

7.13 Tariff Regulation: Key Issues - Kulwant Nehra

Kulwant Nehra in his second consecutive session started the presentation by explaining some frequently used important terms such as tariff, tariff slab, progressive tariff and flat rate tariff in tariff regulation, so that participants could better understand issues relevant to tariff regulation.

He further explained the objectives of tariff determination, methods of tariff setting, prevailing pricing policy in electricity utilities, major issues in price setting and factors affecting cost of supply at consumer ends.

VIII. SUMMARY OF PARTICIPANTS' FEEDBACK

Highlights

- Territorial trainings were very good in terms of quality of resource persons, and conduction of simulations, presentations and resource material
- There was open discussion in all the sessions and participants actively participated

Lowlights

- Few of the participants were not punctual and there was also change of some participants in second territorial training
- Participants found some of the sessions a little bit difficult to understand

Recommendations

- Use simple vernacular language
- Use of IEC material and wall painting, puppet show etc.
- Involve local leaders, youths and utility officers
- Conduct village level meetings for grassroots outreach
- Organise exhibitions during local fairs, etc.

IX. ANALYSIS OF PARTICIPANTS' FEEDBACK

Q1	Q2	Q3	Q4	Q4 (b)	Q5	Q6	Q7	Q8
Training assessment (in percent)	Content/ topics of training (in percent)	Time allocated for sessions (in percent)	Quality of facilitation (in percent)	Quality of resource persons (in percent)	Benefited from training (in percent)	Satisfaction from participants interaction (in percent)	Effectiveness to strengthen consumer movement in sector (in percent)	Will encourage other to participate (in percent)
Very Useful 68	Very relevant 32	Sufficient 50	Very satisfactory 36	Very satisfactory 59	To great extent 77	To great extent 68	Very effective 55	Yes 100
Useful 32	Relevant 68	Nearly sufficient 27	Satisfactory 59	Satisfactory 36	To some extent 23	To some extent 32	Effective 45	No 0%
Not very useful 0	Not relevant 0	More time required 23	Could be better 5	Could be better 5	Not that much 0	Not that much 0	Not much effective 0	
		Less time required 0						

ANNEXURE I – LIST OF PARTICIPANTS

SN	Name	Place	TT-1	TT-2
1	Rakesh Kumar Parmar	Dholpur	Yes	Yes
2	Udaiveer Singh	Dholpur	Yes	Yes
3	Rajender Sen	Jhunjhunu	Yes	Yes
4	Puranmal Jat	Jhunjhunu	Yes	Yes
5	Jugal Kishor	Hanumangarh	Yes	Yes
6	Hariprasad Yogi	Swai Madhopur	Yes	Yes
7	Dharmendra Yogi	Swai Madhopur	Yes	Yes
8	Ram Karan	Kota	Yes	No
9	Anwar Ahmad Khan	Kota	Yes	Yes
10	Nemraj Shailot	Bansawara	Yes	Yes
11	Suresh Sharma	Bansawara	Yes	Yes
12	Kamla Panjwani	Sirohi	Yes	Yes
13	Lata Kumari	Sirohi	Yes	No
14	Vikram Singh	Churu	Yes	Yes
15	Mukesh Saharan	Churu	Yes	Yes
16	Bhagwan Lal Sharma	Chittorgarh	Yes	Yes
17	Vishnu Kumawat	Chittorgarh	Yes	No
18	Yogesh Paliwal	Bikaner	Yes	Yes
19	Shobha Varun	Bikaner	Yes	No
20	KM Sharma	Pali	Yes	Yes
21	Satynarayan Sikhwal	Sikar	Yes	No
22	Anju Jain	Bundi	No	Yes
23	Ashwin Malot	Banswara	No	Yes
24	B L Sharma	Jhunjhunu	No	Yes
25	Nirmala Pareek	Bikaner	No	Yes
26	Shabnam Khan	Kota	No	Yes
27	Ramesh Chaudhary	Pali	No	Yes
28	Jaya Yadav	Sirohi	No	Yes

ANNEXURE II – LIST OF THE RESOURCE

1. Amarjeet Singh, CUTS Centre for Consumer Action, Research & Training (CUTS CART)
2. A R Mahnot, Superintendent Engineer, *Jaipur Vidhyut Vitran Nigam Ltd.* (Jaipur Circle)
3. Deepak Saxena, CUTS Centre for Consumer Action, Research & Training (CUTS CART)
4. K C Gupta, Director, Technical, Jaipur Vidhyut Vitran Nigam Lt
5. KC Modi, Ex. Chief Engineer, *Ajmer Vidhyut Vitran Nigam Ltd*
6. Kulwant Nehra, Assistant Professor, Skyline Institute of Engineering & Technology, Noida)
7. P N Bhandari, Ex. Chairman Rajasthan State Electricity Board
8. Rajesh Kumar, CUTS Centre for Competition, Investment & Economic Regulation (CUTS CCIER)
9. R C Sharma, Joint Secretary, Rajasthan Electricity Regulation Commission
10. SS Gupta, Joint Secretary, Rajasthan Electricity Regulation Commission
11. Tejal Kanitkar, *Prayas Sansthan*, Pune
12. Udai S Mehta, CUTS Centre for Competition, Investment & Economic Regulation (CUTS CCIER)

ANNEXURE III – AGENDA OF TERRITORIAL TRAINING PROGRAMMES

First Territorial Training Wednesday Thursday, September 17-18, 2008 DAY ONE

Time	Sessions
09:00-09:30	Registration
09:30-09:50	Welcome Address Deepak Saxena, CUTS International
09:50-10:15	Session I: Project on Capacity Building on Electricity Reforms in India, Bangladesh and Nepal: objectives, scope, partners and activities
10:15-10:30	Amarjeet Singh, CUTS International Floor Discussion
10:30-11:00	Tea Break
11:00-11:30	Session II: General Introduction to Electricity Sector <ul style="list-style-type: none"> • Structure of the Electricity Sector – Generation, Transmission and Distribution • Energy demand and supply scenario
11:30-12:00	K C Gupta, Director, Technical JVVNL/ A R Mahnot, Supdt. Engineer, JVVNL Floor Discussion
12:00-12:30	Session III: Electricity reforms and regulation <ul style="list-style-type: none"> • Historical evaluation of the electricity supply industry (major structural changes through various legislation) • Unbundling, corporatisation and privatisation • Electricity Regulatory Commission • Consumer Participation – importance and status
12:30-13:00	Rajesh Kumar, CUTS International Floor Discussion
13:00-14:00	Lunch
14:00-15:45	Session IV: Complaint Redressal Mechanism <ul style="list-style-type: none"> • Existing mechanism for the redressal of consumer complaints (bottom to top level institutions available to consumers for grievance redressal) • Filing of complaints and follow up by the consumers • Time frame for redressal of complaints • Various precautions to be taken while making complaints • KC Modi, Ex. Chief Engineer, Ajmer Discom Simulation Exercise & Floor Discussion
15:45-16:00	Closing Session of the 1st day Deepak Saxena, CUTS International

DAY TWO

Time	Sessions
09:00-09:30	Review of Day I Deepak Saxena & Rajesh Kumar, CUTS International
09:30-11:30	Session I: Understanding Electricity Consumption & Bill <ul style="list-style-type: none"> • How to read the consumption reported by electricity meter • How to Check the accuracy of electricity meters • How to read electricity bill and submit bill complaints • Benefits resulted from keeping record for consumption and bills Rajesh Kumar, CUTS International Simulation Exercise & Floor Discussion
11:30-11:45	Tea Break
11:45-13:30	Session II: Energy Conservation: Role of Consumers <ul style="list-style-type: none"> • Importance of conservation of electricity? • Saving of electricity at consumption ends? • Introduction to the use of CFL, energy efficient equipments, etc R C Sharma, Joint Secretary, RERC Simulation Exercise & Floor Discussion
13:30-14:30	Lunch
14:30-16:30	Session III: Reduction of Power Theft: Role of Consumers <ul style="list-style-type: none"> • What is power theft, un-authorised use of power? • Who pays for theft of power? • Disincentives/penalties to discourages power theft • How consumers can support the utilities in reducing the theft of power SS Gupta , Joint Secretary, RERC Floor Discussion
16:30-16:45	Closing Session Amarjeet Singh, CUTS International

Agenda for Second Territorial Training
Thursday - Friday, September 25-26, 2008,
DAY ONE- 25th September 2008

Time	Sessions
10:00-10:30	Registration
10:30-11:00	Welcome Address and Recap of First Training Deepak Saxena, CUTS International
11:00-12:00	Session I: Issues of Electricity Services to the Poor <ul style="list-style-type: none"> • Issue of access and affordability in electricity supply • Various schemes launched by Central/State • Subsidy and consumer related issues Tejal Kanitkar, Prayas, Pune Floor Discussion
12:00-14:00	Session II: Tariff Determination Process <ul style="list-style-type: none"> • Tariff determination process • Role of consumers in tariff determination process • Understanding the annual revenue requirement (ARR) and its various component (power purchase cost, employee cost, capital cost etc.) • How to analyse the electricity data contained in ARR/tariff application? • Allocating the cost among consumers (subsidy and cross subsidy issues) K C Modi, Ex. Chief Engineer, Ajmer Discom Simulation Exercise <ul style="list-style-type: none"> • The exercise needs to cover examples taken from Annual Revenue Requirement (ARR) proposed by any distribution companies. For example, calculate how the average cost of supply varies as a result of increase in demand change in the scheduled purchase or change in T&D losses. Floor Discussion
14:00-15:00	Lunch
15:00-17:00	Session III: Energy Efficiency and Electrical Equipment Rating <ul style="list-style-type: none"> • Concept of energy efficiency/demand side management, importance for larger as well as small consumers • Incentives/disincentives taken on behalf of the govt. /regulator • Introduction to energy efficiency rating (such as star rating-one to five stars by Bureau of Energy Efficiency (BEE) in India) • Monitoring and regulation of electrical equipment manufacturing/marketing units Tejal Kanitkar, Prayas, Pune Simulation Exercise

	<ul style="list-style-type: none"> • An exercise needs to be given to participants to choose the cost-effective alternate among the various options available in the market. • How much of energy (or electricity bill amount) a consumer could save by purchasing equipment having high energy efficient rating? <p>Floor Discussion</p>
17:00-17:30	<p>Closing Session of the 1st day</p> <p>Deepak Saxena, CUTS International</p>

DAY TWO
26th September 2008

Time	Sessions
09:00-09:30	<p>Review of Day I</p> <p>Amarjeet Singh, CUTS International</p>
09:30-11:30	<p>Session I: Monitoring quality of service</p> <ul style="list-style-type: none"> • Issues in monitoring quality of service- technical such as voltage & frequency, outages etc. and consumer services like complaint redressal status, consumer safety etc. • How to monitor the quality of service? • Data collection, aggregation and reporting <p>P N Bhandari, Ex- Chairperson, RSEB A R Mahnot, S. E. JVVNL</p> <p>Simulation Exercise</p> <ul style="list-style-type: none"> • Participants may be asked to list down two three problematic areas and come up with possible solutions. <p>Floor Discussion</p>
11:30-13:00	<p>Session II: Regulatory decision-making process</p> <ul style="list-style-type: none"> • Features of a effective decision making process • Existing decisions-making processes and role of consumers • Tools for consumer consultation-inviting comments, holding public hearing etc. • Introduction to some of the important regulations-conduct of business regulation, standard of performance etc. <p>Dr Kulwant Nehra, S.I.E.T</p> <p>Floor Discussion</p>
13:00-14:00	Lunch
14:30-15:00	<p>Session III: Tariff Regulation: Key issues</p> <ul style="list-style-type: none"> • Allocation of cost among consumers • Various factors affecting the cost of supply at consumer ends • Justification for subsidies • Optimal level of subsidy as well a cross-subsidy • Who should pay for the subsidies? <p>Dr Kulwant Nehra, S.I.E.T</p>

	<p>Simulation Exercise:</p> <ul style="list-style-type: none"> • It needs to cover alternative tariff structures according to varying level of subsidy. For example, what will be the tariff for agriculture if the government is not providing subsidy or providing certain amount given the fixed level of consumption? It may include topics/exercise on cross-subsidisation of power. <p>Floor Discussion</p>
15:00-15:30	<p>Closing Session</p> <p>Amarjeet Singh, CUTS International</p>