



Public Utilities Commission of Sri Lanka

Electricity Consumer Complaint Handling Procedure



As a consumer, or a person planning to get an electricity connection, there could be instances where you may have to resolve certain matters or make enquiries with respect to the consumption of electricity supply or to get a new connection from the two electricity service providers, i.e, the Ceylon Electricity Board (CEB) or the Lanka Electricity Company (Pvt.) Ltd. (LECO).

Complaints:

Complaints arise regarding :

- Electricity Bills;
- Calculation of electricity consumption;
- Electricity tariff category you belong to;
- Electricity meter;
- Power lines going over your land, etc.

Enquiries:

Enquiries arise regarding:

- Getting a new connection;
- Disconnection and reconnection of electricity supply;
- Change electricity consumer's name;
- Checking of electricity meter by the service provider;
- Shifting of an electricity service line, etc.

In all these matters, as a citizen of this country, you are entitled to get a fair and reasonable response from your electricity service provider

What do you do?

In all those above-mentioned issues, the initial step is to contact your service provider to sort out the matter. However, in the event of non-response within a reasonable time frame or you are not agreeable to the response of your service provider, you may make a complaint to the Public Utilities Commission of Sri Lanka (PUCSL).

How the Public Utilities Commission of Sri Lanka (PUCSL) can assist you:

The PUCSL, as the regulator for the electricity industry, is empowered to serve you under the Sri Lanka Electricity Act No 20 of 2009.

An important fact that has to be noted is that the PUCSL does not consider direct complaints. This means you have to forward your complaint first to the service provider. Upon failure to find a solution only you may complain to the PUCSL. As such, when making a complaint to the PUCSL, it is a must to provide evidence of your complaint submitted to the service provider.

Action the PUCSL will take:

Upon receiving a complaint -

- Steps will be taken to call observations from your service provider or sometimes, contact you or any other relevant parties for further information.
- After receiving and reviewing all the information, Commission recommendations will be communicated to you and your service provider and any other relevant parties.
- Sometimes, prior to our recommendations, we will call all the parties to the complaint for a meetings with us or sometimes we will visit the relevant premises for an inspection.

In a dispute:

If we feel that it is appropriate to solve your complain through the dispute resolution procedure upon agreement from all the parties, we will take necessary steps to refer your complain to the Mediation Panel appointed by the Commission under 'Rules on Dispute Resolution Procedure' of the Extraordinary Gazette Notification of 1707/15 of 25th May 2011.

What is the 'Rules on Dispute Resolution Procedure'?

Rules on Dispute Resolution Procedure describes the procedure adopted by the Commission in resolving your dispute with regard to the electricity supply.

The Dispute Resolution Procedure :

- If the Commission decides to resolve your dispute, upon agreement from all the parties to the dispute, a Panel of Mediators will be appointed;
- The panel will call for disputed parties for a mediation conference to hold inquiries, call information or documents;
- The panel then reviews the dispute and arrives at a determination;
- The determination of the panel will be documented and the seal of the Commission will be placed on the document;
- Before issuing the panels determination on your dispute, it shall endeavour to make every effort for the parties to the dispute to reach an amicable settlement;
- If parties to the dispute agree to a settlement, it will be documented and be signed by the members of the panel and all the parties to the dispute;
- If parties to the dispute do not agree to a settlement, the panel shall, in the presence of disputed parties, open the sealed determination and submit the same to the parties as the resolution reached by the Commission;
- If parties to the dispute do not wish to accept the resolution made by the panel, the Commission has the authority to decide the dispute to be determined either by an appropriate court or to arbitration as the case may be, in terms of subsection (2) of Section 39 of the Sri Lanka Electricity Act. No. 20 of 2009;
- When the dispute is resolved through mediation process under these rules, the expenses of the Commission shall be determined by the Commission and the amount to be paid by the parties to the dispute in equal proportion.

For further details please contact us

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