

CHAPTER 15

VIOLATION OF INSTRUCTIONS

- 15.1 The distribution Company shall ensure that it complies with the provision of the Consumer Service Manual while dealing with consumer complaints. The Consumer Service Manual shall be treated as an applicable document as defined in Chapter 1. In case the consumer / complainant is not satisfied with the response / decision of the distribution company or the distribution company does not reply at all, the consumer shall have the following options.
- 15.2 The consumer may file a complaint with Provincial Office of Inspection in respect of metering, billing and collection of tariff applicable under section 38 of the NEPRA Act; or.
- 15.3 under section 39 of the NEPRA Act, any consumer / interested person, including a Provincial Government may file a written complaint with Consumer Affairs Division at NEPRA. The complaint shall be processed under the NEPRA Complaint Handling and Dispute Resolution (Procedure) Rules, 2009 and the decision thereon shall be passed. The distribution company shall comply with orders/ decision / instructions as may be passed by the Authority with regard to the complaint which shall be enforced under the laws/rules.