



**'Consumer Protection
in Globalized World:
National and International
Perspective'**

Editor
Dr. Pradipkumar Tambe

ISBN : 978-93-6013-113-5



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Published by:
Marathwada Mitra Mandal's
Shankarrao Chavan Law College,
202/A, Deccan Gymkhana, Pune 411004
Email: mmmscl@gmail.com

ISBN : 978-93-6013-113-5

Second Edition : November 2023
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Price: 300/-

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Typeset by: Rahul B. Gavali
Printed at: Shanti Arts, Pune
Email-shantiartspune@gmail.com

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CONSUMER PROTECTION IN THE ELECTRICITY SECTOR

-Qazi Saeed Ahmad and Mohammad Usama***

ABSTRACT

Consumer protection in the electricity sector is of paramount importance in India. A robust regulatory framework, supported by various mechanisms for grievance redressal, aims to safeguard consumers' interests and ensure that they receive reliable and affordable electricity services. While progress has been made, there are ongoing challenges that require continuous efforts from regulators, service providers, and consumer advocacy groups to address. As the electricity sector evolves with technological advancements and a growing emphasis on sustainability, it is essential to adapt and strengthen consumer protection measures to meet the changing needs and expectations of consumers. This article delves into the various aspects of consumer protection in the electricity sector in India, covering regulatory bodies, key regulations, and mechanisms for resolving consumer grievances.

1.INTRODUCTION:

The Consumer Protection Act is a significant aspect of the nation and has a whole ministry devoted to it. During the Licence Raj in 1986, India introduced the Act. In 1986, the first act was introduced. Following that 1991, the country underwent deregulation, and e-commerce and the service sector were both introduced. considerably increased. As a result, a lot of money began to be made from Eventually, the advertising industry grew to be a place where people were persuaded to visit a store and purchase a specific item. As a result, a lot of complaints claiming that false and misleading advertisements for the wrong products them into making poor-quality goods purchases. Because of all this, 2019, the Central Government brought in a new Consumer Protection Act. This was notified on 20 July 2020 and it is applicable now and consumer can

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