

# DID YOU KNOW?

**Complaints  
about  
electricity  
billing?**



**A note**

**on consumer complaints**

**related to error in electricity billing**

- Complaints about error in billing should be made 3 days prior to the due date for bill payment.
- The complaint thus submitted should be resolved before the due date for payment.
- In case of no-response within the said period, complainant should be compensated with Rs. 150 /-