

**THE MEGHALAYA**  
**STATE ELECTRICITY REGULATORY COMMISSION**  
**FIFTH ANNUAL REPORT**  
**2011 - 2012**



**NEW ADMINISTRATIVE BUILDING, 1<sup>ST</sup> FLOOR, LEFT WING, LOWER  
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# ANNUAL REPORT

2011-12

## **1. INTRODUCTION**

The Meghalaya State Electricity Regulatory Commission was notified by the Government of Meghalaya under the provision of Section 82 of the Electricity act 2003 on 26 March 2004. The Commission became functional on 6<sup>th</sup> of June, 2006 on which date the first Chairperson, Shri. Vinay Kohli, IAS (Retd) assumed charge. Shri. Kohli demitted office on 11 January, 2009. Shri P J Bazeley, IAS(Retd), took over as Chairman of the Commission on 1<sup>st</sup> July 2009 and demitted office on 22 February 2011. The present incumbent, Shri. Anand Kumar joined the Commission on 2<sup>nd</sup> August 2011 as Commission Chairman. During the period, the Commission endeavoured to set up a fair, transparent, and objective electricity regulatory process in the state of Meghalaya. The Fourth Annual report was sent to Commission & Secretary, Power Department vide letter No. MSERC/AR/ 11/25 dated 05 July 2011. This Fifth Annual Report is for the year 2011-12.

## **2. THE COMMISSION**

The Commission was constituted under the provision of the Electricity Act 2003. The commission is a body corporate having perpetual succession and common seal with power to acquire, hold and dispose of property both movable and immovable and to contract and shall by the said name sue or sued. In addition the commission is a quasi-judicial body with effect from 6<sup>th</sup> June 2006.

This commission is a one member Commission. In recognition of the need for multi-disciplinary approach while addressing issues related to independent regulation, the statute prescribes that the chairman shall be person of ability, integrity and standing who have adequate knowledge of and having shown capacity in dealing with problems relating to engineering, finance, commerce, economics, law or management. The chairman is appointed by the Government of Meghalaya from a panel recommended by Selection Committee constituted as prescribed under the statute. The statute also provides for the appointment of a secretary to the commission whose powers and duties are defined by the commission.

## **3. MISSION OF THE COMMISSION**

The mission of the Commission is:

- (a) To promote reforms in the electricity sector;
- (b) To encourage transparency, competition and economy;
- (c) To regulate the power purchase and procurement process of the distribution utilities.

- (d) To secure that the legitimate interests of all stakeholders including the consumers.

#### **4. FUNCTIONS OF THE COMMISSION**

The Commission is vested with the responsibility of discharging the following statutory functions:

- (1) determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk or retail, as the case may be within the State;
- (2) regulate electricity purchase and procurement process of distribution licensees including the price at which electricity shall be procured from generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State;
- (3) facilitate intra-State transmission and wheeling of electricity;
- (4) issue licenses to persons seeking to act as transmission licensees, distribution licensees and electricity traders with respect to their operations within the State;
- (5) promote cogeneration and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid and sale of electricity to any person, and also specify, for purchase of electricity from such sources, a percentage of the total consumption of electricity in the area of distribution licensee;
- (6) adjudicate upon the disputes between the licensees and generating companies and to refer any dispute for arbitration;
- (7) levy fee for the purposes of the Electricity Act, 2003;
- (8) specify State Grid Code;
- (9) specify or enforce standards with respect to quality, continuity and reliability of service by licensee;
- (10) fix the trading margin in the inter-State trading of electricity, if considered necessary;
- (11) discharge such other functions as may be assigned to it under the Electricity Act, 2003;
- (12) advise the State Government on all or any of the following matters, namely:-

- (i) promotion of competition, efficiency, and economy in the activities of the electricity industry,
  - (ii) promotion of investment in electricity industry,
  - (iii) reorganisation and restructuring of the electricity industry in the State including, more particularly, matters concerning generation, transmission, distribution and trading of electricity or any other matter referred to the State Commission by the State Government.
- (13) The State Commission shall ensure transparency while exercising its powers and discharging its functions.
- (14) In discharge of its functions the State Commission shall be guided by the National Electricity Policy, National Electricity Plan and tariff policy published under section 3.

## **5. CHAIRPERSON**

During the period under report, the Commission was headed by Shri. Anand Kumar as Chairperson.

## **6. CONSULTATIVE BODIES**

The Chairman of the Commission is a member of the Forum of Regulators (FOR), a statutory body established in accordance with the provisions of sub-section 2 of section 166 of the Electricity Act, 2003.

During the period under review several meetings of the Forum and its sub-committees were held. These meetings helped in coordinating and aligning regulatory matters, policies and practices followed by different states.

The Chairman is also a member of the Forum of Indian Regulators (FOIR). This is a registered society and predates the Forum of Regulators. The membership of this body is not confined only to regulators in the Power sector. Several members of this forum have a wealth of experience of regulatory processes and procedures and the deliberations provide an opportunity for wide ranging in-depth examination of technical, legal and implementation issues.

## **7. HUMAN RESOURCES.**

At the officer level two posts have been created. Smti. Marylene Synrem joined the post of Finance and Accounts Officer on 1<sup>st</sup> November, 2006.

Under the Electricity Act 2003, the Secretary of the Commission assist the Chairperson in all statutory matters and in personnel, administration, accounts/Finance. The State Government was unable to spare the services of an Officer on full time basis,

for appointment as Secretary. The Commission appointed Smti. C.T. Sangma, MCS (Retd) as Secretary. However, Smti. Sangma resigned from Commission on 31<sup>st</sup> October 2009. Shri. J.B. Poon, retired CE (Electrical) of MeSEB was then appointed as Secretary of the Commission from 1<sup>st</sup> November 2009 and continues to hold the post.

The other support staff consists of two stenographers, one lower division assistant, two drivers, three peons, one cleaner and one chowkidar.

Besides full time employees, the Commission has been utilising the need based services of consultants in the disciplines of law, finance and electrical engineering.

## **8. OFFICE ACCOMODATION**

On September 2007, the State Government allotted one wing of the 1<sup>st</sup> floor of the New Administrative Building at Lower Lachumiere, Shillong. The Commission moved to these new premises in December, 2007.

## **9. LAN & WEBSITE:**

The computers in the Commission's office are connected through networking to local area network (LAN). The system is useful for access of any information. The commission has its own website, [www.mserec.gov.in](http://www.mserec.gov.in), which is regularly maintained and updated by the NIC. The website is used for hearing schedules, news, updated, tariff related issues, meetings, inviting comments on concept papers, regulations, petitions, tenders, job vacancies, etc. It also provides information on Consumer Grievances Redressal Forum and Ombudsman and guides the consumer for redressal of their grievances. Further information like updating notified Regulations, Orders and Reports are also available and can be downloaded from the website.

## **10. STATE ADVISORY COMMITTEE**

In exercise of the powers conferred under section 87 of the Electricity Act, 2003, the Commission, under a notification dated 5<sup>th</sup> February 2007, constituted the Meghalaya State Electricity Advisory Committee to advise on questions of policy, protection of interest of consumers, and other matters relating to supply and distribution of electricity in the State. This Committee has been reconstituted by the Commission on 17 March 2010 with the following members:

Chairperson Ex-officio	1.	:	The Chairman, Meghalaya State Electricity Regulatory Commission
Member Ex-officio	2.	:	The Principal Secretary/Commissioner and Secretary, Food, Civil Supplies and Consumer Affairs Department, Government of Meghalaya.
Members	3.	:	Shri. Macmillan Byrsat, Pyndengrei Village, Nongstoin, West Khasi Hills District

4. : Shri. K.C.Momin, Ex-MLA, Tura;
  5. : Smti. J.E.Shullai, Shillong;
  6. : Prof. Eugene D. Thomas,  
Pro Vice Chancellor, NEHU;
  7. : Shri. Darlington Dympep,  
General Secretary Meghalaya State  
Commission, AITUC;
  8. : Shri. S.K. Lato, Jowai;
  9. : Shri. Ramesh Bawri,  
President Confederation of Industries,  
Meghalaya, Bawri Mansion, Dhankheti.
  10. : Chairman, the Institution of Engineers (India),  
Meghalaya Centre, Barik Point, L. Lachumiere,  
Shillong - 793001
  11. : Director (E&M) HQ,CE Shillong Zone,  
SE Falls, Shillong-11, Phone: 2534847
  12. : Vice President (BD), IEX, New Delhi).
- Convener : The Secretary, MSERC

## 11. CGRF

The Electricity Act, 2003 make elaborate provisions which seek to protect the interest of consumers. The National Electricity Policy and the Tariff Policy framed Under the Act reinforce its provisions. They stipulate a road map and action plan for various stake holders in ensuring protection of consumers' interests.

In line with the provisions of the Act and the policies, steps have been taken by stakeholders in different states towards institutionalizing the mechanisms of grievances redressal machinery, such as the Consumer Grievances and Redressal Forum (CGRF) and the Ombudsman. Performance standards have also been specified delineating, inter alia, the requirements on quality of supply. A consumer advocacy system has also been institutionalized in some states to educate consumers about their rights and obligations.

MeECL vide notification No. MeECL/GA.II/270/2007/280 dated 20 January 2012 & MeECL/GA.II/270/2007/292 dated 18 April 2012, constituted the Consumer Grievances Redressal Forum with Headquarter at MeECL corporate office, Lumjingshai with the following members:

- 1 **Smti. Mildred Iawphniaw**  
**Post Master general(Retd)** - **Chairperson**
- 2 **Shri. Jitengra Sarma**  
**CAO, MeECL(Retd)** - **Member**
- 3 **Shri. A D Shabong**  
**CE (G), MeECL(Retd)** - **Member**

**Powers and function of the Forum:**

- (a) The Forum shall examine and consider all complaints that it receives and pass orders for the corporation to remedy the fault or defect within such time as it may decide.
- (b) In exercising its function the Forum shall have powers to call for information from the Corporation or any other person concerned and to hear him.
- (c) In dealing with any matter, the Forum may engage or consult a person having special knowledge or skill in the field.
- (d) A complaint shall disposed of within a maximum period of fifteen days from the date of receipt and the complainant consumer and the Corporation shall be informed of the decision taken.

**Under the said Regulations, the grievances may relate to**

- (a) Voltage fluctuation.
- (b) Erratic supply of Electricity.
- (c) Defective billing.
- (d) Defective meters.
- (e) Defective street lights.
- (f) Default in attending to routine complaints.
- (g) Any other fault or defect which the licensee is duty bound to attend and rectify.
- (h) Non giving or delay in giving electricity connection to an applicant.

**The Hon'ble Tribunal has directed that, "all the State Commissions/ joint Commissions and Licensees shall send quarterly written status report regarding the functioning and performance in the approved format (complaints received/adjudicated or settled) to the Secretary, Forum of Regulators who will comply and post the said information online. He would also file a status report in this Tribunal once in 03 months in the Format already approved through our order dated 15-04-2010."**

The monthly status should be conveyed by the SERC's to the Secretary FOR in the said Format by 15<sup>th</sup> of each month so that APTEL can be apprised.

## **12. OMBUDSMAN**

### **Powers and function of the Ombudsman.**

- (1) If the licensee fails or neglects to remove or set right the fault or defect complained of by the consumer or if the Forum neglects or is otherwise unable to deal with the complaint made to it the aggrieved consumer may, within ten days from the last day of the time set for under sub-regulation 91) of regulation 6 or from the date of seeking redressal from the Forum under sub-regulation (1) of regulation 4, as the case may be, make a representation to the Ombudsman for redressal of the grievance.
- (2) On receiving a representation, the Ombudsman shall after due examination and consideration settle the grievance of the consumer.
- (3) In exercising its function the Ombudsman shall have the powers to call for reply, information date, records and other related documents from the licensee or from any other person who may be concerned with and to hear them.
- (4) The Ombudsman may, If necessary, engage or consult a person having special knowledge or experience in the matter under consideration for this opinion or advice.
- (5) Notwithstanding anything contained in his regulation the Ombudsman may suo moto take up any matter which is a subject of general grievance by consumers relating to supply of electricity in any area in the State.

In exercise of the power under section (2) of section 181 read with sub – section (5) and (7) of section 42 of the Electricity Act 2003 and the regulations framed there-under, the Meghlaya State Electricity Regulatory Commission has appointed Electricity ombudsman.

Sl. No	Name of Ombudsman	Tenure	
		From	To
1.	Shri. A.V. Rangad	1 <sup>st</sup> May 2007	30 <sup>th</sup> April 2010
2.	Shri. W. Rynjah	3 <sup>rd</sup> May 2010	2 <sup>nd</sup> May 2013

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The monthly status should be conveyed by the SERC’s to the Secretary FOR in the said Format by 15<sup>th</sup> of each month so that APTEL can be apprised.

### **13. REGULATIONS FRAMED BY THE COMMISSION**

The Commission notified the following Regulation during the period under report which was published in the Meghalaya Gazette.

#### **1 MSERC (Grant of Licenses for Transmission of Electricity) Regulation 2011.**

A person intending to engage in the business of Transmission of electricity in the State of Meghalaya, shall make an application to the Commission for grant of license in the Form prescribed by the Commission and accompanied by such fees as may be levied from time to time. The application shall be accompanied by an affidavit authorizing the person to sign or represent on behalf of the applicant.

#### **2. MSERC (Grant of Licenses for Distribution of Electricity) Regulation 2011.**

A person intending to engage in the business of distribution of electricity in the State of Meghalaya, shall make an application to the Commission for grant of license in the Form prescribed by the Commission and accompanied by such fees as may be levied from time to time. The application shall be accompanied by an affidavit authorizing the person to sign or represent on behalf of the applicant.

#### **3. MSERC (Redressal of Grievances)(Amendment) Regulation 2011.**

Some amendment to the principal regulation had to be made by adding a few new clauses/ sub-regulations as required as per FOR model regulation and to meet government guidelines.

#### **4 Meghalaya Electricity Supply Code 2012.**

In accordance with Section 50 of Indian Electricity Act, 2003 Meghalaya Electricity Regulatory Commission made Electricity Supply Code to provide for recovery of electricity charges, billing of electricity charges, new connection procedure, disconnection on non payment, restoration of supply, tampering of electrical equipments, metering and payment of electricity bills, etc.

#### **14. FINANCIAL RESOURCES**

Section 103 of the Electricity Act, 2003 provides for the creation of a State Electricity Regulatory Commission fund. Section 102 of the Act provides for grants and loans to be extended to the Commission by the State Government. In addition any revenue arising out of collection of fees by the Commission is also to be credited to this fund. Against this background the situation for the period under review is as follows:-

1. The Commission has received Rs 112.41 Lakhs as grants-in-aid from State government in 2011-12.
2. In terms of fees the Commission has so far received Rs 14.35 lakhs from the MeECL & others for the tariff applications/petitions filed by them during the period.

#### **15. ISSUE OF TARIFF ORDER**

The Commission on 20<sup>th</sup> January 2012 issued Tariff (Distribution) order for fiscal year 2011-12 and 2012-13 after due publicity, public hearing and consultation. In the Tariff order for FY2011-12/2012-13, the Commission gave number of new directives to the MeECL to comply with.

#### **16. COMMISSION DIRECTIVES**

In accordance with the provisions of MSERC (Grant of Licenses for Distribution of Electricity) Regulations 2011, every Licensee has to implement the orders or directions issued by the Commission from time to time in respect of the conditions under the license. In exercising the powers given under the regulations, the Commission in order to protect the interest of the Consumers as well as the State Power Sector issued following directives to MeECL to be completed in the time frame as stipulated therein.

##### **(i) Reduction in AT & C losses**

While determining the Tariff, the Commission has analysed that during last 4 years there is no sign of improvement in the T & D Losses in the State. In the year 2007-

08, it started with 34% loss and in the year 2010-11 (as per provisional accounts) it had reached to 32.53%.

The performance of MeECL has not been satisfactory as the T & D Losses continues to be high. It is observed that it has become unjustified to continue to enhance the revenue requirement by increasing the Tariff rate every now and then when the utility refuses to perform. MeECL is handling about 1000 MU per year and a mere loss of 1% amounts to Rs.4 crores. The CEA and for that matter the MOP/Govt. of India has circulated through the R-APDRP that the standard accepted loss level in the country should be 15%. At present the AT & C losses of MeECL is over and above 30%. As per regulation 90A, it is mandatory on the licensee to reduce this loss by 3% if the AT & C Loss level is at or above 30%

The Commission in the Tariff Order of 2011-12 & 2012-13 has provided an efficiency improvement in the form of reduction of Commercial loss by 3% in 2011-12 and 1.5% in 2012-13. This will thus enable the licensee to get additional revenue of about Rs. 35 crores in both the year.

Accordingly, the Commission directs the MeECL to do the following:

- (a) To submit to the Commission concrete action plan to be undertaken by it in reducing the T & D Loss and the AT & C Loss. The action plan should cover time bound targets in reducing the commercial losses by 3% over and above the normal sale. This can be done by using measures of change of defective meters, improvement in billing and collection and measures to check pilferages or thefts, conducting vigilances and inspection, changing from Electric mechanical meter to Electronic meters etc. This action plan should cover the targets fixed for each and every division or circle of MeECL for collecting additional about Rs.2.5 crores per month over and above the normal sales target.

This action plan should reach to the Commission by 15.02.2012.

- (b) To submit an action plan for improvement in metering and billing for 2012-13. In order to improve cases where meters are not read, replacement of defective meters, change of electro mechanical meters in accordance with CEA regulations on revenue yielding consumers in the first phase. This action plan should be made division or circle wise and should be given to the field officers for setting their targets. This action plan should reach to the Commission by 22.02.2012.
- (c) MeECL to present a proposal to the Commission for improvement in their existing collection centres in Shillong to have facility of web based payment, payment through banks and development of a computerised data base so that consumer can deposit his bill at any collection centre. This plan should be submitted to the Commission by 28.02.2012.

- (d) In the meantime, the MeECL is required to maintain in its collection centres the sufficient numbers of counters on the basis of number of consumers visiting to that centre. MeECL shall open separate counters for Cheques and Cash in every collection centres in the State. Preference should be given to women and senior citizens by opening a separate window for them. MeECL should also ensure that there should be a facility for consumers to wait for their turn in the cover shed and there should be a facility of drinking water, etc. This work should be completed by 31.3.2012.
- (e) It has brought to the notice of the Commission that house hold consumers are not getting their bills on time and therefore they are charged with penal charges. The Commission would like to clarify that Supply code has the provision that the *bills shall be sent to the consumer, giving him not less than fifteen days' time before the due date, for making the payment.* Accordingly the Commission directs MeECL to follow this provision and ensure that bills are delivered in time so that consumers get sufficient time to deposit their bills. The Commission further directs MeECL to verify present billing system and ensure that there should be a gap of “15 days + delivery time” between the bill date (on which date bill is printed) and due date ( after which penal charges are imposed). Report of compliance to be received by 1.2.2012.
- (f) The MeECL shall start energy audit in each distribution sub-station of 33 KV by recording meter reading at all incoming and outgoing feeders. The Licensee has to ensure that each meter shall be read at the end of the month and it should be reconciled with the billing data book so as to find out the losses on each feeder. It is suggested that every meter reader/junior engineer should be made responsible for energy accounting and there should be a system of targets setting for each sub-station for reduction of T&D Losses. To begin with the Commission is directing MeECL to complete the feeder metering in all 33 kv s/s in Shillong and introduce the energy accounting in at least 2 major revenue areas in Shillong within 3 months time. The action plan for this work should be submitted to the Commission by 22.02.2012 and the report of energy accounting should be sent to the Commission by 1st June, 2012.
- (g) Similarly, the Licensee require to take 7 Distribution transformers in the State in each circle and put meters on each DT and starts taking reading of that meter and reconcile the same with the energy bill to all consumers connected with that DT. This work has to be done within 3 months time and reports of the same must be submitted to the Commission by 1st June, 2012.

**(ii) Energy Availability.**

In order to supply electricity to all, MeECL is duty bound to make arrangement for sufficient power in the State. It is therefore directed the MeECL should prepare a Blue Print for next 3 years starting from 2012-13 to 2014-15 wherein it will determine the demand in the State on the basis of pending connections within the State and State Policy and match this demand with the availability of energy in the State in next 3 years from every source. MeECL is also advised to follow Central

Government Guidelines and make arrangement for long term power purchase through bidding. In this plan all new generating stations coming in the State shall also be considered for availability. This plan should be given to the Commission by 31st March, 2012.

**(iii) Investment Plan.**

As per the investment Plan submitted by MeECL the following projects are being proposed to be taken up to ease the frequent interruption in the State.

Sl.	Name of Project	Name of Scheme	Approved cost (Rs. in crore)	Status
1	132 kV sub-station line on D/C Towers from Nangallibra (Meghalaya) to Agia (Assam) line length 92.15 km.	NEC	43.32	LOA placed on 20.12.2007 1. Survey work= 92.15 km 2. Check Survey =92.15 km 3. Stub setting works = 315/316 lac 4. Erection of Towers =315/316 lac 5. Stringing of Conductor =59.12k/92.15 km 6. Stringing of OPGW = 51 km/92.15 km
2	132 kV D/C LILO of Agia-Nangallibra at Mendipathar	NEC	4.9965	LOA placed on 11.02.2011
3	2x20 MVA, 132/33 kv s/s at Mendipathar	NEC	4.71	(i). Land leveling work in progress (ii)Finalization of Tender for boundary wall (iii). Tendering for column foundation and switch yard structure. (iv). Design of Earth mat in progress.
4	Augmentation of 132 kv sub station at Rongkhon (Tura) from 35 MVA to 50 MVA	NEC	4.6907	Process of procurement is going on

Similarly for rural electrification under RGGVY and new BPL connections MeECL has informed the Commission that their target for completing the work shall be March 2012.

The Commission advises the MeECL to take required action in complete the project in time to avoid any cost and time over run in order to make better facilities for supply to consumer of the State. The Commission had directs the Licensee to send monthly progress reports to the Commission on the above work by 01.04.2012 onwards.

**(iv) Financial planning**

The Commission has analysed that the interest cost burden of MeECL is very high and it is mostly taken from the commercial banks. The Commission also like to advise MeECL to separate the accounting system for working capital and capital financing in accordance with Commission's Regulation. The Commission therefore advices the Licensee to consider this issue as the important one and try to swap expensive loans as long as it results in net benefit to MeECL. MeECL shall provide details of loans outstanding, loans created because of non-payment of dues to the financial institutions, rates and action plan for swapping for loans containing high interest. This document shall be submitted by the Licensee to the Commission by 28.02.2012.

**(v) Other Directives**

- (a) The Commission has approved Kvah meters/billing in HT & EHT industrial and Water works consumers in 2011-12 and 2012-13. Accordingly, the Commission would like to direct the MeECL to introduce Kvah billing to such consumers and ensure that all such consumers have Kvah meters before introduction of Kvah bills. They are also directed to collate the information regarding power factors of these consumers for at least 12 months after introduction of Kvah billing and place these records in the next Tariff filing.
- (b) The Commission directs MeECL to furnish 1 year data of power factor for other HT consumers to the Commission for consideration.
- (c) MeECL is also directed to work out their supply schedule in such a manner that Industrial consumers, may get at least one shift electricity without interruption as per their demand.
- (d) The Commission in order to initiate the time of day billing in high yield consumers in industry and commercial categories, directs the Licensee to furnish the peak demand of the system in different hours in a day, in a season etc. and facility of time of day Tariff in the consumer's meters. The data of peak demand and consumption with respect to system frequency for the period 1st April 2012 to 31st December 2012 shall be made available to the Commission. The Commission would like to take appropriate action in the next Tariff Order.

## **17. FINANCIAL DISCIPLINE**

In terms of sub-section (1) of section 104 of the Electricity Act 2003, the Commission is required to maintain accounts and other records and prepare Annual Statement of Accounts in such forms as may be prescribed by the State Government in consultation with Comptroller and Auditor General of India (CAG). Under the provisions of sub-section (2) of Section 104 of the Act *ibid*, such Accounts are to be audited by the CAG.

The State Government, vide letter No. PE. 102/2005/27 dated 26<sup>th</sup> June 2006, informed the Commission that the rules for the maintenance of accounts of the Commission were under consideration in consultation with the CAG. Pending finalisation of the rules the Commission was asked to follow the draft rules of the Assam Government for the Assam Electricity Regulatory Commission.

After consultation with CAG, the Commission has forwarded the accounts format meant for compiling accounts of MSERC to be approved and notified by the Government of Meghalaya vide the Commission letter No. MSERC/comp-Acts/04/2010/0111 dated 22 November 2011.

## **18. AUDIT REPORT**

The Commission engaged statutory auditor M/s Randall & Co., Chartered Accountant for internal auditing the accounts of the Commission for the FY 2006-07, 2007-08, 2008-09 and 2009-10. The audited account for this period had been submitted to Power Department vide Commission letter No. MSERC/COMP-Acts/04/2010/09 dated 08 July 2010. Audit report for 2010-11 and 2011-12 is also completed by statutory auditor.

## **19. CONCLUSION**

Commission will be monitoring the action taken on the directives issued to MeECl on submission of performance reports. During the period under review, the Commission received considerable support and encouragement from the Government, the Meghalaya Energy Corporation Ltd. and from all section of the public of Meghalaya. It is expected that this support will continue during ensuing years and the Commission would be in a position to consolidate the work done so far and take further strides towards establishing sustainable electricity regulatory and reform process in Meghalaya.