



**MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION
SHILLONG**

***Meghalaya State Electricity Regulatory Commission
(Electricity Supply Code)
(1 of 2026) Regulations, 2026***

Dated 22nd April 2026



**MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION
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NOTIFICATION

MSERC/ESC/2024/16

Dated 22nd April 2026

***Meghalaya State Electricity Regulatory Commission (Electricity Supply Code)
(1 of 2026) Regulations, 2026***

Preamble

1. In order to ensure reliability of supply, ease of service, transparency and accountability, the Commission, in supersession of the earlier Supply Code Regulations, had notified the Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2018, vide Notification dated 07.12.2018.
2. Thereafter, the Ministry of Power (MoP) on 31st December 2020, had notified the Electricity (Rights of Consumers) Rules, 2020 followed by subsequent amendments. The Rules provide guidelines and set performance benchmarks across key consumer utility that should be adopted by distribution companies (DISCOMs) to provide efficient, reliable, cost-effective, consumer-friendly and quality services to enhance consumer satisfaction.
3. In line with the aforementioned Rules notified by MoP, the Commission had reviewed its own Regulations and initiated the process of re-enacting the prevailing Regulations.
4. Therefore, in exercise of powers conferred under Section 181 (2) (x) read with Section 50 of the Electricity Act, 2003 and all other powers enabling it in this behalf the Commission, vide Public Notice dated 22nd January 2026, issued and posted the *Draft Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) Regulations 2026*, in the website of the Commission *inviting suggestions/objections/comments from the stakeholders by 23rd February 2026*.
5. Thereafter, the Commission after receiving a request had extended the last date for submission of comments/suggestions/objections till 10th March 2026.
6. In response, the Commission received submissions from the following stakeholders within the stipulated date:
 1. Meghalaya Power Distribution Corporation Limited (MePDCL)
 2. Meghalaya Power Transmission Corporation Limited (MePTCL)

7. Subsequently, Public Hearing was conducted on 11th March 2026 via Hybrid Mode, to elicit the views of the public and stakeholders on the Draft *Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) Regulations 2026*. The Commission has considered the suggestions/ objections/comments received from the stakeholders.
8. Accordingly, in exercise of the powers conferred under Section 181 (2) (x) read with Section 50 of the Electricity Act, 2003 and all other powers enabling it in this behalf, the Meghalaya State Electricity Regulatory Commission hereby makes the Regulations namely *Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) (1 of 2026) Regulations, 2026*.

ORDER

After considering the comments/suggestions/objections of the stakeholders on the Draft Regulations, the Commission hereby approves the *Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) (1 of 2026) Regulations, 2026*.

Sd/-
Chandan Kumar Mondol,
Chairman



**MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION
SHILLONG**

NOTIFICATION

Dated: 22nd April, 2026

No. MSERC/ESC/2024/16 In exercise of powers conferred under Section 181 (2) (x) read with Section 50 of the Electricity Act, 2003 (36 of 2003) (hereinafter referred to as the Act) and all other powers enabling it in this behalf, the Meghalaya State Electricity Regulatory Commission after previous publication hereby makes the regulation namely Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) (1 of 2026) Regulations, 2026.

**1. CHAPTER – 1
(General)**

1.1. SHORT TITLE, SCOPE EXTENT AND COMMENCEMENT

- 1.1.1. This Code shall be called the Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) (1 of 2026) Regulations, 2026.
- 1.1.2. This Code details the obligation of the Licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the Distribution Licensee to provide efficient, cost effective and consumer friendly services to the consumers.
- 1.1.3. It specifically details the following.
 - (a) The procedure for new connection, wiring in consumer premises, service connection matters, procedure for enhancement and reduction of load, meters, procedure for replacement of defective meters, billing, disconnection, reconnection, assessment of load, changes in existing connection, matters related to unauthorized use/theft of electricity and Licensee's complaint handling system.
 - (b) Practices relating to consumer metering, billing and payment of bills.
- 1.1.4. All the forms and formats annexed to the Code are for guidance. The licensee may make suitable amendments in the forms/formats after seeking prior

approval of the Commission and such amended forms/formats shall be posted on the website of the licensee for use by consumers.

1.1.5. It shall come into force on the date of its publication in the official Gazette of Meghalaya.

1.1.6. It shall extend to the whole State of Meghalaya.

1.2. APPLICABILITY

1.2.1. This Code shall be applicable to:

- (a) All Distribution licensees and Retail Supply licensees including Deemed licensees and all consumers in the State of Meghalaya;
- (b) All other persons who are exempted under Section 13 of the Act; and
- (c) Unauthorised supply, theft, unauthorised use, diversion and other means of unauthorised use/ abstraction of electricity.

1.3. INTRODUCTION

1.3.1. This Code contains matters connected with the supply of electricity to a person and other related matters. The Code details the rights and obligations of the licensee and consumers towards each other and specifies a set of practices, standards and norms required to be adopted by a licensee to provide efficient, cost-effective and consumer friendly service to the consumers. The Code, inter alia, covers:

- (a) The procedure for connection, disconnection, reconnection, assessment of load, changes in existing connections (load modifications, change of name, change of tariff category etc.)
- (b) Practices relating to consumer metering, billing and payment of bills.
- (c) Matters related to theft and unauthorized use of energy.

1.4. RELATED PROVISIONS OF THE ELECTRICITY ACT, 2003

1.4.1. This Code is made under provision of section 181(2)(x) of the Electricity Act, 2003, which provides that the State Commission shall make 'Electricity Supply Code' (Regulations) under section 50 of the Act.

1.4.2. Section 50 of the Act covers provisions for the following matters:

- i) Recovery of electricity charges;
- ii) Intervals of billing of electricity charges;
- iii) Disconnection of electricity for non-payment of charges;
- iv) Restoration of supply of electricity;
- v) Measures for preventing tampering, distress or damage to electric plants or electric lines or meters;

- vi) Entry of Distribution Licensee or any person acting on his behalf for disconnection of power supply and removal of meter and entry for replacing, altering, maintaining electric lines or plants and meters.
- 1.4.3. As provided under section 50 of the Act, this Code also includes the following such other matters, related to supply of electricity to a person:
- i. Under section 181 (2)(t) — Period (within which supply to be provided, where extension of distribution mains or commissioning of new substation is necessary) to be specified by the Commission for the purposes specified under section 43(1) of the Act;
 - ii. Under section 181(2)(v) — reasonable security payable to the Distribution licensee under section 47(1);
 - iii. Under section 181(2)(w) — payment of interest on security under section 47(4);
 - iv. Section 181(1), generally to carry out the following provisions -
 - (i) Section 44 — Exception from duty to supply electricity;
 - (ii) Section 46 — Authorise a Distribution licensee to charge from a person expense incurred in providing electric lines or plant in pursuance of section 43;
 - (iii) Section 47 —Regarding Security Deposits;
 - (iv) Section 48 — Additional terms of supply;
 - (v) Section 55 — Use etc. of meters;
 - (vi) Section 56 — Disconnection of Supply on account of default of payment;
 - (vii) Section 126-127 — Assessment for Unauthorized use of Electricity and Related matters;
 - (viii) Section 135 — Theft of Electricity and related matters.

1.5. OTHER REGULATIONS

- 1.5.1. This Code shall be read in conjunction with the following Regulations of this Commission:
- (a) MSERC (Standard of Performance) Regulation, 2012 and its subsequent amendments or re-enactment if any;
 - (b) MSERC (Redressal of Consumer Grievances & Electricity Ombudsman) Regulations, 2017 and its subsequent amendments or re-enactment if any;
 - (c) MSERC (Rooftop Solar Grid Interactive Systems Based on Net Metering) Regulations 2015 and its subsequent Amendments or re-enactment if any;

In case of any inconsistency, the provision of this Code shall prevail.

1.6. DEFINITIONS AND INTERPRETATIONS

In these Regulations, unless the context otherwise requires:

- (a) **'Act'** means The Electricity Act, 2003 (No. 36 of 2003) as amended from time to time;
- (b) **'Agreement'** with its grammatical and cognate expressions means an agreement entered between the licensee and the consumer under the provisions of this Code;
- (c) **'Apparatus'** means, electrical apparatus and includes all machines, fittings, accessories and appliances;
- (d) **'Appellate Authority'** in accordance with the Section 127(1) of the Act;
- (e) **'Applicant'** means an owner or occupier of any premises who files an application form with a distribution licensee for supply of electricity, increase or decrease in sanctioned load or contract demand, change in title or mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, rules and regulations made thereunder;
- (f) **'Application'** means an application form complete in all respects in the appropriate format, as specified by the Commission, along with documents and other compliances;
- (g) **'Area of Supply'** means, the area within which a distribution licensee is authorized by his license to supply electricity.;
- (h) **'Assessing Officer'** in accordance with the explanations under Section 126 of the Act;
- (i) **'Authorized officer'** means, the officer of the licensee authorized in this behalf by the Appropriate Government or any other Administrative Authority under section 135 (2) of the Act;
- (j) **'Billing cycle or billing period'** means the period for which regular electricity bills as specified by the Commission, are issued for different categories of consumers by the distribution licensee;
- (k) **'Breakdown'** means, an occurrence relating to the equipment for supply of the electric energy including electrical line that prevents its normal functioning;
- (l) **'Bulk supply'** means the supply given to other states and non-industrial purpose having mixed load of domestic, commercial and other types, who maintain their own distribution system;

- (m) **'Bank Guarantee'**: A bank guarantee is a promise from a bank or other lending institution that if a particular borrower defaults on a loan, the bank will cover the loss;
- (n) **'CEA Regulations'** means regulations notified by the Central Electricity Authority;
- (o) **'Code'** means, the Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2026;
- (p) **'Commission'** means, the Meghalaya State Electricity Regulatory Commission constituted under Section 82 of the Act;
- (q) **'Conductor'** means, any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
- (r) **'Connected Load'** means, aggregate of the manufacturer's rating of all energy consuming devices, in the consumer's premises, which can be simultaneously used. This shall be expressed in kW, kVA or HP units and shall be determined as per the procedure laid down in these Regulations;
- (s) **'Consumer'** means, any person who is supplied with electricity for his own use by a licensee engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, and covers such other person, as the case may be;
 - (a) **'Low Tension Consumer (LT Consumer)'** if he obtains supply from the licensee at low voltage.
 - (i) **'High Tension Consumer (HT Consumer)'** if he obtains supply from the licensee at High Voltage.
 - (ii) **'Extra High-Tension Consumer (EHT Consumer)'** if he obtains supply from the licensee at Extra High Voltage.
- (t) **'Consumer's installation'** means, any composite electrical unit including electric wires, fittings, motors and apparatus, portable and stationary, erected and wired by or on behalf of the consumer at the consumer's premises;
- (u) **'Consumption'** means consumption of electricity;
- (v) **'Customer average interruption duration index'** means the average interruption duration of the sustained interruptions for those who experienced interruptions during the reporting period, as specified by the State Commission;
- (w) **'Customer average interruption frequency index'** means the average interruption frequency of the sustained interruptions for those who

- experienced interruptions during the reporting period, as specified by the State Commission;
- (x) **'Contract demand'** means, the Load in kW, kVA or HP, as the case may be, agreed to be supplied by the licensee and contracted by the consumer and specified in the agreement (where 1 HP = 0.746 KW);
- (y) **'Contracted Load'** means, the connected load which the consumer requires and as specified in the agreement or in the sanction accorded for the service;
- (z) **'Cut-out'** means any appliance for automatically interrupting the supply or flow of electrical energy through any conductor when the current rises above a predetermined quantum, and shall also include fusible cut-out;
- (aa) **'Date of commencement of supply'** means the date immediately following the date of expiry of a period of one month in case of LT supply and three months in case of HT/EHT supply, from the date of intimation to an intending consumer of the availability of power or the date of actual availing of supply by such consumer, whichever is earlier;
- (bb) **'Demand Charge'** for a billing period means a charge levied on the consumer based on the contract demand or maximum demand calculated as per the procedure provided in the Tariff Order of the Commission;
- (cc) **'Disconnection'** means the physical separation or remote disconnection of a consumer from the distribution system of the distribution licensee;
- (dd) **'Distribution main'** means the portion of any main with which a service line is, or is intended to be connected;
- (ee) **'Distribution System'** means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;
- (ff) **'Distribution Utility'** means the Meghalaya Power Distribution Corporation Limited (MePDCL);
- (gg) **'Earthed' or 'connected with earth'** means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger;
- (hh) **'Electric line'** means any line which is used for carrying electricity for any purpose and includes –
- (i) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended; and
- (ii) any apparatus connected to any such line for the purpose of carrying electricity.

- (ii) **‘Electrical Inspector’ or ‘Inspector’** means an Electrical Inspector appointed under sub-section 1 of section 162 of the Electricity Act, 2003 (36 of 2003), by the Appropriate Government or any other Administrative Authority;
- (jj) **‘Electricity’** means, Electrical Energy –
 - (i) Generated, transmitted or supplied for any purpose, or
 - (ii) Used for any purpose except the transmission of a message.
- (kk) **‘Energy charge’** means a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied;
- (ll) **‘Extra High Voltage (EHV)’ or ‘Extra High Tension (EHT)’** means the voltage, which exceeds 33,000 volts, alternating current, 50 HZ frequency, conditions subject, however, to the percentage variation allowed under the CEA Regulations;
- (mm) **‘Forum’** means the forum set up by the licensee, in line with Meghalaya State Electricity Regulatory Commission (Redressal of Consumer Grievances & Electricity Ombudsman) Regulations, 2017 or its amendments or re-enactment if any, for redressal of grievances of consumers;
- (nn) **‘Fixed charges’** has the same meaning as per the provisions of the prevailing Tariff Order issued for the distribution licensee by the Commission;
- (oo) **‘Fixed Deposit Lien’**: Lien is a type of charge created by banks over its own fixed deposits as security in the bank. Lien gives bank automatic claim over the deposit. The deposit has to be under banker's possession for the time the deposit has been on lien;
- (pp) **‘Generation Utility’** means the Meghalaya Power Generation Corporation Limited (MePGCL);
- (qq) **‘Group User’** means and includes Cooperative Group Housing Society, registered under Cooperative Societies Act or a person representing his employees;
- (rr) **‘Harmonics’** means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz, causing distortion to pure sinusoidal waveform of voltage or current;
- (ss) **‘High Voltage (HV)’ or ‘High Tension (HT)’** means the voltage higher than 400 volts, AC, 50 HZ, but which does not exceed 33,000 volts, alternating current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the CEA Regulations;
- (tt) **‘Holding Company’** means Meghalaya Energy Corporation Limited (MeECL);

- (uu) **‘Indian Electricity Rules’ or ‘I.E. Rules’** means the Indian Electricity Rules, 1956, to the extent saved by the Act or the rules made under the Act there after;
- (vv) **‘Initial period of agreement’** means the minimum period of 1(one) year for all consumers having a connected load upto 1 MVA, 3 years for consumers having a connected load above 1 MVA upto 3 MVA and 5 years for consumers having a connected load above 3 MVA starting from the date of commencement of supply as per agreement. The initial period of agreement shall continue till the end of the month, in which the end date of one/three/five year’s period expires;
- (ww) **‘Installation’** means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electrical energy;
- (xx) **‘Licensee’** means a person who has been granted a license under section 14 of the Act;
- (yy) **‘Licensed Electrical Contractor’** means a contractor licensed by the Government of Meghalaya;
- (zz) **‘Load factor’** means the ratio of the total number of units consumed during a given period to the total number of units which may have been consumed had the contracted demand/sanctioned load been maintained throughout the same period, subject to availability of supply from the distribution licensee and shall usually be expressed as a percentage;
- (aaa) **‘Low Voltage (LV)’ or ‘Low Tension (LT)’** means the voltage, which does not exceed 230 volts at single phase (between phase and neutral) and 400 Volts at three phases (between any two phases), alternating Current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the CEA Regulations;
- (bbb) **‘Maximum demand’** means the highest load measured in average kVA or kW at the point of supply of a consumer during any consecutive period of thirty minutes or as specified by the Commission, during the billing period;
- (ccc) **‘Meter’** means an equipment used for measuring electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVARh etc. including accessories like Current Transformers (CT) and Potential Transformers (PT), cables, where used in conjunction with such meter and any enclosure used for housing or fixing such meter or its accessories and any devices like switches or MCB/ load limiter or fuses used for protection and testing purposes;

- (ddd) **'Month'** means, the calendar month or the period between meter reading date in a particular month and the corresponding meter reading date of the immediately succeeding month;
- (eee) **'Momentary average frequency interruption frequency index'** means the average number of momentary interruptions per consumer occurring during the reporting period, as specified by the Commission;
- (fff) **'Occupier'** means the owner, tenant or person in occupation of the premises where electrical energy is used or proposed to be used;
- (ggg) **'Overhead line'** means, any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;
- (hhh) **'Point of Supply'** means the point as may be specified by the Commission, at which a consumer is supplied electricity;
- (iii) **'Power Factor'** means, the average monthly power factor and shall be the ratio expressed as a percentage of the total kilowatt hours to the total kilovolt ampere hours supplied during the month; the ratio being rounded off to two decimal figures;
- (jjj) **'Premises'** includes any land, building or structure;
- (kkk) **'Prosumers'** means a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply;
- (lll) **'Service-line'** means, any electric supply-line through which electrical energy is, or is intended to be, supplied (a) to a single consumer either from a distribution main or immediately from the supplier's premises, or (b) from a distribution main to a group of consumers in the same premises or in adjoining premises supplied from the same point of the distribution main. The distribution main shall ordinarily mean the Low-Tension distribution unless otherwise specified;
- (mmm) **'System'** means an electrical system in which all the conductors and apparatus are electrically connected to a common source of electric supply;
- (nnn) **'Standards of Performance of Distribution Licensee Regulations'** means the Meghalaya State Electricity Regulatory Commission (Standards of Performance) Regulations, 2012 and its subsequent amendments or re-enactment if any;
- (ooo) **'System average interruption duration index'** means the average duration of the sustained interruptions per Consumer occurring during the reporting period, as specified by the Commission;

- (ppp) **'System average interruption frequency index'** means the average frequency of the sustained interruptions per Consumer occurring during the reporting period, as specified by the Commission;
- (qqq) **'Tariff Order'** means the Tariff Order (s) of the Commission as may be applicable in a particular case;
- (rrr) **'Theft of Electricity'** has the meaning assigned to it under section 135 of the Electricity Act, 2003;
- (sss) **'Transmission Utility'** means the Meghalaya Power Transmission Corporation Limited (MePTCL);
- (ttt) **'Temporary connection'** means an electricity connection required by a person for meeting his temporary needs such as- (i) for construction of residential, commercial and industrial complexes including pumps for dewatering; (ii) for illumination during festivals and family functions; (iii) for threshers or other such machinery excluding agriculture pump sets; (iv) for touring cinemas, theatres, circuses, fairs, exhibitions, melas or congregations;
- (uuu) **'Unauthorised use of electricity'** has the meaning as assigned to it under section 126 of the Act;

All other expressions used herein although not specifically defined herein, but defined in the Act, shall have the meaning assigned to them in the Act. The other expressions used herein but not specifically defined in these Regulations or in the Act but defined under any law passed by the Parliament applicable to electricity industry shall have the meaning assigned to them in such law.

Subject to the above, the expressions used herein but not specifically defined in these Regulations or in the Act or any law passed by the Parliament shall have the meaning as is generally assigned in the electricity industry.

In case of any inconsistency between these Regulations and the Terms & Conditions existing on the notified date, the provisions and meanings contained in these Regulations shall prevail.

1.7. RIGHTS AND OBLIGATIONS OF DISTRIBUTION LICENSEES

Rights of Distribution Licensee

- 1.7.1. To charge from a person requiring a supply of electricity any expense reasonably incurred in providing any electric line or electrical plant used for the purpose of giving that supply.
- 1.7.2. To require any person, if the Distribution licensee thinks fit, who requires supply of electricity, to give him security deposit, as detailed out in Regulation 6.6 of this Code, for the payment of all monies which may become due to him in

respect of the electricity supplied to such persons (but not in case the person is prepared to take supply through pre-payment meter); or in respect of the provision of line or plant or meter, which is to be provided for supplying electricity to the person.

- 1.7.3. To serve notice to the person, who has not given such security as indicated at 1.7.2 above, or the security deposit given by the person has become invalid or insufficient, requiring the person, within thirty days after the service of the notice, to deposit reasonable security deposit for the payment of all monies which may become due to him in respect of the supply of electricity or provision of such line or plant or meter. If the person fails to deposit the security amount, the distribution licensee may, if he thinks fit, disconnect the supply of electricity for the period during which the failure continues.
- 1.7.4. To recover the necessary charges determined by the Commission, if on inspection at the request of the consumer or itself, the meter is found to be defective or burnt or stolen due to causes attributable to the consumer.
- 1.7.5. To cut off the supply of electricity, and to discontinue the supply to any person who neglects to pay any charge for electricity or any sum other than a charge for electricity due from him in respect of supply of electricity to him. Such disconnection can be implemented by the distribution licensee only after giving a notice in writing as detailed out in Chapter 10 of this code, and without prejudice to that person's rights to recover such charge or other sum by suit. In cases where the disconnection has been implemented, such person shall also be liable to pay the disconnection and reconnection charges for the restoration of his supply. However, the supply of electricity shall not be cut off if such person deposits, under protest, - (a) an amount equal to the sum claimed from him, or (b) the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of any dispute between him and the licensee.

Provided no sum due from any consumer, shall be recoverable after a period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied and the licensee shall not cut off the supply of the electricity.
- 1.7.6. An officer of the Licensee or the supplier, as the case may be, authorized by the State Government may:
 - i. enter, inspect, break open and search any place or premises in which he has reason to believe that electricity has been or is being used unauthorisedly;
 - ii. search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been, or is being, used for unauthorized use of electricity;

- iii. examine or seize any books of account or documents which in his opinion shall be useful for or relevant to, any proceedings in respect of the offence under Sub section 1 of section 135 of the Electricity Act, 2003 and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts therefrom in his presence.

Provided that the provisions of the Bharatiya Nagarik Suraksha Sanhita, 2023, relating to search and seizure shall apply, as far as may be, to searches and seizure.

1.7.7. A licensee, or any person duly authorised by a licensee, may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been supplied by him or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of –

- i. inspecting, testing, repairing or altering the electric supply-lines, meters, fittings, works and apparatus for the supply of electricity belonging to the licensee; or
- ii. ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
- iii. removing where supply of electricity is no longer required, or where the licensee is authorised to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee.

Provided that in case the consumer prevents the Licensee or the person authorized by Licensee to enter the premises for carrying necessary work, the Licensee may, cut off the supply to the consumer with some conditions as detailed out in Chapter 10 of this code.

Obligation of Distribution Licensee

1.7.8. To develop and maintain an efficient, coordinated and economical distribution system in its area of supply and to supply electricity in accordance with the provisions of the Electricity Act, 2003.

1.7.9. To act as a common carrier providing non-discriminatory open access to any person, in accordance with regulations framed by the Commission.

1.7.10. To display on its website and on the Notice board in all its offices, the following:

- i. detailed procedure for grant of new connection, temporary connection, shifting of meter or service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of premises etc;

- ii. address and telephone numbers of offices where filled-up application forms can be submitted and address of website for online submission of application form;
 - iii. complete list of copies of the documents required to be attached with the application;
 - iv. all applicable charges to be deposited by the applicant.
- 1.7.11. To create a web portal and a mobile app for submission of online application forms.
- 1.7.12. To make available application forms free of cost for all type of connections, as well as modification in existing connection, at all the local offices of the distribution licensee and on its website for download.
- 1.7.13. To process the application as soon as it is received, and generation and intimation of the registration number to the applicant, within twenty-four hours of receipt of the complete application with all the required information.
- 1.7.14. To provide application tracking mechanism based on the unique registration number through web-based application or mobile app or through SMS or by any other mode.
- 1.7.15. To give supply of electricity to the premises of the applicant or modify an existing connection, as per Chapter 4 of this code.
- 1.7.16. If such supply requires extension of distribution mains, or commissioning of new substations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning within a period as per Regulation 3.6.12.
- 1.7.17. To pay compensation for each day of default if it fails to supply the electricity within the period as specified by the Commission in the MSERC (Standard of Performance) Regulation 2012 and its subsequent amendments or re-enactment if any.
- 1.7.18. Not to show undue preference to any person or class of persons or discrimination against any person or class of persons in the prices to be charged for the supply of electricity.
- 1.7.19. To pay interest equivalent to the SBI Savings Bank Rate prevailing the date of payment or as may be fixed by the Commission from time to time, on the security deposit and refund such security deposit on the request of the person who gave such security deposit.
- 1.7.20. No new connection shall be given without a meter and such meter shall be a smart meter or pre-paid meter. Any exception to the smart meter or prepayment meter shall have to be duly approved by the Commission which

will record proper justification for allowing the deviation from installation of the Smart meter or prepayment meter.

- 1.7.21. To provide a meter to the consumer, unless the consumer elects to purchase a meter, by requiring the consumer to give him security deposit for the price of the meter and by entering into an agreement for the hire thereof.
- 1.7.22. To pay without prejudice to the consumers affected by the failure of the distribution licensee to meet the standards of performance specified by the Commission, any compensation, which may be imposed or prosecution be initiated, as may be determined by the Commission.
- 1.7.23. To ensure the meter reading as per Chapter 8 of this Code.
- 1.7.24. Testing of meters shall be done by the distribution licensee within a certain number of days (as detailed out in Chapter 8 of this code) on receipt of the complaint from the consumer about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter, etc. Further, the distribution licensee shall install an additional meter if required, as per Chapter 8 of this code, from the date of receipt of the complaint, to verify the consumption.
- 1.7.25. To provide the list of third-party agencies approved by the Commission for carrying out meter testing on its website.
- 1.7.26. To be responsible for safe custody of the meter, if the meter is installed outside the consumer's premises.
- 1.7.27. To restore supply through a new meter at its own cost within the timelines as specified by the Commission if, on inspection carried as per request of the consumer or on its own, the meter is prima facie found to be defective or burnt or stolen due to causes not attributable to the consumer.
- 1.7.28. To replace defective or burnt meters within a time period, as specified in Chapter 8 of this code.
- 1.7.29. To carry out provisional assessment of the electricity charges payable by such person, whose premises has been found connected or used or after inspection of records maintained by any person. The order of provisional assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as the case may be.
- 1.7.30. To ensure that disconnection of any consumer shall be carried out only by an official of the Distribution Licensee authorized for the purpose by the Commission or any other officer of the licensee or supplier of the rank higher than the rank so authorized.
- 1.7.31. To ensure that no inspection, search and seizure of any domestic places or domestic premises, shall be carried out between sunset and sunrise by the

authorized officer of the Distribution Licensee or the supplier, as the case may be, except in the presence of an adult male member occupying such premises.

- 1.7.32. To display the Tariff for each category of consumers on licensee's website.
- 1.7.33. To notify the consumers of change in tariff including fuel surcharge and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.
- 1.7.34. To prepare the bill of each billing cycle based on actual meter reading (except in case of pre-paid meters) and to ensure delivery of the bill to the consumer by hand or post or courier or e-mail or any other electronic mode prior to the due date of payment as detailed out in Chapter 9 of this code.
- 1.7.35. To issue the bill to the consumer having pre-payment metering, if demanded by the consumer.
- 1.7.36. To intimate the consumer about despatch of bill through SMS or email, or by both immediately indicating the details of bill amount and the due date for payment.
- 1.7.37. To issue the first bill, in case post-paid meters are installed, as per Regulation 9.3.2.
- 1.7.38. To upload the bill of the consumer on its app/website on the day of bill generation and to ensure that the bill details of last one year is available on its app/website.
- 1.7.39. To not generate more than two provisional bills for a consumer during one financial year.
- 1.7.40. To indicate on the bill and on the website of Distribution Licensee, the information regarding the authority with whom grievance or complaint pertaining to bill can be lodged.
- 1.7.41. To take a special reading of the meter on receiving the consumer's written request and issue a final bill including all arrears till the date of billing and issue a No-Dues Certificate on receiving final payment.
- 1.7.42. To establish online portal as well as sufficient number of collections centers or drop boxes at suitable locations with necessary facilities, where consumer can deposit the bill amount. The relevant other clause related to Billing as described in Chapter 9 in details.
- 1.7.43. Not to treat automatic cut of supply due to exhaust of credited amount of the pre-paid meter as disconnection and to ensure auto connection of supply once the meter is recharged.
- 1.7.44. To put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.

- 1.7.45. To establish a centralised 24x7 toll-free call center with effect from such date as may be specified by the Commission for providing common services such as new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply and to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.
- 1.7.46. To establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the Act
- 1.7.47. To specify the time within which various types of grievances by the different levels of the forums are to be resolved as per MSERC (Redressal of Consumer Grievances & Electricity Ombudsman) Regulations, 2017 and its subsequent amendments or re-enactment.
- 1.7.48. To give wide publicity of the CGRF office, its complete address, contact details and procedure for registration of grievances through print and electronic media and notice boards of its various offices and also intimate the same to the consumers through electricity bills.
- 1.7.49. To provide access to various services such as application submission, monitoring status of application, payment of bills, status of complaints raised etc., to consumers through its website, web portal, mobile app and its various designated offices area-wise.
- 1.7.50. To provide all services such as application submission, payment of bills, etc., to senior citizens at their door-steps.
- 1.7.51. To intimate the consumers of the details of scheduled power outages and in case of unplanned outages or faults, to provide immediate intimation to the consumers through SMS or by any other electronic mode along with estimated time for restoration.
- 1.7.52. To make available hard copy of the Manual of procedure for providing common services and handling customer grievances for reference of consumers at every office of the distribution licensee and downloadable format of the same on its website.
- 1.7.53. To publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints in the bills for the month of January and July, or if need be, as separate handouts to be distributed along with the bills of these two months.
- 1.7.54. To display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.

1.8. RIGHTS AND OBLIGATIONS OF CONSUMERS

Rights of Consumers

- 1.8.1. To apply for new connections through online mode or offline mode.
- 1.8.2. To purchase for the connection, the meter, MCB or CB and associated equipment himself or to require that the meter, MCB or CB and associated equipment be supplied by the distribution licensee, on payment of applicable charges
- 1.8.3. To have minimum standards of service for supply of electricity from the distribution licensee
- 1.8.4. To file objections, if any, against the provisional assessment served to him by the assessing officer for unauthorized use of electricity, before the assessing officer.
- 1.8.5. To get a copy of duplicate bill in case of non-receipt of original bill and to deposit self-assessed bill as per the procedure approved by the Commission.
- 1.8.6. To refuse to pay the dues, in case the Distribution Licensee generates more than two provisional bills for a consumer during one financial year, until bill is raised by the distribution licensee as per actual meter reading.
- 1.8.7. To file an appeal, accompanied by a fee specified by the Commission and after an amount equal to half of the assessed amount or more is deposited with the licensee, to an appellate authority against the final order made by the assessing officer assessing the unauthorised use of electricity, within thirty days of the said order.
- 1.8.8. To get the meter tested at the third-party testing facilities, if the meter test report provided by the Distribution Licensee is disputed by the consumer.
- 1.8.9. To approach the Ombudsman appointed by the Commission if the grievance is not redressed by the company level forum within the specified time or the consumer is not satisfied with the disposal of his grievance.

Obligations of Consumers

- 1.8.10. To express his agreement with the licensee to pay to licensee such price as determined by the Commission for obtaining supply.
- 1.8.11. To accept (a) any restrictions which may be imposed for the purpose of enabling the distribution licensee to comply with the regulations made under section 53 of the Act; and (b) any terms restricting any liability of the distribution licensee for economic loss resulting from negligence of the person to whom the electricity is supplied.
- 1.8.12. To take necessary action, as specified by the Authority, in relation to any electric line or electrical plant, or any electrical appliance under the control of a

consumer for the purpose of eliminating or reducing the risk of personal injury or damage to property or interference with its use.

1.8.13. To be responsible for safe custody of the meter, if the meter is installed within the consumer's premises.

1.8.14. To mandatorily pay bill amounting to more than Rs 1000/- through online mode or non-cash mode.

1.8.15. Not to be in control or custody of any meter, indicator or apparatus that may be used for:

- i. unauthorisedly connects any meter, indicator or apparatus with any electric line through which electricity is supplied by a licensee or disconnects the same from any such electric line; or
- ii. unauthorisedly reconnects any meter, indicator or apparatus with any electric line or other works being the property of a licensee when the said electric line or other works has or have been cut or disconnected; or
- iii. lays or causes to be laid, or connects up any works for the purpose of communicating with any other works belonging to a licensee; or
- iv. maliciously injures any meter, indicator, or apparatus belonging to a licensee or wilfully or fraudulently alters the index of any such meter, indicator or apparatus or prevents any such meter, indicator or apparatus from duly registering.
- v. To allow a licensee or any person authorised by licensee to enter his premises or land in pursuance of the provisions of Regulation 5.9 of these code.

1.9. MANDATES AND COMPLIANCE TO REGULATIONS OF CENTRAL ELECTRICITY AUTHORITY

1.9.1. The Electricity Distribution Licensee shall adhere to all the technical standards and measures outlined in various Regulations issued by the Authority, under the provisions of the Act, in respect of safety requirements, metering, construction of electric plants and lines, grid connectivity, and any other aspect as deemed necessary by the Licensee, for discharging its responsibilities and delivering its services to the consumers. The Licensee shall also make downloadable copies of the relevant Regulations notified by the Authority available on its website.

1.9.2. At the time of application, the applicant or his representative, shall make themselves well aware of the Regulations framed by the Authority, under the provisions of the Act, in respect of safety, metering, construction, operation and maintenance, grid connectivity, and any other aspect, as deemed necessary by the Licensee and provided at the website of the Licensee.

1.9.3. No Connection shall be issued in such cases where the applicant fails to meet the specific requirements provided under the Regulations framed by the Authority.

1.9.4. During the service of electricity, if the Licensee or his authorized representative, on information or during inspection, identifies any deficiency on part of the consumer with reference to adherence to the Regulations issued by the Authority, the licensee shall immediately intimate to the consumer about such deficiency through notice. The notice shall also indicate a reasonable time frame within which the consumer is expected to rectify the deficiency.

1.9.5. The consumer shall, within the time frame as indicated by the Licensee in the notice, rectify the error and report the rectification, in written, to the Licensee.

Provided that if the consumer fails to rectify the deficiency within the time frame, as provided by the Licensee in notice, the Licensee shall disconnect the connection of the consumer.

Provided further that the re-connection of the consumer line shall only be undertaken by the Licensee once the consumer has demonstrated that the issue identified by the Licensee in its notice has been rectified and on the payment of reconnection charges as provided at Chapter 10 of this Code.

2. CHAPTER – 2

(SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS)

2.1. System of Supply

- 2.1.1. The declared frequency of the alternating current (AC) shall be 50 HZ. The licensee shall supply power within the frequency band specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2023 or the State Grid Code.
- 2.1.2. At the point of commencement of supply, except with the written consent of the consumer or with the previous sanction of the Commission, a supplier shall not permit the voltage to vary from the declared voltage more than the limit specified by Central Electricity Authority from time to time.
- 2.1.3. The declared voltage of AC supply shall be as follows:

Serial No.	Consumer category	Declared voltage
1	Low Tension (LT)	
A	Single Phase:	230 volts between, a phase and neutral
B	Three Phase:	400 volts between any two phases
2	High Tension (HT)	
a	Three Phase:	11 kV, 22 kV, 33 kV between phases
3	Extra High Tension (EHT)	
A	Three Phase:	exceeding 33 kV, i.e. 66 kV, 110 kV, 132 kV, 220 kV, 400 kV between phases

- 2.1.4. Provided that in case of constraint(s) in releasing a new connection or additional load/demand at the specified voltage or in converting the supply voltage of an existing consumer, the supply may be given/continued to be given at a lower voltage subject to technical feasibility and payment of surcharge as specified in Regulation 2.3.
- 2.1.5. The licensee shall design and operate the distribution system in conjunction with the transmission systems. The licensee shall maintain voltage at the point of commencement of supply to the consumer within the limits with reference to the declared voltage as stipulated within the permissible limits as in CEA's Regulations/ Grid Code.
- 2.1.6. These limits are subject to changes as and when deemed necessary by the Competent Authority.

2.2. Classification of Voltage of Supply to consumers

2.2.1. Supply voltage for different connected loads: Supply shall generally be given at the following voltages, or as decided by the Commission, on the basis of contracted load;

Category	System of Supply
Low Tension	
All installations with a connected load up to 5 kW	Single phase AC, at 230V
All installations with a connected load above 5 kW upto 50 kW	3 phase, 4 wire at 400 V
High Tension	
Connected load exceeding 50 kW up to 2000 kW	3 phase 3 Wire AC, at 11 kV
Connected load exceeding 2000 kW up to 10000 Kw	3 phase 3 Wire AC, at 33kV
Extra High Tension	
Connected load above 10000 kW	3 phase 3 Wire AC, at 132 kV and above

These classifications are subject to review and changes, and shall be effected through notification/order of the Commission.

2.2.2. **Load for energy intensive consumers** such as arc/induction furnaces, rolling mills, rerolling mills and mini steel plants shall be released only through an independent feeder wherever feasible and all necessary charges shall be paid by the consumer. Supply may be given at independent feeder in other cases at the request of the consumer if he is willing to bear all applicable charges.

2.2.3. In case, a consumer, connected at a voltage with a transformer based on the connected load of the installation, reduces his connected load to a level for which transformer is not required, he will be continued to be supplied through the same transformer as per the tariff applicable.

2.2.4. The licensee may, depending upon the technical conditions, system availability or other condition and the request made by the applicant/ consumer, at its discretion supply a consumer at a voltage and phase other than one specified above in clause 2.2.1 of this Code recording justification for such deviation, subject to the Commission's approval. Particularly in case of railways, the maximum and minimum limits of contract demand on the various voltage levels indicated in the above table may be relaxed by mutual agreement depending on the actual requirement and feasibility.

2.3. Supply at lower voltage

2.3.1. The Licensee may, depending upon the technical condition of the distribution system, give supply at a voltage and phase other than the classification of supply subject to the Commission's approval.

Provided that in case, supply is made to a consumer at voltage lower than specified above under clause 2.2.1, or metering is done on the L.T. side of the distribution transformer, then, for the purpose of billing a surcharge @ 3% (or any other percentage as the Commission may decide by an order) on the consumer 's energy charges shall be added.

2.4. Load balancing

- 2.4.1. All 3-phase HT and EHT consumers taking three-phase supply shall balance their load in such a way that the difference in loading between each phase does not exceed 5% of the average loading between the phases.

2.5. Classification of Consumers

- 2.5.1. The classification of consumers' tariff and conditions of supply applicable to each category shall be as fixed by the Commission from time to time in the Tariff Order or otherwise. The licensee may classify and reclassify consumers into various tariff categories from time to time as may be approved by the Commission and announce different tariffs for different classes of consumers with the Commission's approval. No additional category other than those approved by the Commission shall be created by the licensee.
- 2.5.2. Where a consumer has been classified under a particular category and is billed accordingly and it is subsequently found that the classification is not correct, the consumer will be informed through a notice, of the proposed reclassification, duly giving him an opportunity to file any objection within a period of fifteen days. The licensee shall finalise the classification, after due consideration of the consumer's submissions.

Provided that in case the consumer remains unresponsive after a period of thirty days (30), category change may be affected from the next billing cycle and any additional amount that needs to be realised from the consumer in the form of Security deposit, miscellaneous charges, etc. shall be adjusted in the monthly electricity bill of the consumers with a provision of 24 instalments on a case-to-case basis (in case detected by the Licensee).

2.6. Contracted load/Contract Demand and Billing Demand

2.6.1. Contract Demand

The Contract Demand of a consumer shall be –

- i) LT consumers without Maximum Demand (MD) based tariff

The Contract Demand for LT consumers without MD based tariff will be the connected load of the premises as per the agreement entered into between the consumer and the licensee.

- ii) LT consumers with MD based tariff and all HT and EHT consumers

- (a) The Contract Demand shall be as per the agreement entered into between the consumer and the licensee and having regard to the requirement of the consumer's installation and will be independent of connected load.
- (b) The declaration of contract demand shall be made to the Licensee only once in a year.

The Contract Demand will be effective within 3 months from the date of declaration. The declared Contract Demand shall be applicable for a minimum period as defined in Regulation 1.6. (vv) from the date of effect. However, in case of revised agreement for change of Connected Load, the consumer may have the option to change their Contract Demand to be effected after the initial period of the agreement.

2.6.2. Annual Review of Contract Demand

- A. In case maximum demand recorded by the meter exceeds the Contract Demand in a month, the bill, for that billing cycle, shall be calculated based on the actual recorded maximum demand and consumers shall be informed of this change in calculation through Short Message Service or mobile application or through a notice.

Provided that the revision of the sanctioned load, if any, based on the actual recorded maximum demand shall be as under:

In case of increase in recorded maximum demand, the lowest of the monthly maximum demand, where the recorded maximum demand has exceeded the sanctioned load limit at least three times during the last financial year, the Distribution Licensee shall issue thirty (30) day's notice to the consumer for submitting an application form for enhancement of load.

Provided that if there is no response from the consumer by the end of the notice period, the average of three (3) recordings of maximum demand shown by the consumer's MDI meter in the last financial year should be treated as enhanced demand which shall be considered as the revised Contract Demand of the consumer, and the same shall be automatically reset from the billing cycle in next financial year and any additional amount that needs to be realised from the consumer in the form of Security deposit, miscellaneous charges, etc. shall be adjusted in the monthly electricity bill of concerned consumers with a provision of 24 instalments on a case to case basis (in case detected by the licensee).

Provided that the above provision shall not be applicable for BPL Consumers and Domestic Consumers with a connected load of 5 kW and below.

- B. The licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection and issuance of demand note for the estimated cost of works in accordance with Regulation 3.6.8 to Regulation 3.6.15 of this Code. Enhanced supply shall be released in accordance with Regulation 3.6.16 of this Code.
- C. If the consumer feels aggrieved by the licensee’s action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.

2.6.3. Billing Demand

Billing demand is the demand on which demand charge shall be made as specified below;

The billing demand shall be 100% of Contract Demand or Recorded demand whichever is higher. In case, the meter remains defective in a month, billing demand shall be considered as per clause 9.14 of this Code as amended from time to time.

2.7. Power Factor

- 2.7.1. The average monthly power factor of the plant and apparatus owned and operated by the consumer at individual points of supply shall be a minimum of 0.95.
- 2.7.2. Should the power factor be below 0.95, the consumer other than those having billed on kVAh tariff, shall pay compensation charge for low power factor as prescribed in the Schedule of Miscellaneous & General Charges which is mandated to be uploaded on the website of Distribution Licensee after the approval of Commission from time to time.
- 2.7.3. Should the power factor fall below 0.7, supply to such consumer shall be disconnected and compensation charges will be levied accordingly, if the consumers fail to improve power factor within one month of issue of notice by the licensee.
- 2.7.4. Therefore, to improve the power factor to be not less than 0.95 (lagging), the consumer shall have to install LT capacitors of the capacities specified below for induction motors and welding transformers.

(a) Induction motors

Serial No.	Rating of individual induction motor	KVAR rating of LT capacitors
1	3 to 5HP	1
2	Above 5HP up to 7.5HP	2
3	Above 7.5 HP up to 10 HP	3
4	Above 10HP up to 15HP	4

Serial No.	Rating of individual induction motor	KVAR rating of LT capacitors
5	Above 15 HP up to 20HP	5
6	Above 20 HP up to 30HP	6
7	Above 30 HP up to 40HP	7
8	Above 40 HP up to 50HP	8
9	Above 50 HP up to 100HP	9

(b) Welding transformers

Serial No.	Rating of welding transformer in KVA	KVAR rating of capacitors stipulated
1.	1	1
2.	2	2
3.	3	2
4.	4	3
5.	5	4
6.	6	4
7.	7	5
8.	8	6
9.	9	7.5
10.	10	7.5
11.	11	8
12.	12	9
13.	13	10
14.	14	10
15.	15	11
16.	16	12
17.	17	13
18.	18	13
19.	19	14
20.	20	15
21.	Above 20 up to 22	16
22.	Above 22 up to 24	17.5
23.	Above 24 up to 26	18
24.	Above 26 up to 28	20
25.	Above 28 up to 30	21
26.	Above 30 up to 35	24
27.	Above 35 up to 40	27.5
28.	Above 40 up to 45	32.5
29.	Above 45 up to 50	35

2.7.5. The existing consumers falling under the above-mentioned categories, failing to install LT capacitor of required rating within such time as may be fixed by the

licensee, an additional 10 % on the total monthly energy consumption shall be billed.

- 2.7.6. Supply to new consumers with welding transformer shall not be made unless LT capacitors of appropriate capacity are installed as per above table of this Code. In case of failure to install capacitor for welding sets, an additional 10 % on the total monthly consumption shall be billed.
- 2.7.7. In case of, average power factor maintained by the consumer is more than 0.98, a rebate may be allowed as determined by the Commission in its Tariff Orders. Units shall be rounded off to the second decimal place.
- 2.7.8. When required by licensee's authorized representative, the consumer shall take within reasonable time as may be determined by the licensee's official, such measures as to raise the average power factor of the installation to a value not less than 0.95. In the event of such steps not taken by the consumer, the licensee reserves the right to disconnect at its discretion the supply without prejudice to the right of recovering a compensation charge as may be determined by the commission.

Provided, **in the case of consumer where the meter is not installed to measure the power factor**, the power factor determined periodically by the licensee's representative shall be taken for the purpose of arriving at the compensation charges;

Provided, **in case where power factor cannot be ascertained from the metering equipment installed** for registering the consumption, it shall be determined periodically by the licensee under normal operating conditions of the consumer by installing the necessary equipment for this purpose in the consumer's premises and the power factor so determined shall be considered as the power factor of the consumer's installation for all purposes till such time it is again determined unless it can be established that the operating conditions have materially altered in which case the power factor shall be determined as soon as practicable by the licensee.

Provided that the above Clause 2.7. be kept in abeyance for all LT consumers not bill on kVAh tariff, till such time all LT consumers are installed with smart meters. Licensee is to submit a report upon completion of the installation of smart meters for all LT consumers and upon which the matter will be reviewed.

2.8. Charges for Supply of Electricity

- 2.8.1. Charges for supply of electricity shall be as per the tariff schedule approved by the Commission from time to time. The charges may include:
 - i. Charges for supply of energy (fixed, demand, energy charges etc.) as determined for the licensee by the Commission in the latest tariff order for the licensee;

- ii. Wheeling charges and/or cross-subsidy surcharge and additional surcharge, if any, as determined by the Commission;
 - iii. Rental, if any, towards meters and other electric plant & equipment of the licensee, as approved by the Commission;
 - iv. Miscellaneous charges such as penal charges for exceeding contract demand, late payment surcharge, and any other charges applicable as approved by the Commission from time to time.
 - v. The charges shall also include statutory levies such as electricity duty, taxes or any other taxes/duties payable by the consumer as per law;
- 2.8.2. The licensee shall publish the tariff schedule on its website immediately after the Commission has approved it. The licensee shall also make available copies of the tariff schedule to consumers at a reasonable price.

3. CHAPTER – 3 (PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION)

3.1. Licensee's obligation to supply of electricity

- 3.1.1. The Licensee shall be responsible to develop and maintain an efficient, coordinated and economical distribution system in his area of supply and to supply electricity in accordance with the provisions of the Electricity Act, 2003 as amended from time to time, the Rules notified by the Ministry of Power and the Regulations issued by the Commission and the Central Electricity Authority.
- 3.1.2. The Licensee shall act as a common carrier, providing non-discriminatory open access to any person who has expressed his intentions to avail such open access by providing the application, in accordance with regulations framed by the Commission.
- 3.1.3. The licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this code, provided,
 - i. the supply of power is technically feasible;
 - ii. the applicant has observed the procedure specified in this Code; and
 - iii. the applicant agrees to bear the cost of supply and services as specified in the Code.
- 3.1.4. The system of supply and voltage shall depend on the category of the consumer and the load as per details given in Regulation 2.2.1 of this Code, or subject to Regulation 2.2.4 of this Code.

3.2. Licensee's obligation to extend the distribution system and consumer's share in the cost

- 3.2.1. The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.
- 3.2.2. The licensee shall meet the cost for strengthening / up-gradation of the system to meet the demand of the existing consumers through its annual revenues or funds arranged by the licensee and this cost shall be recovered from the consumers through tariff. A part of such expenses shall be met by system strengthening/ capacity building charges if any.
- 3.2.3. The cost of extension and up-gradation of the system for meeting demand of new consumers shall be recovered from the new consumers through system loading charges as approved by the Commission. The cost of extension of distribution mains and extension / up-gradation of the system up to the point of supply for meeting demand of new consumers shall be payable by the

consumer or any collective body of the consumers or otherwise as may be directed by the Commission as per the provisions of Section 46 of the Act.

3.2.4. When the distance of the premises where the service connection is required is more than 30 (thirty) meter from the existing distribution mains, such service connections shall be deemed to need extension of distribution mains.

3.2.5. In case of new connection, the consumer shall bear Service Connection Charges, i.e. the cost of extension of service connection from the distribution mains to the point of supply, and shall pay the security deposit (except in case of prepaid meter) as detailed in Regulation 6.6 to this Code.

3.3. Exceptions from duty to supply of electricity

3.3.1. While it is the duty of each distribution licensee to provide electric plant or electric line for giving supply to the premises specified above, no person shall be entitled to demand or to continue to receive from licensee supply of electricity for any premises having separate supply unless he has agreed with the licensee to pay him such price as specified by the Commission.

3.3.2. Nothing contained under Regulation 3.2 above (under section 43 of the Act) shall be taken as requiring a Distribution licensee to supply electricity to any premises, if he is prevented from doing so by natural calamities such as cyclone, floods, storm, earthquake and other occurrences beyond his control.

3.3.3. The licensee shall not grant supply of electricity to an area or colony or building or any premises, if any Court or the Government or any other competent authority has issued an order restraining or prohibiting such grant of supply of electricity.

3.3.4. Delay in providing supply of electricity is on account of time taken for statutory clearances from other authorities such as acquisition of land, or lack of technical feasibility such as transmission capacity etc. or in obtaining right of way or forest clearance or approval of the Chief Electrical Inspector for installations at the applicant's or distribution licensee's end or for any other reasons beyond the reasonable control of the distribution licensee, provided the reasons for the expected delay are communicated to the applicant within the period specified for energisation.

3.4. Conditions for Grant of Supply

3.4.1. The licensee shall display on its website and on the notice board in all its offices, the following:

- i. detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name of connection, transfer of ownership and shifting of premises etc;

- ii. address and telephone numbers of offices where hard copies of filled-up application forms can be submitted and address of website for online submission of application form;
 - iii. complete list of copies of the documents required to be attached with the application;
 - iv. all applicable charges to be deposited by the applicant.
- 3.4.2. Normally no document, which has not been so listed, will be required for processing application forms for new connection.
- 3.4.3. An application for supply or an additional supply of electricity by a lawful owner or an occupier of the premises shall be accompanied with an application fee as prescribed in the Schedule of Miscellaneous & General Charges which is mandated to be uploaded promptly upon approval of the Commission from time to time, along with other relevant documents as specified in the application form. The Licensee shall make available application forms free of cost for all type of connections, as well as for modification in existing connection, at all the local offices of the distribution licensee and on its website for free download. The application form is appended at Annexure-1 & 2, for LT supply and for HT & EHT supply respectively.
- 3.4.4. The Licensee shall create a web portal and a mobile app for submission of online application forms.
- 3.4.5. It shall be the licensee's obligation to assign a unique consumer number for each consumer and communicate the same to the concerned consumer at the time of providing the service connection. The unique consumer number may include pole number, transformer number, 11 kV feeder number, distribution centre number, division number etc.
- 3.4.6. The Licensee shall provide application tracking mechanism based on the unique registration number through web-based application or mobile app or through SMS or by any other mode as decided by the Commission.
- 3.4.7. Priority and waiting list of applicants**
- a) The licensee shall maintain a priority register in respect of the following categories:
 - (i) Where no extension of distribution mains is required;
 - (ii) Where extension of distribution mains up-to two poles is required;
 - (iii) Where extension of distribution mains of more than two poles is required;
- The applicants shall be granted connections in the order of date and time of receipt of their application, subject to the timeline specified in clause 3.5 read with Annexure 3A and 3B of this Code. The Licensee shall

also create web-based information system for applying new connections and priority register.

b) Information on waiting list of applicants, their current status, number up to which connections stand released etc., updated quarterly, shall be maintained at centralised Customer Service Centres and published in the website of the licensee and shall also be displayed on the notice board, kept at a prominent place in the local office of the licensee.

3.4.8. The Licensee shall require any person, if the licensee thinks fit, who requires a supply of electricity, to give him reasonable security deposit, as may be determined by the Commission, for the payment to the licensee all monies which may become due to licensee in respect of the electricity supplied to such persons (but not in case the person is prepared to take supply through pre-paid meter); or in respect of the provision of line or plant or meter, which is to be provided for supplying electricity to the person.

3.4.9. The licensee shall serve notice to the person, who has not given such security deposit as indicated at Regulation 3.4.8 above, or the security deposit given by the person has become invalid or insufficient, requiring the person, within thirty days after the service of the notice, to deposit reasonable security for the payment of all monies which may become due to him in respect of the supply of electricity or provision of such line or plant or meter.

3.4.10. The applicant shall express his agreement with the licensee to pay to licensee such price as determined by the Commission for obtaining a supply.

3.4.11. An intending consumer, who is not the owner of the premises he occupies, shall give proof of his being in lawful occupation of the premises and also execute an indemnity bond indemnifying the licensee, against any losses on account of disputes arising out of release of service to the occupant. No Objection Certificate (NOC) from the owner shall also be required.

3.4.12. The consumer shall accept:

- i. to restrictions which may be imposed for the purpose of enabling the distribution licensee to comply with the regulations made under section 53 of the Electricity Act 2003; and
- ii. to restricting any liability of the distribution licensee for economic loss resulting from negligence of the person to whom the electricity is supplied.

3.4.13. The consumer shall take necessary action, as specified by the Authority, in relation to any electric line or electrical plant, or any electrical appliance under the control of a consumer for the purpose of eliminating or reducing the risk of personal injury or damage to property or interference with its use.

- 3.4.14. The consumer shall not use electricity at a rate exceeding two hundred and fifty watts and one hundred volts in any street, in any place in which one hundred or more persons are ordinarily likely to be assembled; or a factory within the meaning of the Factories Act, 1948 or a mine within the meaning of the Mines Act, 1952 as amended from time to time; or in any place to which the State Government, by general or special order, declares the provisions of this sub-section to apply.
- 3.4.15. A consumer requiring supply for industrial purposes shall obtain the necessary license or permission from the local authority or any other competent authority as might be required under the statute, prior to the requisitioning of supply from the licensee. Even after giving the connection, the supply shall come to an end in case it is found the said connection violates the prevailing statute in the State.
- 3.4.16. The service connection/extension of distribution mains, notwithstanding that it has been paid for by the consumer shall be the property of the licensee. The licensee shall maintain it at its cost and shall also have the right to use the same service connection/ extension for supply of energy to any other person, but such extension or service connection should not adversely affect the supply to the consumer who paid for the extension of the distribution supply network. In such cases, the consumer or the group of consumers who paid for the line may be compensated on pro rata basis, by realising such compensation from the new consumer(s) who are provided power supply from this line. The licensee shall continue to have the right to use the service line of the consumer even when the supply to him is disconnected or the consumer discontinues drawl of power.
- 3.4.17. An intending consumer, who is the owner of the premises, shall give proof of his ownership.
- 3.4.18. In case the connected / contracted load of any new connection is projected to be more than 30 kW, a separate transformer of adequate capacity shall be installed at consumer's cost. The space /room which is required for housing the transformer, sub-station, switch gears, meters and panels shall be provided by the consumer, free of cost, which is easily accessible to the licensee. However, if there is right of way problem for drawing of 11 kV lines, the applicant may be allowed to pay for the augmentation of the nearest DT along with the accessories including LT lines.

3.4.19. Notice before connection

The consumer requiring up to 10 kW load must give not less than one month's notice before supply or additional supply is required. In case of other consumers, longer period of notice may be required to enable the distribution

utility to make necessary arrangements for such supply, which will be subject to its availability in the system.

3.4.20. The licensee shall ensure that laying of lines including clearances are meeting standards as prescribed in Rules and CEA's Regulations.

3.4.21. Way-leave or permission

Where the supply line to the consumer's premises from the licensee's mains has to go upon, over or under the adjoining premises of any other person (and whether or not the adjoining premises is owned jointly by the consumer and such other person) the consumer shall arrange at his own expense, necessary way-leave and permission in writing from the party / parties concerned, through court affidavit. The licensee shall not be bound to afford supply until the way leave or permission is granted. Should, however, the way-leave or permission be withdrawn, the supply will be cut off forthwith.

It shall not be incumbent on the licensee to ascertain the validity of way-leave or permission obtained by the consumer.

3.4.22. Purchase of existing property

Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the Licensee and obtained a No Dues Certificate from the licensee. In case, such **No Dues Certificate** has not been obtained by the previous owner before changing ownership of property, the new owner may approach the Licensee for such a certificate which shall be given by the Licensee within 1 month of the receipt of such application. The Licensee shall intimate in writing the dues outstanding on the premises or issue a No Objection Certificate to the applicant.

In case the licensee does not intimate the outstanding dues or issue a "no-dues certificate" within this time, new connection to the premises shall not be denied on grounds of outstanding dues of the previous consumer. In such an event, the licensee shall have to recover his dues from previous consumer as per provisions of law.

3.4.23. Sub-divided property

Where a property has been legitimately sub-divided, outstanding dues for consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property. A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been

paid, nor shall the licensee demand record of last paid bills of other portion(s) from such applicants.

3.4.24. Reconstruction of existing property

In case of demolition and reconstruction of the entire premises or building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the agreement/connection shall be terminated. The security deposit of the consumer shall be duly returned by the licensee in accordance with Regulation 6 of this Code. A new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Temporary power supply from existing connection shall not be allowed for construction purpose in such cases.

3.4.25. Notice regarding completion of service connection by licensee

When the licensee completes the work of extension of distribution mains and is ready to give supply, the licensee shall serve a 7 days' notice on the consumer to take power supply within one month in case of LT and three months in case of HT or EHT. If the consumer fails to avail supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter the consumer shall be liable to pay charges as applicable, as per the agreement.

Procedure for providing New Electricity Service Connection

3.5. Application Form

3.5.1. The applicant shall apply for release of new connection in the following format as given in the Annexure to this Code:

- i. Application form for release of new connection (Low Tension) – **Annexure 1**
- ii. Application form for release of new connection (High Tension/ Extra High Tension) – **Annexure 2**
- iii. Format for Agreement for supply of electricity low tension / high tension / extra high tension – **Annexure 3A and Annexure 3B**
- iv. Format for declaration/undertaking to be signed at the time of receiving electricity supply – **Annexure 4**

3.5.2. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee and through the Customer Service portal of the Licensee.

3.5.3. The licensee shall create a web portal and a mobile app for submission of online application forms.

3.5.4. The applicant shall have the option to submit its application form online or hard copy of the application form in the office of the Licensee. Legible photocopies of form may be made by the consumer which shall be accepted by the licensee.

3.5.5. Application forms for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises for which new connection is being sought, and in specific cases certain other documents as specified by the Commission.

Provided that up to a load of 10 kW, the application form shall be accompanied with only two mandatory documents:

(1) Identity proof (i.e., Passport, Aadhar Card etc.) of the applicant and

(2) Proof of applicant's ownership or occupancy over the premises for which new connection is being sought or in the absence of any proof of ownership or occupancy, any other address proof not given as part of identity proof under (1) above.

3.5.6. If any information furnished in application form is found wrong or the installation is defective or the energisation would be in violation of provision of Act/Electricity Rules / Tariff Order, the licensee shall reject the application with due notice to the consumer. This condition shall also apply even after release of connection and licensee shall disconnect such connections.

3.5.7. **Registration-cum-processing fees** for LT, HT and for EHT applicant as provided in the Schedule of Miscellaneous Charges, which is mandated to be uploaded on promptly in the website of Distribution Licensee after the approval of Commission from time to time, shall be levied while applying for new connection in accordance with the fees fixed by the Commission. These charges shall be adjusted by the licensee while issuing the demand note.

3.5.8. Proof of identity

Any of the following documents shall be considered as acceptable proof of identity:

- i. If the applicant is an individual:
 - a) Electoral identity card;
 - b) Aadhar Card;
 - c) Passport;
 - d) Driving license;
 - e) Ration card;
 - f) Photo identity card issued by Government agency;
 - g) PAN card;
 - h) Photo Identity Certificate of residence or identity from the Headman / Nokma / Primary school teacher / in-charge of primary health

centre / any village level Government functionary having Gazetted rank etc.

- ii. **If the applicant is a company, trust, educational institution, government department etc**, the application form shall be signed by a competent authority of the institution (e.g. Branch Manager, Principal, Executive Engineer, etc) along with a relevant resolution/ authority letter of the institution concerned.
- a) In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization through a Special Power of Attorney duly notarized in the name of the applicant for signing the requisition form and agreement;
- b) In case of Public and/or Private limited Company – The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation and Resolution of Board of Directors (by the Chartered Accountant/Company Secretary of the Company) along with an authorization in the name of the applicant for signing the requisition form and agreement. The signatures of the authorized signatory shall also bear the common seal of the company. In case of change in the Board of Directors, the consumer shall intimate the distribution licensee.
- c) Other documents applicable only for select consumer categories:
- (1) Industrial consumers: Valid Industrial License, if applicable;
 - (2) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required;
 - (3) Non-Domestic connection in any Temporary Structure: No Objection Certificate from Municipality/Municipal Corporation/ Gaon Panchayat/land development authority/land owning agency or any other competent authority;
 - (4) In case of Builder/developer, developing multi consumer complex or other property: Power of attorney;
 - (5) Co-operative Societies and Societies formed under Societies Registration Act, 1860 (including societies formed by occupiers/users of multi-consumer complex): Certified copy of its constitution, Copies of their Memorandum of Association and by laws along with resolution in favour of the authorized signatory for signing the Application form and other documents. The names of the managing body of the Trust or Society and their residential addresses shall also be furnished. The consumer shall intimate to

the distribution licensee every change in the managing body of the Trust or Society within one month.

3.5.9. Proof of ownership or occupancy of premises

Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:

- i. Copy of sale deed or lease deed in the case of agricultural connections;
- ii. Registered General Power of Attorney;
- iii. Municipal tax receipt or Demand notice or any other related document;
- iv. Letter of allotment;
- v. An applicant who is not an owner but an occupier of the premises i.e. in case of tenancy, shall, along with any one of the documents listed at (i) to (iv) above, also furnish a Permission i.e. "No Objection Certificate" from owner of the premises or landlord.

3.5.10. Proof of current address

Any of the following documents shall be considered as acceptable proof of current address for communication:

- i. Electoral identity card;
- ii. Passport;
- iii. Driving licence;
- iv. Ration card/BPL Card;
- v. Photo identity card issued by any Government/ Government agency;
- vi. Passbook/running Bank Account;
- vii. Most recent Water / Telephone / Electricity / Gas connection Bill;
- viii. Income Tax assessment order

Provided that applicants who submit documents named under item (i) to (v) of sub-clause (i) of Regulation 3.5.8, need to submit only one set of documents as proof of identity and proof of current address.

3.6. Processing Application Forms

3.6.1. For all application forms pertaining to release of supply to new connections, the licensee shall verify the application form along with enclosed documents.

Provided that if hard copy of the application form has been submitted, the official concerned shall verify the application on the spot and if found deficient,

shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot and the shortcomings shall be intimated to the applicant for compliance in writing within 3 working days.

- 3.6.2. The Licensee shall process the application as soon as it is received and shall generate and intimate the registration number of the application to the applicant, within twenty-four hours of receipt of the complete application with all the required information.
- 3.6.3. The Licensee shall provide application tracking mechanism based on the unique registration number through web-based application or mobile app or through SMS or by any other mode for tracking of the status of the application. The applicant may also approach the customer care center of the Licensee or the office of Licensee to enquire about the status of its application.
- 3.6.4. The licensee shall not show undue preference to any person or class of persons or discrimination against any person or class of persons in the prices to be charged for the supply of electricity.
- 3.6.5. The licensee shall deal with application forms in each tariff category on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database. The licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list shall be displayed on the licensee’s website and the Notice Board/Blackboard kept at the local office of the licensee, to be updated daily.
- 3.6.6. An application form shall be deemed to be received on the date of receipt of consumer’s requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 3.6.7. An application shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Regulation 6.6.2 of this Code, after receipt of the application form.
- 3.6.8. The licensee shall on the receipt of application complete in all forms, shall issue a written acknowledgement to the consumer immediately within 2 working days of receipt of the completed application form and stipulate a date for inspection of applicant’s premises within next 2 working days in urban areas and next 5 working days in rural areas from the date of receipt of application form and indicate the same to the applicant through SMS, mail or any other form decided by the Commission. If the applicant wishes, he can get the inspection scheduled on a non-working day for the licensee (i.e. Sunday, gazetted holidays etc.) on payment of inspection fee as prescribed by the Licensee.

Provided in case a consumer is connected or has applied for obtaining connection up to 150 kW or as decided by the Commission in an electrified area, or at a voltage level below the Voltage level specified by the Commission, inspection of premises by the Licensee shall not be mandatory. In such cases, self-certification of the installation before commencement of supply or recommencement after shutdown for six months or more for ensuring observance of safety measures specified under Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time shall be considered sufficient.

Such owner shall submit the report of self-certification to the Electrical Inspector in the forms as provided by the Commission:

Provided that the self-certified electrical installation shall be considered fit for the commencement of supply or recommencement after shutdown for six months only after the report of self-certification is duly received by the office of Electrical Inspector and if not acknowledged by the Electrical Inspector within three working days, it shall be deemed to be received:

Provided further that the owner or supplier or consumer, as the case may be, has the option to get his installation inspected and tested by the Electrical Inspector of the Appropriate Government;

Provided that the Licensee shall not charge any fee for the first inspection.

3.6.9. Inspection of site

A) The licensee shall inspect and test the applicant's consumer installation as required of him under Regulation 33 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 in the presence of the applicant and his Licensed Electrical Contractor or his authorised representative. The licensee shall maintain a record of test results in the format given in Annexure 8 as required of him under Regulation 33 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 amended from time to time. The applicant along with the licensed electrical contractor or his representative shall be present during the inspection.

B) During the inspection, the licensee shall:

- i. Fix the point of supply and the place where the meter and the MCB etc. shall be installed, in consultation with the consumer:
- ii. Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the premises in such a manner that it is protected from elements like rain

- etc. and is easily accessible without getting the premises unlocked or opened for this purpose;
- iii. Specify the layout of the proposed lines and substation and estimate the distance between the point of supply and the nearest Distribution mains from where supply could be given.
 - iv. Record the correct full address of the premises, if not provided in the application form, and note down landmarks near the property and the pole number from where service connection is proposed to be given; and
 - v. Verify all other particulars mentioned in the application form, as required.
 - vi. The licensee shall inspect the work completed by the consumer including earthing and release supply only after work is found satisfactory.
- C) **If on inspection, the licensee finds any defect** (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), the licensee shall intimate the defects to the applicant on the spot under proper receipt in the format given at Annexure 8.
- D) **The applicant shall get all defects removed** within 7 working days for L.T. installations and within 10 working days for H.T./E.H.T. installations from the date of receipt of intimation of defects as specified in above clause of this Code and inform the licensee in writing under acknowledgement, or as decided by the Commission, from receipt of intimation of defects as specified in clause above and inform the licensee in writing under acknowledgement.
- E) **In case the applicant fails to remove such defects or fails to inform the licensee about removal of defects within above-mentioned working days**, the application form shall stand lapsed and the applicant will have to apply afresh. The licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 10 working days from receipt of intimation of defects.
- F) **On receipt of information from the applicant about removal of defects**, the licensee shall on the spot stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of re-inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of such information.

G) If on re-inspection the defects pointed out earlier are found to persist, the licensee shall again record the same in the format given in Annexure 8 to this Code and hand over a copy of the same, under acknowledgment, to the applicant or his authorised representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement.

Provided that if the applicant feels aggrieved by the licensee’s action or omission, the applicant may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance:

Provided further that in case the licensee does not carry out site inspection/re-inspection within 3 working days in urban areas and 10 working days in rural areas from the date of receipt of application form or information about removal of site defects, the load applied for shall be deemed to have been sanctioned and the licensee shall not deny grant/modification of connection on these grounds.

3.6.10. Demand Note

A) If on inspection there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the licensee shall sanction the load determined in accordance with Annexure 6 to this Code or the load applied for, whichever is higher and accordingly, the licensee shall prepare estimates for release of connection. The estimate shall include security deposit, charges for laying the service line, extension of distribution mains (if required) & material, and service connection charges etc, as per the Supply Code and cost data book under intimation to the Commission from time to time.

Timeframe of Demand Note: The licensee, accordingly, shall issue the demand note of payment in writing to be made by the applicant, under acknowledgment, advising him to remit the recoverable expenditures and the security deposit(s) within the timeline specified by the licensee.

Particulars	No. of working days from receipt of application form complete in all respect	
	Municipal Areas	Rural Areas
Where Extension of distribution mains not required	Within 3 Working days	Within 10 Working days
Where Extension of distribution mains / system required		
1) In case of LT service connections	Within 10 Working days	Within 15 Working days
2) In case of HT service connections	Within 15 Working days	Within 20 Working days

Particulars	No. of working days from receipt of application form complete in all respect	
	Municipal Areas	Rural Areas
3) In case of EHT service connections	Within 30 Working days	Within 30 Working days

Provided that the time taken by applicant in getting removed the defects/deficiencies found at the applicant's premises shall not be included in the timeline specified above:

Provided further that in case of submission of self-certification, the consumer shall submit the connection charges as decided by the Commission along with the application form and no separate Demand note shall be issued by the Licensee.

Provided further that wherever the Transmission licensee's involvement is required in the process for time and cost estimation, the time taken by the Transmission licensee shall not be included in the timeline specified above.

B) The demand note shall contain details on the following:

- (i) Details of the works (including service line) to be undertaken for providing electricity supply;
- (ii) Charges for the above-mentioned works are to be remitted by the applicant in accordance with schedule of charges as updated and uploaded by Licensee on website promptly upon approval of the Commission.

Provided that if the applicant wishes to carry out the works himself, he shall be permitted to do so under supervision by the licensee's official. Adhering to the estimate and layout approved by the licensee, the applicant can get the work of drawing of service line from the licensee's distribution mains up to his premises through a 'C' or higher-class Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, Distribution or HT substation and LT line only through an 'A' class LEC.

In such case the consumer shall procure the materials himself. The material should conform to relevant BIS specifications or its equivalent and should bear the ISI mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used:

Provided further that if the applicant chooses to get the extension work done on his/ her own, he shall bear only supervision charges of the licensee as per the Schedule of Miscellaneous and General Charges which are mandated to be uploaded promptly on the website of Distribution Licensee after the approval of Commission from time to

time. The supervision charge shall be deposited with the licensee before work begins. In other cases, Licensee shall commence the work after the applicant has deposited the cost of the estimate.

Provided further that if the applicant chooses to get the extension work done on his own, he shall get the work done within the time frame specified in this Code, failing which the licensee may, on giving 15 days' notice, treat the application form for supply as cancelled.

- (iii) The cost estimate shall include the cost of service-line and terminal arrangements at the premises of the applicant, but shall not include the cost of meter.

Provided, a final bill shall be prepared after completion of the work by the Licensee.

- If the final bill exceeds the cost of the estimate, the difference shall be deposited by the applicant before connection is energized.

- If the bill is less, the difference shall be adjusted in subsequent electricity bills issued towards current consumption of the applicant.

- (iv) Cost of the meter/metering equipment, if applicable
- (v) Amount of security deposit as specified in Regulation 6.6 of this Code.
- (vi) Submission of NOC by the applicant, as per statutory requirements, wherever applicable;
- (vii) Submission of vetted route plan, wherever applicable;
- (viii) Submission of Electrical Contractor's Test Report by the applicant; and
- (ix) Any other compliance to be made by the applicant.

C) Validity of Demand Notice Period

The Demand Notice shall be valid for a period of three (3) months for LT and six (6) months for all other category of consumers from the date of issue of Demand Notice unless extension is granted as per Sub-clause D) of Regulation 3.6.10(Extension of Demand Notice Period). In case a revised demand notice is issued on account of revision of feasibility clearance or for other reasons not attributable to the consumer/applicant, the validity period of such demand notice shall start from the date of issue of revised demand notice.

Provided that in case applicant/consumer fails to pay applicable charges within the original validity period then the connection to his junior applicant who has complied with the demand notice shall be released and technical feasibility of the consumer/ applicant whose connection was put on hold on account of non-submission of applicable charges shall be re-

examined at the time of receiving the charges within the validity of Demand Notice including the extended validity.

D) Extension of Demand Notice Period:

Licensee on request of consumer may extend the date of payment beyond 7 days, up to 15 days, but this extended time shall not be counted for delay in giving connection, and no compensation shall be paid during the aforesaid period. In case the consumer fails to complete the formalities within 15 days, the licensee shall give him notice to complete the formalities within the next 15 days failing which, his requisition for supply shall be cancelled. Thereafter the consumer shall have to apply afresh for supply or additional supply as the case may be. The notice may be issued through any electronic means viz through registered email/mobile phone.

However, if the request for extension in the validity period of Demand Notice is received within the validity/notice period along with extension fee, as specified in Schedule of General Charges duly updated and uploaded on Licensee's website promptly after approval of Commission, validity period shall be further extended up to a maximum period of one year from the date of issue of demand notice in all cases in blocks of three months at a time by the distribution licensee.

E) Compliance of Demand Notice and Submission of Test Report:

In addition to payment of the specified charges, the applicant shall also have to submit the Test Report within the time period specified in the Demand Notice, unless the Demand Notice period got extended from the competent authority or deemed extension allowed as per Sub-Clause D) of Regulation 3.6.10 above. After compliance of Demand Notice including submission of test report and deposit of all applicable charges, as specified by the Commission, the compliance of the demand notice shall be considered complete in all respects and the distribution licensee shall release the connection after acceptance of test report.

Provided further that in case an applicant/consumer requests for extension of load/demand before release of his already applied new connection/extension of load, then the same shall be allowed subject to condition that consumer has already complied with the conditions of the demand notice issued against his existing application and release of connection is pending. Both the cases shall be dealt independently but the load/demand against second application shall only be released after release of load/demand against first application. The applicant may avail this opportunity only once.

F) Payment of charges as per Demand Note

- a. The applicant shall make the payment within 3 days in urban areas and 7 days in rural areas failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The licensee's obligation to energize the connection shall arise only after receipt of full payment. The licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within 15-day from the start of the payment period.
- b. On actual execution of the works, if it is found that additional items of works in excess of those provided in the demand note, are required to give connection to the applicant, the expenditure for such items of additional work shall be remitted by the applicant.
- c. On actual execution of the works, if it is found that certain items of works as provided in the demand note, are not required to give connection to the applicant, the expenditure for such items of works at the rates in the cost data approved by the Commission shall be refunded to the applicant by the licensee.
- d. Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.

3.6.11. If the licensee is of the opinion that provision of supply requires installation of a distribution transformer within the applicant's premises, the applicant shall make available to the licensee a suitable room or portion of land within his premises for the period of supply for installation of the distribution transformer.

3.6.12. Time frame for completion of different activities related to power supply

The overall timeline for releasing new electricity connection, from the date of receipt of application in all respects including payment against Demand Note, shall be as under:

- a. **Where no extension/augmentation of distribution mains i.e. LT/HT line or commissioning of distribution sub-station is required, the distribution licensee shall provide supply of electricity to the premises**
 - within seven (7) days in Municipal Areas and thirty (30) days in Rural areas from the date of acceptance of application complete in all respects including payment against Demand Note, for LT connections;
 - within thirty (30) days in Municipal Areas and forty-five (45) days in Rural areas from the date of acceptance of application complete in all respects including payment against Demand Note, for HT connections;

b. **Where extension/augmentation of distribution mains** or commissioning/augmentation of distribution sub-station or grid sub-station is required, the distribution licensee shall provide supply of electricity to such premises immediately after such extension or commissioning within a period not exceeding 90 days.

c. **Connections at Extra High Tension (EHT)**

1. **without any extension/augmentation/erection** of common portion of 132 kV line or augmentation/erection of grid substation, the supply of electricity shall be provided within the timeline as agreed by the licensees and the applicant.

2. **requires extension/erection/augmentation** of EHT line and/or augmentation /commissioning a grid sub-station or power transformer, the distribution licensee shall release the connection of electricity within the timeline as agreed by the licensees and the applicant.

3. It shall, however, **be the joint responsibility of the distribution licensee and the transmission licensee**, as specified in these regulations, to ensure that the required **supply at 132 kV** and above is made available within the within the timeline as agreed by the licensees and the applicant

3.6.13. The licensees shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to as per Regulation 3.3.

3.6.14. In case the applicant had opted to get the extension work done himself, after receiving written information from the applicant regarding completion of works, the licensee shall on the spot acknowledge the information and stipulate a date for testing the consumer installation through mutual consultation, under written acknowledgment. The date of testing must be scheduled within 5 working days in Urban Areas and 7 working days in Rural Areas from the date of receipt of such information:

Provided that if the electric installation exceeds 650 Volts, it will require to be inspected by the Electrical Inspector before commencement of supply.

3.6.15. The applicant or his authorised representative shall be present during testing along with the Licensed Electrical Contractor or his authorised representative who had undertaken the installation. The test result report is appended as per Annexure 8. If the consumer installation is found satisfactory the licensee shall arrange to install the meter & accessories and seal the meter, meter box, and accessories in the presence of the consumer and provide electricity supply within 2 working days of the date of testing.

3.6.16. **If the licensees is not satisfied**, applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer

installation. The applicant, after rectification of the defects, will intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in Sub-clause e) and Sub-clause f) of Regulation 3.6.9 of this Code.

3.6.17. After re-inspection of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged and the charges for such test shall be as decided by the Commission), if the consumer installation is found satisfactory by the licensees, the licensee shall provide electricity supply after fixing the meter & accessories and sealing the same in the presence of the applicant within 2 working days of such testing.

4. CHAPTER – 4 (SUPPLY TO DIFFERENT CATEGORIES OF CONSUMERS)

4.1. LT Supply

- 4.1.1. In case of a low-tension consumer, the consumer must in all cases provide linked quick break main switch/MCCB/main fuse on each pole other than the earth neutral. The said switch must be erected within one meter of the licensee's meter board, or any such other position as shall be approved by the authorized representative. Where a conductor forming part of the consumer's system is to be connected to the earthed neutral conductor, an indication of a permanent nature shall be provided by the consumer at the point where such connection is to be made to enable the conductor to be distinguished from any live conductor. The consumer shall provide a cable loop at least one meter for earth connection to the licensee's meter board. In case of multi storey building, CEA's Regulations shall be complied with.
- 4.1.2. The Licensee shall verify the application and documents at the time of receipt of application and follow the subsequent procedures (including intimation to Applicant, Inspection of site) as given in Regulation 3.6.
- 4.1.3. In case it is possible to extend supply from the existing mains, the licensee shall intimate the consumer the amount of security deposit and other charges as applicable as per Regulation 3.6.10 of this code. The release of LT connection will be in line with Regulation 3.6.12 of this code. The amount shall be payable in full within a certain number of working days as per Sub-clause F) of Regulation 3.6.10, after which only any work for laying the service line will be taken up. The licensee will also intimate to consumer to execute the agreement for the service connections.
- 4.1.4. In case it is necessary to extend distribution mains for giving supply to the consumer, the licensee shall intimate the consumer, an advice containing the charges for extension of the distribution main, laying the service line, the amount of security deposit, any other charges as applicable as per Sub-clause B) of Regulation 3.6.10 and will also intimate if any additional formalities are required to be carried out by the consumer. In case where the consumer has to lay the service line and extension of mains, the consumer shall pay the supervision charges on cost of extension of the distribution mains and laying the service line in addition to payment of other charges as may be applicable. The amount shall be payable in full within 7 working days along with completion of formalities, after which only any work for laying the distribution mains and service line can be taken up.
- 4.1.5. Licensee on request of consumer may extend the date of payment as per the timeline detailed out in Regulation 3.6.10.

- 4.1.6. On deposit of charges by the consumer, execution of the agreement and intimation that the service line and extension work have been completed, the licensee shall intimate the consumer, within 3 working days, the date of testing of the consumer's installation. The consumer shall ensure that the licensed electrical contractor, who has carried out the wiring, is present during the testing.
- 4.1.7. On testing the consumer's installation including earth as appended on Annexure 8, if the licensee/competent authority is satisfied with the test results, the licensee shall arrange to install the meter with the cut-out or MCB, seal the meter in presence of the consumer and provide supply.

4.2. LT Supply to Multi-Consumer Complex Including Commercial Complexes / Housing Colonies / Multi storied Buildings

- 4.2.1. For the purpose of providing new power supply to a building or a group of buildings having more than one connection with a total load exceeding 30 kW, the premises shall be considered as a multi-consumer complex. Such new connection shall be provided with single meter. However, this shall not restrict the individual owner for applying for individual connection and the licensee shall sanction such connection on LT. The applicant/developer/ development authority shall be responsible to develop, construct the entire infrastructure including distribution transformer required for distribution network from the substation 33/11KV up-to the connection outlets in individual owner's premises, at his own cost. The cost of construction/ augmentation of 33/11 kV power substation if required shall be borne by the licensee. All equipment installations shall be as per licensee's approved specification and under its supervision.

However, if the developer/builder/society/consumer is the sole owner of the building and does not intent to develop/build and sell the individual units, but instead, rents the rooms to the tenants, then the owner may have the electricity connection in his name for all the individual units mentioning the units separately in the application and address.

Note: The developer/ builder/ society/ consumer includes any agency whether Government, local body or private that constructs the Multi-Consumer Complex.

- 4.2.2. In all residential/commercial complexes as well as in all multi-storeyed buildings at the point of supply to the complex/building (which may be different from the point of commencement of supply to individual consumers of the complex), a suitable isolation device such as MCB, MCCB etc. of requisite capacity to carry and break full load current is to be provided by the consumer in a conspicuous position, to completely isolate the power supply to the building complex.

- 4.2.3. Meters shall normally be provided at the ground floor in accordance with the procedure stated in Chapter 8 of these regulations. Separate connections to owners of the Multi-Consumer Complex with individual meters shall be provided and each such entity (including common meter for measuring consumption in common use like water pumping and outdoor lighting) shall be treated as a separate consumer for all purpose. In addition to the individual meters there shall be an additional meter for recording total consumption in the complex on LV or HV side of the transformer.
- 4.2.4. The land/room required for housing the transformer substation and meters shall be provided by the developer/builder/ society/ consumer free of cost for which rent or premium shall not be paid by the licensee. Transformers should preferably be placed in open areas. In case of installation of transformer in a room or closed area is unavoidable, all safety measures as per prevailing rules and regulations shall be taken.
- 4.2.5. Consumption in common facilities like lift, water pumps etc. shall be metered separately (referred to as 'Common meter') and the bill for such consumption will be prepared in the name of the builder/developer/society as applicable
- 4.2.6. Connections for multi-consumer complex including common facilities like lift, water pumps etc. may be given in the name of the builder/developer/society, if it is supplied at a single point.
- 4.2.7. In case the original approved plan is for a multi-consumer complex, but the builder/developer/society/consumer desires to avail connection for a portion of it, the connection shall be provided treating it as multi-consumer complex.
- 4.2.8. If a building comes under the category of multi-consumer complex and if a separate distribution transformer of sufficient capacity is necessary, for giving supply to such building which was not provided earlier, it will be provided at the cost of the builder/developer/society/consumer. Alternatively, the builder/developer/society/consumer shall bear the additional cost to augment the capacity of the existing 11/0.4kV substation, if found necessary by the licensee.

In case of Housing Colonies and Multi storied Buildings, the developer/ builder/ society/ consumers of a housing colony shall bear the cost of extension including the cost of 11 kV line, distribution transformer and LT lines/ LT cables. The cost of construction /augmentation of capacity of power sub-station of 33/11 kV if required, shall be borne by the Licensee.

- 4.2.9. On receipt of requisition from the builder/developer/society/consumer for supply of electricity to multi-consumer or commercial complexes, the licensee shall take action for extending the supply as per procedure given in Regulation 4.1.1 to 4.1.7, as may be applicable.

- 4.2.10. If requisitions for supply to individual owners are not received from the owners, connections may be given in the name of the builder/developer/ society. Such connections may subsequently be transferred to the individual owner/occupier after completing the necessary formalities prescribed in this regard. The agreement for such individual connection shall be executed accordingly.
- 4.2.11. In case, there is increase in aggregate connected load of the complex and augmentation of transformer capacity is necessary, the consumers of the complex will have to meet the cost of such work.
- 4.2.12. The feasibility of augmentation of Transformer capacity and mode of augmentation will be as assessed by the licensee.
- 4.2.13. In all new multi-consumer complexes, smart meter having prepaid facilities should be used as far as practicable.

4.3. LT Supply to Group Users

- 4.3.1. The Group user shall be eligible to opt supply by a distribution licensee at a single point provided that the supply shall be primarily used for residential purpose including the loads of common amenities for the group user like pumps for pumping water supply and lighting of common area. The Group user shall inform the details of every non-domestic activity along with the connected load to the licensee at the time of seeking connection or at the time of enhancement in contract demand. Licensee may give separate supply for non-domestic use if viable.
- 4.3.2. On receipt of requisition in manner specified under regulation 3.6 of this code, the licensee shall verify the application and the attached documents at the time of receipt of application. In case of a Cooperative Group Housing Society, a certified copy of the registration of the Cooperative Group Housing Society shall also be annexed along with the application requiring supply at single point.
- 4.3.3. The applicant/consumers of the Group shall provide the details of connected loads, type of load, to the licensee at the time of applying for connection. The capacity of the transformer shall be determined based on the aggregate connected load of all the consumers. The licensee shall verify the document and undertake physical checking of the premises to assess feasibility of providing connections.
- 4.3.4. The common sub-station and other required infrastructure like LT lines, cables, feeder pillars, metering panels for individual meters and service lines etc. shall be laid/installed by the applicant Group users at their cost and the Group user shall retain the ownership of all such assets beyond their respective point of supply. The Group user shall be fully responsible for maintenance of complete infrastructure network after the point of supply.

- 4.3.5. In addition to the individual meters there shall be an additional meter for recording total consumption in the complex on HT side of the transformer. The meters for all the consumers of the group shall be installed near the transformer. Each consumer in the Group will be metered and billed separately. The consumer will be charged at the tariff of the respective category as may be applicable.
- 4.3.6. The provisions of this code shall not in any way affect the right of a person residing in the housing unit sold or leased by Cooperative Group Housing Society to demand supply of electricity directly from the distribution licensee of the area on the following terms and conditions:
- i. The Cooperative Group Housing society must permit any person of the society to avail supply of electricity from the Distribution licensee directly.
 - ii. The Cooperative Group Housing Society shall have no objection in respect of the following:
 - (a) The electricity supply by the licensee to such person shall be served from the licensee's distribution network.
 - (b) Extension of adequate distribution network by the licensee to release the supply to such person.
 - (c) Providing access for the licensee's representative to approach at any point of time to network of licensee in the premises of the group user including the point of supply to such consumer to discharge service obligations without any resistance.
 - (d) The meter shall be installed by the licensee at the appropriate place in the premises of such consumer and the reading and billing of electricity for consumption by such consumers shall be done by the licensee.
 - (e) The licensee shall recover the charges for the electricity consumed by such person at the approved rate applicable to the domestic category.
- 4.3.7. In case connected load of any consumer of the Group exceeds 300KW, that particular consumer will have to take connection through a separate transformer.

4.4. LT Supply for Agriculture/Irrigation Pump sets

- 4.4.1. The procedure laid down in Regulation 4.1.1 to 4.1.7 above, as applicable, shall be followed for giving supply to agriculture/irrigation pump sets where extension of distribution mains and /or augmentation of distribution transformer is not required.

- 4.4.2. Supply for agriculture/irrigation pump set, at one point, may also be given to a registered co-operative society or to a group of farmers recognized by the licensee.
- 4.4.3. On inspection of the premises, if it is found that extension of distribution mains augmentation of distribution transformer capacity, providing of additional distribution transformer etc are required, necessary estimate as per the cost-data shall be prepared and got approved by competent authority. If any amount towards cost of the works, after considering subsidy from the Government or any appropriate authority shall be intimated to the consumer along with other charges such as security deposit etc to be paid. The work of electrification of such pump set(s), will be taken up and completed within the period as laid down in Regulation 3.6.12 after the amount as intimated is deposited by the consumer(s). New connection shall be given on the broad principle of first-come first serve basis. Within 7 working days of completion of work, the licensee shall intimate the date of testing of the installation of the consumer and inspect the wiring in the premises of the consumer. In case the licensee is satisfied the connection shall be given within 3 working days of the inspection.
- 4.4.4. An agricultural consumer, if he so desires, may shift the location within his premises of his connection, with the approval of the licensee, after payment of charges if any.

4.5. LT Supply to Public Street Lightings

- 4.5.1. Requisition for power supply to new or additional public street lights shall be submitted in the prescribed format to the local office of the licensee by the Municipal Corporation or Municipality or Municipal Board or Local Body or the Government Department or any other organization responsible to maintain public street lights (in the context of public street lights herein after called 'local body').
- 4.5.2. The requisition for public lights shall be accompanied by resolution of the local body and the sketch indicating the number of poles, existing or new, where streetlights are required.
- 4.5.3. The fittings, brackets or any special fittings shall be in accordance with the relevant BIS specifications or its equivalent, and shall require clearances as per prevailing rules and regulations. The local body shall bear the full cost of arranging of power supply to public streetlights including complete fittings and brackets. In case, any special fittings are to be provided, the local body shall arrange for it.
- 4.5.4. The licensee shall intimate the cost of extension in writing 15 days in urban areas and within 20 days in rural areas from the date of inspection of the site. The work shall be taken up only after deposit of the amount and execution of agreement by the local body.

- 4.5.5. A suitable double compartment weatherproof metal box to house the energy meter and streetlight switch/ M.C.B./ timers shall be provided by the licensee on payment.
- 4.5.6. The local body may take the responsibility to operate and maintain the street lighting system and replace streetlight fittings, for which an Agreement shall be executed between local body and the licensee. The systems shall be operated and maintained by persons authorised for this purpose by the local authority having competency for operating and maintaining the electrical systems. Such persons should possess proper permits/certificates as required under Regulation 3 of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010. Copy of such list maintained, shall be submitted to the licensee.
- 4.5.7. However, the licensee may carry out the maintenance of streetlight fixtures on payment basis and if required, shall arrange to switch on fifteen minutes before sunset and switch off the streetlights fifteen minutes before sunrise as per local sunset/ sunrise timings or any other timings agreed upon between the Licensee and the local body. The licensee shall also carry out replacement of fixtures/ bulbs (of same wattage) etc on the poles on request by the streetlight consumers. The fixtures, bulbs etc. shall be supplied by the consumers and replaced by the licensee within 3 days of receipt. All such services shall be chargeable. Such maintenance charges shall be included in the schedule of miscellaneous charges.
- 4.5.8. The licensee may obtain a separate tariff for street lights which includes the provision of maintenance, operation and control of street lighting system in the Tariff Schedule of the Commission including this item in their Tariff Petition.
- 4.5.9. The local body may also take up a street lighting scheme where power to one or more street lights is supplied from the installation of a consumer and consumption charges are thus borne by the consumer. The cost of the luminary, supporting structure and other components may be shared between the local body and the consumer. The operation and maintenance of such systems will be as mutually agreed to by the two parties.
- 4.6. Temporary Power Supply**
- 4.6.1. Any person requiring power supply for a purpose temporary in nature, for a period of less than 90 days or as provided in the tariff order of the Commission may apply for temporary power supply in the prescribed form. The period of connection can be extended up to two years for construction activities and for purpose of installation of equipment by industrial units.
- 4.6.2. For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working days before the date of expiry of temporary supply. The licensee may grant extension and send to the consumer,

a demand note of advance electricity charges for the period of extension within 7 working days of receiving the written request.

4.6.3. The applicant may get the date of availing temporary supply amended to a date not later than 90 days from the date of original sanction, by applying to the licensee at least 4 days before the originally sanctioned date of commencement of supply in Urban Areas, and at least 8 days in advance in Rural Areas

4.6.4. The applicant shall apply for temporary supply in the format prescribed in Annexure 1 or Annexure 2, as applicable, to this Code along with the documents prescribed in Regulation 3.5.8 and Regulation 3.5.9 of this Code as well as a “No Objection Certificate (NOC)” from the local authority if supply is required at a place owned by the local authority.

Provided further that in case any permit/NOC is withdrawn by the competent authority after energisation of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/ NOC is restored.

4.6.5. Application for temporary supply shall normally be given in advance. In certain exceptional case like marriage, political meeting etc the application can be given on any working day before the supply is required. The proof of ownership/occupation or permission from the local authority or from the owner of the premises, as the case may be, where temporary connection is required has also to be attached with the application.

4.6.6. In case temporary supply is required in premises/ place where 100 or more persons are likely to assemble, the consumer shall comply with the provisions of section 54 of the Act.

4.6.7. The licensee shall process the application form as per the procedure given in Regulation 3.6.1 to 3.6.9 of this Code.

4.6.8. During the inspection, the licensee shall examine the technical feasibility of the connection applied for.

Provided if the connection is found feasible the licensee shall sanction the connection within time period of 48 hours.

Provided if the connection is not found technically feasible, the licensee shall inform the applicant in writing within 3 working days for LT and 7 working days for HT/EHT connections after receipt of application form, giving reason(s) for the same. However, no connection up to 10 kW shall be rejected on technical grounds.

4.6.9. If on inspection/re-inspection the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note in accordance with Sub-clause B) of Regulation 3.6.10 of this Code, inclusive of an estimate of advance charges for electricity, within the timeline specified in Sub-clause A) of Regulation 3.6.10 of this Code. Both the licensee and applicant shall follow the

procedure and timelines as laid down in Sub-clause C) of Regulation 3.6.10 to Regulation 3.6.12 of this Code. All the charges as per Demand Note shall be payable in advance.

- 4.6.10. The applicant or his authorised representative shall be present during testing along with the Licensed Electrical Contractor or his authorised representative who had undertaken the installation. If the licensee is satisfied, he shall issue a written acknowledgment on the spot.
- 4.6.11. If the licensee is not satisfied the applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, shall intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in sub-clause e) to sub-clause f) of Regulation 3.6.9 of this code.
- 4.6.12. After re-testing of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall issue a written acknowledgment on the spot.
- 4.6.13. On deposit of charges by the Consumer, an agreement is to be entered with the consumer as per format appended at Annexure 3A.
- 4.6.14. After deposit of estimated cost and advance charges for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation, the temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timelines given below, whichever is later.

4.6.15. Timeline for Temporary Connection

- i. Where extension of distribution mains is not required:
 - a. **for loads up to 10 KW:** The licensee shall release the supply within 3 days for Urban Areas and 7 days for Rural areas after payment of charges and compliance of other requirements by the consumer and
 - b. **for load exceeding 10 KW:** The licensee shall release the supply within 10 days for Urban Areas and 15 days for Rural areas after payment of charges and compliance of other requirements by the consumer.
- ii. Where extension of distribution mains is required:
 - a. **In case of LT consumers:** The supply shall be released within 30 days for Urban Areas and 40 days for Rural areas,
 - b. **In case of HT consumers:** The supply shall be released within 90 days for HT consumers and,

- 4.6.16. In case temporary supply is required for a period more than 90 days, the licensee may permit the consumer to pay charges for estimated consumption for 90 days in advance and serve the bills for monthly consumption.
- 4.6.17. In case the consumer fails to pay the bills in time and the advance with the licensee does not cover the charges for the balance period, the supply shall be liable for disconnection.
- 4.6.18. The readings of the meter may be taken during the period of the temporary connection to ensure that the charges for actual consumption does not exceed the advance payment received. The licensee may explore the avenue of supplying electricity through a pre-paid energy meter.
- 4.6.19. If there are outstanding dues on the premises (other than public places owned by the local administration), temporary connection shall not be given till such dues are paid by the consumer.
- 4.6.20. After the period of temporary supply is over and supply has been disconnected, the licensee shall send the final bill to the consumer within 10 days from the date of disconnection of supply and refund the balance amount, if any, within 20 days of surrender of original money receipt or submission of indemnity bond by the consumer.
- 4.6.21. On any delay beyond the said time limit, the licensee will be liable to pay an interest @ 1.0% per month on the amount to be refunded or outstanding for the number of days beyond the last date of payment, as specified above. In cases where temporary connection for the purpose of construction activities or for the purpose of installation of equipment by industrial units the period of temporary supply shall be deemed to be over once the commissioning of the permanent supply line to the building and industrial units has commenced and the temporary supply shall be disconnected forth with.
- 4.6.22. Refund of Security Deposit for Temporary Connection on Disconnection:**
- Consumption security deposit, after adjusting unpaid dues, shall be refunded by the licensee. Material security deposit shall also be refunded after deducting any damage to material (meter, transformer, isolator etc.) and dismantling charges, which shall not be more than 10% of the material security deposit. Refund of these securities shall be made within 15 days from the date of disconnection, failing which the licensee shall be liable to pay interest at a rate equivalent to the SBI Saving Banks rate prevailing the date of refund.
- 4.6.23. Refund of Security Deposit for Temporary Connection on withdrawal of application:**
- i. **If no work has been undertaken**, full refund of Service Connection Charges/Security (works) shall be affected within thirty (30) days of

receipt of request from the applicant/consumer where work has not yet started.

- ii. **If work has started, but not fully done**, then refund shall be made within 50 days, after deducting the charges for that portion of work.

Provided if the licensee fails to refund the amount within stipulated time, additional interest cost @ equivalent to the SBI Saving Banks rate prevailing the date of refund shall be liable to pay interest for one year.

- 4.6.24. The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which should be governed by provisions of the Act and Regulations
- 4.6.25. It shall be the responsibility of the load sanctioning authority to ensure that the temporary connection is not misused by the Applicant. The temporary supply to a consumer shall be disconnected if the load/demand exceeds the sanctioned load/demand by more than 10% once in a month for connection released for 3 months at a time and more than 10% twice in a year, when connection has been provided for 2 years.
- 4.6.26. In case the applicant is found to be misusing the temporary supply including but not limited to using it for the purpose other than for which it was authorised, the distribution licensee without prejudice to its right to initiate action under section 126 of the Act read with Chapter 11 (Treatment of Unauthorised Use of Electricity) of this Code, shall disconnect the temporary supply and such promoter shall not be eligible to get temporary supply from the distribution licensee.

4.7. H.T. Supply

- 4.7.1. A consumer requiring High supply must provide and maintain at his expense a leak and weather proof enclosure of a design to be approved by the authorized representative of the licensee for the purpose of housing the licensee's terminals, high tension switchgear and metering equipment. High consumer requiring a supply above 500 KVA should install suitable circuit breakers on the supply side, fitted with automatic overload protective devices so adjusted that they operate before the over load protective device in the licensee's terminal circuit breaker and further it must be of sufficient rupturing capacity as may be specified to protect the consumer's installation under short circuit conditions.
- 4.7.2. After receipt of application for supply of electrical energy at H.T. in the prescribed form, the licensee shall intimate the consumer in writing the date of inspection of the site to examine the feasibility. The applicant shall pay the processing fee as prescribed in the Schedule of Miscellaneous & General charges in force from time to time. The licensee shall intimate the feasibility or otherwise of supply within 30 days of such inspection. The consumer or his

authorized representative shall remain present at the time of inspection. In case supply is found feasible, the licensee shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipment of the supplier. The consumer may with the written permission of the licensee house his own HT switchgear and other apparatus connected with the supply of electrical energy to him under the agreement signed between the consumer and the licensee but such enclosure shall not be used for any other purpose. The licensee may insist on use of "Underground Cable" or "Ariel Bunched Cable", wherever considered appropriate, for the last span. The difference of cost of the last span on account of laying of "Underground Cable" or "Ariel Bunched Cable" with respect to overhead bare conductor shall be borne by the consumer.

- 4.7.3. All supplies of 3 MVA and above shall be released through independent feeders with provision of meters at both ends as given above, wherever feasible.
- 4.7.4. All Steel/Arc/Induction/Rolling Mills shall be given supply at a voltage of 33 KV or above through independent feeders with metering installed at both ends. Difference of more than 1% between reading of both meters installed shall be investigated by the Licensee & corrective action taken.
- 4.7.5. Supply to new HT consumer shall normally not be extended from the rural feeder. If due to the prohibitive cost of extension of separate feeder from the nearest 33/11 kV or EHT sub-station, or for any other reason, the supply is given from a rural feeder, the consumer shall be informed that the supply shall be restricted and regulated in accordance with the restrictions imposed on the rural feeders as per grid conditions, which shall be complied with.
- 4.7.6. The licensee shall intimate the consumer, the charges required to be paid for the cost of extension, if any, and the amount of security deposit and other charges if any. Copies of the agreement appended as Annexure 3B and the form of the required test report attached as Annexure 8 shall also be forwarded simultaneously.
- 4.7.7. After payment of charges including security deposit, and execution of the agreement, the licensee shall take up the work of extension of mains. If the consumer wishes, he may execute the job on his own after payment of due supervision charges to the licensee. After completion of the installation, the consumer shall furnish to the licensee the test report and the permission from the Electrical Inspector to energize the installation. On receipt of the report(s), the licensee shall intimate the consumer in writing the date (not later than 7 days) of inspection and testing of the consumer's installation. In case the consumer's installation is found in order, the licensee shall seal the meter in the presence of the consumer and serve the connection.

4.8. Supply at Extra High Tension (EHT)

- 4.8.1. After receipt of application in the prescribed form for supply of electrical energy at EHT, the licensee shall intimate the consumer in writing the date of inspection to check his installations. The applicant shall pay the processing fee as prescribed in the Schedule of Miscellaneous & General charges in force from time to time. The consumer or his authorized representative shall remain present at the time of inspection. In case supply is found feasible, the licensee shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipment of the supplier. The Licensee shall intimate the feasibility of supply within 30 days of receipt of the application.
- 4.8.2. The licensee shall intimate the consumer the charges required to be paid for the cost of extension, if any, and the amount of security deposit and other charges, if any. Copies of the agreement and the form of the required test report shall also be forwarded simultaneously.
- 4.8.3. After the payment of charges including security deposit and execution of the agreement, the licensee shall take up the work of extension required to give supply. If the consumer wishes he may execute the job on his own after payment of due supervision charges to the licensee. The work shall be completed within the timeline as agreed by the licensees and the applicant.
- 4.8.4. After the consumer executes his internal electrical works, he shall furnish to the licensee the test report and the permission from the Electrical Inspector to energize the installation under the CEA Regulations. On receipt of the report(s), the licensee shall intimate the consumer in writing the date of inspection and testing of the consumer's installation. If the consumer's installation is found in order, the licensee shall seal the meter in the presence of the consumer and provide the connection.

Note: On deposit of charges including security deposit, an agreement shall be executed with the consumer as per format appended at Annexure 3B. Format for declaration / undertaking to be signed by HT / EHT consumer, before the time of receiving supply as appended at Annexure 4.

- 4.8.5. The consumer will have to comply with regulations mentioned in the Connection Code of State Grid Code 2012 or its amendment or re-enactment (since the consumer will be deemed "User" of the State Transmission System being connected at Extra High Voltage (EHV)).

5. CHAPTER – 5 (WIRING AND APPARATUS IN CONSUMER PREMISES)

5.1. Wiring at Consumer's Premises

- 5.1.1. For the safety of the consumer and the public in general, it is necessary that the wiring on the consumer's premises should conform to the relevant rules & CEA's regulation. The materials used for wiring shall conform to the relevant specification of the Bureau of Indian Standards or its equivalent. Wherever applicable, the materials used shall bear ISI mark.
- 5.1.2. All electric lines, equipment and apparatus should be of sufficient rating for power, insulation and estimated fault current and sufficient mechanical strength for the duty which they are required to perform and shall be constructed, installed, protected worked and maintained in such a manner as to ensure safety of human beings, animal and property.
- 5.1.3. The relevant code of practice of BIS (Bureau of Indian Standard), including National Electric Code may be followed in all installations. However, in case of any inconsistency, the relevant provisions of the CEA's regulations shall prevail. The material and apparatus used shall conform to relevant BIS specification where such specifications are available.
- 5.1.4. All electrical installation works should be carried out by a licensed electrical contractor as required under CEA's regulations.

5.2. General Wiring Conditions

5.2.1. Mains

The consumer's mains shall, in all cases, be brought back to the licensee's point of supply and sufficient cable shall be provided for connecting up with the licensee's apparatus.

5.2.2. Switches and Fuses

The consumer shall provide MCB or quick break linked main switches of requisite capacity to carry and break current in each conductor near the point of commencement of supply. The switches in the consumer's premises shall be on the live wire and the neutral conductor shall be marked for identification where it leaves the consumer's main switch for connecting up to the meter. No single pole switch or cut-out should remain inserted in any neutral conductor.

5.2.3. Balancing of Loads

If the connected load of any installation exceeds 10Amps at 230V the installation shall be wired on the group system. Separate neutral wire should be brought back in each case to the licensee's point of supply. An approved type of linked switch (single pole) with two single pole fuses shall control each main

circuit. The lamps, fans or any other apparatus for which the installation consists of shall be so grouped that under normal conditions the current will be balanced and no current will flow in neutral wire.

5.2.4. Overhead mains

In order to save the expenses of a long underground service on private property a consumer may, with the licensee's approval, erect a pole on that portion of his property which is nearest to the licensee's supply mains into which the service shall be laid and from which the consumer shall run overhead mains to his premises. These overhead mains shall constitute a portion of his installation and shall be laid in compliance with the relevant CEA's regulations. An efficient lightning arrestor may be fixed at the commencement of the overhead line at the consumer's cost, should he desire the same as an additional protection for his installation.

5.2.5. Low tension supply

With low tension supply i.e. at 230V between the phase and the neutral, the licensee's meter and service cut-outs, if not iron clad and earthed, shall be enclosed in a box suitably ventilated and provided with a hasp, staple and lock. All wires between which a difference of potential of 230V or above exists, shall be made inaccessible to unauthorized persons or enclosed in an earthed metallic casing of conduit. A Caution board printed in local language (Khasi / Jaintia / Garo) and English should be affixed thereto.

5.2.6. Domestic heating and cooking

A special circuit for heating and cooking where necessary shall be run from the licensee's point of supply. Wall plugs used on these circuits should be of concentric type or three pin type, the third pin connected to "Earth" as per safety rules & CEA regulation. Two pin plugs or lighting sockets shall not be allowed.

5.2.7. Plugs

All plugs shall be provided with switches on the live wire and not on the neutral.

5.2.8. Wiring

Single leads shall not be allowed to be run separately in iron conduit.

5.2.9. Wiring conditions for AC motor installation

The motor shall be provided with a control gear so as to prevent satisfactorily the maximum current demand for the consumer's installation exceeding the limit given in the following schedule:

Nature of Supply	Size of Installation	Limit of Maximum current demand
Single Phase	Upto and including 1½ HP	6 * full load current
Three Phase	Upto and including 3 HP	6 * full load current
	Above 3 HP and including 15 HP	2 * full load current
	Above 15 HP and upto including 100 HP	1½ * full load current
	Above 100 HP	1¼ * full load current

Failure to comply with regulatory standards will render the supply liable for disconnection.

Motors of above 1½ HP shall be for 3 phase 400 V, between phases. Motor circuits shall be controlled by a triple pole switch protected by a no-volt release and TP fuses. It is important that the release should be maintained in thorough working order. Wiring for motors shall be run with all wires bunched in a single metallic conduit, which shall be efficiently earthed and connected to the frame of motor for which two separate and distinct earth wires shall be run. The minimum size of the earth wire permitted is No. 09 or 2X14 SWG GI wire installation of all motors shall comply in every respect with the CEA Regulations. Intending consumers are advised to consult the licensee before ordering their motors as in some cases depending upon the location and conditions of working; it may be practicable to relax the condition limiting the starting current.

5.2.10. Earthing

- (i) Proper earthing with earthing pipe should be done and gas and water pipes shall on no account be used for earthing purposes. All wiring shall be kept as far as possible away from gas and water pipes
- (ii) Domestic heating and cooking and other wall plugs used shall be conventional type or 3 pin type, the third pin connected to the earth. 2 pin plugs or lighting sockets shall not be allowed for the purpose of domestic heating or cooking or for small power purposes.
- (iii) All plugs shall be switched on the live wire and not on the neutral.
- (iv) In case of wiring, single line shall not be allowed to run in iron conduit.
- (v) Separate earthing is to be arranged for the alternative supply like DG set, etc.

- (vi) Provision of the CEA Regulations, as in force from time to time and as applicable, should be complied with, in respect to consumer's earthing.

5.2.11. Domestic Appliances

For the safety of the wiring at the consumer's premises, separate circuit for heaters, geysers, air-conditioners and for cooking apparatus like oven, microwave oven shall be run with adequate size of wire from the main distribution board of the consumer. Wall plugs used on the circuits for domestic appliances shall be of the three-pin type, the third pin being connected to "earth".

5.3. Apparatus Interfering with Licensee's System

The licensee may discontinue the supply giving reasons if the consumer installs any instrument, apparatus that are likely to affect adversely, the supply to other consumers. Supply shall be restored on taking appropriate remedial action to the satisfaction of the licensee.

5.4. High Tension Consumers

The following controls shall be installed as per CEA's regulations.

- (1) A linked switch with fuse(s) or a circuit breaker for consumers having aggregate installed transformer/ apparatus capacity up to 1000 kVA if supplied at voltage of 11 kV and 2500 kVA if supplied at a voltage of 33 kV.
- (2) A circuit breaker along with linked switch for consumers having an aggregate installed transformer/ apparatus capacity above 1000 kVA if supplied at 11 kV and above 2500 kVA if supplied at 33 kV.
- (3) In either case, suitable automatic circuit breakers shall be installed on the low-tension side of each transformer or on each LT feeder emanating from the transformer.

5.5. Extra-High-Tension Consumer

Extra-High-Tension consumer shall install a circuit breaker on HV side of the transformer as per the CEA Regulations.

5.6. HT/ EHT Consumers

- 5.6.1. All transformers, switch-gears and other electrical equipment in the installation of the consumer and also those directly connected to the feeders or lines of the licensee shall be of suitable design and be maintained by the consumer to the reasonable satisfaction of the licensee. The setting of fuses and relays on the consumer's control gear, as well as the rupturing capacity of any of his circuit breakers, shall be subject to the approval of the licensee.

- 5.6.2. Notwithstanding the provisions under clause 5.4 it is necessary that the consumer should obtain prior approval of the Electrical Inspector about the suitability of protective devices or circuit breakers in accordance with the provisions of the prevailing laws, rules and regulations.
- 5.6.3. The consumer shall maintain a power factor of 95% and above. Consumers, other than consumers billed on KVAh tariff, may be liable to pay surcharge or receive incentive specified by the Commission, from time to time, on account of variation from specified power factor, as determined by the Commission in subsequent Tariff Orders. The licensee may discontinue supply, after due notice of 15 days, to any installation where the average power factor is less than 70% without prejudice to the right of the licensee to levy demand/minimum charges as applicable during the period of disconnection.

Provided that the above, be kept in abeyance for all LT consumers not bill on kVAh tariff, till such time all LT consumers are installed with smart meters. Licensee are to submit a report upon completion of the installation of smart meters for all LT consumers and upon which the matter will be reviewed.

5.7. Inspection and Testing of Consumer's Installation

- 5.7.1. Before any wiring of apparatus in the case of low-tension consumer, and any transformer, switchgear or other electrical equipment in the case of high-tension or extra high-tension consumer is connected to the system, it shall be subject to inspection and approval of the licensee/competent authority and no connection shall be made without the licensee's/competent authorities' approval. In addition, all high-tension installations will have to be approved by the Electrical Inspector and all electrical installations in mines will have to be approved by the Inspector of Mines.
- 5.7.2. Upon receipt of the test report, the licensee will notify to the consumer the time and day when the licensee proposes to inspect and test the installation. The consumer shall ensure that the Licensed Electrical Contractor or his representative, technically qualified, employed by him is present at the time of inspection to furnish to the licensee any information concerning the installation required by him. The licensee shall provide a copy of the inspection report to the consumer and obtain the acknowledgement of the consumer.
- 5.7.3. Manufacturer's test certificate in respect of all H.T/ EHT apparatus shall be produced, if required, by the Licensee.
- 5.7.4. The licensee shall not connect the conductors and fittings at the consumer's premises with its works unless it is reasonably satisfied that the connection will not at the time of making connection cause a leakage from the installation or apparatus of a magnitude detrimental to safety. The value of the insulation resistance should be as provided in the CEA Regulations.

- 5.7.5. If the consumer's installation is found to be not safe for connection, the licensee shall advise the consumer in writing specifying the defects to be rectified. On receipt of intimation of rectification of defects, the licensee shall retest the installation.
- 5.7.6. The licensee shall levy no charge for the first test for LT connections. However, for HT connection licensee shall charges as per their schedule. Subsequent tests necessitated due to faults found at the initial test shall be charged for in accordance with the rates approved by the Commission. The licensee will not accept any responsibility with regards to the maintenance or testing of wiring on the consumer's premises.

5.8. Extensions and Alterations

- 5.8.1. No electrical installation work, including additions, alterations, repairs and adjustments to existing installations, except such replacement of lamps, fans, fuses, switches, low voltage domestic appliances and fittings as in no way alters its capacity or character, shall be carried out upon the premises of or on behalf of any consumer, for the purpose of supply to such consumer except by an electrical contractor licensed in this behalf and under the direct supervision of a person holding a certificate of competency. Extension or alteration of load to all high-tension installations will have to be approved by the Electrical Inspector and similarly for all extensions and alterations of electrical installation in mines will have to be approved by Inspector of Mines.
- 5.8.2. If, as a result of such proposed extensions and alterations, there is possibility of an increase in connected load or contract demand over sanctioned connected load or contract demand, the consumer shall take steps to submit a requisition for additional supply. Failure to regularize the increase in connected load or contract demand may not only result in billing at the penal rates, as provided in Chapter-11 under unauthorized use of electricity but may also result in disconnection of supply after due notice.

5.9. ACCESS TO CONSUMER'S PREMISES

A. Under section 163 of the Act, power for entering the premises of a Consumer and to remove fittings or other apparatus of licensee

- 5.9.1. The Distribution Licensee or any person duly authorised by Distribution Licensee may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by him, or any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of:
- i. Inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Distribution Licensee;

- ii. Ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
 - iii. Removing where a supply of electricity is no longer required, or where the Distribution Licensee is authorised to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee.
- 5.9.2. A licensee or any person authorised as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than 24 hours' notice in writing to the occupier:
- ii. Enter any premises or land referred to in Regulation 8.1 for any of the purposes mentioned therein;
 - iii. Enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.
- 5.9.3. Where a consumer refuses to allow the licensee or any person authorised as aforesaid to enter his premises or land in pursuance to the provisions of above clauses, or when such licensee or any person has so entered, refuses to allow him to perform any act which he is authorised by those clauses to perform, or fails to give reasonable facilities for such entry or performance, the licensee may, after the expiry of 24 hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues.

B. Under section 135, sub-section (2)

- 5.9.4. Where there is reason to believe that electricity has been, is being or is likely to be used unauthorisedly in place of premises, an officer of the licensee or supplier as the case may be authorized by the State Government under section 135 of the Act may
- i. Enter, inspect, break open and search any place or premises in which he has a reason to believe that electricity has been or is being, used unauthorisedly;
 - ii. Search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been, is being, used for unauthorized use of electricity;
 - iii. Examine or seize any books of account or documents which in his opinion shall be useful for or relevant to, any proceedings in respect or the offence under sub-section (1) of section 135 of the Act and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts there from in his presence.

5.9.5. The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list. Provided that no inspection, search and seizure of any domestic places or domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

5.10. Rating of Installations

5.10.1. The connected load of LT category of consumers shall be determined as per the procedure given in Annexure 6. Survey of load shall be carried out normally once in two years. The licensee may also carry out verification of load in selected areas periodically. However, if the licensee has reasons to believe that a particular domestic connection or a group of domestic connections might be involved in unauthorized abstraction of power, an authorized person for the purpose may conduct a survey of such consumer's premises.

(2) The licensee shall send formats of "self-declaration of connected load" along with electricity bills to all consumers once in two years. The consumers may fill-up the form, if his actual current connected load is at a variance from the recorded connected load and submit to the licensee while making payment of the bill. The domestic consumers may also declare enhanced connected load of his premises, any time during the year, by completing the format given in Annexure- 7 and submitting the same to the licensee along with an application for change in connected load.

On receipt of application/declaration the licensee may arrange to conduct a survey of the premises of the consumer to determine the load of the premises. In case such a survey is not carried out within thirty days from the date of submission and the load applied for is higher than the recorded load of the consumer, the load declared by the consumer shall be deemed to have been accepted. The licensee shall issue the demand note for additional charges, if any, immediately.

5.10.2. The connected load of all categories, other than Domestic category of consumers, shall be the aggregate of the manufacturer's rating plates of all energy consuming devices, in the consumer's premises, which can be used simultaneously. This shall be expressed in kW, kVA or HP. During the process of determination of connected load, if the manufacturer's rating plate is not available, the licensee may use suitable apparatus to determine the load of such device. If, both air-conditioner and room heater are found in the same premises, the load of the item with higher rating shall be taken into account. Items stocked for the purpose of sale/repair or genuinely as spare shall not be considered for the purpose of determination of connected load. The licensee shall carry out periodical survey of streetlights and record the type of lamps being used along with their load.

5.10.3. All installations other than those of Domestic category are subject to rating/rerating by the licensee at its discretion. If the consumer is not satisfied with the rating determined by the licensee, he may get his apparatus rated by one of the recognized engineering institutes approved by the Commission for determination of load of apparatus. Both the consumer and the licensee may appoint their respective representatives to be present during the process of determination of load at the institute. The final report issued by the institute shall be accompanied with the details of test(s) conducted. The rating determined by the said institute shall be final and accepted by both the consumer and the licensee.

5.10.4. Where for any reason, it is not possible to determine the maximum demand, power factor or any other electrical quantity in respect of an installation, the licensee shall determine such quantities periodically by rating/re-rating, and the procedure for the same shall be approved by the Commission.

If a consumer applies to the licensee for re-rating his installation due to additions or alternations in the installation, the procedure as stated in this Code shall apply. Appropriate fees shall be charged in advance.

5.11. Generators in the consumer's installation and parallel operation with the supply system of the licensee

5.11.1. Operation of generator in consumer's installation in parallel with the licensee's system is permissible only with the written consent of the Licensee. However, the consumer may install generator, inverter to use only in the case of failure of power supply, and the consumer shall install double link switch changer so that the current of generator/inverter may not be injected in the licensee's distribution system. The capacity of the generator/inverter shall not be taken into account for calculation of connected load.

5.11.2. Where no such consent has been given, the consumer shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode and the generator, in no case, should get connected to the licensee's system. The licensee, on intimating the consumer, can enter the premises and inspect the arrangement to ensure that at no time the generator gets connected to his system.

5.11.3. Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the licensee's system. The consumer should also ensure that his supply does not get incorrectly connected to the licensee's system. The licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For parallel operation with the grid, the consumer shall have to follow the provisions of the MSERC State Grid Code 2012 and its subsequent amendments

or re-enactment and other relevant regulations. The actual operations shall be carried out in coordination with both the State Transmission Utility and the licensee, and the State Grid Code, as specified by Meghalaya State Electricity Regulatory Commission, shall take precedence over this Supply Code Regulation in matters relating to grid operation, protection, and stability.

5.11.4. In case the consumer's supply gets extended to the licensee's system from a generator or inverter or from any other source, without appropriate approval from the licensee, causing damage to the licensee's apparatus or to human life, the consumer shall be made responsible for the same and shall be liable to fully compensate the licensee for all losses caused to the licensee or to the licensee's other consumers.

5.12. Harmonic Damping

5.12.1. The licensee shall publicize the need for installation of Harmonic filters as may be notified by the Central Electricity Authority and as per the IEEE Standard (STD 519-2014) shall be applicable. All HT consumers, and LT commercial consumers (above 15 KW) to begin with, shall be given a time period of one year from the date of implementation of this Code, after which, Harmonic filters shall become mandatory on such consumers.

5.12.2. If the licensee detects and proves to the consumer that the consumer's system is generating harmonics above acceptable limits as specified by the Central Electricity Authority and IEEE Standard 519-2014, as amended from time to time the licensee shall request the consumer to install appropriate harmonic filter and the consumer shall install such filters within a period of six months from the date of request by the licensee.

5.12.3. The Consumer shall inform the Licensee about the measures taken to control harmonics and the Licensee shall inspect within 2 (two) days of getting information, failing which it shall be presumed that the consumer has taken effective measures and have complied with the provisions of this Regulation and will lead to a penalty of Rs 500 for each day of default, subject to maximum Rs 1 lakh, to be paid by distribution licensee towards the consumers.

5.12.4. The Licensee shall inform the consumer about the results of inspection on the spot and if the harmonics are within permissible limits, no further action shall be taken.

6. CHAPTER – 6: (GENERAL CONDITIONS OF SUPPLY & MODIFICATIONS IN EXISTING INSTALLATION)

6.1. General

- 6.1.1. The licensee shall monitor the progress of each case of new connection, billing, metering, disconnection, reconnection and theft on monthly basis and send MIS reports to the Commission every quarter, mentioning the performance standards achieved, violation of code in each category, penalty leviable, penalty adjusted etc.
- 6.1.2. The licensee shall keep uploading the area-wise list and current status of new connection, billing, metering, disconnection, reconnection and number of theft cases on the website giving overall figure of such cases booked, decided and pending. The licensee shall also upload at its website all the reports sent to the Commission in accordance with this Code.
- 6.1.3. If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance. Under such circumstances, the Regulations notified by the Commission on Consumer Grievance Redressal as per Section 42 of the Act shall be applicable.

6.2. Connected Load and Contract demand

To be determined as per provision of the clause 2.2.1 and 2.6 of this Code and recorded in the agreement.

6.3. Point of commencement of supply/ Point of Supply

- 6.3.1. 'Point of commencement of supply' or 'Point of Supply' is the 'point' or 'position' in an electrical system, where jurisdiction of the licensee ends and that of the consumer begins. 'Point of Supply' shall generally be given at a single point in the consumer's premises, and normally is the incoming terminal(s) of switchgear installed by the consumer. However, based on site specific requirement, the point of supply may be any other suitable connecting point, with mutual agreement between licensee and the consumer. The physical location of point of supply shall be determined by the Distribution Licensee such that meters and other equipment are always accessible to the Distribution Licensee for inspection without infringing upon the consumer's privacy. All HT & EHT consumers shall provide independent entry to the meter or metering cubical.
- 6.3.2. Normally a consumer shall be provided power at a single point, in premises, at the outgoing terminal of the Licensee's cut-outs fixed after,
 - (a) Meters in case of Low-Tension consumers,
 - (b) Control switchgear that may be installed in Licensee's or consumer's premises as agreed mutually in case of High-Tension consumers.

- 6.3.3. However, in special cases, the Distribution Licensee may agree to give supply at more than one point in the consumer's installation on account of the physical layout of the installation duly taking into consideration the reasons and justifications of the consumer's request and technical feasibility. The arrangement will be subject to the condition that separate metering will be done, and summation of demand and energy recorded at all points will be taken as parameters for billing under the relevant tariff schedule.
- 6.3.4. At the point of commencement of supply, the consumer shall provide a main switch/circuit breaker. In addition, HT & EHT consumers shall also provide suitable protective devices as per the provisions of Regulations of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023. The system of protection shall have to be approved by the licensee before commencement of supply. Meters, MCBs/CBs and associated equipment shall be installed by the licensee at the point(s) of supply.
- 6.3.5. HT and EHT consumers shall install step-down transformers with a vector group with delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.
- 6.3.6. The meter, meter boards, service mains, MCB/CB, load limiters etc., must on no account be handled or removed by anyone who is not an authorised employee/representative of the licensee. Seals which are fixed on the meters/metering equipment, load limiters and the licensee's apparatus, must on no account be tampered with, damaged or broken. It is the consumer's responsibility to keep in safe custody the licensee's equipment and seals on the meters/metering equipment within the consumer's premises.
- 6.3.7. In the event of any damage caused to the licensee's equipment within the consumer's premises by reason of any act, neglect or default of the consumer or his employees, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so after demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the electricity supply is liable to be disconnected.

6.4. Reliability of supply

- 6.4.1. The licensee shall supply 24x7 power to all consumers. However, the Commission may specify lower hours of supply for some categories of consumers.
- 6.4.2. The licensee shall calculate the reliability of its distribution system on the basis of number and duration of sustained interruptions in a reporting period, using the following Indices in line with MSERC Power Quality Regulations, 2018 and its subsequent amendment or re-enactment:
- i. System Average Interruption Frequency Index (SAIFI);

- ii. System Average Interruption Duration Index (SAIDI); and
- iii. Customer Average Interruption Duration Index (CAIDI).

Provided that while calculating the above indices, the following types of interruptions shall not be taken into account.

- i. Scheduled outages;
- ii. Momentary outages of a duration not more than Five (5) minutes;
- iii. Outages due to the failure of the grid;
- iv. Outages due to the reasons described in Force Majeure conditions.

6.4.3. The licensee shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.

6.5. Quality of Supply

6.5.1. The licensee shall be responsible to their Consumers for supplying electricity with adequate power quality levels as defined in the Regulations on Standard of Performance for the licensees notified by the Commission as per sub-section (1) of section 57 of the Act and in consonance with the rules or regulations made thereunder as per MSERC Power Quality Regulations, 2018 and its subsequent amendment or re-enactment.

6.5.2. The Licensee shall be liable to pay compensation to the affected consumers, in case of his failure to meet the Guaranteed Standards of Performance as per the compensation amount, as determined by the Commission as per sub-section (2) of Section 57 of the Act, to be paid to the consumers by the distribution licensees for violation of standards of performance. The compensation paid by the Licensee shall not be allowed to be recovered in the Annual Revenue Requirement (ARR) of the Licensee.

6.5.3. The Regulations notified by the Commission on Distribution Standards of Performance as per Section 57 of the Act shall be applicable.

6.5.4. The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the licensee's installations and activities.

6.5.5. Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the Transmission licensee's network or on account of instructions given by State Load Dispatch Centre, over which the licensee has no reasonable control.

6.6. Security Deposit

6.6.1. A security deposit, as decided by the Commission from time to time, shall be made by all consumers to cover:

- i. the estimated power consumption for the billing cycle period plus one month; and
- ii. payment due to the licensee for any electric line or electrical plant or electric meter that is to be provided for supplying electricity to person.

Post-Paid Metering

6.6.2. Security Deposit (Load) for Post-paid Metering:

a) Load Security

All consumers shall have to deposit an amount as specified in this Code against his consumption as load security to cover non-payment of his monthly energy bill, as per Schedule of Tariff applicable from time to time. The licensee may take a security deposit from the consumers for consumption equivalent to the estimated consumption for a specific period as indicated in the table below or as otherwise provided in Terms and Conditions of Supply in force,

Sl No.	Nature of Consumer	No. of Days	Remarks
A. Low Tension Supply			
1	Agriculture	90	90 days average consumption to be estimated / considered
2	Seasonal	90	Consumption during the season of operation to be estimated / considered.
3	Other Consumers	90	90 days average consumption to be estimated / considered
B. High Tension Supply			
4	HT Consumers	60	60 days average consumption to be estimated / considered
C. Extra High Tension Supply			
5	EHT Consumers	60	60 days average consumption to be estimated / considered

b) Determination of Security Deposit Amount

(i) For new consumer:

Security deposit amount for a consumer = Load * Load factor of the category in which the consumer falls *No. of days as specified in the Table above* 24 Hours * Current Tariff of the respective slab

Load factor as specified below will be considered during determination of security deposit amount.

S.N	Category	Load factor
1.	Domestic	0.16
2.	Commercial	0.30
3.	Industrial (LT)	0.28
4.	Industrial (HT)	0.25
5	Industrial (EHT)	0.49
6.	Public Water Works	0.24
7.	Agriculture	0.16
8.	Public lighting	0.50
9.	Public service	0.24
10.	Electric Vehicle	0.30

(ii) For existing consumer:

The security deposit shall be reviewed annually as per procedure specified below,

- a. At the beginning of the financial year, the licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Consumer is required to maintain a sum equivalent to his average payment for the period of two months, where 'average monthly payment' will be based on the actual bills paid in the last financial year.
- b. The basis and details of working out the revised security deposit of a consumer along with details of number of instalments, if any, in which adjustment shall be made, may be intimated to a consumer. The security deposit shall be revised annually. Any excess/deficient amount shall be adjusted within two subsequent bills of the consumer.
- c. If the security deposit is reduced due to adjustment of outstanding dues, the same shall be adjusted within the subsequent two bills of the consumer.
- d. Provided that for a consumer whose electricity connection is less than 1 year old, the security deposit shall not be revised at the beginning of the first financial year, but from the next financial year.
- e. A consumer shall be required to provide additional security deposit or the excess amount will be refunded to him as the case may be-if the two times monthly average bill based on his consumption during the previous financial year in the prevailing tariff exceeds/or lowers than the amount of security deposit held by the licensee by 20%.

- f. The licensee will review the amount of security deposit maintained by the consumers within first month of a financial year and adjustment of additional/excess security deposit shall be through monthly bills.
- g. The security deposit available with the licensee in respect of each consumer shall be shown in the energy bills issued to the consumer. Any excess/deficient amount as and when arises, shall be adjusted within two or more subsequent bills of the consumer.
- h. The security deposit shall be returned to consumer upon termination of Agreement within 30 days of adjustment of all dues. In case of delay, interest equivalent to the SBI Savings Bank Rate prevailing at the time of refund.

6.6.3. Security Deposit (Meter) for Postpaid Metering i.e. Meter Security and Meter Rent

Meter Security and Meter Rent are required to be paid by a consumer when the licensee provides a meter to a consumer without any charge towards cost of the meter. The meter Security and meter Rent to be paid in such case are specified in the Schedule of Miscellaneous Charges incorporated as duly uploaded by Licensee on its website promptly after approval of the Commission. When the licensee charge the cost of meter to the consumer or the consumer purchases the meter no security deposit or meter rent can be levied by the licensee.

Prepaid metering

6.6.4. Security Deposit (Meter) for Prepaid metering:

- a. No Load Security deposit will be taken for a service with prepaid meter.
- b. However, the consumer will have to pay meter Security and meter Rent as specified under Regulation 6.6.3.
- c. Where an existing consumer who has deposited a security amount subsequently opts to receive supply through a prepaid meter, the amount of such security deposit shall, after deduction of all sum owing from such consumer, be either refunded to such consumer or treated as a part of the value of the prepayment credit to the account of such consumer, from which the value of his future consumption is to be deducted.

6.6.5. Payment of Security Deposit

The security deposit to be paid shall be included in the demand note as specified in the Sub-clause A) and B) of Regulation 3.6.10 and payment will be made as specified in the Sub-clause F) of Regulation 3.6.10.

6.6.6. Mode of payment of Security Deposit

The amount payable towards security deposit shall be in the form of cash or demand draft drawn in favour of the licensee. The Consumer whose total amount of Security Deposit exceeds Rs. 50 Lacs may, at his option, furnish the security deposit in the form of either irrevocable bank guarantee valid for a period of one year and will be renewed before expiry or through “Fixed Deposit Lien” in favour of the licensee with automatic renewal on any nationalized or scheduled commercial bank.

6.6.7. Interest on Load Security Deposits

The licensee shall pay interest on Security Deposit of consumer for the electricity supplied, at the Bank Rate (as on 1st April of every year) notified by Reserve Bank of India SBI Savings Bank Rate prevailing at time of payment. The interest accrued to the credit of the consumer during the previous year shall be adjusted in electricity bills of May of every year for consumers covered under the monthly billing cycle and in electricity bill of May or June for those covered under two monthly billing cycles.

6.6.8. Review of Security Deposit

The licensee shall review the Security Deposit for each category of consumer as below:

- a) At the beginning of the financial year, the licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Consumer is required to maintain a sum equivalent to his average payment for the period of one billing cycle plus one month, where ‘average payment’ shall be equal to the average of actual bills paid in the last financial year:

Provided that for a consumer whose electricity connection is less than 1 year old, the security deposit shall not be revised at the beginning of the financial year.

- b) The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of security to the consumer by the licensee, as and when arises, shall be made as per Regulation 6.6.10 of this code.

6.6.9. Surcharge for belated payment of Security Deposit

All consumers shall pay the Security Deposit or additional security deposit within thirty (30) days from the date of the demand notice. If there be any delay in payment the consumer shall pay surcharge thereon equal to 1.5% per month or such other percentage to be fixed by the Commission from time to time, of the demanded amount for each month of delay or part thereof.

6.6.10. Release of Security Deposit

i. Due to Disconnection

- a. When a person who has given the security no longer requires the supply of electricity and applies for its refund, the Licensee, on disconnection of the supply and clearance of use, if any, refund it with simple interest calculated at SBI Saving Banks rate prevailing at the time of refund.
- b. The security deposit along with interest accrued thereon shall be returned to the consumer, upon termination of the agreement and after adjustment of all dues, within 60 days of completion of formalities by the consumer. In case of delay beyond 60 days period, additional interest at the rate mentioned in regulation specified above shall be payable to the consumer as approved by the Commission.

ii. Due to withdrawal of Application

If consumers decline to take supply after the deposit of Service Connection Charges and Security Deposit.

- a. Security deposited by the applicant/consumer shall be refunded in full within 60 days (without payment of any interest by the distribution licensee) where no expenditure has been incurred by the distribution licensee for supply of electricity.

Provided that in case the application is cancelled due to non-compliance by the applicant/consumer, 20% of Security Deposit shall be deducted by the distribution licensee and balance refunded within sixty (60) days to the applicant without payment of any interest by the distribution licensee.

- b. In cases where works have been taken in hand and some expenditure has been incurred by the distribution licensee for supply of electricity, the erection and dismantlement charges so incurred shall be deducted from Security and the balance amount shall be refunded to the applicant/consumer within 60 days without payment of any interest by the distribution licensee.
- c. In cases where works for supply of electricity have been completed by the Distribution Licensee, no amount of Security shall be refunded.
- d. If erection and dismantlement charges are more than the Service Connection Charges, the applicant/consumer shall be liable to pay balance amount to the licensee and if it is less than the excess amount will be refunded within 60 days without payment of any interest by the distribution licensee.

- e. In the event of delay in refund beyond the stipulated period as per clause (a) to (d) above, the distribution licensee shall pay interest at SBI Saving Banks rate prevailing at the time of refund for the period of delay.

6.7. General provisions regarding Service Line and Apparatus

- 6.7.1. The consumer shall provide space of requisite dimensions and at convenient location as mutually agreed between the consumer and the licensee, free of charge, for erection / installation of that part of service line that falls within his premises, transformers, switch gear, meter and all other apparatus up to the point of commencement of supply. The whole of service line and other apparatus shall be deemed to be the property of the licensee and shall remain under his control.
- 6.7.2. The licensee may use the service line and other apparatus to give supply to other consumers provided that the supply to the consumer who has paid for them is not affected adversely. Further, even if the supply to the consumer who has paid for the line / apparatus is disconnected for whatever reason, the consumer shall permit the licensee continued access to the service line and other apparatus if they are required to give supply to other consumers, and no payment shall be due to the consumer for such access / facility, until alternate arrangements are made. However, it is expressly provided that the licensee shall make all possible efforts to make alternate arrangements as early as may be practicably possible. For this purpose, the licensee may explore a mutually acceptable arrangement for continuation of the installation at the existing place.

6.8. Resale of Energy

- 6.8.1. The consumer shall not supply any energy supplied to him by the licensee to another person or other premises unless he holds a suitable sanction or licence for distribution and sale of energy granted by the Commission/State Government or has been exempted from obtaining the license or has been appointed as franchisee.
- 6.8.2. In case of detection of resale of electricity by a consumer, the distribution company will take action under Chapter 11 of this Code 'Unauthorized use of energy.'

6.9. Failure of Supply due to Fuse Failure

- 6.9.1. When at any time the licensee's service fuse or fuses fail, notice thereof should be sent to the licensee's local office or call centre or if there are sub-stations, to the nearest substation. Only authorised representatives of the licensee are permitted to replace these fuses in the licensee's cut-outs. The licensee's personnel shall replace the licensee's fuse/reclose breaker or take up any repair and replacement work in the licensee 's installation but shall not attend any repair/replacement work in the consumer's installation beyond the point of supply. Consumers are not allowed to replace these fuses and they will

render themselves liable to penalty if the licensee's seals placed to protect the licensee's apparatus are broken.

6.10. Provision for load shedding

6.10.1. Notwithstanding anything contained in any agreement or undertaking executed by a consumer with licensee or in the tariff applicable to him, the consumer shall restrict the use of electricity in terms of his maximum demand and/or stagger energy consumption in the manner and for the period as maybe specified in any order that may be made by the State Load Dispatch Centre or the Commission or the licensee to maintain orderly grid operation. The licensee shall inform consumers about such restrictions as early as possible by any convenient communication mode for minimizing inconvenience.

6.10.2. The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the call center of the licensee.

6.11. Service of Notice

6.11.1. Any order/ notice on the consumer by the licensee, including the notice under Section 56 of the Act shall be deemed to be duly served if it is sent by registered post at the correct postal address of the addressee or delivered by hand to the person residing at the address notified to the licensee by the consumer:

6.11.2. If a consumer refuses or avoids receiving the notice, the service may be effected by:

- i. Affixing the notice at a conspicuous place on the consumer's premises in the presence of two witness and photographing the notice; or
- ii. Publication of the notice in daily newspaper(s) commonly read in the concerned locality to be kept on record by the Licensee.

6.11.3. Either of the above shall be deemed as sufficient for service of notice.

6.12. Demand Side Management

6.12.1. It shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the licensee in implementation of the programs for Demand Side Management that may be launched by the licensee.

6.13. Action for violation of condition of supply

6.13.1. Any act of the consumer considered to be violation of the condition of supply, may lead to termination of the contract for supply by the Licensee or shall attract penalty as stipulated under this code or as per the Electricity Act 2003.

6.14. Agreement

6.14.1. The licensee shall require all consumers to enter into formal agreement governing the supply of energy and approved by the Commission from time to time, prior to supply. The Agreement form as appended at Annexure 3A for LT supply and in Annexure 3B for HT & EHT supply shall be available in the local office of the licensee. The consumer shall affix the requisite court fee stamp on the agreement form as follows:

EHT – Rs. 100.00

HT – Rs. 50.00

LT – Rs. 10.00

6.14.2. In the event of no formal contract agreement having been entered into between the licensee and the consumer, the latter, after once the supply of electricity has commenced, shall be bound by the supply code hereunder set forth. In the event of consumer refusing to tender an agreement, the licensee shall have the liberty to discontinue the supply till such time as the consumer is agreeable to execute the agreement with the licensee.

6.14.3. Every agreement is for a specific purpose and specified licensee. In case of any special circumstances, special clauses may be added to the agreement, if agreed to between the licensee and the consumer, provided such clauses do not contravene the provisions of the Electricity Act 2003 (36 of 2003), and other rules and regulations/codes in force. These special clauses shall form a part of the agreement. If there is a need to modify/ amend the agreement signed between the licensee and consumer, it will be done by a supplementary agreement.

6.14.4. The licensee may, in its discretion permit a consumer to change the point of supply from one place to another on such terms, including payment of charges incidental to such change.

6.14.5. The agreement form shall be supplied by the licensee free of cost along with application form and shall also be available on the licensee's website for free download.

6.14.6. The agreement/ application form shall include the following:

- i. Name and address of the consumer/applicant;
- ii. Address of the premises for which electricity supply has been requisitioned and for which the agreement/ application is being executed;
- iii. Sanctioned load/ contract demand;
- iv. Purpose of usage of electricity;
- v. Declaration by the applicant/consumer.

- a) To abide by provisions of Act and this Code;
- b) To pay for the supply of electricity based on the prevailing tariff rates;
- c) To pay for all other charges payable in accordance with this Code and the Schedule of Miscellaneous Charges of the licensee approved by the Commission from time to time;
- d) To deposit such security money as the licensee may be entitled to recover from him under the Act and this Code

6.14.7. If any consumer terminates the agreement within the period of the agreement where such agreement is executed (or where no agreement is tendered, if the supply is discontinued within the period which would have been applicable if an agreement had been tendered), he shall be liable to pay the fixed charges for each month short of the period specified in the agreement.

6.14.8. The consumer shall not, without prior consent in writing to the licensee, assign, transfer or part with the benefit of his agreement with the licensee nor shall the consumer be in any manner part with or create any partial or separate interest there-under.

6.15. Commencement of agreement

6.15.1. The consumer shall begin to take electrical energy from the licensee under the conditions of the agreement from the date (hereinafter referred to as "Date of commencement of supply") to be mutually agreed upon between the licensee and the consumer, but not exceeding one month in case of LT supply and three months in case of HT/EHT supply from the date on which intimation is sent in writing to the consumer by the licensee that the supply of electrical energy to the full extent of contracted demand is available under this agreement.

6.15.2. If the consumer fails or neglects to obtain supply of electrical energy as from the date referred to in Regulation 6.15.1 above, the consumer shall be liable to pay to the licensee from the said date, the fixed charges which are provided hereinafter, irrespective of the fact that the consumer has not consumed any electrical energy.

6.15.3. Every consumer shall pay to the licensee from the date of commencement of supply of energy, all charges prescribed in the Schedule of Electricity Distribution Tariff and the Schedule of Miscellaneous & General Charges and in force from time to time.

6.16. Period of agreement

6.16.1. The minimum period of agreement for supply of power shall be for a period of 1 year for consumers having a connected load up to 1 MVA, 3 years for consumers having a connected load above 1 MVA and up to 3 MVA and 5 years for consumers having a connected load above 3 MVA.

6.16.2. Any request for load reduction is permissible only after the expiry of the above minimum lock in period. This shall be effective after 90 days from the date of request for reduction of demand, subject to clearing of all outstanding dues.

6.16.3. However, in case the consumer opts for load reduction, such consumer shall not be allowed to enhance his load for a period of 6 months from the date of reduction in load.

Provided that after the expiry of the initial period of agreement, the consumer would be allowed to reduce the load anytime subject to a ceiling limit of once in subsequent 3 years. However, in such case also the consumer shall not be allowed to enhance his load for a period of 6 months from the date of reduction.

6.17. Termination of agreement

6.17.1. The agreement shall continue in the case of high/extra high-tension supply as well as in the case of low-tension supply till it is terminated by the consumer or by the licensee. The licensee can terminate the contract where such contract had been entered into at any time giving 15 days notice if the consumer violated the Terms and Conditions of Agreement or the Supply Code prescribed by the Commission from time to time, or any provisions of any law touching the agreement including the EA, 2003 and the rules made there-under.

6.17.2. In case of continued default in payment of any amount due, to the distribution licensee by any consumer for a period of more than six months, the distribution licensee shall terminate the agreement executed with the consumer and dismantle the electric line or works connected with the supply of electricity to the consumer.

Provided that the distribution licensee may retain the electric line or plant in case it is likely to use for other consumers or to retain right of way.

6.17.3. In case of low-tension supply, the consumer is at liberty to terminate the contract agreement after the expiry of the period of agreement by giving one month notice in writing expressing his intention to do so.

6.17.4. In case of high-tension consumers, the consumer is at liberty to terminate the agreement by giving one month notice in writing expressing his intention to do so, at any time after the period of 5 years from the date of commencement of supply.

6.17.5. On termination of the agreement, the consumer shall pay all sums due under the agreement as on the date of termination. In case of termination of agreement before expiry of initial period of the agreement, the consumer shall also pay a sum equivalent to fixed charges for the balance period of the agreement.

On termination of the agreement, the licensee reserves the right to remove the service line and other installations through which electricity is supplied to the consumer.

6.17.6. Further, whenever an agreement is terminated by notice given by the consumer, the Distribution Licensee shall give a written intimation to the consumer within five (5) days after termination.

6.17.7. On receipt of a Disconnection of supply and Termination of agreement request from the consumer, the licensee shall arrange a special meter reading and prepare the final bill. The supply shall be disconnected by the distribution licensee as per Regulation 10.4 after the receipt of all outstanding amounts till that date. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against Security (Load) and Security (Meter) with the licensee. The balance security deposit shall be refunded to the consumer as per this Regulation.

6.18. Recovery of Electricity Charges

6.18.1. The Licensee is authorized to recover charges for electricity supplied in accordance with such tariffs as may be fixed from time to time by the Commission.

6.18.2. Licensee shall charge a consumer the tariff for the electricity supplied as approved by the Commission from time to time.

6.18.3. The Charges shall be recovered through Billing as provided in Chapter 8 of this Code.

6.18.4. The Licensee shall be entitled to charge a consumer wherever applicable the following:-

- (a) Charges for the supply of energy (demand / fixed energy charge etc) as determined by the Commission in the latest Tariff Order.
- (b) Wheeling charges and/or surcharges and additional surcharges applicable if any, as determined by the Commission
- (c) Rental if any, towards meters & other electric plant and equipment of the licensee as approved by the Commission
- (d) Miscellaneous Charges such as penal charges for exceeding contract demand, delayed payment surcharges and any other charges applicable if any, as approved by the Commission from time to time.
- (e) Statutory levies such as electricity duty, taxes or any other taxes/duties payable by the consumer as per law; to be transferred/credited to the concerned authority.
- (f) Recovery of any expenses reasonably incurred by the licensee in providing electric lines and plants used for giving supply of electricity.

6.18.5. Any clarification sought by a consumer on a tariff applicable to him shall be provided by the Licensee to his satisfaction.

6.18.6. The licensee shall post the latest tariff and other charges on its website and shall make available the copy of such charges to consumers at a reasonable price.

6.19. Redressal of Consumer Grievances

6.19.1. If the consumer is not satisfied with the action of the concerned officer, related to the “General Condition of Supply”, the consumer may appeal to the next higher authority as specified in the MSERC (Redressal of Consumer Grievances & Electricity Ombudsman) Regulations, 2017 and subsequent amendments and re-enactment. In case, the consumer is not satisfied with the decision of such authority, he may approach the Consumer Grievances Redressal Forum and in case, he has further grievance on the decision of the Forum he may approach the Electricity Ombudsman.

7. CHAPTER – 7 (CHANGE OF SERVICE CONNECTION)

7.1. Change of category

7.1.1. “Category of Consumer” means the Tariff Schedule under which a consumer is billed as per latest applicable Tariff Order of the Commission. The applicant shall apply for change of category from one tariff rate schedule to another to the concerned officer of the licensee.

7.1.2. If it is found that a consumer has been wrongly classified in a particular category, or the purpose of supply as mentioned in Agreement has changed, or the consumption of power has exceeded the limit of that category as per the Commission’s order, the Distribution Licensee may consider reclassifying the consumer under appropriate category. The consumer shall be informed of the proposed reclassification through a notice and duly given a thirty (30) day notice period to file objections, if any. The Distribution Licensee after due consideration of the consumer’s reply, if any, may alter the classification. In case of any dispute, the matter shall be referred to the Consumer Grievances Redressal Forum.

Provided that in case **the consumer remains unresponsive after a period of thirty (30) days category change may be affected from the next billing cycle and any additional amount that needs to be realised from the consumer in the form of Security deposit, miscellaneous charges, etc. shall be adjusted in the monthly electricity bill of concerned consumer** with a provision of 24 instalments on a case-to-case basis (in case detected by the licensee).

7.1.3. If a consumer wishes to change his consumer category, he shall submit an application form to the Distribution Licensee in the format given in Annexure 11 of this Code. The Distribution Licensee shall process the application form in accordance with Regulation 3.6.1 to 3.6.8 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the Distribution Licensee and applicant shall follow the procedure in Regulation 3.6.9 to 3.6.10 of this Code. The Distribution Licensee shall also note down the meter reading at the time of inspection.

7.1.4. If on inspection the consumer’s request for reclassification is found permissible, change of category for use of supply in reference of Tariff Schedule shall be effected from next billing cycle after payment of all charges, if any, and completion of formalities.

7.1.5. If the Distribution Licensee does not find the request for reclassification valid, it shall inform the applicant in writing, specifying reason(s) for the same, within ten (10) days from date of inspection.

- 7.1.6. In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 10 days from the date of receipt of application.
- 7.1.7. For the period in which the consumer’s application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorised use of electricity.

7.2. Conversion of Services

- 7.2.1. The applicant shall apply for conversion of the nature of his existing connection from single phase to three phase & vice-versa or from low voltage to high voltage & vice versa, in the format given in Annexure 11 to this Code.
- 7.2.2. The Distribution licensee shall process the application form in accordance with Regulation 3.6.1 to 3.6.8 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the Distribution licensee and applicant shall follow the procedure as laid down in the Regulation 3.6.9 to 3.6.10 of this Code.

Provided that licensee shall examine the technical feasibility upon receipt of such application and inform the consumer the feasibility/charge within 7 (seven) days of receipt of application.

- 7.2.3. After payment of requisite charges by the applicant, the Distribution Licensee shall give effect to applications for necessary conversions of existing services within the time frame specified below

Nature of Conversion	Time Limits (Days)
Conversion from LT single phase to LT three phase or vice-versa	Within 7 days for Municipal Areas and 30 days for Rural Areas from the date of payment of necessary charges by the consume
Conversion from LT to HT or vice-versa	Within 20 days for Municipal Areas and 30 days for Rural Areas from the date of payment of necessary charges by the consumer

- 7.2.4. The licensee shall, within the specified period, seek the Commission’s approval for extension of time limit whenever the above schedule cannot be met.

7.3. Transfer of Connection and Mutation of Names

- 7.3.1. The Consumer shall not, without prior consent in writing of the Distribution Licensee assign, transfer or part with the benefit of the Agreement executed with the Distribution Licensee nor shall part with or create any partial or separate interest there under in any manner.
- 7.3.2. A connection may be transferred in the name of another person

- i. upon death of the consumer on submission of a) Death certificate and b) Succession certificate along with other necessary documents like No objection from other heirs for transferring the connection in the name of one of the heirs and affidavit duly attested by a Magistrate identifying the legal heirs and their consent to the connection being transferred in the name of a particular heir; or
- ii. In case of any written request submitted by the consumer regarding change in name of the connection along with a written request from the applicant on whose name the connection is to be changed; or
- iii. In case of transfer of the ownership or occupancy of the premises upon filing an application form in the prescribed format given in either Annexure 9 or Annexure 10 (as applicable) for change of name by the new owner or occupier:

Provided that such change of name shall not entitle the applicant to require shifting of the connection from the present location.

7.3.3. Change of name due to the death of a consumer

In the event of death of a consumer, the heirs may apply for the connection to be transferred in the name of one of the heirs. The application form shall be accompanied by the following documents:

- i. Death certificate
- ii. Succession certificate
- iii. No objection from other heirs for transferring the connection in the name of one of the heirs
- iv. In the absence of document at (ii) above, all the heirs may submit an affidavit duly attested by a Magistrate identifying the legal heirs and their consent to the connection being transferred in the name of a particular heir
- v. The distribution licensee shall on the submission of above documents, transfer the connection subject to the condition that all outstanding dues are cleared and charges, as indicated in the Schedule of General Charges approved by the Commission and/or the actual cost of providing service as applicable, have been deposited by the transferee. The transferee shall also be eligible to get the connection shifted after depositing the specified charges and completion of other formalities.
- vi. In case the transfer of the connection is not obtained within 6 months of the death of a consumer and later on the same is detected by distribution licensee, a notice shall be issued by the distribution

licensee requiring that any of the heirs should submit an application for transfer of the connection within 30 days of the service of notice.

- vii. Change of consumer's name shall always be effected from next billing cycle after acceptance of application form.

7.3.4. Change of name due to change in ownership of the occupancy

The licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

- i. The applicant shall apply for change of consumer's name in the format prescribed in Annexure 9 to this Code, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A "No Objection Certificate" from the registered consumer/ authorised person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The licensee shall process the application form in accordance with Regulation 3.6.1 to 3.6.8 of this Code.
- ii. In case the "No Objection Certificate" from the registered consumer/ authorised person/ previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person.
- iii. Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the licensee and obtained a "No-dues certificate" from him. In case such No-dues certificate has not been obtained by the previous owner before change in ownership of property, the new owner may approach the licensee for such a certificate. The licensee shall acknowledge receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue a "No-dues certificate" within 1 month from date of receipt of such application.
- iv. In case the licensee does not intimate the outstanding dues or issue a "No-dues certificate" within this time, new connection to the premises shall not be denied on grounds of outstanding dues of the previous

consumer. In such an event, the licensee shall have to recover his dues from previous consumer as per provisions of law.

- v. Change of consumer's name shall be effected from next billing cycle after acceptance of application form.

7.3.5. Transfer of name to the legal heir

The licensee shall deal with applications relating to change of consumer's name to legal heir or on the submission of written request by the consumer regarding change in name of the connection in accordance with the procedure detailed below:

- i. The applicant shall apply for change of consumer's name in the format prescribed in Annexure 9 to this Code, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship. The licensee shall process the application form in accordance with Regulation 3.6.1 to 3.6.8 of this Code.
- ii. The change of consumer's name shall be effected from next billing cycles after acceptance of application.
- iii. Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee as due from such legal representative or successor-in-law or new owner/occupier of the premises as the case may be.

7.4. Shifting of meter/Existing Connection

7.4.1. The applicant shall apply for shifting the meter in existing premises or for shifting of existing service connection in the format prescribed in Annexure 11 of this Code, after clearing all dues pending, if any, provided the same are not stayed by any court, subject to the following,

- a) The consumer shall get all work relating to wiring on his premises only by or under the supervision of a Licensed Electrical Contractor and obtain a Work Completion certificate and Test report as prescribed under the CEA's Regulations.
- b) No reference shall be made to the Licensee if the change in wiring of LT loads does not result in dislocation of the meter or other related

apparatus and there is no change in the load. However, the consumer shall produce the test report if required by the Licensee at any time.

- c) In other cases, if the consumer desires to alter the wiring on his premises, or change the location of meter or other related apparatus or shift the service line on his premises, notice thereof shall be sent in writing with the modified wiring diagram and other necessary details to the Licensee.
- 7.4.2. The Distribution Licensee shall process the application form in accordance with Regulation 3.6.1 to 3.6.8 of this Code. The work of change in position of point of supply, meter or related apparatus and shifting of service line shall be done by the Licensee at the cost of the consumer. The estimate for this work shall be sent to the consumer along with the approval. For site inspection and issuance & payment of demand note for the estimated cost of works, both the Distribution Licensee and applicant shall follow the procedure as laid down in Regulation 3.6.9 to 3.6.10 of this Code.
- 7.4.3. Wherever the consumer requests for shifting the meter in the existing premises or for shifting of the existing service connection, licensee shall inspect, examine the technical feasibility upon receipt of application and inform the estimated cost to the consumer within ten (10) days in Urban areas and fifteen (15) days in Rural areas after receipt of application.
- 7.4.4. The following time schedule shall be observed for completing the works from the date of payment of charges:
1. Shifting of meter: 7 days
 2. Shifting of LT lines: 20 days
 3. Shifting of HT lines: 20 days
 4. Shifting of transformer: 30 days

7.5. Enhancement of Contract Demand/Connected Load

- 7.5.1. Applicants shall apply for load enhancement to the licensee in the format prescribed in Annexure 12 to this Code. The licensee shall process the application form in accordance with Regulation 3.6.1 to 3.6.8 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 3.6.9 to 3.6.10 of this Code.
- 7.5.2. The licensee's written intimation sent along with the demand note to the consumer shall cover the following:
- i. Whether the additional power can be supplied at existing voltage or at a higher voltage;
 - ii. Addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;

- iii. Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges or capacity building charges, if any, to be deposited; and
- iv. Change in classification of the consumer and applicability of tariff, if required.

7.5.3. The application form for enhancement of load shall not be accepted if the consumer is in arrears of payment of the licensee's dues. However, the application form may be accepted if such payment of arrear has been stayed by a Court of law, or the Commission or an authority appointed by the Commission.

7.5.4. If supply of enhanced load is feasible, the consumer shall:

- i. Furnish work completion certificate of consumer's installation and Test report from a licensed electrical contractor where alteration of installation is involved.
- ii. Furnish Letter of approval for the electrical installation of the consumer from the Electrical Inspector, if required.
- iii. Pay additional security deposit, cost of addition or alteration required to be made to the system, if any, and system strengthening charges/capacity building charges, if any, within 15 working days of receipt of the demand note; and
- iv. Execute a supplementary Agreement as per enhanced load which shall be enforceable during agreement period in case of HT consumers.

7.5.5. Supply of enhanced load shall be provided in adherence to the timeline specified in Regulation 3.6.12 of this Code.

7.5.6. If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.

7.5.7. If the application is not decided by the licensee within the timeline specified, the applicant may, by a written notice to the licensee, draw its attention to the matter and yet if no decision is communicated to him within a further period of 15 days, the permission for enhancement of contract demand shall be deemed to have been granted.

7.6. Reduction of Contract Demand / Connected Load

7.6.1. The applicant shall apply for load reduction to the licensee in the format prescribed in Annexure 12 to this Code, along with the following documents:

- i. Details of alteration/modification/removal of electrical installation with work completion certificate and test report from a Licensed Electrical Contractor where alteration of installation is involved.

- ii. Maximum demand recorded in the last two billing cycles if the meter has facility to record maximum demand along with the electricity bills for the same.
- iii. Details of generators, if any, installed by the consumer along with copies of the safety clearance certificate issued by the competent authority for installation of the generators
- iv. Any other reason(s) for reduction of contract demand.

7.6.2. The licensee shall process the application form in accordance with Regulation 3.6.1 to 3.6.8 of this Code. For site inspection, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 3.6.9 of this Code.

Provided that if the consumer has applied for load reduction at the same voltage level, no site inspection shall be undertaken.

7.6.3. The licensee shall consider the grounds stated in the application, verify the same during inspection and decide the application within a period of 10 working days, or as decided by the Commission, from inspection by a reasoned speaking order. If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.

7.6.4. If the licensee sanctions the reduced load, the meter and service line may be changed if required and the cost recovered from the applicant. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, in accordance with the timeline specified in Regulation 3.6.10 of this code, and thereafter both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 3.6.11 to 3.6.17 of this Code.

Provided that if the consumer has applied for load reduction at the same voltage level, generation of demand note shall not be required. In such cases, the changes in amount of Demand changes will be effective from the next billing cycle.

7.6.5. If the application is not decided by the licensee within the above-mentioned period of 3 days from inspection, the applicant may, by a written notice to the licensee, draw its attention to the matter. If no decision is communicated to the consumer within a further period of 5 days, permission for reduction of contract demand shall be deemed to have been granted.

7.6.6. If the licensee has sanctioned "load reduction" through a speaking order, the reduced Contract Demand shall take effect from the first day of the month following the month in which the sanction is communicated or "deemed permission is granted".

- 7.6.7. Any difference in security deposit arising out of load reduction shall be adjusted in the subsequent two bills of the consumer.
- 7.6.8. The above reductions are subject to permissible minimum contract demand specified in Tariff Order. Request of the consumer for reduction in contract demand of his connection shall be refused by the licensee if there are pending dues towards the licensee against the connection.
- 7.6.9. In all existing agreements executed prior to the commencement of this Code, if there is any provision regarding restriction on reduction of Contract Demand, the same shall be deemed to have been modified to the extent of the provision made in this Code.
- 7.6.10. Transfer of surrendered contracted load by a consumer to any other consumer of his choice or to his sister concern shall not be admissible.
- 7.6.11. The reduction of Contract load shall not be permitted in following cases;
- (i) Arc/Induction furnaces, rolling and re-rolling mills and mini steel plants shall not be allowed to reduce the load below the total rating of machines and furnaces installed in the premises, except in case of removal of any equipment or replacement of any old equipment by new equipment and also to the extent of captive generation capacity that may be installed and is operating in parallel. Auxiliary load shall be excluded.
 - (ii) Contracted load shall not be reduced below the total rating of installed machines in case of Small & Medium industrial and private tube wells of consumers, having no MDI meter.
 - (iii) No application for reduction of load shall be rejected without recording reasons and the decision shall be communicated to the applicant.

8. CHAPTER – 8: (METERING)

8.1. Requirement of meters

- 8.1.1. No installation shall be serviced without a meter and such meter shall be smart meter or pre-payment meter which is correct in accordance with the regulations made by the Authority. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and its subsequent amendments issued under Section 55 of the Act. The licensee shall also comply with the abovementioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.
- 8.1.2. Any exception to the smart meter or prepayment meter shall have to be duly approved by the Commission who shall record proper justification for allowing the deviation from installation of the smart pre-paid meter or prepaid meter.
- 8.1.3. For LT loads Miniature Circuit Breakers (MCBs) and for HT/ EHT loads Circuit Breakers (CBs) of appropriate rating and specifications shall be installed along with the meter in accordance with the requirements of clause 35 of the CEA (Measures related to Safety and Electric Supply) Regulations, 2010 and its subsequent amendments.
- 8.1.4. At the time of seeking a new connection the consumer shall have the option to either:
 - i. Purchase the meter himself from a vendor(s) provided the equipment are of a make and specification approved and tested by the licensee from time-to-time; or
 - ii. Require that the meter be supplied by the licensee, provided he agrees to pay the security for the meter.
- 8.1.5. The consumer shall indicate this option in the application form and licensee shall supply him with the list of approved vendor (s) and make(s). Once the consumer has procured the meter, the licensee shall test, install and seal the meter.
- 8.1.6. The licensee shall make available on its website an updated list of makes and specifications of meters and other equipment, as approved by the licensee.
- 8.1.7. The licensee is authorized to review the status of meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises. The licensee may install remote metering device in the consumer's premises as per the technical requirements of the specific device. The licensee may also install maximum demand (MD) meter having maximum demand recording feature or such additional features.

8.1.8. If supply is provided by the licensee to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.

8.1.9. If supply to an HT/EHT consumer is given on an independent feeder for his exclusive use the metering arrangement shall be installed at the consumer's premises or, if mutually agreed, the metering arrangement at the sub-station of the licensee may be used for billing and no meter need be installed at the premises of the consumer.

8.2. Classification of Meters

8.2.1. The Meters for new connections shall be of standard make that is certified by BIS / IEC/CBIP or any other superior specification as specified in Central Electricity Authority Regulations on Installation and operation of meters, and shall be of following type(s):

(a) For all domestic and other LT consumer - Static single phase / Static three phase meters / Smart Meters

(b) For HT / EHT consumers – Static, 3 Phase Trivector meters with MDI (Maximum Demand Indicator) / ABT Meters

i. The meters shall have a facility for “Time of the Day Metering” with sufficient memory for accommodating data for 12 months.

ii. Three phase meters for HT / EHT segment should be capable of recording with date and time, the connection anomalies like phase wise missing potential, phase wise CT reversal, Current unbalance & voltage unbalance.

iii. The meters shall have anti-tamper features as per CEA regulations mentioned above.

iv. The meters shall have facility of remote communication for data retrieval through GSM / Microwave / SCADA / VSAT, using standard protocol. The licensee shall ensure the above within a definite time frame under intimation to the Commission.

(c) The Licensee on the consumer request for supply of electricity through prepayment meter, may install prepayment meters for single phase metering and three phase whole current supply which should display the amount left, units consumed, and the tariff applicable, with a disconnection / tripping switch inside the meter.

(d) Meter Seal should be made from high grade engineering plastic / polycarbonate material having permanent laser engraved unique serial number on seal, capable to withstand the prescribed environmental tests. Sealing shall be done at the following points (as applicable):

- i. CT Secondary Boxes (in addition to locking arrangement)
- ii. PT Secondary Box (in addition to the locking arrangement)
- iii. Meter Cabinet and terminal cover

Note: Seal of the consumer meter may be removed only by the licensee. No consumer shall tamper with, break or remove the seal under any circumstances. Any tampering, breaking or removing the seal from the meter shall be dealt with as per relevant provisions of the Act.

- (e) For all the 11 KV, 22 KV, 33 KV, 132 KV and above consumers, the licensee shall introduce facility for taking remote meter reading (GSM/SCADA/VSAT/Fibre/PLCC), to extract data from meter centrally, in order to have access on data as and when required. Such facility shall be configured to provide real-time or daily interval data to the State Load Despatch Centre (SLDC) for grid monitoring and energy accounting. This digital access shall serve as the primary means for consumers to monitor and download meter data as physical access to the internal meter interface is restricted by security seals.
- (f) The accuracy class of meters for EHT / HT / LT (whole current meters) / LT (CT operated) consumers, shall be as laid down in CEA Regulations.

8.3. Supply and Installation of Meters and MCBs/CBs

- 8.3.1. LT, HT and EHT consumers, if they opt for procurement of meter and related apparatus shall provide a locked, tamper-proof and weatherproof enclosure of a design approved by the licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the licensee. The licensee shall prepare and implement a phased plan to install tamper-proof metering boxes (enclosure) for all the meters, which are installed without meter boxes initially.
- 8.3.2. If the meter is supplied by the licensee, the recovery of the meter cost (meter security deposit and monthly rental) and associated equipment shall be made in one instalment. In case of connections where cost of the meter has been borne by the consumer, no meter rental shall be charged from the consumer.
- 8.3.3. The meter shall ordinarily be installed at the point of entry of the building and shall be fixed and installed according to the convenience of the licensee on the consumer's premises. The consumer shall provide suitable and adequate space for installation of the meter supply in such a manner that it is always accessible to the licensee or its representatives. The meter box shall normally be mounted at such a height that meter reading counter/ display window is at eye level. In case of multi-storeyed buildings, it shall be fixed preferably on the ground floor/rising mains having proper air ventilation & adequate illumination. The

consumer shall run his wiring from such point of supply and shall be responsible for the safety of the meter from theft of energy.

Provided in case of semi-permanent houses, the licensee shall ensure that the meter is properly fixed on a wall and is accessible to the meter reader. In case the consumer does not provide good quality wall for fixing the meter, the licensee shall be free to fix the meter on the electricity pole or in a pillar-box to be provided by the licensee. The licensee shall also ensure that the earthing of the installation is proper.

Provided if supply to an HT or EHT consumer is given on an independent/dedicated feeder for his exclusive use, the metering arrangement may be installed both at the consumer's premises and at the Licensee's Sub-station

- 8.3.4. The consumer shall be responsible for safe custody of meter(s), MCB/CB etc. if the same are installed within the consumer's premises. The consumer shall promptly notify the licensee about any fault, accident or problem noticed with the meter.

Provided that if the meter is installed outside the consumer premises, the Licensee shall be responsible for the safe custody of the meter.

Provided further that where the licensee installs the consumer meter outside the premises of the consumer then the licensee on a request from consumer shall provide in home display unit at the premises of the consumer for his information to indicate the electricity consumed by the consumer.

- 8.3.5. Initial installation or replacement of the meter shall be done by the licensee's engineer in the presence of the consumer or his authorised representative, after giving a notice period of 7 days.
- 8.3.6. The licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meter at the time of initial installation or replacement. The licensee shall retain one copy and the second copy, duly signed by the authorised representative of the licensee, shall be given to the consumer under proper acknowledgment. The consumer or his authorised representative shall also sign the Meter Particulars sheet. Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered into the Meter Particulars Sheet by the licensee or his authorised representative.
- 8.3.7. Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed in the presence of the consumer. The seal, name plates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer. Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and all subsequent amendments.

- 8.3.8. It shall be the responsibility of the licensee to maintain the meter and keep it in working order at all times. The licensee may also have a provision for such metering system where the display unit is at the consumer premises and the metering unit is outside the premises such as on a pole etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the licensee.
- 8.3.9. A consumer may install a check meter of appropriate make and conforming to the technical specifications as laid down in Central Electricity Authority (Installation and Operation of meters) Regulations 2006. These check meters may be calibrated by the licensee upon payment of prescribed fee as approved by the Commission from time to time. However, check meter readings shall not be used for billing purpose by the licensee.
- 8.3.10. The consumer shall be entitled on application to the licensee's authorized representative of the area to have special test of the meter carried out at any time and the expenses of such test shall be borne by the consumer. Meter changing fee due to increase of load or due to replacement on account of a defective meter shall be charged from the consumer at the rates as may be decided under the Schedule of miscellaneous and general charges.
- 8.3.11. The licensee shall maintain a list of all the types of meters installed in its area of supply and make it available to the Commission when asked to do so. The information shall include the specification of each type of meter and the total number of units of each type in use, defective meters and meters in stock with the licensee.
- 8.3.12. In case of high tension / extra high-tension consumer, the licensee shall as far as possible provide the HT metering equipment for registering the demand as well as the energy consumed. The licensee may, however, at its option provide metering on the low-tension side for power supplied at high tension to economize on the cost of HT metering equipment or when such metering set is not readily available. In such case, HT reading for billing purposes shall be computed by adding 3% to the LT kWh/kVAh reading to determine the total energy consumption. However, to determine actual demand in the event there is likelihood of exceeding the contract demand, 2% shall be added to the LT demand recorded.
- 8.3.13. HT metering equipment shall be recalibrated and standardized if so desired by either the consumer or the licensee, by means of a standard instrument of the licensee in presence of the consumer or his representative, provided however, that the licensee may conduct test check of meters (HT or LT) at such intervals as may be decided by the licensee.

8.4. Schedule Reading of Meters

- 8.4.1. The meter shall be read once in every billing cycle or at such intervals as the licensee shall think expedient and the authorized representatives shall have

access to the consumer's premises at all reasonable times for the purpose of such reading. In respect of domestic consumers meter shall be read only during daylight hours. Accordingly, the consumer shall extend all facilities to the licensee or his authorised representatives to read the meter.

- 8.4.2. The meter shall be read by an authorised representative of the licensee. The licensee shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading.
- 8.4.3. Provided that all types of smart meters shall be read remotely at least once in a day and the other pre-paid meters shall be read by an authorised representative of the distribution licensee at least once in every three months and the data regarding energy consumption shall be made available to the consumer, through website of the licensee or mobile application or Short Message Service and the like, provided that the consumers having smart pre-payment meters shall also be given the data access for checking their consumption and balance amount at least on daily basis.

Provided that for EHT and Open Access consumers, the data provided via the Licensee's digital platform should include load survey files necessary for energy settlement, ensuring that the consumer's inability to physically access the sealed meter does not hinder operational obligations

- 8.4.4. Provided further that the data regarding energy consumption shall be made available to the consumer, through website of the Licensee or mobile App or SMS, etc.
- 8.4.5. Provided further that the consumers having smart pre-paid meters may also be given the data access for checking their consumption on real time basis.
- 8.4.6. The meter reader may use hand-held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee.
- 8.4.7. It shall be the duty of the meter reader to check the condition of LEDs (light emitting devices) on electronic meters. In case the E/L LED indicator provided on electronic meters is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the concerned officials of the licensee about the leakage.
- 8.4.8. Status of the meter and/or its seal along with the meter reading details for last six billing cycles of each consumer shall be made available on the licensee's website.

- 8.4.9. No new connection shall be given without a Meter and Miniature Circuit Breaker (MCB) or Circuit Breaker (CB) of appropriate specification from the date of coming into force of this Code.
- 8.4.10. All unmetered connections including Agricultural and Streetlights shall be metered by the licensee.
- 8.4.11. The Licensee shall not supply electricity to any person, except through installation of a correct meter in accordance with the operation and installation of meters regulations issued by the Central Electricity Authority under Electricity Act, 2003.
- 8.4.12. Provided that the Commission may, by notification, extend the said period for a class or classes of persons or for such area as may be specified in that notification for installation of meters.
- 8.4.13. In case, for any reason, the meter is not read during a billing cycle, the licensee shall prepare a provisional bill based on the average consumption of last six billing cycles when readings were taken. Such provisional billing shall not continue for more than two billing cycles at a stretch. The amount paid as per the provisional bill shall be adjusted against the bill raised on the basis of actual meter reading during three subsequent billing cycles.

8.5. Sample Check of meters

- 8.5.1. An Officer of the licensee authorised for this purpose, shall carry out the sample checking of meters as per the schedule drawn out by the licensee for this purpose. The Distribution Licensee shall prepare such a list and submit the same within 3 months of Gazette Notification of this Code to the Commission for approval. It should be the endeavour of the Distribution Licensee that at least 5% of LT meters and all HT meters are checked once in a year by a team of officers, not below the rank of Junior Engineer or equivalent rank in case of LT consumers and Assistant Engineer or equivalent rank in case of HT consumers

8.6. Action in case of inaccessible meter

- 8.6.1. When a consumer leaves his installation connected to the licensee's mains but locks up the meter or otherwise makes it inaccessible for reading by the authorized representatives of the licensee, for the first month of such inaccessibility, the consumer will be charged the average of past 6 months which shall be adjusted with the bill when the reading is made.
- 8.6.2. If in the next month, the meter is accessible for readings, the consumer will be charged for the actual consumption. In case the meter remains inaccessible even for the second month, a notice shall be issued to the consumer to open his premises and to keep the meter accessible for reading on a fixed date and time (at least 7 days after the date of notice) and time specified in the notice under section 163 (3) of the EA, 2003.

- 8.6.3. Provided that if the consumer sends the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-mail, no such notice or provisional bill shall be issued to the consumer.
- 8.6.4. If the meter is subsequently available for reading, charges shall be as per actual consumption. If meter is not made accessible even on the specified date, a notice shall be served to the consumer or his representative obtaining acknowledgement. In the notice, the consumer shall be advised to make necessary arrangement so that it is possible for the licensee's representative to read the meter within 7 days.
- 8.6.5. In case, he fails to provide such arrangement, a monthly average billing will be charged to the consumer and additionally a penalty charge of 5% of the average billing amount for the last 12 months or for the period for which the meter could not be read would be served with 15 days time for payment.
- 8.6.6. Failing to make this payment within the specified time, supply shall be disconnected after serving 24 hours of notice.
- 8.6.7. If the meter is made accessible subsequent to the disconnection for the purpose of reading and setting the accounts and for reconnection of service, the consumer will be charged for the actual consumption.
- 8.6.8. The provisions of clauses above shall not apply in case of a domestic consumer who has given an advance intimation in writing to the licensee of the inaccessibility of his meter for reading due to the consumer being out of station, the licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges along with meter rentals and any other applicable charges for such period of the proposed absence in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up to date dues.
- 8.6.9. If the consumer desires to have a special reading taken, the same shall be arranged by the licensee and the charge as determined by the Commission from time to time, shall be included in the next bill of the consumer.

8.7. Unscheduled Reading of meters for special billing

If a domestic consumer desires an unscheduled reading of meters in cases of Change of Occupancy, Vacation of Premises or for any other purposes specified by the consumer and acceptable to the licensee, it shall be the responsibility of the licensee to arrange for taking meter reading and take action as specified under Regulation 9.10. The request shall be made not less than 10 days from the date intended and the licensee shall arrange for a reading to be taken.

8.8. Scheduled Testing of meters

- 8.8.1. It shall be the licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the licensee may test them for this purpose. The licensee shall conduct periodical inspection/testing and calibration of the meters and will maintain the record of these test results as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006.
- 8.8.2. The licensee shall conduct periodical inspection and testing of the meters as per the following schedule or as decided by the Commission:
- (a) LT Single-phase meters - at least once every five years
 - (b) LT 3 phase meters - at least once every 3 years
 - (c) Other LT metering systems – at least once every 2 years
 - (d) HT meters including MDI:
 - For EHT consumers - once in six months
 - For HT consumer – at least once a year.
- 8.8.3. Test results shall be maintained as per the format given in Annexure 14 to this Code.

8.9. Unscheduled Testing of meters

- 8.9.1. The licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about accuracy of the meter. The consumer shall provide the licensee necessary assistance in conduct of the test.
- 8.9.2. A consumer may request the licensee to test the meter on his premises if he doubts about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter, etc. by applying to the licensee in the format given in Annexure 13 to this Code, along with the requisite testing fee. On receipt of such request, the licensee shall follow the procedure as detailed in Regulation 8.9.4 to Regulation 8.9.8 of this Code.
- 8.9.3. The meter may be tested for accuracy at a third-party testing facility accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL), if so desired by the consumer.

Provided that no test fee shall be charged from the consumer at the time of reporting.

Provided if after testing, the meter is found to be correct then the consumer shall be charged the testing fee as per Schedule of general Charges in the electricity bill for the immediately succeeding billing cycle.

Provided if the meter is found to be defective or burnt, then the cost of new meter and associated cost shall be charged as per Regulation 8.10 of this code.

8.9.4. Preliminary testing of meters can be carried out at the premises of the consumers through electronic testing equipment.

(i) In case the meter is found in order, no further action shall be taken.

(ii) In case the meter is found fast/slow by the licensee, and the consumer agrees to the report, the meter shall be replaced by a new meter within 15 days, and bills of previous six months prior to the month in which the dispute has arisen shall be revised in the subsequent bill as per the test results. In case meter is found to be slow, the additional charges may be recovered in instalments not exceeding three, if the consumer shows his inability to pay at a time.

8.9.5. If the consumer disputes the results of testing, or testing at consumer's premises is difficult, the defective meter shall be replaced by a new tested meter by the Licensee, and the defective meter after sealing in presence of consumer, shall be tested at licensee's lab and Consumer shall be informed of the proposed date of testing at least 4 days in urban areas and 7 days in rural areas in advance so that the consumer or his authorised representative may be present at the time of testing.

8.9.6. Testing of meters shall be done by the distribution licensee within a period not exceeding 7 working days in urban areas and within 12 working days in rural areas, of receipt of the complaint from the consumer.

8.9.7. The consumer/authorised representative present during testing will sign the test report as a token of witness. In case the consumer/authorised representative is not present, the licensee's representative and the testing laboratory official shall sign on the test report.

8.9.8. The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 2 working days of the date of testing. In case of faulty meter, revised bill for a maximum period of six months or from the date of last testing, whichever is shorter, shall be prepared based on the average consumption rate of Six billing cycle, after installation of the correct meter. The amount will be adjusted in two consecutive energy bills.

8.9.9. Assessment for energy where meter is defective/stopped and where average consumption cannot be computed where it is not possible to determine the consumption of the preceding six months, the quantity of electricity supplied shall be assessed on the basis of the connected load and hours of usage of electricity as computed below. This consumption shall be regarded as final and binding on the consumer.

The monthly energy consumption is $720 * CL (KW) * LF (Load Factor)$.

The minimum connected load for urban areas shall be 1 kW and for rural areas shall be 0.5 kW. The LF for different categories of consumers is as follows:

S.N	Category	Load factor
1.	Domestic	0.16
2.	Commercial	0.30
3.	Industrial (LT)	0.28
4.	Industrial (HT)	0.25
5.	Industrial (EHT)	0.49
6.	Public Water Works	0.24
7.	Agriculture	0.16
8.	Public lighting	0.50
9.	Public service	0.24
10.	Electric Vehicle	0.30

8.9.10. If a consumer disputes the results of testing, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter and give its decision as specified in the MSERC (Redressal of Consumer Grievances & Electricity Ombudsman) Regulations, 2017 and its subsequent amendment. In case, he has further grievance on the decision of the Forum he may approach the Electricity Ombudsman. The consumer shall continue to pay the electricity bills served to him during the pendency of the decision of the Forum.

8.10. Replacement of Defective meters

8.10.1. The licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about the accuracy of the meter, and the consumer shall provide the licensee necessary assistance in conducting of the test. The consumer shall also be present during the testing.

8.10.2. If, as a result of testing it is established that the meter become defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of replacement/repair (with recalibration and testing) of the meter shall be borne by the licensee.

8.10.3. If, as a result of testing, it is established that the meter was rendered defective/burnt due to reasons attributable to the consumer such as defect in consumer installation, connection of unauthorised load by the consumer etc., the cost of replacement of the meter shall be borne by the consumer.

- i. If the meter was owned by the consumer, the licensee shall inform the consumer to replace the meter and associated equipment within 7 days, after which the licensee may be empowered to install a new meter and start charging meter rent, if applicable.
- ii. If the meter was owned by the licensee, the licensee shall install a new meter at its own cost.

Provided that in case the meter was supplied by the Licensee, the licensee shall recover the cost of the meter from the consumer in proportion of the remaining useful life of the meter (useful life of the meter as per the depreciation schedule of the Commission – number of years after date of first instalment of the aforesaid meter) that was rendered defective/burnt.

Provided further that if, as a result of testing, it is established that the meter was rendered defective/burnt due to tampering or any other deliberate act by the consumer to interfere with the meter, the consumer shall be assessed under 'Unauthorized use of electricity' and action as permissible under law shall be taken against the consumer for pilferage and tampering.

8.10.4. If a consumer disputes the results of testing, the meter shall be tested at a third-party facility accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL).

Provided that if it is successfully established that the results of the test carried by the third Party are contrary to the results of the test performed by the distribution licensee, then the cost of undertaking such test by the third party shall be borne by the distribution licensee and the licensee shall refund the test fee to the consumer by adjustment in the subsequent bills.

Provided that, in case it is established that the results of the test performed by the third party are same as the results of the test performed by the distribution licensee, then the cost of undertaking such test by the third party shall be borne by the Consumer.

Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as per the cost guidelines of the Cost Book i.e. Schedule of General and Miscellaneous changes as duly updated and uploaded by Distribution Licensee on its website within from the date of approval of Commission.

8.10.5. In case of loss of meter, the cost of new meter and other apparatus shall be borne by the consumer unless the meter was installed in the licensee's office or sub-station. The licensee shall recover the cost of the meter from the consumer in proportion of the remaining useful life of the meter that was lost.

8.11. Replacement of meters (including MDI) Not Recording

8.11.1. The consumer is expected to intimate the licensee as soon as he notices that the meter has stopped or is not recording.

8.11.2. If during periodic or other inspection any meter is found to be not recording by the licensee, or a consumer makes a complaint in this regard, the licensee shall follow the procedure detailed in Regulation 8.9.4 to Regulation 8.9.8 of this Code.

8.11.3. If the meter is actually found to be not recording, the licensee shall replace the non-working (stuck, running slow, fast or creeping) meter within 5 working days in urban areas and within 15 working days in rural areas.

Provided that non availability of meter shall not be a reason for delay in restoration of supply.

8.12. Replacement of Burnt meters

8.12.1. In case a meter is found burnt either on consumer's complaint or upon inspection by the licensee, the licensee shall restore the supply immediately within 6 hours by providing an alternative meter (even by bypassing the burnt meter, if alternative meter is not available), after ensuring that necessary preventive action at site is taken to avoid future damage.

8.12.2. If the meter is burnt due to causes attributable to the licensee, the licensee shall replace the burnt-out meter within 3 working days of receiving the complaint or as specified in the Standards of Performance of Distribution Licensee Regulations.

Provided that non availability of meter shall not be a reason for delay in restoration of supply.

8.12.3. If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorised additional load etc., the procedure laid down in Regulation 8.10.2 shall be followed with respect to cost of meter. The licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 working days of detection and shall replace the meter within 15 working days of receiving payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

8.12.4. If Excess loads found, shall be removed or regularized by asking consumer to pay the additional security deposit and any other charges as applicable.

8.12.5. If possible, the Licensee shall test the burnt meter removed from the consumer premises duly following the procedure detailed in Regulation 8.10 in case of defective meters. The consumer shall be billed as per the procedure specified in Regulation 9.14 of this code during the period meter remains non-functional.

8.13. Replacement of Lost meters

8.13.1. Complaints regarding lost meters shall be entertained by the licensee only if they are accompanied by a copy of the FIR lodged by the consumer with police. In all such cases, the licensee shall also conduct an inquiry.

8.13.2. Supply in such cases shall be restored after installation of a new meter, payment of electricity charges for the period in which meter was not available and any other prescribed charges that may be approved by the Commission.

Electricity charges for the period in which the meter was not available shall be assessed as per Regulation 11.7 of this Code.

Provided that non availability of meter shall not be a reason for delay in restoration of supply.

9. CHAPTER – 9: (BILLING AND PAYMENT OF BILLS)

9.1. Meter Reading Period and Billing

9.1.1. The periodicity of the meter reading and billing for various categories of consumers shall be given below, unless specified otherwise in the relevant tariff Order of the Commission. The licensee may, however, improve upon the schedule if it finds necessary or useful,

Consumer Category	Meter Reading and billing
Domestic in Rural & BPL	Monthly/Bi-monthly
Domestic in Urban	Monthly
Non-Domestic < 5 kW in Rural	Monthly/Bi-monthly
Non-Domestic or Others (Urban & Rural)	Monthly
LT Industrial	Monthly
Agriculture – Rural	Monthly/Bi-monthly
Agriculture – Urban	Monthly
Street light, Water works, X-Ray plants,	Monthly
Electric Crematorium	Monthly
HT, EHT	Monthly (as far as practicable on the same day of the month)

The licensee shall make efforts to take readings and issue of bills on monthly basis for all categories of consumers in course of time.

9.1.2. The licensee shall intimate the consumer, in the beginning of the financial year, of the following:

- i. Probable period (Week) for taking meter reading;
- ii. Probable week in which bill shall be issued by the licensee in every billing cycle;
- iii. Probable period by which bill will be delivered to the consumer;
- iv. Probable due dates for payment of bill; and
- v. Rebates applicable to consumers, if any.

Provided these will normally be the dates with variations not exceeding 2-3 working days, for all billing cycles for that consumer during that financial year in specific area.

9.1.3. The Licensee shall notify the consumers of change in tariff including fuel surcharge and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.

9.1.4. The licensee shall assign a unique consumer number for each consumer and communicate the same to the consumer. The unique consumer number may include pole number, transformer number, 11kV feeder number, distribution centre number and division number.

- 9.1.5. The licensee may arrange taking check readings by its field officers by fixing certain percentage of services for checking every month.

9.2. Mode of Delivery of Bills

- 9.2.1. The Licensee may send bills to consumers by hand or by post or by courier or through an Application or by e-mail.
- 9.2.2. The Licensee shall also intimate the consumer of bill dispatch including consumer no./bill amount & due date of payment through SMS (Mobile).
- 9.2.3. On a written request from a consumer, the licensee shall send the bill by registered post and the expenses of such delivery of bill shall be recoverable from the consumer.
- 9.2.4. The Licensee shall upload the bill of the consumer on the Application and shall ensure that the bill details of the consumer of last one year are available on the Application.
- 9.2.5. When supply to a consumer is commenced in the middle of a month or date of revision of Tariff and meter reading does not happen at the same time, the Demand Charges, Minimum charges and/or any other similar fixed charges shall be levied on pro-rata basis for the number of days for which supply is given. The units to be charged under various blocks or slabs shall also be accordingly prorated. For the purpose of this sub-clause, the month shall be computed as 30 days.

9.3. Timeline of distribution of bills

- 9.3.1. The licensee shall ensure distribution of bills to the consumers not less than 10 days from the date of meter reading except in case of supply through pre-payment meters.
- 9.3.2. It shall be the duty of the Licensee to issue the first bill, within a period not exceeding 2 billing cycles (2 months for urban and 4 months for rural/BPL consumer) of energizing a new connection. The Licensee shall also issue a copy of the bill, within a period of 7 days, in case the consumer fails to receive the first bill within this time frame and the recovery of amount of bill may be made in interest free instalments without any interest on unpaid bill amount.

9.4. Non-Receipt of Bills

- 9.4.1. In case of non-receipt of bill, the consumer may deposit self-assessed bill in the format prescribed in Annexure 16 to this Code for the period for which bill has not been received or as per the procedure approved by the Commission, provided that it is not less than the average consumption during the billing cycle over the last 6 months. The excess/deficient payment so made by the consumer shall be adjusted in the next bill or bills, as the case may be.

9.5. Spot Billing Facility

- 9.5.1. The licensee may also give an option of spot billing to domestic/commercial consumers. The licensee shall use hand-held computer devices with GSM connectivity, Meter Reading Instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot.
- 9.5.2. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee's official taking the meter reading.
- 9.5.3. In case, during spot billing procedure, the licensee's representative could not take meter reading due to the absence of the consumer, the representative may leave a note and request the consumer to inform the meter reading over telephone/mobile. The consumer may thereafter take the delivery of the bill on any convenient date. However, this procedure of receiving meter reading over telephone shall not extend beyond one meter reading cycle at a stretch.

9.6. Incompetency of Supplying Electricity

- 9.6.1. In case the licensee is unable to supply power for a period of 10 days (each day shall consist of power cut from 00 hours to 24 hour) or more in a calendar month to a consumer who is not otherwise disconnected the licensee shall charge the consumer in the following manner:
 - (a) Energy charges shall be on the basis of actual meter reading recorded in the energy meter.
 - (b) Other charges shall be prorated on the basis of the number of days, power was provided to the consumer.

9.7. Contents of the energy bill

The bill for metered connections shall contain, inter alia, the following details:

- a) General information:
 - i. Address and telephone number of the billing office / distribution centre;
 - ii. Bill Number and Period of Bill;
 - iii. Consumer Number, Name and Address;
 - iv. Pole Number from which connection is served / Name of sub-division or centre;
 - v. Date of issue of Bill;
 - vi. Tariff category of consumer (i.e. domestic/ commercial etc.);

- vii. Rate of electricity duty and cess (if applicable);
 - viii. Status of meter (OK/defective/not available);
 - ix. Billing Status (Regular/ Assessed/ Provisional Bill with reason)
- b) Supply details:
- i. Type of supply (i.e. single phase, three-phase LT or HT)
 - ii. Contracted load or Connected load
 - iii. Meter number
 - iv. Previous meter reading with date;
 - v. Present meter reading with date;
 - vi. Multiplying Factor of the meter if any;
 - vii. Units consumed;
 - viii. Demand recorded
 - a) Recorded Maximum demand for the billing period;
 - b) Billing Demand (Higher on contract demand and maximum demand)
 - ix. Due date of payment
- c) Billing details:
- Item-wise details for the current month as well as past arrears shall be furnished in the bill. A representative list is given below:
- i. Energy Charges
 - ii. Fixed Charges
 - iii. Meter rent, if any
 - iv. Capacitor surcharges
 - v. Other Charges, if any
 - vi. Electricity Duty
 - vii. Fuel Cost adjustment charges
 - viii. Power factor adjustment charges, if any
 - ix. Reactive Energy Charges, if any
 - x. Time of Use charges, if any
 - xi. Surcharge for delay, if any
 - xii. Interest on instalments due
 - xiii. Total current month demand

- xiv. Arrears (with details)
- xv. Others (with details)
- xvi. Total amount due
- xvii. Adjustment
- xviii. Net amount to be paid
- xix. LPS to be paid
- xx. Subsidy amount received, units of electricity for which subsidy has been received, amount to be paid after subsidy (if applicable).
- xxi. In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn;
- xxii. The bill may contain additional information, if any, as desired by the licensee.
- xxiii. In case of HT Connection: 1) For kWhr Meter, additional 3% if metered at LT, 2) for kVAh Meter additional 3% if metered at LT and 3) Transformer maintenance charge will additionally be included.

Billing under Special Cases

9.8. Billing when meter Not Accessible

9.8.1. In all cases not covered by the Spot Billing system, if the licensee is not able to read the meter, a provisional bill may be issued on the basis of the average consumption of the previous 6 billing cycles. However, the licensee shall ensure that such provisional billing does not extend to more than two billing cycles at a stretch, and there are not more than two provisional bills generated for a consumer during one financial year. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.

9.8.2. If in the next month, the meter is accessible for readings, the consumer will be charged for the actual consumption. In case the meter remains inaccessible even for the second month, a notice shall be issued to the consumer to open his premises and to keep the meter accessible for reading on a fixed date and time (at least 7 days after the date of notice) and time specified in the notice under section 163 (3) of the EA, 2003.

Provided that if the consumer sends the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-mail, no such notice or provisional bill shall be issued to the consumer.

9.8.3. If the meter is subsequently available for reading, charges shall be as per actual consumption. If meter is not made accessible even on the specified date, a notice shall be served to the consumer or his representative obtaining acknowledgement. In the notice, the consumer shall be advised to make

necessary arrangement so that it is possible for the licensee's representative to read the meter within 7 days.

- 9.8.4. In case, he fails to provide such arrangement, a monthly average billing will be charged to the consumer and additionally a penalty charge of 5% of the average billing amount for the last 12 months or for the period for which the meter could not be read would be served with 15 day's time for payment.
- 9.8.5. Failing to make this payment within the specified time, supply shall be disconnected after serving 24 hours of notice.
- 9.8.6. If the meter is made accessible subsequent to the disconnection for the purpose of reading and setting the accounts and for reconnection of service, the consumer will be charged for the actual consumption.
- 9.8.7. The provisions of clauses above shall not apply in case of a domestic consumer who has given an advance intimation in writing to the licensee of the inaccessibility of his meter for reading due to the consumer being out of station, the licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges along with meter rentals and any other applicable charges for such period of the proposed absence in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up to date dues.

9.9. Billing in case of lost meters

- 9.9.1. In case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:
 - i. As per Regulation 11.3 of this Code, if it is established in the licensee's enquiry that the loss of meter was due to a deliberate act of the consumer and/or with his connivance.
 - ii. As per Regulation 9.22 and Regulation 9.23 of this Code, in other cases.

Provided the consumer may file objections, if any, against the provisional assessment served to him by the assessing officer for unauthorized use of electricity, before the assessing officer.

Provided further the consumer may file an appeal, accompanied by a fee specified by the State Commission and after an amount equal to half of the assessed amount or more is deposited with the licensee, to an appellate authority against the final order made by the assessing officer assessing the unauthorised use of electricity, within thirty days of the said order.

9.10. Billing in case of Change of Occupancy or Vacancy of Premises

9.10.1. It shall be the responsibility of the consumer at the time of change of occupancy of the premises or its falling vacant, to request in writing indicating the date for a special reading to be taken and to obtain a No- Dues certificate from the licensee and serve a special bill prepared based on special reading taken by the licensee as per requirement of the consumer.

9.10.2. The procedure for purpose shall be as follows-

- i) The consumer shall request in writing to the licensee for special reading to be taken at least fifteen days in advance of the vacating of premises or change of the occupancy, as the case may be, clearly "specifying a date"; provided that, the licensee may accept a notice of shorter period.
- ii) The licensee shall arrange to take a special reading of the meter within seven days of receiving the written request of the consumer and issue a special bill including all arrears till the date of billing, at least seven days before change of occupancy or vacating of the premises.
- iii) The final bill thus raised shall mention that no other dues are pending on the premises and the bill is final.
- iv) The special bill shall also include charges for the period between the date of special reading and date of vacating of premises on a pro-rata basis.
- v) It shall be the responsibility of the consumer to make payment as per the special bill on or before premises fall vacant.
- vi) The licensee shall temporarily disconnect supply to the premises immediately after the receipt of final payment. It shall be the responsibility of the consumer to make the final payment on vacating the premises and the licensee shall accordingly issue a No-Dues Certificate on receiving such payment, within a time period not exceeding 7 days from the receipt of such final payment.
- vii) The premises will be reconnected within 24 hrs of receipt of a written request for reconnection. The consumer will have to pay contract demand charge/fixed charges for the period the premises remain disconnected, which will be charged in the first Bill issued to him after reconnection.

9.10.3. However, in case of change of occupancy, the connection shall not be disconnected and after completing the commercial formalities for change of name, the same shall be affected.

9.11. Advance Payment of Bills

9.11.1. In case a consumer's premises remains vacant for some duration and he intends to make advance lump sum payments from which the billed amount may be

deducted periodically, he can apply to the licensee in the format prescribed at Annexure 15 to this Code.

9.11.2. A consumer will have the option to make advance payment towards future consumption of electricity for a maximum period of 12 months.

9.11.3. In such cases the consumer shall deposit an amount that covers the demand charges/fixed charges for the duration of the proposed absence. Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading.

9.11.4. Bills of the consumers opting for this arrangement shall be showing the amount deposited by the consumer, amount adjusted against the electricity dues after each billing cycle and the balance left. On the amount remaining outstanding from such advance deposits, interest shall be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This interest computation will be done quarterly.

9.12. Billing in case of MDI is Not Installed

9.12.1. In cases where the Maximum Demand Indicator (MDI) is installed the assessment for billing shall be made as per the provisions of the Tariff order. In cases where no MDI is installed, the excess load shall be billed as per the formula given in Regulation 11.1.16 but at two times the rate applicable in the tariff order.

9.13. Billing where MDI is Not Working

9.13.1. In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also not available, the average maximum demand as available for lesser period shall be considered.

9.13.2. For seasonal consumers, in the event of any meter being found incorrect (which includes stopped, slow or fast meter) the quantity of energy consumed shall be determined by taking the average consumption of the immediate identical 3 months period of the preceding year. For consumers whose contract demand/connected load varies in the concerned period, consumption should be assessed proportionate to the contract demand/ connected load.

9.13.3. It is the responsibility of the meter reader to note down the details of every stopped/ defective meter and to report promptly to the concerned officer of the licensee, who shall be responsible to take immediate steps to replace or repair the stopped/defective meter. In case where a check meter/additional meter is

in use, the consumption recorded by such meter may also be used for provisional billing, when the billing meter is removed for testing or otherwise.

9.14. Billing in case of Defective Meters

9.14.1. In case of defective/stuck/stopped/burnt meter, the consumer shall be billed on the basis of average consumption of the past Six billing cycles immediately preceding the date of the meter being found/reported defective or in cases where the meter has been installed for less than six months the consumer shall be billed on the basis of average consumption of the succeeding six billing cycles.

Provided that any evidence provided by consumer about conditions of working and/or occupancy of the concerned premises during the said period(s), which might have had a bearing on energy consumption, may be considered by the licensee.

Provided that for seasonal consumers, if the meter is found to be defective/stuck/ stopped/ burnt, then the consumer shall be billed on the basis of average consumption of same six months of the previous season.

9.15. Billing in case of Disputed Bills

9.15.1. In the event of any objection in respect of the billed amount, the consumer may lodge a complaint in writing before the designated officer as mentioned in the energy bill.

9.15.2. On receipt of the complaint regarding a bill, such designated officer shall issue a written or electronic acknowledgement on the spot and give a complaint number for reference.

9.15.3. The supply of electricity shall not be cut off if the consumer deposits,

- i. An amount equal to the sum disputed by him, or
- ii. The electricity charges that may be due from him for the period for which bills are under dispute, calculated based on the average of past 3 month whichever is lower

9.15.4. If no additional information is required to be collected, the licensee shall resolve the consumer's complaint and intimate the result to the consumer on the spot, and in any case not later than 3 days from the date of receipt of the complaint.

9.15.5. In case, any additional information is required to be collected, the same shall be obtained, the issue resolved and result intimated to the consumer within 7 days of receipt of the complaint in urban areas and within 15 days of the receipt of the complaint in rural areas. However, if the consumer does not provide information on time, the licensee shall not be held liable for the consequent delay.

9.15.6. Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of last three consecutive undisputed bills, for the period subsequent to the date up to which payment has been made as per provision under sub clause 9.15.3 above. Amount so recovered shall be subject to final adjustment on resolution of the complaint.

9.15.7. If the complaint is found to be valid by the licensee, a revised bill shall be issued within 5 working days of intimation of the same to the consumer. The consumer shall make the payment within 15 days after receipt of the revised bill. The consumer shall not be charged any late payment surcharge if the payment is made by the revised due date.

9.15.8. If the complaint was found to be invalid the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment surcharge if the payment is made after the due date of the original bill.

9.16. Payment of Bills

Mode of Payment of Bills

9.16.1. The licensee shall make sufficient number of collections centers at suitable locations where consumer can deposit their bills with ease and without undue congestions.

9.16.2. Wherever necessary, the collection centers shall have separate counter for women, Senior citizens, physically challenged person and consumers making payment through cheque. All collection centers shall have counters in a covered area.

9.16.3. In addition to the above specified mode of payments the licensee may notify a scheme for acceptance of bill payment through electronic clearing system or at designated bank or through credit/debit cards or through any means in a specified area and for specified category of consumers, after due notice to the consumer. However, any change in the mode of payment shall be friendlier for the consumers than the prevailing system.

9.16.4. The Licensee shall establish online portal as well as drop boxes at suitable locations with necessary facilities, where consumer can deposit the bill amount.

9.16.5. The payment may be made:

- i. In person at the designated collection offices of the licensee during specified times; or
- ii. By deposit (for cheques/bank draft) in the drop-boxes maintained by the licensee at designated locations; or
- iii. By bank transfer through the internet or any other electronic means approved by the Commission; or

- iv. By any other scheme notified by the licensee for acceptance of bill payment.
- 9.16.6. Payments up to Rs 1000/- may be made by way of Cash. Payment above Rs 1000 may be made through non-cash mode (such as Banker's Cheque, Demand Draft or online) or any other electronic mode approved by the Commission. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located. The date of payment by cheque shall be deemed to be the date on which the cheque is received or date of cheque whichever is later in the licensee's office, provided that the cheque is not dishonoured. The details of the consumer number(s) shall be written on the back on the cheque/bank draft.
- 9.16.7. It will be the responsibility of the consumer to obtain and retain the official receipt of payment made against the bill. In case of any dispute regarding payment made by the consumer only the licensee's official receipt of payment would be considered by the licensee as an authentic record of the claim of payment
- 9.16.8. **If Cheque is dishonoured by the bank:** When payment of electricity bill or bills is made by a cheque and the cheque is dishonoured by the bank, every consumer concerned with the bill or bills shall, notwithstanding any liability under any law in that regard, be liable to pay an amount of rupees five hundred only as fee for processing and correcting entries in the books of accounts. Moreover, in case a cheque is dishonoured, the licensee shall inform the consumer and require him to pay the bill within 7 days in cash.
- 9.16.9. The above payments shall not exempt the consumer from actions that may be enforced under the provisions of section 138 of the NI Act, introduced by Banking Institution Laws (Amendment Act of 1989).
- Provided if there are two instances of dishonour of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments in cash till the end of the following financial year. In addition, the licensee may initiate action against the consumer under Sections 138 and 142 of The Negotiable Instruments Act.
- 9.16.10. In addition to the mode of payments specified in Regulation 9.16.6 of this Code, the licensee may notify schemes for acceptance of bill payment through other mode of payments approved by the Commission. However, any change in the mode of payment shall be friendlier for the consumers than the prevailing system.

9.17. Due Date and Notice Period of Payment

- 9.17.1. All electricity bills are due and payable within 15 days from the date of billing. If the amount of the bill, inclusive of total arrears, if any, is not paid in full within the due date, a delayed payment charge of 1% on the outstanding amount, but exclusive of Government Electricity Duty, will be levied for each 30 days or part thereof.
- 9.17.2. If the consumer fails to pay any bill presented to him within the prescribed period of payment, the licensee shall be at liberty to take action to cut off the supply after giving such consumer not less than 15 clear days' notice in writing without prejudice to its right to recover the amount of the bill.
- 9.17.3. If, at request by the consumer, the supply is not disconnected on expiry of the notice for any valid reason submitted by the consumer and duly considered by the licensee, the consumer shall be liable and shall pay the prescribed delayed payment charges on gross amount of the arrears.
- 9.17.4. If and when the supply is disconnected for non-payment of the electricity bill, the consumer shall be liable to pay the total outstanding amount as on the date of disconnection, along with the simple interest at the rate of 12% per annum for the entire period till the date of reconnection.
- 9.17.5. A consumer must present his bill / bills at the time of payment without which payment will not be accepted. For the purpose of exemption for payment of surcharge for delayed payment, however, the day of actual receipt of the money in the office of the licensee will be taken into account and no consumer shall be entitled to claim the exemption from surcharges for delayed payment.
- 9.17.6. If under the terms of any agreement executed by a consumer with the licensee or as per any arrangement mutually agreed to, the matter is subject to arbitration, no payment shall be withheld by the consumer on account of any dispute proposed or decided to be referred to arbitration and full payment shall be made by the consumer to the licensee, if necessary, under protest, before the matter can be referred to arbitration.
- 9.17.7. Any payment made by the consumer shall first be adjusted towards the arrears including LPS and then current bills. No exemption from the delayed payment charges shall be allowed if full payment of the bills including arrears is not made within the period allowed for such payment except in such cases where part payment or payment on instalment has been allowed by the licensee.
- 9.17.8. The competent authority of the license may give more than one instalments to the consumer on his written request to the licensee for payment of monthly energy bills without incorporation of delay payment charges, provided the consumer clears the dues within the due date.

9.17.9. Where the due date indicated for payment on the bill falls on a Sunday or a public holiday, the payment shall be due on the next working day. In case the collection centre is closed on the due date of the bill, the payment may be made on the next working day without additional surcharge.

9.17.10. The Licensee shall provide all services such as application submission, payment of bills, etc., to senior citizens at their door-steps.

9.18. Recovery of outstanding dues

9.18.1. For recovery of outstanding dues following activities are to be followed:

- (a) A list of consumers from whom outstanding dues are to be recovered for payment against the said default should be prepared and the same should be continuously updated for taking further actions towards disconnection of supply as per the provisions of the Act and the Regulations. Such list shall be separately shown on the website along with the reference of the disconnection notice.
- (b) The licensee shall monitor the recovery of the outstanding and disconnection of supply when outstanding is not realized in accordance with the provisions of the Act and the Regulations.
- (c) It will be the responsibility of the licensee to take prompt action for speedy recovery of the defaulted amounts from all the consumers and / or for disconnection of supply of defaulting consumers subject to the provisions of the Act and these Regulations.
- (d) The Licensee shall pursue the defaulting consumer for clearing the outstanding dues by issuing reminder through registered post or served through authorized representatives of the Licensee with proper detailing of the possibility of transferring the outstanding amount towards other active connections standing in the consumer's name. If the consumer still fails to make payment even after three months, the security deposit shall be adjusted against the arrears. Any remaining balance shall be transferred to other active connections standing in the consumer's name, and those connections may also be disconnected.

9.18.2. The licensee shall be eligible to recover from a new and subsequent consumer(s) the dues of the previous and defaulting consumers in respect of the same premises only if a nexus between the previous and defaulting consumer(s) and the new consumer(s) in respect of the same premises is proved. The onus of proving a nexus, if claimed by a licensee, shall lie on the licensee.

9.18.3. The licensee may grant at its sole discretion the facility of payment of arrear bills to any consumer by suitable instalments with delayed payment surcharge subject to sub-section (2) of section 56 of the Act.

10. CHAPTER – 10: (DISCONNECTION AND RECONNECTION)

10.1. General

10.1.1. The supply may be disconnected temporarily or on a permanent basis as per the procedure provided at Regulation 10.2.1 to Regulation 10.2.4. The licensee shall remove service line, meter etc. after permanent disconnection. However, the licensee may not remove service line, meter etc in case of temporary disconnection.

10.1.2. The charges for connection, reconnection and disconnection shall be in accordance with the Schedule of General and Miscellaneous Charges duly updated and uploaded by Distribution Licensee on its website promptly upon approval of Commission.

10.2. Temporary Disconnection

10.2.1. The supply may be disconnected temporarily in following cases

- a. **On non-payment of the licensee's dues:** The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 working days in writing to pay the dues. Thereafter, the licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee may deem fit;
- b. If the conduct/continuance of any business/industry/activity being carried out in any premises becomes unlawful due to lack of necessary permission or withdrawal of permission from the competent authority;
- c. If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is risk of health hazard/safety risk/likely to cause damage to property/to the consumer/to any other person due to leakage of electricity or consumer installation does not satisfy the applicable rules or any other reasonable requirements prescribed by the Licensee or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.
- d. If at any time the consumer is found to be using energy for a purpose other than for which it was intended/provided or tampers with the meter and/or other apparatus of the licensee on his premises or

extends/allows supply of energy to any other premises from his connection.

- e. If the security deposit provided by the consumer has become insufficient or the consumer has to provide additional security deposit, which the consumer has failed to deposit within time limit prescribed.

10.2.2. The supply shall be disconnected after giving a notice period of minimum 7 days. The supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.

10.2.3. The connection will be disconnected for not providing access to the Licensee or its authorized representative under clause 5.9.3.

10.2.4. In the event of temporary disconnection based on any conditions specified in sub regulation (b) to (e) of the Regulation 10.1.3, the licensee shall serve a notice to the consumer for permanent disconnection, utilizing the format given in Annexure 19 to this code. The consumer is required to rectify the cause of disconnection and notify the licensee within 45 days from the date of notice delivery; failure to comply will result in the permanent disconnection of the supply.

10.2.5. The licensee may take steps to prevent unauthorised reconnection of consumers disconnected in the manner as described above. Wherever the licensee discovers that connection has been re-connected in an unauthorised manner, licensee may initiate action as per provisions of Section 138 of the Act. Further, in case the licensee discovers that supply to such premises has been restored through another live connection, all pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per sub regulation (a) of the Regulation 10.1.3.

10.2.6. If detection of theft of electricity under clause 11.3.5 (i) and clause 11.5 (a) (vii) respectively supply will be disconnected immediately without giving notice.

10.2.7. The Licensee shall not treat automatic cut of supply due to exhaust of credited amount of the pre-payment meter as disconnection and shall ensure resumption of normal supply once the meter is recharged.

10.3. Permanent Disconnection

10.3.1. The supply shall be disconnected permanently in following cases:

- i. On request of the consumer
- ii. On the termination of the Agreement
- iii. On the order of State Government or on the order of the court
- iv. If the cause for which the supply was temporarily disconnected is not removed within the notice period.

Provided that if the service of the consumer remains continuously disconnected for 180 days, not being a temporary disconnection upon request of the consumer, the Agreement shall be deemed to be terminated on the expiry of 15 days or after expiry of the initial period of agreement whichever is later without prejudice to the rights of the licensee or of the consumer under the Act for recovery of any amount due under the Agreement.

10.4. Disconnection on Consumer's Request

- 10.4.1. In case a consumer desires that his meter to be permanently disconnected, the consumer shall apply for the same to the licensee in the format prescribed in Annexure 17 to this Code. The licensee shall give a written acknowledgment of receipt of such request, on the spot.
- 10.4.2. The licensee shall arrange for a special meter reading and prepare a final bill including all arrears up to the date of such billing within 5 days from receipt of the request. Upon payment, the licensee shall issue a receipt with 'Final Bill' stamped on it and shall indicate that no due is pending on the premises. This receipt shall be treated as a No Dues Certificate:
- 10.4.3. Provided that whenever an agreement is terminated on notice given by the consumer, the licensee shall give a written intimation within 2 working days after termination in the format given in Annexure 18 to this Code, failing which such intimation shall be deemed to have been given to the consumer.
- 10.4.4. The disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount with the distribution licensee. The remaining security deposit shall be refunded to the consumer within such period as specified by the Commission, not exceeding 7 days.
- 10.4.5. In case of consumers who were sanctioned phased contract demand and supply was released for initial or intermediary phased demands, the consumer may seek deferment or cancellation of such of the phased demands which are scheduled beyond minimum period of Agreement, by giving 3 months' notice in advance or in lieu thereof payment of 3 months charges towards such deferment or cancellation of such phased demands.
- 10.4.6. Thereafter, the licensee shall not have any right to recover any charge(s) for any period prior to this date of billing. The licensee shall not raise any bill after disconnection.
- 10.4.7. HT/EHT consumers shall also bear the estimated expenditure on removal of the apparatus and service line. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, within 10 working days of receipt of request.

10.5. Restoration of Power Supply

- 10.5.1. A connection, which is disconnected permanently, shall not be reconnected and the consumer shall have to apply for a new connection.
- 10.5.2. In case of temporary disconnection, supply shall be restored after the cause of disconnection has been removed.
- 10.5.3. If the disconnection was on account of non-payment of bill, supply has to be restored on payment including reconnection fee. Supply is to be restored as per terms stipulated in standards of performance.
- 10.5.4. In other cases, the applicant shall apply for reconnection after removal of the causes along with
- (i) Receipt of payment of disconnection / reconnection fee
 - (ii) Test report by a Licensed Electrical Contractor.
 - (iii) Documentary evidence of removal of the causes for the disconnection under Regulation 10.1.3 to Regulation 10.1.16 above.
- 10.5.5. The Licensee shall inspect the premises on intimation of removal of cause of disconnection by the consumer and if he is satisfied that the cause of disconnection has been removed, the supply shall be reconnected as specified in Standards of Performance of Distribution Licensee Regulations

11. CHAPTER – 11: (UNAUTHORISED USE AND THEFT OF ELECTRICITY, MALPRACTICES AND COMPENSATION)

11.1. Unauthorized Use of Electricity

- 11.1.1. The consumer shall not make such use of the supply given to him by the licensee as to act prejudicially to the licensee in any manner whatsoever.
- 11.1.2. The consumer shall not keep connected to the licensee's supply system to any apparatus which in the opinion of the licensee is likely to interfere with or affect injuriously the licensee's supply to other consumers.
- 11.1.3. The consumer shall not, except to the extent herein prescribed, keep unbalanced loading on the 3 phase of the power supply taken by him from the licensee the maximum permissible difference in current between the 2 phases being 5%.
- 11.1.4. If energy supplied for a specific purpose under a particular tariff is used without licensee's knowledge and approval for a different purpose and for which higher tariff is applicable, this shall become an offence under improper use (misuse) of energy and provisions of Electricity Act for unauthorized use shall be applied. The energy consumption bill already tendered for the service shall be revised charging at a rate equal to twice the tariff applicable for the relevant category of service for entire period during such unauthorized use of electricity has taken place and if however the period during which such unauthorized use cannot be ascertained such period shall be limited to a period of 12 months immediately preceding the date of inspection. The imposition of this provision will not relieve the consumer involved in the misuse from any penalties imposed by law.
- 11.1.5. No one shall avail supply from a disconnected service or allow anyone whose service has been disconnected, to take supply from his premises.
- 11.1.6. Contravention of any provision of the terms and conditions of supply prescribed by the EA 2003, Meghalaya Electricity Supply Code, CEA's Regulations and any other law governing the supply of electricity or rules framed there-under, shall be treated as malpractice and the consumer indulging in any malpractice shall be liable for action as specified hereunder by the licensee in this behalf.
- 11.1.7. Apart from malpractices indicated in foregoing paragraphs, non-compliance of the order imposing restriction on use of electricity, re-sale of energy without permission of the licensee and similar other actions by the consumer as may be specified by the licensee from time to time shall also be treated as malpractices.

- 11.1.8. Any consumer, who dishonestly abstracts, consumes or uses energy shall be deemed to have committed theft within the meaning of the EA 2003 and the consumer shall be liable to be prosecuted as per section 135 of the Act.
- 11.1.9. If any consumer obstructs or prevents the licensee's authorized representative from entering upon his premises to which supply is being afforded or where the electrical installation, apparatus or equipment belonging to, the licensee or to the consumer is situated in such premises, and if there is a reason to suspect that a malpractice is being indulged or device to commit theft of energy is being used in such premises the licensee may cause the supply to be disconnected without notice and keep such premises disconnected until the consumer affords all facilities for inspection. If such inspection reveals nothing to indicate the Commission of any malpractice, the licensee may cause the supply to be restored. The licensee shall not be responsible for any loss or inconvenience occasioned to the consumer on account of such disconnection of supply.
- 11.1.10. The licensee shall depute / nominate authorized representative for the purpose of inspection of premises, detection of theft and malpractices and effect disconnection as well as make assessment and impose compensation charges in case of theft of energy or malpractices.
- 11.1.11. The consumer should at all time restrict their consumption within the declared contracted demand / load. If at any time the consumer exceeds his contracted demand / load without prior permission of the licensee, the licensee will have the right to disconnect the supply.
- 11.1.12. Where any consumer is detected in the commission of malpractice with reference to his use of electrical energy including unauthorized alterations of installations, unauthorized extension and use of devices to commit theft of electrical energy the licensee may, without prejudice to the other rights cause the consumer's supply to be forthwith disconnected. The supply may be resorted at the discretion of the licensee if the consumer forthwith compensates the licensee and pays all the dues as per bill raised as per sub-clause (8) above, and also takes such other action as may be directed by the licensee either verbally or in writing for the purpose of reconnection.
- 11.1.13. The declared contracted demand / load shall be revised as per the actual load/demand detected at the time of inspection and monthly billing for the subsequent months shall be based on the revised demand / load.
- 11.1.14. The consumer should at all time restrict their consumption within the declared contract demand / declared connected load. In case the actual maximum demand or the contract demand / connected load, exceeds the declared contract demand connected load, the prescribed tariff shall apply only to the extent of the declared contracted demand / connected load, and the corresponding excess demand and units availed shall be treated separately for billing purposes.

11.1.15. Assessment of demand and energy

The assessment for compensation of excess demand / load and energy consumption where meter is defective or stopped, shall be as below:

Demand / load: Billing demand / load per month for the six months or from the date of last re-rating / connection whichever is less = contract demand / load in excess of declared contracted demand / load at the time of inspection.

Energy: Quantum of energy in kWh per month for the six months or from the date of last re-rating / connection whichever is less = 720 X demand / load in excess of declared contracted demand / load X load factor.

Based on the above assessment of demand / load and energy, the excess so availed shall be charged at twice the prevalent tariff applicable to the consumer.

11.1.16. The assessment for compensation of excess demand / load and energy consumption where meter is working, shall be as below:

(i) **For HT & EHT consumer**

Demand: Where the maximum demand meter is installed and is working, the demand recorded in excess of the declared contracted demand shall be recorded as the chargeable demand for the purpose and the energy for such excess supply shall be determined as under:

Energy: The energy for such excess supply shall be determined as hereunder:

$$TU - \frac{TU \times CD}{MD} \text{ Or, } TU \times \left(1 - \frac{CD}{MD}\right)$$

Wherein,

TU – denotes total units supplied during the month,

CD – denotes declared contracted demand,

MD – denotes actual maximum demand.

Based on the above assessment of demand / load and energy, the excess so availed shall be charged at twice the prevalent tariff applicable to the consumer.

(ii) **For LT consumer**

load: Billing load per month for the six months or from the date of last re-rating / connection whichever is less than or equal to load in excess of declared contracted load at the time of inspection.

Energy: The energy for such excess supply corresponding to the excess load shall be determined as hereunder:

$$TU - \frac{TU \times DCL}{ECL} \quad \text{Or} \quad TU \times \left(1 - \frac{DCL}{ECL}\right)$$

Where,

TU – denotes total units supplied during the month,

DCL – denotes declared connected load and

ECL – denotes existing connected load at the time of inspection

Based on the above assessment of load and energy, the excess so availed shall be charged at twice the prevalent tariff applicable to the consumer.

11.1.17. Payment of the amount after assessment: The consumer shall pay to the licensee within 30 days from the date of issue of the assessment order the amount indicated therein. In case of any consumer being aggrieved with the assessment, he may appeal to the appellate authority within 15 days from the date of issue of the assessment order and make payment of assessed amount within such further period as the appellate authority of the licensee may, on its own discretion allow.

11.1.18. The following acts on the part of consumer are to be considered as unauthorized use of electricity for the purpose of assessment under the provisions of Section 126 of the Act;

- (i) Use of electricity by any artificial means: or
- (ii) Unauthorized use of electricity by means without the permission of the concerned person or authority or licensee; or
- (iii) Use of electricity through a tampered meter; or
- (iv) Use of electricity for the purpose other than for which the supply of electricity was given; or
- (v) Use of electricity for the premises or areas other than those for which the supply of electricity was authorized
- (vi) Use of Electricity in the premises where supply is disconnected by the licensee.

11.1.19. The following acts on the part of the consumer shall also be considered as unauthorized use of electricity and shall also be dealt with for assessment under the provisions of Section 126 of the Act;

- (i) Increase in connected or contracted load in excess of the sanctioned load as per the agreement;
- (ii) Extension of power supply beyond the permitted area of use as in the agreement;
- (iii) Shifting of location of meter or unauthorized alterations in the installation;
- (iv) Disconnection of neutral; or
- (v) Tampering with meter or equipment associated with metering provided by the licensee and not reported to the licensee.

11.1.20. No consumer shall sell electrical energy supplied to him by the licensee to any other person without prior written permission of the licensee unless he holds a sanction or license from the competent authority for distribution or sale of energy.

11.2. Authorized officer of Licensee

11.2.1. The licensee shall publish the list of authorized officers for various areas / divisions / districts to conduct inspections and issue identification cards to such authorized officers to enable easy identification by the consumers.

11.3. Procedure for Inspection, Provisional Assessment, Hearing and Final Assessment in case of unauthorized use of electricity

11.3.1. Inspection:

- (i) Assessing Officer as appointed by the appropriate Government under Section 126 of the Act on receipt of reliable information of unauthorized use of electricity, promptly conduct inspection and search of place or premises where unauthorized use occurred with due diligence.
- (ii) The Assessing Officer, if required to do so, shall produce his Photo identity card to the Consumer / person in occupation or possession or in charge of the place or premises before entering the premises. Persons accompanying the Assessing officer shall also carry their photo Identity Cards.
- (iii) An inspection report shall be prepared at site giving details of connected load, condition and details of old seals and resealing done, working of meter, details of new seals, etc. The report shall mention specific irregularity noticed which has led to indulgence of unauthorized use of electricity in the format appended at Annexure-20.
- (iv) The report shall clearly indicate whether or not conclusive evidence substantiating the fact that Unauthorized Use of Electricity was found. The details of such evidence should be recorded in the report. The report shall be signed by the Assessing officer and a copy of the report shall be

served on the person in occupation or possession or in charge of the place or premises in the manner prescribed in clause 12.3 of this Code.

- (v) Within 3 working days of the date of inspection, the Assessing Officer shall analyse the case after carefully considering all the evidence including the consumption pattern wherever available. If it is concluded that no unauthorized use of electricity has taken place, no further action shall be taken.

11.3.2. Provisional Assessment and Notice to the Consumer:

- (i) If the Assessing Officer comes to the conclusion that unauthorized use of electricity has been taken place in the premises, he will serve a provisional assessment order upon the consumer / person in occupation or in-charge of the premises under proper receipt, giving 7 days time for filing objections, if any, against the Provisional Assessment Order and fixing a date of hearing. The assessment shall be done as per guidelines provided in Annexure-23.
- (ii) Any person served with the order of provisional assessment may accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order served upon him. Such payment made shall be subject to the final order to be passed by the competent authority.
- (iii) The assessment in Notice shall be issued in the format annexed at Annexure-21 (A).

11.3.3. Hearing & Final Assessment:

- (i) On the date of hearing, the Assessing Officer shall hear the consumer / person in occupation or possession or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such person and pass, within 7 working days, a speaking order as to whether the case of Unauthorized Use of Electricity is established or not. The order shall contain the brief of inspection report, submissions made by such person in his written reply and also during hearing.
- (ii) A copy of the order shall be served to such person under proper acknowledgment and in accordance with clause 12.3.
- (iii) If the assessing officer comes to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.

- (iv) The assessment under (iii) above shall be made at a rate equal to twice the tariff applicable for the relevant category of service.

11.3.4. Appeal to Appellate Authority Against the Final Assessment:

- (i) Any person aggrieved by a final order made under Regulation 11.3.3 above, may, within thirty (30) days of the said order, prefer an appeal to the Appellate Authority designated by the State Commission.
- (ii) No appeal against the order of assessment under sub-clause (i) above shall be entertained unless the one half of the amount assessed by the Assessing Officer is deposited in cash or by way of bank draft with the licensee and encloses documentary proof of such deposit having been made.
- (iii) The licensee shall not take any action for recovery of assessed amount within the period of thirty (30) days mentioned in sub-clause (i) above, where the assessed consumer / person intimates the Assessing Officer, of his intention to file an appeal to the appellate authority.

11.3.5. Default in Payment of Assessed Amount or Instalments thereof:

- (i) In case of default in payment of the assessed amount or any instalment granted or agreed by the competent authority, the Licensee shall, after, giving a 15 days notice in writing, disconnect the supply of electricity, by any suitable means such as disconnection from pole/ transformer, removing meter, electric line, electric plant and other apparatus, as the case may require. The reconnection shall be carried out as per the provisions of reconnection laid down in chapter-10 of this Code.
- (ii) When a consumer / person defaults in making payment of assessed amount, he shall be liable to pay an amount of interest at the rate of 16% (sixteen percent) per annum with effect from the date of expiry of 30 days from the date of order of assessment, in addition to the assessed amount, compounded every six months.

11.4. Theft of Electricity:

11.4.1. Theft of electricity has been defined in Section 135 of the Act.

11.5. Procedure to be adopted by licensee for Inspection, Provisional Assessment, Hearing and Final assessment in case of theft of electricity.

11.5.1. Inspection:

- (i) The officer as authorized by the appropriate Government, suo-motu or on receipt of reliable information regarding theft of electricity, shall promptly conduct inspection and search such premises.
- (ii) The Authorized Officer shall, if required, produce photo ID card to the consumer/person in occupation or possession or in charge of the

premises or place. Photo ID card shall be carried by all those persons who accompany the authorized officer.

- (iii) The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall also apply, to searches and seizure under these regulations.
- (iv) A list of all items seized in course of search shall be prepared and signed by the consumer / persons present during the search and seizure. The occupant of the place or premises or any person on his behalf shall remain present during the inspection.
- (v) In all cases of inspection, a report shall be prepared at site giving details of connected load, condition and details of old seals, working of meter, details of new seals and clearly mention any irregularity noticed which may lead to theft of electricity in the format appended at Annexure. The Authorized Officer shall carry seals for this purpose. Any damage/ destruction to the electric meter, metering equipment's, apparatus, line, cable or electrical plant of the licensee caused or allowed to be caused by the consumer / person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the report. The Authorized officer shall also prepare a diagram illustrating the arrangements found during inspection for theft of electricity, wherever feasible and such diagram shall form a part of inspection report.
- (vi) The report shall clearly indicate whether a prima-facie case for theft of electricity has been established. The report shall be signed by the authorized officer and a copy of report served to the occupant of the premises or his / her representative at site immediately as per clause 12.3.
- (vii) The authorized officer upon detection of such theft of electricity disconnects the supply of electricity immediately.
- (viii) As per the provisions of the Act, the authorized officer shall lodge a complaint in writing relating to committing of offence in police station having jurisdiction within, twenty-four hours from the time of detection of theft of energy and disconnection of supply of electricity to the premises.

11.5.2. Provisional Assessment and Notice to the Consumer

- (i) After the Authorized Officer comes to the conclusion that theft of Electricity has taken place in the premises (as defined under Section 135 of the Act), he shall serve a provisional assessment order upon the person in occupation or in-charge of the premises, giving 7 day's time under proper receipt, for filing objections, if any, against the Provisional Assessment

Order and fixing a date of hearing. The assessment in notice shall be issued in the format annexed at Annexure – 21 (B), appended to these regulations.

(ii) Any consumer / person served with the order of provisional assessment shall accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order upon him.

(iii) Inspection report is annexed Annexure – 22

(iv) Assessment report is annexed Annexure – 23

11.5.3. Hearing & Final Assessment

(i) On the date of hearing, the Assessing Officer shall hear the consumer / person in occupation or possession or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such consumer / person and pass, within 7 working days, a speaking order. The order shall contain the brief of inspection report, submissions made by such consumer / person in his written reply, and during hearing.

(ii) A copy of the order shall be served to such consumer / person under proper receipt, and in case of refusal to accept the order or in absence of such person, shall be served on him under Registered Post / Speed Post / Courier post. The consumer / person in occupation or possession or in charge of the place or premises shall be required to make the payment within 15 days of receipt of final assessment order. If the assessing officer reaches to the conclusion that the theft of electricity has taken place, the assessment shall be made for the entire period during which such theft of electricity has taken place and if, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection. The assessment under above shall be made at a rate equal to three times the tariff applicable for the relevant category of service.

(iii) The licensee on deposit or payment of the assessed amount or electricity charges in accordance with complaint as referred to in the Regulation 11.5.2, restore the supply of electricity as per the provision of reconnection laid down in Regulation 10.2 to Regulation 10.4 above.

11.6. Tampering or damage to electrical plant lines or meter

11.6.1. If the electrical plant, lines or meter or any other equipment of the licensee placed in the consumer premises is found tampered or damaged, the licensee shall be entitled to recover the expenses incurred, for restoration of such plant, line, meter or equipment, without prejudice to his right to take action under appropriate provisions of the Act, including disconnection of supply for non-

payment of the cost for replacement / rectification, and action for theft or unauthorized use, as the case may be.

11.7. Measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter

11.7.1. The licensee shall take all necessary measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plants, electrical lines, equipment's or meter. The licensees shall take the following steps:

- (1) To provide pilfer proof meter boxes on meters.
- (2) Review the status of service lines, ensure replacement of defective lines to prevent theft/ by passing of meter.
- (3) Regular inspection of premises of consumer / persons - At least 5% of total connections category wise should be inspected monthly to enable implementation of provisions of the section 126 & 135, of the Act. Priority shall be given to inspections in theft prone areas.
- (4) Regular monthly monitoring of consumption of high value consumers, which shall include all the HT connections and LT connections having contract demand of 25HP & above and arrange prompt inspection of doubtful cases. A system shall be evolved and put in place within 3 months and furnish the details of such system to the Commission for its approval.
- (5) Workout all 33KV & 11 KV feeder wise losses in the state.
- (6) Install remote metering devices on all HT connection on priority for the purpose of monitoring of consumption and prevention of theft of electricity. Similar exercise may be done for LT high value consumers.
- (7) Wide publicity through the media, TV and newspaper to bring awareness amongst consumers about the level of commercial losses, and their effect on the honest consumers.
- (8) Seek the cooperation of social and consumer groups, NGO's for prevention of theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter through independent agencies, and creation of such groups feeder-wise.
- (9) Display boards containing the provisions of penalties, fines and other information about the above at its consumer service related offices, and other important places.
- (10) Display feeder-wise, area-wise, circle-wise, division-wise losses, efforts made for prevention of diversion of electricity, theft or unauthorized use

of electricity or tampering or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.

- (11) In the suspected area (s) where the possibility of theft of electricity exist and monitor the consumption of meters connected to DTRs with the consumption of individual consumer meters connected to the distribution transformer, and observe the loss levels. If losses are found beyond permissible limits, inspect the services for any theft or mal practices and take necessary action.
- (12) Replace overhead bare conductors with cables in theft prone areas, wherever necessary, to prevent theft by direct hooking with the licensee's lines and expenditure on this account shall be a pass through in the ARR of the licensee.
- (13) Provide HV distribution system (LT less system) in theft prone areas using small capacity distribution transformer, wherever necessary, to prevent theft by direct hooking and expenditure on this account shall be a pass through in the ARR of the licensee.
- (14) Relocate the meters of existing consumers to an appropriate location so that it is outside the premises but within the boundary wall and easily accessible for reading, inspection/testing and other related works. In doubtful cases and where continuous vigil is not possible, install meter for such connection on its poles / feeder's pillars with display unit at consumer premises. The consumption recorded in consumer meters should be reconciled with the reading of meter installed at concerned sub stations/ distribution transformer.
- (15) Ensure that meter readers are rotated in such a manner that their area of meter reading is changed at least once in six months.
- (16) Maintain list of cases where theft of electricity has been detected clearly indicating the cases where first Offence or subsequent offence(s) of the theft has been detected – Action taken as per provision of the Act.
- (17) Monitor cases of theft and submission of abstract reports to the Commission in respect of recovery of assessed amount and bills issued.

11.8. Voluntary Declaration of Tampered Meters

11.8.1. In case a consumer comes forward and voluntarily declares tampering of meter and /or seals:

- (a) The tampered meter shall be replaced with a new meter by the Licensee/consumer, as the case may be, immediately and the Licensee shall raise the assessment bill at normal tariff for the period of last 3 months for domestic and agriculture, and 6 months for all other consumers reckoned from date of declaration.

- (b) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.
- (c) No case shall be lodged in the case of a consumer who voluntarily declares the tampered meter and pays the requisite charges in time.
- (d) In case of default in payment, the procedure for booking the case of consumer shall be followed.

11.9. Assessment Bill

11.9.1. While making the assessment bill, the Licensee shall give credit to the consumer for the payments for energy consumption already made by the consumer for the period of the assessment. The assessed bill shall be prepared after excluding the payment for energy consumption already made by the consumer. The bill shall clearly indicate the timing, days and place where it is to be deposited.

11.10. Offences and penalties in respect of supply of electricity

11.10.1. It has been dealt in detail under Section 135 to 152 of the Electricity Act, 2003 as amended from time to time which shall be binding on both the licensee and the consumer or the person concerned.

12. CHAPTER – 12 (LICENSEE’S COMPLAINT HANDLING PROCEDURE)

12.1. General

- 12.1.1. Complaints regarding failure of power supply, voltage fluctuation, load shedding, scheduled outages, metering, billing and other commercial complaints shall be addressed by the Licensee as per the provision of Supply Code.
- 12.1.2. Power supply complaints may be lodged at Licensee’s centralized call centers, complaints centers, etc. Complaints regarding metering, billing and other commercial issues shall be lodged at commercial or divisional officers of the concerned area.
- 12.1.3. The Licensee shall print the contact numbers of centralized complaints call centers and divisional officers on electricity bills, display at the bill collection centers and upload on the Licensee’s website. They shall also print the contact numbers of such officers in the rate schedule.
- 12.1.4. Licensee shall also print on back of the electricity bills, the name, address, contact numbers of members of CGRF (Forum) where consumer may approach if their grievances are not addressed by Licensee’s complaint handling system. The Forum shall act in accordance with Meghalaya State Electricity Regulatory Commission (Redressal of Grievances & Electricity Ombudsman) Regulations 2017 and its subsequent amendments.

12.2. Procedure for Lodging Complaints

- 12.2.1. Complaints regarding failure of power supply, voltage fluctuation, etc, can be lodged by the Consumer over the Telephone to the central complaint call centre, giving the details of name, address, consumer number and telephone number and brief nature of complaint.
- 12.2.2. All complaints received shall be immediately acknowledged by providing a complaint number to the Complainant. The centralized complaint call centre shall keep a record of all complaints either on register or computer data base.
- 12.2.3. The complaint centre shall communicate the complaint to the concerned divisional or office of the area or to the mobile service groups. The mobile service group or the concerned division or the service station shall proceed to the address provided by the Complainant, investigate the cause of complaint and resolve the problem. Upon resolution of the complaint the central complaint call centre shall be informed by them who would record the same.
- 12.2.4. In case the cause of complaint is more severe due to any reasons the mobile service group shall inform the nature of fault and approximate time required for rectification to the centralize complaint call centers. They shall also inform

this to next higher authority to take appropriate action and to deploy additional resources and material to resolve the complaint.

- 12.2.5. The centralized complaint call centre shall monitor all the complaints regarding resolution of the complaint and ensure that all complaints are being resolved in the time frame set out in the MSERC (Standard of Performance) Regulations 2012 and its subsequent amendment.

12.3. Metering and Billing complaint

- 12.3.1. All complaints regarding delay in providing new connection, delay in enhancement or reduction of load, delay in transfer of connection, delay in change of category, wrong billing and other commercial grievances shall be addressed to divisional officer of the Licensee.
- 12.3.2. The Licensee shall publish a list of officers who will be responsible for attending the problems of the consumers with regard to billing and metering complaints. All contact numbers including mobile numbers of such officers shall be uploaded in the website of the Licensee and shall be printed in the rate schedule of the Licensee.
- 12.3.3. The complaints of metering and billing shall be resolved in the time frame allowed as per the Standard of Performance Regulations.

12.4. Monitoring of complaint and reporting

- 12.4.1. Weekly MIS Report shall be provided to Chief Engineer or CEO of the concerned area giving category wise-numbers of complaints received during the week, their status and number of pending complaints in each Subdivision or area.
- 12.4.2. Report shall also give the reasons of not resolving the complaints within the time frame as given under the Standard of Performance Regulation.
- 12.4.3. Licensee's Headquarter or the Chief Engineer (commercial) or (Regulatory Affairs) shall send a report in 1st week of every quarter to the Commission- details of complaints both for power supply and metering and billing and commercial complaints received during the quarter, their status, pending complaints and time period in which these complaints are resolved and compensation if any.

13. CHAPTER – 13 (MISCELLANEOUS)

13.1. Force Majeure and Restrictions on Supply of Power

13.1.1. The Licensee may direct the consumer to curtail, stagger or altogether stop using supply in any of the following conditions and the consumer shall not be liable for any claim or compensation on account of loss or damage arising out of failure of supply in such conditions;

- (i) When such failure is due to cyclone, floods, storms or other occurrences beyond the licensee's control either directly or indirectly and due to war, mutiny, civil commotion, riot, strike, lockout, fire, flood, tempest, lightning, earthquake or other forced incidents such as break down of equipment, overhead lines and cables or causes beyond the control of the licensee.
- (ii) In the event of restriction on power supply imposed by the Commission under Section 23 of the Electricity Act, 2003.
- (iii) In case of a major breakdown in the supply system of the Licensee such as Grid Failure that warrants curtailment of load.
- (iv) In case of supply restriction for more than 6 hours due to any reason, the licensee shall publish advance notice in the news paper and preferably serve notices to consumer's body at least 48 hours before such shutdown.

13.2. Other Codes and Regulations

13.2.1. Consumer shall ensure that new buildings, structures, additions, modifications and any other construction projects that the minimum clearances, required from existing supply lines of the Licensee are maintained. These minimum clearances are specified in the CEA Regulations.

13.3. Service of Notice

13.3.1. Service of any notice on the consumer may be effected either by delivering the notice to the consumer in person under proper receipt by an official of the Licensee or by dispatching the notice by registered post or courier post or by publication in two largely circulated daily newspaper commonly read in the concerned locality. In the case of an individual consumer, service of notice to the consumer's spouse or his representative, and in the case of a firm, company or corporation, on the Managing Director, Director or Principal Officer or an authorized person of such a concern, shall be taken as sufficient service for the purposes of these regulations. E-mail facility shall also be additionally used without prejudice to the above, wherever possible by the licensee.

13.3.2. If a consumer refuses or avoids receiving the notice, the service may be effected by affixing the notice at a conspicuous place on the premises of the consumer,

in the presence of two witnesses or by publication in two largely circulated daily newspapers commonly read in the concerned locality, and in such cases an endorsement shall be made on the copy of the notice. This affixture or publication shall be deemed as sufficient for service of notice.

13.4. Terms and Conditions of Supply

13.4.1. Every licensee shall, modify and update the terms and conditions of supply and all circulars, orders and any other document or communication relating to the supply of electricity to consumers to make them consistent with the provisions of this Code under intimation to the Commission.

13.5. Manner of reviewing the Code

- (i) Any Licensee, consumer or other interested persons desiring any change in this Code shall send the proposal in writing to the Secretary specifying the reasons for such change and setting out the attendant circumstances.
- (ii) The Secretary of the Panel shall prepare comments and place before the Chairman prior to the date of meeting. The Chairman shall decide the date of meeting.
- (iii) The Secretary shall consider the comments of the members during the meeting, and if necessary, may invite and hear the person who had submitted suggestions requiring changes.
- (iv) The Panel may, in considering the suggestion and the comments of the members thereon, set up sub committees to study the related issues.
- (v) The Panel shall, after finalizing its views on the modifications to the Code submit the same to the Commission
- (vi) The Commission may approve the changes with or without modification as it may deem fit and follow the due procedure.

13.6. Power to amend

13.6.1. The Commission may, at any time, vary, alter, modify or amend any provisions of this Code either suo-motuo or on recommendation of Electricity Supply Code Review Panel (ESCRP).

13.7. Power to Remove Difficulties

13.7.1. If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any of the provisions, the matter may be referred to the Commission and the Commission may after consulting the parties affected where considered necessary pass necessary orders to remove such dispute or disputes as the case may be.

13.8. Repeal & savings

13.8.1. The Meghalaya Electricity Supply Code 2018 is hereby repealed.

13.8.2. Notwithstanding the repeal, anything done or purported to be done under the provisions of those Codes shall be deemed to have been done under the provisions of this Code.

13.9. Miscellaneous provisions

13.9.1. Nothing in this Code shall be deemed to limit or otherwise restrict the inherent power of the Commission to make such orders as may be necessary to meet the ends of justice to the consumers at large.

13.9.2. Nothing in this Code shall bar the Commission from adopting in conformity with the provisions of the Act a procedure, which may be at variance with any of the provisions of this Code, if the Commission, in view of the special circumstances of a case or class of cases and for reasons, to be recorded in writing, deems it necessary or expedient for dealing with such a case or class of cases, based on merits.

(By Order of the Commission)

Sd/-
(E. Slong)
Secretary