



STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL

Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi
Sponsored by Department of Consumer Affairs, Govt. of India



Haryana State Consumer Helpline Inaugurated

State Consumer Helpline Knowledge Resource Management Portal, IIPA assisted the Department of Food & Supplies, Haryana in setting up State Consumer Helpline at Chandigarh. The Helpline was formally inaugurated by Hon'ble Shri Mahender Pratap Singh, Minister (Food & Supplies) on 27th September 2013. The Consumers of Haryana can now seek advise, guidance and information to redress their problems and disputes through a toll free number 1800 -180 -2087. The Department of Food and Supplies, Govt. of Haryana signed an agreement with IIPA on 20/09/2013 to setup Consumer Helpline based on a centralized IT based application system developed by Department of Consumer Affairs, Govt. of India and hosted at IIPA, New Delhi.



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STATE CONSUMER HELPLINES

GUJARAT

1800-233-0222,
079-27489945 / 46

MADHYA PRADESH
155343, 0755-2559778

ORISSA

1800-345-6724,
1800-345-6760,
0674-2351990,
0674-2350209

TAMIL NADU

044-28592828

BIHAR

1800 -345- 6188

RAJASTHAN

1800 -180- 6030

MAHARASHTRA

1800 -22- 22 62

CHHATTISGARH

1800 -233 -3663

HARYANA

1800-180-2087

MIZORAM

1800-231-1792

Consumer Advisories on Electricity

There is no substitute for Prevention as Prevention is better than Cure:

- To get a new connection, submit application form duly filled in with all details to the concerned official either in person or by speed /registered post.
- Submit proper documents/ records to prove the legal ownership of the premises for which the electricity supply is required. In case you are tenant, produce evidence for lawful occupation of the premises.
- Get all the wiring work done by licensed electrical contractor. Use only standard ISI wires and wiring accessories of adequate Capacity and of good quality for the electrical wiring in the premises and also use only effectively earthed thin pin sockets for connecting all the appliances and provide proper earth.
- Pay security deposit and service connection charges before the specified date to avoid cancellation of the application on hearing from the department.
- Ensure that the licensed electrical wiring contractor or his authorized representative is present in your premises at the time of effecting supply for testing the installation and signing in the report.
- Provide space for fixing the meter at a convenient place in the ground for easy accessibility to the Assessor for taking meter reading.
- If your premises were locked for any reason at the time of the visit of the Assessor for meter reading, the electricity supply companies may raise bills on average basis. However, ensure that next bill received is with the adjustment of the actual readings.
- Connect additional loads which draw more power like Air conditioners, water heaters etc. only after informing the authorities concerned. The additional loads be connected only after receiving approval of load enhancement.



- Use electricity only for purpose for which the service connection has been given (e.g. Domestic/commercial/ agriculture etc.)
- Safeguard the meter and other equipment's of the department in your premises and ensure that, they are properly sealed.
- Get your supply converted from single phase to three phases as may be required as laid down in rules and regulations of the supply of Electricity.
- Pay electricity consumption bills promptly before due date of payment.
- Produce the bill at the counter at the time of making payment at the counter.
- If your service connection has been disconnected for non- payment, you may pay the amount due and the reconnection charges and intimate the concerned officer-in-charge to ensure the connection is reconnected.
- If the meter is found to be defective or not running, bring the matter to the notice of the Engineer-in-charge in writing for replacement by a healthy meter. The consumer has a right to get meter tested by third party in case he desires so.
- Get the internal wiring checked up periodically not only to avoid leakage of electricity but also safeguard the lives of the inmates in the premises.
- CFL (Compact Fluorescent Light) and FTL (Fluorescent Tube Light) consumes less electricity and release no heat like the incandescent lamps. Hence prefer to use CFL and FTL.
- With the present day technology, you can schedule using of washing machine, Geysers etc during off peak hours which help in reducing load shedding.
- Use BEE star rated electrical appliances wherever applicable as they are energy efficient. The more star rated product consumes less electricity.
- Painting of roof and walls of the premises in white or light colors helps reflection of sun heat and hence are more energy efficient as compared to dark colored roof and walls.
- Use proper ratings/ capacity of Geysers, washing machines, refrigerators and air conditioners for optimum utilization and efficient energy consumption.
- Switch off the ACs, TV, Computers, Monitors etc. when not in use as keeping them on sleep/stand-by mode also consumes power.
- Use electronic regulators instead of normal mechanical regulators as they consume more electricity.
- Before storing the food stuff inside the refrigerator, allow the food stuff to attain room temperature. Do not allow refrigerator to frost. Defrost the refrigerator as soon as frost gets thicker.
- The temperature setting for AC be normally kept at 25 to 27 degree.
- Be a responsible consumer. Asserts your Rights only after discharging your Responsibilities.
- Remember Energy saved is Energy produced. Switch off the lights, fans when no one is in the room as someone else in the Hospital may be in dire need of the electricity.
- Please raise your concern if you are not getting the service as you are entitled. Remember **“Critics improves the Quality”**

[Energy saved is Energy produced]

(Assert your Rights only after discharging your responsibilities)

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