



**JOINT ELECTRICITY REGULATORY COMMISSION
FOR MANIPUR AND MIZORAM
AIZAWL: MIZORAM**

NOTIFICATION

No. H. 11019/7/08-JERC, Dated 25th June, 2010. In exercise of powers conferred by Section 181 (1) and 182 (2) read with Section 50 and 43 (1), Section 44, Section 46, Section 47 (4) Section 56 of Electricity Act, 2003 (36 of 2003) and all powers enabling it in this behalf and also in compliance of the Ministry of Power, Government of India (i) Notification No. SO 790 (E) dated 8th June 2005 issuing Electricity (Removal of Difficulties) order 2005 and (ii) Notification No. SO 798 (E) dated 9th June 2005 issuing Electricity (Removal of Difficulties) (Eight) Order 2005, the Joint Electricity Regulatory Commission for Manipur and Mizoram hereby makes the following Regulations namely:-

**CHAPTER-1
GENERAL**

1.1 Short Title, Extent and Commencement

- (1) These Regulations may be called the Joint Electricity Regulatory Commission for Manipur and Mizoram (**Electricity Supply Code**) Regulations, **2010**.
- (2) These Regulations shall come into force from the date of its publication in the Official Gazette.
- (3) These Regulations extend to the whole States of Manipur and Mizoram and shall apply in relation to all matters falling within the jurisdiction of the Commission.
- (4) These Regulations shall apply to all distribution licensees engaged in the business of supplying electricity as covered under section 14 of the Electricity Act, 2003 and the consumers of electricity.

1.2 Definitions

In these Regulations, unless it is repugnant to the context:

- (a) **‘Act’** means The Electricity Act, 2003 (No. 36 of 2003) as amended from time to time.
- (b) **‘Agreement’** with its grammatical variations and cognate expressions means an agreement entered between the licensee and the consumer under this Code.

- (c) **‘Apparatus’** means, electrical apparatus and includes all machines, fittings, accessories and appliances in which conductors are used.
- (d) **‘Area of Supply’** means, the area within which a Distribution Licensee is authorized by his license to supply electricity.
- (e) **‘Authorised officer’** means, the officer authorized in this behalf by the State Government under section 135(2) of the Act.
- (f) **‘Breakdown’** means, an occurrence relating to the equipment of the electric energy supply system including electrical line that prevents its normal functioning.
- (g) **‘Electricity Supply Code’** means, the Manipur and Mizoram Electricity Supply Code as in force from time to time.
- (h) **‘Commission’** means, the Joint Electricity Regulatory Commission for the States of Manipur and Mizoram constituted under section 83 of the Electricity Act, 2003
- (i) **‘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.
- (j) **‘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 clauses on ‘Rating of Installations’ in this Code.
- (k) **‘Consumer’** means, any person who is supplied with electricity for his own use by a licensee or the Government or by any other person 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, the Government or such other person, as the case may be;
 - ‘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.
- (l) **‘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.

- (m) **‘Contract demand’** means the maximum Load in kW, kVA or HP, as the case may be, agreed to be supplied by the licensee and contracted by the consumer and mentioned in the agreement.
- (m¹) **‘Contracted Load’** means the connected load which the consumer requires and is so specified in the agreement or in the sanction accorded for the service.
- (n) **‘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.
- (o) **‘Date of commencement of supply’** means the day immediately following the date of expiry of a period of one month in case of LT consumers and three months in case of HT or EHT consumer 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.
- (p) **‘Demand Charge’** for a billing period means a charge levied on the consumer based on the contract demand or maximum demand and shall be calculated as per the procedure provided in the Tariff Order of the Commission.
- (q) **‘Distribution main’** means the portion of any main with which a service line is, or is intended to be, connected.
- (r) **‘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;
- (s) **‘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.
- (t) **‘Electric line’** means any line, which is used for carrying electricity for any purpose and includes ó
 - (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;
- (u) **‘Electrical Inspector’ or ‘Inspector’** means an Electrical Inspector appointed under sub-section 1 of section 162 of the Electricity Act, 2003 (36 of 2003), and also includes Chief Electrical Inspector.

- (v) **‘Electricity’** means, Electrical Energy óGenerated, transmitted or supplied for any purpose, or
 - (ii) Used for any purpose except the transmission of a message.
- (w) **‘Energy charge’** refers to a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied.
- (x) **‘Extra High Voltage (EHV)ø** or **‘Extra High Tension (EHT)’** means the voltage, which exceeds 33,000 volts, under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956.
- (y) **‘Group User’** means Cooperative Group Housing Society, registered under Manipur and Mizoram Cooperative Societies Act or a person representing his employees.
- (z) **‘High Voltage (HV)’** or **‘High Tension (HT)’** means the voltage higher than 440 volts, but which does not exceed 33,000 volts, under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956
- (aa) **‘Initial period of agreement’** means the period of one year in case of LT supply and two years in case of HT supply starting from the date of commencement of supply. The initial period of agreement shall continue till the end of the month, in which the end date of the one/two yearø period expires.
- (bb) **‘Installation’** means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electrical energy.
- (cc) **‘Licensed Electrical Contractor’** means a contractor licensed under rule 45 of the Indian Electricity Rules 1956.
- (dd) **‘Low Voltage (LV)’** or **‘Low Tension (LT)’** means the voltage, which does not exceed 230 volts at single phase and 400V at three phase under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956.
- (ee) **‘Maximum demand’** means, the highest value of average load measured in KVA or KW as the case may be, delivered at the point of commencement of supply of the consumer during any consecutive 30/15 minutes period of maximum used (depending upon a time of meter being used) in the said month.
- (ff) **‘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), including 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.

- (ff¹) **'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 of succeeding month.
- (gg) **'Occupier'** means the owner or person in occupation of the premises where electrical energy is used or proposed to be used.
- (hh) **'Overhead line'** means, any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system.
- (ii) **'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.
- (jj) **'Premises'** includes any land, building or structure.
- (kk) **'Service-line'** means, any electric supply-line through which electrical energy is, or is intended to be, supplied
- (i) to a single consumer either from a distribution main or immediately from the supplier's premises, or
- (ii) 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.
- (ll) **'System'** means an electrical system in which all the conductors and apparatus are electrically connected to a common source of electric supply.
- (mm) **'Theft of Electricity'** has the meaning assigned to it under section 135 of the Electricity Act, 2003.
- (nn) **'Town & Cities'** means areas other than Rural areas.
- (oo) **'Remote Area'** means areas comprising villages or group of villages which can be reached only on foot.
- (pp) **'Last date of Payment'** means the due date as fixed by the licensee beyond which the licensee shall be at liberty to take action for disconnection.

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 the Code and the conditions existing on the notified date, the provisions and meanings contained in these Regulations shall prevail.

1.3 Review of Manipur and Mizoram Electricity Supply Code

- (1) The Commission shall constitute Electricity Supply Code Review Panel (hereinafter called review panel) one each for the States of Manipur and Mizoram, to review this Code on regular basis. The review panel shall consist of such number of members from both the States of Manipur and Mizoram, as the Commission may consider necessary and adequate, to be appointed by the Commission including persons representing the following interests.
 - (a) Each Distribution Licensee of the State;
 - (b) State Transmission Utility (STU) and Transmission licensees;
 - (c) LT consumers, HT consumers, EHT consumers, their associations and interested groups;
 - (d) Generating company (by rotation if more than one);
 - (e) Any other person or interested group or organisation as the Commission may think fit.
- (2) The Commission shall appoint one of the members amongst the above members as Chairman of the review panel. The Commission shall also nominate an officer from the Commission to act as Member-Secretary to the review panel. The Commission shall provide all the required support, administrative or otherwise to the review panel.
- (3) All members of the review committee shall be appointed for a period of two years.
- (4) The review panel shall meet at least once every six (6) months. The Member Secretary of review panel shall convene meetings with the approval of the Chairman. He shall send meeting notice along with agenda to all members ten days in advance.
- (5) The Chairman, Member-Secretary and all Members shall be part-time officers of the review panel. They shall draw their salaries, allowances and perquisites from their respective parent organizations.

- (6) The Member Secretary of the review committee shall send the proceedings of the meetings of the review panel to all the members of the panel and to the Commission within 15 days of the meetings.
- (7) Any Licensee, generating company consumer, industry or any interested parties or business organization may send their suggestion and requests for revision of these Regulations to the Member Secretary of the review panel explaining, the difficulties experienced in implementation of these Regulations may also be communicated to the review panel. All these representations shall be recorded and discussed in the review panel meetings. The Member-Secretary shall be the custodian of the entire correspondence relating to the review panel
- (8) The Commission may amend these Regulations suo-motu or on the recommendations of the review panel. However, before any amendment is made in these Regulations, comments on the proposed changes shall be obtained from all the Distribution Licensees, State Transmission Utility (STU), Transmission Licensees and public.
- (9) A notice of the gist of amendments made in these Regulations shall be published by the Licensee in at least two newspapers having wide circulation in the area of supply stating that copies of the amended Electricity Supply Code Regulations are available for purchase in the offices mentioned in clause (10) below.
- (10) Copies of the Electricity Supply Code Regulations as duly amended from time to time shall be kept at area offices, regional offices, circle offices, division and subdivision offices, distribution centers of the licensees and such other offices as may be specified by the Commission. The licensee shall also post it on their websites.

CHAPTER-2

SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

2.1 System of Supply

- (1) The declared frequency of the alternating current (AC) shall be 50 cycles per second. The Licensee shall as far as possible supply and maintain uninterrupted power supply in a frequency band between 49.02 Hz to 50.5 Hz stipulated in the Indian Electricity Grid Code issued by the Central Electricity Regulatory Commission.
- (2) The declared voltage of AC supply shall be as follows:
 - (a) Low Tension (LT)
 - (i) Single Phase: 230 volts between phases and neutral.
 - (ii) Three Phase: 400 volts between phases.
 - (b) High Tension (HT) - Three Phase: 11 kV or 33 kV between phases.
 - (c) Extra High Tension (EHT) - Three Phase: 132 kV or 220 kV between phases.
- (3) 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 hereunder;
 - (a) Low Tension: (+) 6%; and (ó) 6%;
 - (b) High Tension: (+) 6% and (ó) 9%
 - (c) Extra high Tension: (+) 10% and (ó) 10%

2.2 Voltage of Supply to Consumers

The supply voltage for different contract demand or contract load shall be as specified in the Tariff order.

Provided that, depending on system availability or condition, the licensee, at its discretion, may supply a consumer at a voltage other than one specified above recording justification for such deviation.

2.3 Classification of consumers

- (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.

- (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.
- (3) No additional category other than those approved by the Commission shall be created by the Licensee.

CHAPTER-3 NEW POWER SUPPLY CONNECTION

3.1 Licensee's Obligation to Supply of Electricity on request

The Licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity (including enhancement and reduction of load) to such premises within the time specified in the Table 3.1 below, provided,

- (a) the *Applicant* has observed the procedure specified in this Regulation, and
- (b) the *Applicant* agrees to bear the cost of supply and services as specified in this Regulation.
- (c) the supply of power is technically feasible.
- (d) Free right of way for carrying of the service line/ exchange of line is provided by the applicant.
- (e) The applicant is not a defaulter of his other premises where he enjoy connection.

3.2 Time frame for completion of different activities related to power supply

The overall time limits specified from the date of receipt of completed application form from a prospective consumer upto date of commencement of power supply for various type of services are as under:

Table – 3.1

S.N	Type of Service	Time limits specified for supply of Electricity after the date of receipt of complete application, Prescribed Fees and Charges and Security Deposit (No. of working days)		
		Urban	Rural	Remote area
1	L.T. Connection			
	(i) If extension work is not required and the connection is to be given from the existing network	10	15	20
	(ii) If extension of LT line required	42	50	90
	(iii) If installation of new transformer / enhancement of transformer capacity required	60	60	120

	(iv) Agriculture Connection (if extension of LT line or installation / enhancement of transformer capacity required)	
	a) Having approachable Road	75
	b) Having no approachable Road	90
2	High tension connection	
	i) If no extension work is involved	30
	ii) If extension work is involved	
	(a) 11 KV	100
	(b) 33KV	120
3	Extra high tension connection	180

Note: In the above time frames 7 days are stipulated for the time taken by a consumer to make payment after receipt of the demand note. The time limit will automatically increase corresponding to delays in the payment beyond 7 days.

Within the time limits specified above, the recommended time limits for different activities for various types of services are given in the table below:

Table –3.2

S. No	Type of Service	Time limits for rendering the service
1	LT connection	
(a)	Notice of inspection on receipt of complete application	3 working days
(b)	Inspection after sending the notice	
	a) Urban areas	5 working days
	b) Rural areas	7 working days
	c) Remote areas	14 working days

c)	<p>(i) Issue of demand note to the applicant for payment of estimated charges (if the extension work is not required and the connection is to be given from the existing network)</p> <p>a) Urban areas b) Rural areas c) Remote areas</p> <p>(ii) Issue of demand note to the applicant for payment of estimated charges (if the (a) extension work or (b) enhancement of transformer capacity or new transformer is required)</p> <p>For extension of LT Network</p> <p>a) Urban areas b) Rural areas c) Remote areas</p> <p>For extension of transformer capacity / new transformer</p> <p>a) Urban areas b) Rural areas c) Remote areas</p>	<p>3 working days 7 working days 14 working days</p> <p>10 working days 15 working days 21 working days</p> <p>15 working days 30 working days 45 working days</p>
(d)	<p>Commencement of supply/ serve notice about availability of supply</p> <p>(i) After payment of necessary charges (if the connection is required to be given from existing network)</p> <p>a) Urban areas b) Rural areas c) Remote areas</p> <p>(ii) After payment of necessary charges (if (a) extension work or (b) enhancement in transformer capacity is required)</p> <p>a) All connections excluding agriculture</p>	<p>10 working days 15 working days 20 working</p> <p>42 days, 50 days and 90 days for Urban, Rural and Remote areas respectively</p>

	<p>b) Agricultural connection with clear access</p> <p>c) Agricultural connection with no clear access</p>	<p>if only LT line extension is required and 60 days for Urban and Rural 120 days for Remote areas if enhancement of transformer transformer is required</p> <p>75 days</p> <p>90 days</p> <p>provided approach road is done by the applicant</p>
2	High tension connection	
(a)	Informing feasibility after receipt of the application	7 working days
(b)	Issue of demand note of estimated charges (after issue of notice of feasibility)	10 days
(c)	Release of connection after receipt of estimated charges/ Serve notice about availability of supply	
(i)	If no extension work is involved or extension is within 50 meters.	30 days
(ii)	If extension work is involved is more than 50 meter.	100 days
a)	11 KV	120 days (Subject to receipt of clearance from Electrical Inspector)
b)	33 KV	120 days
(iii)	If enhancement or new transformer is required	120 working days
a)	11 KV	As approved by the Govt.
b)	33 KV	
3	Extra high tension connection	
(a)	Informing feasibility after receipt of the application	10 working days

	(b) Issue of demand note of estimate charges after issue of notice of feasibility	30 days
	(c) Release of connection after receipt of estimate charges/ serve notice about availability of supply	180 days (Since it will involve extension of line) (subject to receipt of clearance from Electrical Inspector)

Note:

1. Where the distance of the premises where the service connection is required is more than 50 (Fifty) meters from the existing distribution, such service connections shall be deemed to need extension of distribution mains.
2. In case a consumer is informed about non-feasibility of any of his requisition by the licensee, the consumer may approach the Commission for necessary direction.
3. If the licensee, in certain case considers that it is not feasible to provide supply within the time specified above, he may approach the Commission for a direction. The Commission may for reasons to be recorded, direct deviations from the above if in the opinion of the Commission the circumstance warrants such deviation. Such directions may be issued by the Commission by an order to the licensee.

3.3 Exceptions from duty to supply of electricity

- (a) While it is the duty of each distribution licensees 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.
- (b) Nothing contained under clause 3.1 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 cyclone, floods, storm and other occurrences beyond his control.
- (c) Having no correct meter, the meter or its seal / seals are broken, or the energy meter is partly or fully bypassed.

3.4 Consumer's share in the Cost and Licensee's obligation to extend the Distribution System

- (1) The Licensee shall meet the cost for strengthening / up gradation of the system to meet the demand of the existing consumers through its annual funds arranged by the licensee for this purpose. The cost of investment shall be recovered from the consumers through tariff. The licensee shall also develop strong and adequate distribution system, wherever and whenever the existing transformation capacity is loaded upto 75% of its capacity, the licensee shall prepare a scheme for augmentation.
- (2) In all cases the consumer shall bear the Service Connection Charges that is the cost of extension of service connection from the nearest Distribution Mains to the point of supply. In addition, the consumer shall also bear other charges including the cost of extension of mains, if any.
- (3) The cost of extension of distribution mains and extension / up gradation of the system upto 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, unless such extension / up-gradation are included in the licensee's annual plan.
- (4) It shall be the licensee's obligation to assign a unique consumer number for each consumer and communicate the same to the concerned consumer. The unique consumer number may include pole number, transformer number, 11 kV feeder number, distribution centre number, division number etc.

3.5 Cost of service connection/ extension

- (1) The Service Connection Charges and charges for other works like extension of lines/installation of transformers or providing services like supervision shall be as approved by the Commission from time to time. In case of works in respect of which charges/standard estimates approved by the Commission are not available, a consumer/applicant shall bear the cost of extending the service connection as per estimate prepared by the licensee on site specific requirement as per norms fixed by the Commission under clause 2 below.
- (2) The norm for preparation of estimates of service connection and other works as mentioned at 3.5(1) above is furnished at Appendix 6 I.

- (3) For uniformity, and expeditious disposal of cases the licensee shall prepare standard estimates for extension of service connections and extension of lines (11 KV and LT) for common types of work and get such estimates approved by the Commission. Such estimates shall be submitted to the Commission every year latest by end of February and after being approved by the Commission shall be valid for the next financial year (April to March next year).

The licensee shall prepare typical estimates of common type of work involved in providing service connections / extension of lines for service connection / installation of Transformers (upto 250 KVA 11/0.4 KV), based on actual field requirements.

Typical estimate inter alia shall include:

- (A) LT Service connection single phase (230 V) of length upto 10 meter and 10 to 30 meter for connected load upto 1 KW and between 2 to 4 KW in overhead-insulated conductor or under ground cable.
 - (B) LT Service connection three phase (400 V) of length upto 10 meter and above 10 meter (A fixed cost + a variable cost per meter for additional length) for load from 4 to 10 KW and 10 to 20 KW, in insulated overhead conductors, bare conductors, underground cable etc.
 - (C) LT line of common specification per kilometer length.
 - (D) 11 KV line of common specification per kilometer length.
 - (E) 11 KV substation of common size, type and specification upto 500 KVA.
- (4) In case the connected / contracted load of any new connection is projected to be 20 kW (or 25 kVA) or more the consumer shall install a separate transformer of adequate capacity at his own cost. In case of power supply to multi-consumer complex provisions made under clause 3.7.4 shall be applicable. Supervision charge to licensee is payable by a consumer only when extension / installation works are done by the licensee and not otherwise. The land / room / fixture with adequate independent access required for housing the meters shall be provided by the consumer to the licensee, free of cost.
- (5) The service connection / extension of distribution supply network, notwithstanding that it has been paid for by the consumer upto the point of commencement of supply, shall be maintained by the Licensee at the consumer cost. The licensee 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.

- (6) When the licensee completes the service connection extension work and is ready to give supply, the licensee shall serve a 30 days notice on the consumer to take power supply. 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 the consumer shall be liable to pay any charges due and thereafter as per the agreement.

3.6 Application for supply

- (1) Application for a new connection/ Extension of load must be made in duplicate in the appropriate prescribed form, copies of which are obtainable at a cost from the local office of the licensee. The formats of the application form for Low Tension (LT) and High Tension (HT) consumers are provided in Annex 1 is to be eventually drawn as agreements. A standard format of Agreement for HT customers may be prepared by the Licensee, which may be submitted to the Commission for approval. All such formats shall be always readily available in all the offices of licensees at nominal cost. Clear photocopies of a blank form or forms downloaded from the website of the licensee may also be used by the consumer and shall be accepted by the Licensee on receipt of cost.
- (2) For availing of a new connection for single phase domestic and single-phase Non-domestic categories, in case, the applicant is unable to provide the proof of ownership of land / legal occupation of the premises, the licensee may waive such requirement and record, in writing, the reasons thereof. However, in such cases, the security deposit to be paid by the consumers shall be equal to (3) three times the security deposit otherwise chargeable to the consumer and the owner has to submit an indemnity bond indemnifying the licensee against any losses on account of any dispute arising out of energy consumption and release of service to the applicant.
- (3) If the consumer, in respect of an earlier agreement executed in his name, has any arrears of electricity dues or other dues for the premises where the new connection is applied for and such dues are payable to the licensee, the requisition for supply may not be entertained by the licensee until the dues are paid in full.

- (4) In case of a person occupying a new property, it will be the obligation of that person to check the bills for the previous months or, in case of disconnected supply the amount due as per the licensee's records immediately before his occupation and ensure that all outstanding electricity dues as specified in the bills subject to limitation as per subsection (2) of Section 56 of the Act are duly paid up and discharged. The licensee shall be obliged to issue a certificate of the amount outstanding from the connection in such premises on request made by such person.
- (5) Service connections to Government residential Quarters shall be in the name and designation of the officer/person who is authorized for, occupation as consumer of premises.

3.7 Service charges and its maintenance charges:

- (1) Any service lines, Low Tension and High Tension from the Licensee's supply main upto the point of supply to the consumer, notwithstanding that the cost of the portion or the whole of it has been paid for by consumer, shall be maintained by the licensee who shall always have the right to use the service line of the consumer even when the supply to him is disconnected or the consumer discontinues to receive the supply.
- (2) A consumer would be permitted to install his / their own transformer provided it conforms to required specification approved by the Licensee. The transformer along with switchgears and other connected items within the transformer sub-station (their cost borne by the consumer) should be maintained by the consumer. However, in case such transformer sub-station is required to be maintained by the Licensee, the consumer should intimate the Licensee in writing to that effect and shall have to pay the maintenance charges as per the licensee's current maintenance rate. The first such advance payment shall cover the maintenance charges of the transformer and its connected item within the transformer sub-station from the Licensee can be made to continue by making advance payment within the month of April for the maintenance charges for a period upto the end of march of the next year and so on.
- (3) Further more, in such case, after the expiry of the normal life of the transformer or in the event of its failure, damage or unserviceability, the licensee will replace transformer, after realizing necessary charges from the consumer.

3.8 Supply to different categories of consumers

(1) SUPPLY TO LOW TENSION CONSUMERS:

- (a) The Licensee shall verify the application and the enclosed documents at the time of receipt of application. A written acknowledgement shall be issued on the spot if the application is complete and also the consumer shall be given a date for inspection. If the application is incomplete, the shortcomings in the form shall be intimated to the applicant in writing within 3 working days.
- (b) The applicant along with the licensed contractor or his representative and the contractor's electrical supervisor shall invariably be present during the inspection. During the inspection, the Licensee shall:
 - (i) Fix the point of commencement of supply and the place where meter and the cut-out / MCB shall be fixed such that the meters and other equipments are always accessible to the Licensee for inspection without infringing the privacy of the consumer.
 - (ii) Estimate the distance between the point of supply and the nearest Distribution mains from where supply could be given.
 - (iii) Determine if the supply line is to go over any property belonging to a third party. In such a case the applicant has to arrange for a written right of way from the concerned party as provided in Clause 3 below.
 - (iv) Verify other particulars mentioned in the application form, as required.
- (c) When the consumer's premises has no frontage on a street and the service line from the licensee's mains has to go upon, over or under the adjoining premises of any other person (whether or not the adjoining premises be owned jointly by the consumer and such other person), the consumer shall arrange at his own effort and expense the necessary way-leave, license or sanction. The licensee shall not arrange supply of power until the way-leave, is obtained. The time taken by the applicant for submitting such document shall be added to the time specified for providing power supply in Table -3.1
- (d) It shall not be incumbent on the licensee to ascertain the validity or adequacy of way- leave, license or sanction obtained by the consumer.
- (e) On receipt of charges from the consumer on the basis of a demand note issued by the Licensee, the licensee will take up the work and on supply being ready, shall inform the consumer as provided under Regulations 3.5(6). The licensee shall also fix date for inspection of testing of the internal wiring to the consumer's premise, within 3 days of the issue of such notice. On

execution of agreement, completion of all formalities and receipt of a Test Report in Annexure 6 3, inspection and testing will be done by the licensee. The licensed electrical contractor who has carried out the wiring with his electrical supervisor shall remain present during the testing.

- (f) On inspection and testing the consumer's installation, if the licensee is satisfied with the test results, the licensee shall arrange to install the meter with the cut-out /MCCB/MCB, seal the meter in presence of the consumer and provide supply. If the Licensee is not satisfied, he shall intimate the consumer the shortcomings in the installation, in writing within three days. The applicant shall be required to get the defects rectified. On payment of the prescribed fee, testing shall be conducted again.

(2) Separate Establishment / Premises:

For the purpose of these Regulations, separate establishments/ premises shall mean

- (a) having distinct set up and staff or
- (b) owned or leased by different persons or
- (c) covered by different licenses or registrations under any law where such procedures are applicable
- (d) for domestic category households having relevant document from local authorities, identifying the premises as separate.

Notwithstanding the above provisions, the Distribution Licensee shall have the right to refuse separate service connections in the same premises in case where it is reasonably established that the consumer is artificially splitting the unit with the intention of securing undue benefit of lower tariff.

(3) Connection with Separate Meters:

Service or sub service with separate meters may be provided as below:

- (a) In the name of the owner of the premise.
- (b) In the name of legal occupier provided the owner of the premises furnishes a written undertaking to clear the electricity dues payable by the occupier in case of his default.
- (c) In the name of the legal occupier without a written undertaking from the owner on realisation of additional security deposit over and above the normal load security. The additional load security would be 3(three) times normal load security.

(4) Bulk Supply to Multi-Consumer Complex Including Commercial Complexes and Multi Storied Buildings:

- (a) For the purpose of providing new power to a building or a group of buildings having more than total load of 20 kW, power supply shall have to be arranged through a separate distribution transformer of adequate capacity. The cost of extension including H. T. line, distribution transformer and L. T. lines / cables /controls / breakers /panels and all associated equipment and civil works shall be borne by the developer / builder / society / consumers but the licensee shall have to maintain all such lines and equipment upto each individual meter i.e. the point of commencement of supply provided that the installation was done as per licensee's approved specification and under its supervision. In all other cases maintenance responsibility for the part not installed as per licensee's approved specification and under its supervision shall be with the developer / builder / society / consumers as the case may be.
- (b) In all residential /commercial complexes as well as in all multistoried 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 of requisite capacity to carry and break full load current, to completely isolate the power supply to the building complex is provided in a conspicuous position.
- (c) Separate connections to owners of flats in the multistoried buildings with individual meters shall be provided and each such entity shall be treated as a separate consumer for all purposes. A multi storied building with a single owner shall be provided with a single connection.
- (d) Meters shall be provided at the ground floor in accordance with the procedure stated in the chapter on 'Meter' (Regulations 8.3) in one metering panel not more than 25 meters shall be provided.
- (e) The land / room required for housing the transformer substation and meters shall be provided by the owner / developer / builder/ society/ consumers free of cost. Transformers should preferably be placed in open areas. In case installation of transformer in a room or closed area (in ground floor) is unavoidable, all safety measures as per prevailing Rules and Regulations should be taken. Only dry type of transformer shall be installed inside a building.

- (f) Connections for common facilities like lift, water pumps etc. shall be given in the name of the builder/developer/society. If requisitions for supply to individual flats are not received from the flat owners, connections may be given in the name of the builder/developer/society.

Such connections may subsequently be transferred to the individual flat owner/occupier of the flat after completing the necessary formalities prescribed in this regard. The agreement for such individual connection shall be executed accordingly.

(5) Additional requirement For Power Supply in a Multistoried Building of more than 15 meter high:

Requirements of Rule 50A of the Indian Electricity Rules 1956 should be complied with and written approval shall be obtained from Electrical Inspector before commencing power supply to such a building

(6) Supply to Public Street Lighting:

- (a) Application for power supply to new or additional public street lights shall be submitted in the prescribed format of the licensee to the local office of the licensee by the Municipal Corporation or Municipality or Municipal Board or Gram Panchayat or Local Body or the Government Department (in context of public street lights herein after called 'local body').
- (b) The application 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.
- (c) 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.
- (d) The licensee shall intimate the cost of extension in writing, within 15 days in urban areas and within 30 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. The work shall be completed within 30 days of receipt of payment or the date of execution of the agreement, which ever is later.
- (e) A suitable double compartment weatherproof metal box to house the energy meter and streetlight switch/M.C.B./timers as approved by the licensee shall be provided by the local body.

- (f) The licensee shall carry out the maintenance of street light poles and electrical lines on payment basis and if required shall arrange to switch on before sunset and switch off the streetlights after sunrise as per local sunset / sunrise timings. The licensee shall also carry out replacement of fixtures / bulbs (of same wattage) etc on the poles on request by the Agency. The fixtures, bulbs etc. shall be supplied by the Agency and replaced by the licensee within 7 days of receipt. All such services shall be chargeable. Such maintenance charges shall be included in the schedule of miscellaneous charges.
- (g) There shall be separate transformers for public street lighting in the state capitals.
- (h) The local body shall bare the full cost of the installations of the street lightings.
- (i) It is not permitted to use incandescent type of lamps for street lighting.

(7) Temporary Power Supply

- (a) Any person requiring power supply for a period of less than one year may apply for temporary power supply in the prescribed form (Annex 61 or 2). Application for temporary supply shall normally be given 7 days before the day when supply is required for loads up to 10 kW and 30 days before for higher loads.
- (b) He shall also furnish the proof of ownership or permission from the local authority or from the owner of the premises, as the case may be, where temporary connection is required
- (c) If the supply is feasible, the licensee shall intimate the consumer the charges to be paid for the cost of laying and dismantling the extension work, service line, meter, cut-out! MCB etc, together with the charges for the estimated consumption during the period of supply applied for and the rental of equipment & material. All the charges shall be payable in advance. If available, the licensee shall provide prepaid meters. Credit shall be given in the final bill for materials dismantled and returned to stores after disconnection of supply.
- (d) After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill and send it to the consumer within 7 working days from the date of disconnection of supply

and return the balance amount, if any, immediately on surrender of original money receipt or submission of indemnity bond by the consumer.

(8) Supply at High Voltage (High Tension HT)

- (a) After receipt of the application for supply of energy at H. T. in the prescribed format, the licensee shall intimate the consumer in writing the date of inspection of the site to examine the feasibility. The consumer or his authorized representative shall remain present at the time of inspection. The licensee shall check the feasibility of supply and if found feasible, 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 or otherwise of supply within 7 days of receipt of the requisition and then carry out inspection, submit estimates and demand note indicating payments to be made within time specified in the Table 3.2.
- (b) The licensee shall take up the work for providing power supply to the consumer immediately after the amount as per the demand made is paid and arrange to provide power supply within the time specified in Table 3.2 When the supply is ready, the licensee shall intimate the consumer as provided under clause 3.5(6).
- (c) All the works shall be completed within the time frame specified in Table 3.2.

(9) Supply at Extra High Voltage (Extra High Tension EHT)

- (a) After receipt of the requisition in the prescribed format for supply of energy at E.H.T., the licensee shall intimate the consumer in writing the date of inspection to check the feasibility of supply. It shall be the responsibility of the Distribution Licensee to take up all matters related to such power supply with the concerned Transmission Licensee. The Distribution licensee shall arrange for inspection of the premises. The consumer or his authorized representative shall remain present at the time of inspection. The licensee shall check the feasibility of supply and if found feasible shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipments of the supplier. The Licensee shall intimate the feasibility of supply within 10 days of receipt of the requisition and take action to complete all other activities connected with the power supply to the consumer within the time specified in Table 63.2.

- (b) After the payment of charges including security deposit and execution of the agreement, the licensee shall request the Transmission licensee to take up the work of extension required to give supply. The work shall be completed within time specified in Table 63.1. When the supply is ready, the licensee shall intimate the consumer as provided under Regulations 3.5 (6)

(10) Supply to Special Schemes:

The Government may formulate schemes like Kutir Jyoti for electrification of houses of poorer classes of society and for such schemes, rules as per the approved schemes shall apply. The financial implications on the revenue of the Licensees shall be met by the Government.

(11) Community Supply

The government may formulate a community Power Supply scheme for a single point supply to the villages located in remote areas and the population of which are under the administration control of the Village Councils chiefs. Conditions of power supply connection will be as per clause 3.7.8.

3.9 High Voltage Distribution System (HVDS)

In Mizoram and Manipur, houses are located in scattered areas. In Mizoram specially houses are located along road side. In Manipur large capacity transformers are provided in urban areas. Under the above circumstances long lengthy L.T lines are provided. Long LT lines result in low voltages and high technical losses. To reduce the L.T lines and high technical losses smaller capacity transformers both single phase and 3 phase, pole mounted may be provided. Three phase transformers ranging from 16 KVA to 25 KVA and single phase transformers ranging from 5 KVA to 15 KVA may be provided.

AB cable may be used to avoid tree branches touching the lines and reduce the theft of Energy. Smaller capacity transformers say 50 KVA, 63 KVA, 100 KVA, 250 KVA may be provided subjected to availability of space to reduce long LT lines and LT technical losses.

CHAPTER-4

WIRING AND APPARATUS IN CONSUMER PREMISES

4.1 Wiring at Consumer's Premises

- (a) 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 Indian Electricity Rules, 1956.
- (b) 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.
- (c) 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 inconsistency the relevant provisions of the IE Rules 1956 shall prevail. The material and apparatus used shall conform to relevant BIS specification where such specifications are available.
- (d) All electrical installation works should be carried out by a licensed electrical contractor as required under Rule 45 of the Indian Electricity Rules, 1956.

4.2 General Wiring Conditions

(a) 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.

(b) Switches and Fuses

The consumer shall provide proper 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.

(c) Balancing of Load

The consumer taking three-phase supply shall balance his load between the phases as per IE Rules

(d) Earthing

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.

(e) 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".

(f) Plugs

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

4.3 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.

4.4 A.C. Motor Installations

The motor shall be provided with control gear so that the starting current of consumer's installation does not in any case exceed the limits given in the following schedule:

Nature of Supply	Size of Installation	Limit of starting current
Single Phase	Upto and including 1.5 Brake Horse Power	6 x full load current
Three Phase	Upto and including 3 Brake Horse Power	6 x full load current
	Above 3 Brake Horse Power and upto including 15 Brake Horse Power	2 x full load
	Above 15 Brake Horse Power and upto including 100 Brake Horse Power	1.5 x times full load current
	Above 100 Brake Horse Power	1.25 x full load current

Failure to comply with these regulations will render the consumer liable for disconnection forthwith.

4.5 Consumer's Apparatus

The apparatus/ appliances/ gadgets used by consumers should conform to the standards and specifications prescribed by the Bureau of Indian Standards or equivalent

4.6 Power Factor of Apparatus

(1) Welding Transformers

LT installations with welding transformers will be required to have suitable shunt capacitor(s) installed as given below so as to ensure power factor of not less than 85%. Such consumers shall be liable to pay surcharge as specified by the Commission, from time to time, on account of poor power factor i.e 85%.

S.No	Rating of Welding Transformers in (KVA)	Required Capacitors Rating (KVAR)
1	1	1
2	2	2
3	3	3
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 upto 22	16
22	Above 22 upto 24	17.5
23	Above 24 upto 26	18
24	Above 26 upto 28	20
25	Above 28 upto 30	21
26	Above 30 upto 35	24
27	Above 35 upto 40	27.5
28	Above 40 upto 45	32.5
29	Above 45 upto 50	35

(2) Low tension Shunt capacitor

2.(a) Every L.T. consumer, including irrigation pump set consumer, whose connected load includes induction motor(s) of 3 HP and above or otherwise given in Tariff Order in force, and other low power factor consuming appliances shall arrange to install low Tension Shunt Capacitors of appropriate capacity at his cost across the terminals of his motor(s), as given below

S.No	Rating of Individual Induction Motor	KVAR Rating of LT Capacitors
1	3 HP and above up to 5 HP	1
2	Above 5 HP upto 7.5 HP	2
3	Above 7.5 HP upto 10 HP	3
4	Above 10 HP upto 15 HP	4
5	Above 15 HP upto 20 HP	5
6	Above 20 HP upto 30 HP	6
7	Above 30 HP upto 40 HP	7
8	Above 40 HP upto 50 HP	8
9	Above 50 HP upto 99 HP	9

2. (b) (i) The consumer in whose LT connection the meter provided by the licensee does not have the power factor recording feature, shall ensure installation of shunt capacitors as per ratings indicated in the table given above and shall maintain these capacitors in working condition.

The consumer in whose LT connection, the meter provided by the licensee has the power factor recording feature, shall install shunt capacitors of adequate capacity to ensure power factor of 90% and above.

- 2.(b) (ii) Supply to LT installation with induction motor(s) of capacity of 3 HP and above will not be given unless suitable capacitor to improve power factor is installed.
- 2. (c)** LT consumers in whose case the meter installed does not have power factor recording feature and fails to provide LT capacitors as specified hereinbefore and fails to maintain in working condition would be liable to pay surcharge as may be specified in the tariff order from time to time. LT consumer in whose case, the meter installed has power factor recording feature and who fails to maintain power factor within specified limits, as recorded by meter, by installing appropriate capacitors would be liable to pay surcharge as may be specified in the Tariff Order from time to time.
- 2. (d)** The licensee may discontinue supply, after due notice of 15 days, to any installation where the average power factor in a month is less than 70% where meter installed is having P.F. measuring feature. In case LT capacitors are not installed or installed but not in working condition then in that case also the supply shall be disconnected after due notice of 15 days without prejudice to the right of the licensee to levy demand/ minimum charges as applicable during the period of disconnection.

4.7 High Tension Consumers

The following controls shall be installed (refer section 50 of IE Rules, 1956)

- (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 feeder.

4.8 Extra-High Tension Consumer

Extra-High Tension consumer shall install a circuit breaker on HV side of the transformer (refer section 50 of IE Rules 1956).

4.9 HT/ EHT Consumers

- (1) All transformers, switch-gears and other electrical equipments 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.
- (2) Notwithstanding the provisions under Regulations 4.4 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.
- (3) The consumer shall maintain a power factor of 90% and above. Consumers shall be liable to pay surcharge or receive incentive specified by the Commission, from time to time, on account of variation from specified power factor. The Railway traction consumers shall also maintain a power factor of 90% and above or as provided in Tariff Order. The licensee may discontinue supply except Railway traction, 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.

4.10 Inspection and Testing of Consumer's Installation

- (1) Before any wiring or apparatus in the case of low-tension consumer, and any transformer, switchgear or other electrical equipment in the case of high-tension consumer is connected to the system, it shall be subject to inspection and approval of the licensee and no connection shall be made without the licensee's 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.
- (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.

- (3) Manufacturer's test certificate in respect of all H.T. apparatus shall be produced, if required, by the Licensee.
- (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 Rule 48 of I.E. Rules 1956.
- (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.
- (6) The licensee shall levy no charge for the first test. 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 regard to the maintenance or testing of wiring on the consumer's premises.
- (7) The consumer's wiring shall be checked and tested by a Licensed Electrical Certificate holder for every 5 (five) years and the test certificate is submitted to the Licensee for approval.

4.11 Extensions and Alterations:

- (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.

- (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 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 for under the rules, but may also result in disconnection of supply after due notice.

4.12 Access to Consumer's Premises

- (1) **Any authorized person may**, at any reasonable time, and on informing the occupier of their intention, enter any premises to which electricity is supplied or has been supplied by the licensee to any premises or land under, over across, in or upon which the electric supply lines or other works have been lawfully placed by the licensee for the purpose of (i) inspecting and reading meters (ii) for disconnecting supply, (iii) for removing the licensee's apparatus, (iv) for inspecting, testing, repairs, replacing, altering and maintenance of its property or for doing all things necessary or incidental to proper continuance and maintenance of supply to the consumer. All such persons visiting consumer's premises must carry photo identity cards issued by the licensee and shall produce the same to the consumer or the occupier before entering the premises. The consumer should immediately check with the licensee if the credentials of representatives are doubtful.
- (2) Any authorized person shall be entitled to enter the premises immediately after informing the consumer, for checking unauthorized use of energy, unauthorized additions and alterations to equipment, theft and misappropriation of energy, diversion of power, by-passing or tampering of the meter, or for general inspection and testing. On detection of unauthorized use of energy, unauthorized addition and alteration to equipment, theft and misappropriation of energy, diversion of power or bypassing or tampering of the meter the licensee may take actions as per prevailing laws.
- (3) Provided that no inspection, testing or checking of any domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.
- (4) If the consumer does not provide access to the licensee or its authorized representatives to enter the premises for the reasons stated in clause 4.12.2 and

clause 4.12.3, the licensee may give a 24 hours notice in writing to the consumer, of its intention to discontinue the supply. If the consumer still does not provide access, the licensee shall be entitled to discontinue supply to the consumer.

- (5) If the insulation resistance of the consumer's installation is found to be so low as to prevent safe use of energy, the licensee or his authorized representative after giving 48 hours notice shall, without prejudice to other actions as per law, disconnect the supply of power to such premises till the defects are removed, in accordance with Rule 49 of Indian Electricity Rules 1956.

4.13 Rating of Installations

- (1) The connected load of Domestic category of consumers shall be determined as per the procedure given in Annexure 4 Survey of load shall be carried out normally once in two years. The licensee may also carryout 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 unauthorised abstraction of power; an authorized person for the purpose may conduct a survey of the consumer's premises.

- (2) The licensee shall send formats of self declaration of connected load along with electricity bills to all consumers once in six months. 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 4A 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.

- (3) 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 periodic survey of streetlights and record the type of lamps being used along with their load.

- (4) All installations other than those of Domestic category are subject to rating/re-rating 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 licensee 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 acceptable to both the consumer and the licensee.
- (5) 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 got approved by the Commission.
- (6) 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 Regulation 4.13(1) to 4.13(5) shall apply.

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

- (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.

- (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 its system.
- (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 Manipur and Mizoram Electricity Grid Code and other relevant regulations. The actual operations shall be carried out in coordination with both the State Transmission Utility and the licensee.
- (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 liable for the same and shall duly compensate the licensee for all losses caused to the licensee or to the licensee's other consumers.

4.15 Harmonics

- (1) The licensee shall publicize the need for installation of Harmonic filters. 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.
- (2) If the licensee detects and proves to the consumer that the consumer's system is generating harmonics above acceptable limits, the licensee shall request the consumer to install appropriate harmonic filter. The consumer shall install such filters within a period of six months from the date of request by the Licensee.

CHAPTER-5

POINT OF SUPPLY AND LICENSEE'S EQUIPMENT IN PREMISES

5.1 Point of Supply

- (1) Supply shall be given at a single point, in premises, at the outgoing terminal of the Licensee's. The Licensee shall determine the point of supply such that the meters and other equipment are always accessible to the Licensee without obstruction for inspection.
- (2) All EHT & HT consumers / applicants shall provide independent entry to the meter or metering cubicle.
- (3) However, in special cases, the licensee may agree to give supply at more than one point in the installation of the consumer / applicant having regard to the physical layout of the installation and the requirements of the consumer / applicant. 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.

5.2 Installation of Equipment at Point of Supply

- (1) At the point of commencement of supply, the consumer / applicant shall provide a main switch / circuit breaker from the outgoing terminal of the meter.
- (2) In addition, HT / EHT consumers / applicants shall also provide suitable protective devices as per the provisions of Rule 56 and 64 of the Indian Electricity Rules, 1956 and thereafter as per regulations framed under Section 53 of the Electricity Act, 2003. The system of protection shall be got approved by the Licensee before commencement of supply.
- (3) In case of HT / EHT consumer / applicant, Meter, circuit breakers and its associated equipment shall be installed by the Licensee at the point (s) of supply.
- (4) HT / EHT consumer / applicant 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.

5.3 Dedicated Feeder

Consumers desirous of getting power supply from dedicated feeders may request for such facility to the licensee. The dedicated feeder shall be extended from the power substation to the consumer's point of supply. In such cases the consumers shall be liable to pay the cost of Bay and all protection switchgears and its accessories provided at the

power substation for this feeder in addition to the cost of the feeder. On receipt of such request, the licensee will check the feasibility based on merit of providing a dedicated feeder to the consumer's premises. If found feasible, the consumer will be provided with a dedicated feeder and the consumer will be liable to pay additional charges such as supervision charges, etc. as approved by the Commission from time to time. The Licensee shall not extend electric supply to any other consumer from the dedicated feeder.

5.4 Licensee's Equipment at Consumer's Premises

The consumer shall provide free of cost to the licensee necessary land belonging to the consumer and afford all reasonable facilities for bringing in not only the direct cables or overhead lines from the licensee's system for servicing the consumer, but also cables or overhead lines connecting licensee's other consumers and shall permit the licensee to install all requisite switchgears and connections thereto on the above premises and to extend supply to such other consumers through the cables and terminals situated on the consumer's premises, provided supply to the consumer in the opinion of the licensee is not thereby unduly affected.

5.5 Damage to Equipment at Consumer's Premises

- (1) The meter, cut-out/ MCB, service mains and other equipment belonging to the licensee, must on no account be handled or removed by any one who is not an authorized employee/representative of the licensee. The seals, which are fixed on the meters /metering equipments, load limiters and the licensee's apparatus, must on no account be tampered, damaged and broken. The responsibility for the safe custody of licensee's equipments and seals on the meters/metering equipments within the consumer's premises shall be on the consumer.
- (2) In the event of any damage caused to the licensee's equipment's in the consumer's premises by reason of any act, neglect or default of the consumer or his employees/ representatives, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so on demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the supply shall be liable to be disconnected after due notice. The consumer shall however be liable to pay the charges, as applicable.
- (3) The licensee is responsible for maintaining the meters and equipments, installed at consumer's premises from where electricity is supplied to the consumer.

5.6 Failure of Fuse / Supply:

In the event of failure of the licensee's service fuse, at any time, complaint thereof should be lodged by the consumer to the licensee's local office/call center and the Licensee shall ensure registration of complaints on round the clock basis. Only authorized employees possessing the photo-identity card of the licensee shall be permitted to replace these fuses in the licensee's cut-outs. Consumers are not allowed to replace these fuses. The licensee should not allow its employees to carry out any repairs in the consumer's installations.

5.7 Ownership of the equipment and apparatus:

All meters and other equipments belonging to the licensee and installed in the premises of the consumer, shall be and continue to be at all times the property of the licensee, notwithstanding that such meters and other equipments or any part thereof, may be fixed or fastened to or embedded, in any part of the consumer's premises, included land belonging to the consumer. Such equipment shall not be disturbed or dealt with in any manner except by the employee of the licensee duly authorized for the purpose.

CHAPTER-6

SERVICE CONNECTION RELATED MATTERS

6.1 Change of category

- (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 in the format prescribed at Annexure 1 or 2. Tariff change from any L.T. category to Agriculture category shall not be permissible. Tariff change from higher rate to lower rate shall be done only after completion of compulsory period of availing supply.
- (2) In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 15 days from the date of application.
- (3) The Licensee shall inspect the premises to verify and shall change the category within the time limit specified in the Standards of Performance of Distribution Licensee Regulations from the date of receipt of application.
- (4) Change of category shall be effective from next billing cycle.
- (5) No case of unauthorized use of energy shall be booked by the Licensee if detected after the consumer had applied for change of category and change is legally permissible.
- (6) The application of the consumer for change of category shall be treated as fresh application and accordingly he will deposit processing fees, new additional security, if any, and execute supplementary agreement wherever necessary.
- (7) Where a consumer has been classified and billed under a particular category and subsequently, it is observed that the previous classification is not correct the Licensee may alter the classification and suitably revise the bills in necessary.

6.2 Transfer of Connection and Mutation of Names

- (1) A connection shall be transferred in the name of another person upon the death of the consumer or in case of transfer of ownership or occupancy of the premises, upon an application of the consumer.
- (2) Application for mutation shall be filed, in the prescribed format Annexure I, along with prescribed fee by the transferee or the legal heir or successor of the deceased consumer with the local office of the Licensee.
- (3) The application shall be accompanied by documentary evidence of transfer or legal heirship or succession and proof of no arrears on account of electricity charges on that connection.

- (4) The Licensee shall decide the mutation case within the time limit specified in the Standards of Performance of Distribution Licensee Regulations of the Licensee.
- (5) However, if the mutation application is to be disallowed and mutation is refused the orders shall be passed only after the applicant has been given an opportunity to present himself, by a speaking order. Provided further, that in case where mutation is not allowed, the transferee seeking the transfer, may agree to continue the connection in the old name (but not in case of consumer's death), or may have choice to seek permanent disconnection and apply for new connection.
- (6) The transferee or the legal heir shall submit a fresh agreement, in the prescribed format, along with pending dues, if any, within 14 days. The transfer shall be affected and a copy of the agreement shall be sent to the consumer within 7 days.
- (7) In case of Private Tube well (PTW) consumers, suo-motu mutation may be undertaken after taking the report from the Government revenue department. However the legal heir shall be responsible for clearing the electricity dues, and shall submit an affidavit to this effect.
- (8) In case of Govt. residential quarter, mutation in favor of any new occupant shall be allowed after the new occupant furnishes the letter of allotment and proof of date of occupancy. In such cases mutation shall be allowed from the date of occupancy provided there is no arrear outstanding.

6.3 Procedure in Case of Change in Wiring and / or Apparatus or Shifting of Service Line in the Premises of the Consumer:

The consumer may apply to the licensee for any changes in their premises related to wiring / apparatus / service line, 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 by Indian Electricity Rules, 1956 until Regulations are issued under the Electricity Act, 2003.
- (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 in future.
- (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. The Licensee shall after due enquiry grant approval, intimating the estimated charges to be deposited by the consumer with or without modification to the proposal, or reject the request stating reasons thereof, in writing, within the time limit specified in the Standards of Performance of Distribution Licensee Regulations.

- (d) The work relating to change in wiring shall be done by the consumer through a licensed electrical contractor and the work completion certificate along with test results shall be provided to the Licensee. The Licensee shall inspect the premises to confirm that the alteration(s) is in accordance with the approval given by him and the Indian Electricity Rules, 1956 until Regulations are issued under the Electricity Act, 2003.
- (e) 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 and work shall be completed within the time specified in the Standards of Performance of Distribution Licensee Regulations from the date of the money deposited.

6.4 Procedure for Enhancement of Contract Demand / Connected Load

- (1) Applications for enhancement of load shall be submitted in duplicate to the concerned officer of licensee in the prescribed form (attached as Annex 01 & 2).
- (2) The licensee shall inspect the premise within seven days of receipt of application or otherwise provided in the Standards of Performance of Distribution Licensee Regulations to examine the feasibility of supply of the enhanced load and intimate the consumer:
 - (a) Whether the additional power can be supplied at the existing voltage or at a higher voltage.
 - (b) Whether any addition or alterations are required to be made to the system and the cost to be borne by the consumer.
 - (C) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges if any, to be deposited.
 - (d) Change in the classification of consumer, if required.

- (3) The application for enhancement of the contract demand will not be accepted if the consumer has any arrears of payment of the licensee's dues. However, the application may be accepted if the payment of arrear due from the consumer has been stayed by a Court of law, or by the Commission or an authority appointed by the Commission.
- (4) If supply of enhanced load is found feasible, the consumer shall be asked to:
 - (a) Furnish work completion certificate of consumer's installation and Test report from a licensed electrical contractor where alteration of installation is involved.
 - (b) Furnish Letter of approval for the electrical installation of the consumer from the Electrical Inspector, if required.
 - (c) Deposit additional security deposit, cost of addition or alteration required to be made to the system, if any, and the system strengthening charges as applicable.
 - (d) Execute a fresh agreement as per enhanced load which shall be a new statutory agreement period and the old agreement shall stand terminated.
- (5) If no addition or alteration to the system including new/ alternate metering arrangement is required, the enhanced load will be released within 20 days or as specified in the Standards of Performance of Distribution Licensee Regulations subject to completion of the requisite formalities. If the system needs any alteration or addition, the procedure as given for a new connection shall be followed.

6.5 Procedure for Reduction of Contract Demand / Connected Load

- (1) Application for reduction of load, after the expiry of initial period of agreement, upto the limit specified in clause 6.5(5) of the Code shall be made in duplicate to the concerned officer of Licensee in the prescribed form along with the following documents:
 - (a) Details of alteration/ modification/ removal of the electrical installation along with work completion certificate and Test report from a licensed electrical contractor where alteration of the installation is involved.
 - (b) Any other reason for reduction of contract demand.
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.

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.

- (2) On receipt of the application for reduction of load, the licensee after verification shall sanction the reduction of load within thirty days or notice period for termination of agreement as specified in the agreement whichever is later from the date of acceptance of application.
- (3) If the sanction is not granted by the licensee within the period specified in clause (2) above, the applicant may, by a written notice to the licensee, draw its attention to the matter and if the decision is still not communicated to the applicant within the period of further thirty days, the permission of reduction of contract demand shall be deemed to have been granted.
- (4) 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.
- (5) The above reductions are subject to permissible minimum contract demand specified section 2.2 of the Code. Request of the consumer for reduction in contract demand of his connection shall not be refused by the licensee on the ground that there are dues payable to the licensee against the connection.
- (6) In all existing agreements executed prior to this Code coming into effect, 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) When reduction of contract demand is agreed to, the consumer shall execute a fresh agreement for reduced load. The licensee shall recalculate the security deposit and any excess security deposit shall be adjusted in future bills not exceeding six succeeding bills.
- (8) The reduction of Contract Demand 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 consumers, having no MDI meter.
- (iii) Load shall normally not be reduced within initial period of the agreement from the date of commencement of supply. However, if the consumer is willing to pay the fixed/minimum charge applicable for the quantum of contracted load surrendered /reduced for the balance period of initial period of agreement or period of notice specified in the agreement for that category of consumer, whichever is higher, reduction may be allowed.
- (iv) No application for reduction of load shall be rejected without recording reasons and the decision shall be communicated to the applicant.

6.6. Permanent Disconnection

The supply shall be disconnected permanently in following cases:

- (a) With the termination of the agreement.
- (b) If the cause for which the supply was temporarily disconnected is not removed within the notice period specified in the agreement for termination of agreement or initial period of agreement whichever is later.
- (c) On request of consumer.

6.7. Notice to vacation or Transfer of Premises

- (1) A domestic consumer about to vacate or sublet his premises shall be given to the Licensee a notice not less than 7 clear days in writing to that effect and arrange to settle his account. He may either ask for disconnection of supply or may transfer the connection in the name of the new owner/ occupier. The Licensee cannot guarantee that the meter reading will be taken on the required dates unless due notice and facility to record the meter reading is given.
- (2) In the case of consumers other than the domestic consumers, the provision in sub Regulations 1 above will apply only in so far they are inconsistent with the provision of agreement and where will always prevail.

6.8 Agreement

- (1) An agreement, in the format approved by the Commission, shall be executed by the applicant on a stamp paper of a prescribed value, for getting a new connection and for change in the agreed parameters like contract demand, etc. In case of single-phase domestic and non-domestic consumers, the application form itself

shall be treated, as agreement and the main ingredient of agreement shall be incorporated in the application form. In 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), the Electricity Supply Code, and other rules and regulations in force. These special clauses shall form a part of the agreement. The maps submitted, agreed upon and signed by both the consumer and the licensee shall form a part of the agreement.

- (2) The compulsory period of availing supply from the date of commencement of supply or initial period of agreement shall be one year for LT consumers and two years for HT consumers. The licensee may modify the structure of the agreement formats presently in use with the approval of the Commission in order to meet any requirement that may arise as a consequence of the provisions of these Regulations so that the format is consistent with the Act and prevailing Rules, Regulations and the provisions of these Regulations.
- (3) If there is need to modify/ amend the agreement signed between the licensee and consumer, it will be done by a supplementary agreement.
- (4) Any amendment for the purpose of change of name, shifting of premises within the same billing area, change in connected load/contracted load, change of tariff category, etc. shall be done and the same shall be incorporated in the agreement by execution of a supplementary or a fresh agreement.
- (5) A register of agreements executed by all LT and HT consumers shall be maintained by the Licensee at its designated office.

6.9 Termination of Agreement

- (1) The agreement shall remain in force even after completion of the initial period of agreement until it is terminated. Domestic and single-phase Non-domestic category of consumers may terminate the agreement after giving one month's notice. Consumers other than domestic and single phase non domestic under LT category can terminate the agreement on giving three months notice. In case of HT six month's notice and one year in case of EHT & Railway is required.

Provided that the agreement shall normally be terminated after expiry of the initial period of agreement. However, if the agreement is to be terminated for reasons

whatsoever, before expiry of the initial period of agreement, the consumer shall be liable to pay charges as per tariff order for the balance period of the said one-year in case of LT and two years in case of HT or notice period specified in the agreement whichever is higher.

The licensee shall arrange for special meter reading, at a mutually acceptable date, to facilitate preparation of the final bill of the consumer.

The agreement shall be terminated on the last day of the billing month and the licensee shall raise the final bill accordingly.

- (2) If power supply to a consumer remains disconnected for a period more than notice period for non-payment of charges or dues or non-compliance of any direction issued under these Regulations, the licensee shall issue a show cause notice, to be replied within seven days, to the consumer for termination of the agreement. In case no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee with the consumer for power supply shall be terminated on expiry of the period of seven days, provided the initial period of the agreement is over. If initial period is not over the provision given under Clause 6.8(1) above shall apply. During the period of temporary disconnection the consumer shall be liable to pay the demand charges or minimum charges as applicable. The Licensee shall record and keep the total outstanding amount due from the consumer on termination of the agreement and shall have the right to recover the same amount through Court of Law if necessary.
- (3) On termination of the agreement, the licensee shall be entitled to remove the service line and other equipment of the licensee for supply of power from the premises of the consumer. After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as an application for new connection and would be entertained only after all outstanding dues have been cleared.

6.10 Security Deposit

- (1) Subject to the provisions of sub-section 5 of section 47 of the Act, the licensee may take a security deposit from the consumers for consumption of energy in accordance with the provisions of sub-section (1) of section 47 of the Act.

(2) Computation of load Security Deposit

The security deposit amount required to be maintained with the Licensee will be computed as follows:

A sum equal to three months charges (energy charge + demand charge) calculated in prevailing tariff at monthly average consumption of last twelve months or in cases when supply has been provided for a short period, the average of billing of such shorter period shall be considered.

The new consumers shall pay an initial security deposit based on the table of estimated consumption per category of consumers given below :

S.N	Category	Estimated consumption in kWh (per kW / Month)
1	Domestic	60
2	Commercial	120
3	Public lighting	300
4	Public water works & sewerage	120
5	Agriculture / Irrigation	120
6	LT industry ó (upto 25 kW)	100
7	HT óI industries connected load upto 1000 kW	100
8	HT-II Large Industries (connected load above 100 kVA to 5000 kVA)	150
9	HT-II Extra Large Industries (connected load above 5000 kVA)	250
10	Bulk Supply (connected load not less than 50 kVA)	150
11	Railway	150

(3) Review of Security Deposit

- (i) The amount of the security deposit obtainable from a consumer shall be reviewed every year on the basis of consumption of the previous year. The consumer shall be required to pay additional security deposit /shall be refunded the amount if the two times the monthly average bill based on his consumption during the last twelve months exceeds/or lower than the amount of security deposit held by the licensee by 20 %, the Licensee will review the amount of security deposit maintained by the consumers. All existing consumers of a licensee whose security deposit held falls short of amount worked out as above, the difference becomes payable by the consumers as

security deposit within 30 days from the date of service of notice. On failure of depositing within the stipulated time the consumers shall be liable to be disconnected without any further notice. Excess if any may be refunded within 30 days of assessment.

- (ii) The Licensee shall serve a notice within 15 days of the additional security deposit getting due. If the consumer fails to pay the additional security deposit within 30 days of the date of service of the notice, the Licensee is entitled to refuse or discontinue the supply of electricity so long as such failure continues.
- (iii) The licensee shall appropriate the security deposit towards the payment of charges due to Licensee immediately after 60 days of disconnection if the consumer fails to clear the outstanding dues against which the disconnection has been carried out.
- (iv) The consumer shall on being served a notice in writing by the licensee from time to time replenish such security in the event of it becoming exhausted or insufficient. The security deposit amount to be recovered from the consumer or to be refunded to the consumer may be served with the electricity bill of the consumer. If the consumer fails to replenish the security within 15 days of the date of service of the notice the licensee may without prejudice to any other remedy, which the licensee may be entitled to refuse or discontinue the supply of electricity so long as such failure continues. If a consumer so desires, the licensee may offer three equal installments for the payment of the additional security deposit.
- (v) In the case of consumers who were sanctioned additional Contract Demand, the additional consumption deposit shall be calculated based on the estimated additional energy consumption as if it is a new service.

(4) Meter Security:

The amount of Security Deposit for "Meter Security" shall be normally the price of meter as fixed by the licensee from time to time.

(5) Interest on Security Deposits

The distribution licensee shall pay interest on security deposit of consumer at a rate equal to RBI rate as on 1st April of the financial year plus one percent; the amount of interest accrued shall be adjusted in the electricity charges payable in the month of June every year.

(6) Surcharge for belated payment of Security Deposit

Belated payment of security deposit shall attract all consequences of delay in payment of electricity charges

(7) Release of Security Deposit

The security deposit shall be returned to consumer, upon termination of the agreement and after adjustment of all dues, within 60 days of completion of formalities.

6.11 Failure and interruption of supply:

- (1) The licensee shall take all reasonable measures to ensure continuity, quality and reliability of supply of power to the consumer, except where he is prevented from doing so by cyclone, floods, storms or occurrences beyond his control.
- (2) Licensee shall make necessary advance planning to ensure that Duration of scheduled load shedding shall not be more than 2 Hrs at a stretch during day time and shall be notified in advance. Schedule Load shedding programme shall be intimated to the Commission quarterly.
- (3) The Licensee shall be entitled, for reasons of testing or maintenance of any other sufficient cause for its working, to temporarily discontinue the supply for such periods, as may be necessary, subject to providing advance public notice in this behalf.
- (4) The Licensee shall not be liable for any claims attributable to indirect, consequential, incidental, punitive or exemplary damages, loss of profits of opportunity, whether arising in contract, tort, warranty, strict liability or any legal principle which may become available, as a of any curtailment of supply under the circumstances or conditions mentioned in this Regulation 6.11

6.12 Restrictions on Use of electricity

- (1) The consumer shall curtail, stagger, restrict, regulate or altogether cease to use electricity when so directed by the Licensee's power system or as per the directives of SLDC warrants such a course of action. Notwithstanding anything contained in any agreement /undertaking executed by a consumer shall restrict the use of electricity in terms of his/her maximum demand and /or energy consumption in the manner and for the period as may be specified in any order that may be made by the Licensee on the instructions of State government or the Commission to maintain orderly grid. The Licensee shall inform the bulk/HT

consumers about such restrictions as early as possible by any convenient communication mode for minimizing inconvenience.

- (2) When restrictions are imposed by the Government or the Commission mode for use of Electricity. The Licensee may levy deterrent charges (besides discontinuing the installation without notice) as may be stipulated from time to time , on the quantum of electricity drawn in excess of the restricted quantum.

6.13 Energy Conservation

- (1) Promoting efficient use of energy including energy audit towards this end and energy conservation by all the consumers and the Licensee shall be mandatory as per the provisions contained in the Energy Conservation Act 2001 subject to the conditions that such stipulations are not inconsistent with the Electricity Act 2003.
- (2) Every consumer shall endeavour to minimize wastage and inefficient use of electricity and extend necessary co ó operation to the Licensee.

CHAPTER-7
RECOVERY OF ELECTRICITY CHARGES

7. Recovery of Electricity Charges:

- 7.1** Licensee shall charge a consumer tariff for the electricity as approved by the Commission from time to time.
- 7.2** The Charges shall be recovered through Billing as per Regulations at Chapter 9.
- 7.3** The Licensee shall be entitled to charge a consumer wherever applicable the following:-
- (a) Charges for the supply of energy as determined by the Commission and other tax duty as notified by the Government.
 - (b) Wheeling charges and / or surcharges and additional surcharges applicable if any, as determined by the Commission.
 - (c) Rental if any, towards meters and 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.
- 7.4** Clarification sought by a consumer on a tariff applicable to him shall be provided by the Licensee to his satisfaction.

CHAPTER- 8 METERING

8.1 Requirement of Meters

- (1) No new connection shall be given without a correct Meter unless exempted by the Commission and Cut-Out or a Miniature Circuit Breaker (MCB) or Circuit Breaker (CB) of appropriate specification.
- (2) Installation of meters shall be as per regulations made by the Central Electricity Authority in this behalf, when such regulations are made. In case of HT supply, if HT metering cannot be readily provided, LT metering may be provided on the LT side of the consumer's transformer. In such cases, electrical quantity for billing purposes shall be computed by adding three percent, or such other percentage as may be prescribed by the Commission from time to time, to the quantity registered by the LT meter towards transformation loss. This arrangement shall not continue for more than three months and the Licensee shall arrange to install a meter on the HT side of the transformer within the said period.
- (3) Licensee shall have the right to replace/alter meters/metering equipments to take advantage of better technology available and to meet the requirement of Commission's Tariff Order. Licensee is also authorised to install any additional equipment / device considered necessary for better control, operational, efficiency and monitoring. In all such cases the consumer shall be required to provide appropriate and suitable space as required by the licensee. The Licensee may install remote metering device in the consumer premises in such cases the consumers shall provide access to the meter through his telephone line.

8.2 Classification of Meters etc.

The Meters for new connections shall be standard and 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 loads less than 25 KW loads in Urban and Rural areas ó Static meters.
- (b) For LT (Contracted Load > 25 KW) / HT / EHT consumers ó
 - Static. 3 phase Tri-vector meters with MDI.

- The Meters shall have a facility for Time of the Day Metering with sufficient memory for accommodating data for 12 months.
 - Three phase meters for HT / EHT segment should be capable of recording with date and time stamping, the common system / connection anomalies like phase wise missing potential, phase wise CT reversal, current unbalance & voltage unbalance.
 - The meters shall have anti-tamper features as per CEA regulations above and duly approved by the Commission.
 - 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) **“Prepaid Meters:** The Licensee may educate, encourage consumers to use prepaid meter for single phase domestic commercial purpose which should display the amount left, unit consumed, and the tariff applicable with an automatic disconnection mechanism 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):
- CT secondary boxes (in addition to locking arrangement)
 - PT secondary box (in addition to the locking arrangement)
 - Meter Cabinet.
- Note:** Seal of the consumer meter shall 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 for the ACT.
- (e) For all the 11 KV & 33 KV consumers, the licensee shall introduce facility for taking remote meter reading (GSM technique), and for distribution transformers, remote meter reading (with facility of low power radio) to extract data from meter centrally, in order to have access on data as and when required.
- (f) The accuracy class meters for EHT / HT / LT (whole current meters) / LT / CT operated consumers, shall be as laid down CEA regulations.

8.3 Supply and Installation of Meters and Cut-outs/ MCBs / CBs

- (i) Generally the licensee shall supply the meter and metering equipments, cut-out/ MCB/ CB/ load limiter to consumers at the time of giving new service connection or at any other time as required and they shall be and remain the property of the Licensee. The Licensee may also require the consumer to give him security for the price of meter and enter into agreement for the hire thereof unless the consumer elects to purchase the meter. The Licensee shall install the meter in proper working condition and the consumer shall pay the monthly rent, if any, for the meter and metering equipments at the rate approved by the Commission. If the meter is not in proper working condition, the consumers shall not be liable to pay the meter rent for the period the meter remains defective, in case the Licensee is not able to repair / replace the defective meter even after 15 days of complaint by the consumer.

Any consumer, if he so desires, can purchase and provide his own meter / metering device of standard approval by the licensee duly tested at the licensee's / other Commission approved testing laboratories and the same shall be installed and sealed by the licensee. No meter rent shall be collected for the meters provided by the consumers.

- (2) Meters will ordinarily be installed at the point of entry to the building/ premises, and will be fixed and installed according to the convenience of the Licensee on the consumer's premises on the ground floor where it could be accessible for reading and inspection at any time, or at such other suitable place as the Licensee shall decide and the consumer shall run his wiring from such point of supply. The consumer will be responsible for the safety of the meter from theft or damage. All EHT & HT consumers shall provide independent entry to the meter or metering cubical. In case of LT consumers meter and the cutout/ MCB or, in case of HT /EHT consumers, meter, circuit breakers or any other associated equipment shall be installed by the Licensee at the point (s) of supply.
- (3) All new meters shall be installed in a tamper proof metering boxes. The licensee shall prepare and implement a phased plan to install tamper proof metering boxes for all the meters, which are at present installed without meters boxes.
- (4) In case of semi-permanent (kuchha) houses, the Distribution Licensee shall ensure that the meter is properly fixed on a wall or other safe location, and is accessible to the meter reader.
- (5) Whenever new meter / metering equipment is installed (as a replacement or for a new connection), the meter shall be properly sealed on behalf of and in the

presence of representatives of both the parties. Both the representatives, witness to the sealing shall affix their signatures on the specified documents mentioning their full name and designation. The seal, name plates and distinguishing numbers or marks affixed on the meter and metering equipment shall not be broken, erased, altered or in any way interfered with by either party except in the presence of a duly authorized representative of the other party.

- (6) (a) The consumer shall be responsible for safe custody of Meter(s), cut-outs/ MCB/ CB etc., except in cases where such meter(s), cut-outs/ MCB/ CB etc. are installed outside the premises of the consumers.
(b) In case a meter is lost or stolen from the premises of the consumer, the consumer shall report such matter in the police station and the supply shall be restored by the licensee after installation of a new meter at the cost of the consumer.
- (7) The meter fixed in the consumers premises shall not be connected, disconnected by any person other than the Licensee's authorized officer/staff.
- (8) In case the consumer requires the meter to be removed or its position changed, he shall give the notice to that effect in writing to the authorized officer of the Licensee. The Licensee may comply with such notice, subject to the consumer paying in advance charges prescribed in the Schedule of Tariffs.

8.4 Testing of Meters

- (1) It shall be the responsibility of the Licensee to satisfy himself regarding the accuracy of the meter before it is installed and may test them for this purpose.
- (2) The Licensee shall also conduct periodical inspection/testing of the meters as per the following schedule:

Single phase meters: at least once every five years

LT 3 phase meters: at least once every 3 years

HT meters including MDI at least once a year.

Wherever practicable, CT and PT shall also be tested along with meters.

Records of these test results shall be maintained in accordance with Rule 57 of Indian Electricity Rules, 1956.

- (3) If required, the Licensee may remove the existing meter for the purpose of testing. The representatives of the Licensee must, however, produce an authenticated notice to this effect and sign the document, mentioning his full name and

designation, as a receipt, before removing the meter. The consumer shall not object to such removal.

- (4) The Licensee shall, at any reasonable time and on informing the consumer of its intention, have access to and be at liberty to inspect and test the meter and metering equipment.

8.5 Defective Meters

- (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 conduct of the test. The consumer shall be allowed to be present during the testing.
- (2) A consumer may request the Licensee to test the meter (including the metering equipment) in his premises, if he doubts its accuracy, by applying to the Licensee. The licensee shall undertake such site testing if feasible and on payment of prescribed fee.
- (3) In all cases of testing of a meter in the laboratory, the consumer shall be informed of the proposed date of testing at least seven (7) days in advance, so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative, if present, shall be obtained on the Test Result Sheet.
- (4) If the meter, on testing, is found to be incorrect after testing, and the consumer does not dispute the test results, the meter shall be repaired by the owner of the meter and reinstalled after testing, or a new meter will be installed. The Licensee shall revise the bills as per the procedure given in Chapter - 9.
- (5) For low-tension consumers, the defective meter shall be replaced within a period of thirty days, from the date of reporting of the fault. In case of HT consumers, meter should be replaced within fifteen days of detection of fault.

The meter reader shall furnish a list of connections where the meter readings could not be recorded or the meter has not recorded any consumption of electricity, to the Officer in Charge (O/C) of the Distribution centre. The O/C shall prepare a list of such consumers where meter reading could not be taken or the defective meter could not be replaced within thirty days and report the same to the Assistant Engineer and Executive Engineer. The Licensee shall develop and have in place a detailed document describing systems, procedure and accountability regarding replacement of defective meters.

8.6 Meter (Including Maximum Demand Indicator) Not Recording

- (1) The consumer is expected to intimate the Licensee in writing, as soon as he notices that meter has stopped/ is not recording. The Licensee shall acknowledge the intimation given by the consumer.
- (2) If during periodic or other inspection by the Licensee, any meter is found to be not recording, or a consumer makes a complaint in this regard, the Licensee shall arrange to test the meter. Meters should be replaced within a period specified in the Guidelines for Redressal of Consumer Grievance.

8.7 Reading of Meters

(a) By Meter Reader:

The readings of each meter shall be entered by such reader in the meter card/ meter reading passbook made available by the Licensee, which shall be open to the inspection of the consumer. The meter reader shall carry the photo identity cards provided by the Licensee. Arrangements shall be made by the licensee to display the meter reading and payment status of high value consumers on the Internet. The Licensee shall provide and maintain with the consumer a meter card for recording the meter reading. The Licensee shall record the meter reading and date of reading in the meter card.

(b) Self Reading:

In case the Licensee does not take the meter reading of LT installations during any month/months, the consumer shall have the option to provide the meter reading to the Licensee for such month/months and the Licensee shall consider such reading and provide Electricity bill to the consumers accordingly. In case of such self-reading of meters by the Consumers, the Licensee shall take reading at least once in three months and reconcile the difference, if any and adjust the bill accordingly.

8.8 Unscheduled Reading of Meters in cases of Change of Occupancy / Vacation of Premises for Domestic Consumers

It shall be the responsibility of the consumer to get his connection disconnected if he vacates the premises as otherwise he shall continue to remain liable for all charges.

Notice and request for disconnection is to be given by the consumer at least 7 days before the proposed date of vacation. The Licensee shall arrange to take a special reading of the meter after intimating the consumer.

8.9 Distribution Transformers metering

- (i) Whenever new distribution transformers are installed appropriate C.T meters shall be provided on low voltage side of the distribution transformer before commissioning it. If necessary, separate meters for each L.V feeder may be provided.
- (ii) Giving priority to distribution transformers in urban areas, in a phased manner, all the distribution transformers shall be provided with meters as per sub-clause (i) above. Meters with remote reading facility may be arranged to be provided.
- (iii) These meters shall be read regularly and recorded simultaneously while taking the meter readings of service connections under the distribution transformer for energy auditing and wherever the energy loss is found more, through inspection of all meters, L.T line shall be checked and necessary action taken to bring down the losses.
- (iv) When all the distribution transformers under a particular 11 KV feeder is provided with meters, these meters shall be read along with the meter reading of the 11 KV feeder provided at the sub-station simultaneously for conducting energy audit. Whenever the 11 KV line losses are found higher, necessary action should be taken to bring down the losses.

CHAPTER-9 BILLING AND PAYMENT

9.1 Billing

- (1) The Licensee shall endeavor to computerise the billing for all the categories of supplies in a phased and time bound manner. All bills shall be generated in a centrally located place of the Licensee.
- (2) Basis of the bill, unless otherwise provided, shall be the meter reading.
- (3) Bill shall be issued within 4 days for Urban and 7 days for rural areas, from the meter reading date.
- (4) Arrears for the current year bill and arrears up to end of last year bills shall be separately shown in the bill.

9.2. Billing Frequency and Serving of Bills

- (1) Except where the consumers receives supply through a pre-payment meter, the Distribution Licensee shall issue bills to the consumers at such periodic intervals of at least once in every two months in respect of consumers in town and cities and at least once in every three months in respect of all other consumers, and notified by the Licensee, unless otherwise specifically approved by the Commission for any consumer or class of consumers.
- (2) The Distribution Licensee shall intimate the consumer of the due date on which he will receive his energy bill and also the due date for payment of his bills. This will normally be the due date for all billing cycles for that consumer. In case the due date falls on a holiday in any month, the next working day shall be the due date for that month. The Licensee shall adhere to the schedule of prescribed meter reading date and bill date.
- (3) The bill may be either sent by post or delivered at the premises of the consumer.
- (4) The Distribution Licensee shall endeavor to take monthly Meter Reading Instrument (MRI) downloaded for all connections where meters with MRI download facility are installed. 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 officer/ personnel taking the meter reading.
- (5) When supply to a new consumer is commenced in the middle of a month, 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, a month shall be computed as 30 days.

- (6) Subject to the provisions of Part XII and Part XIV of the Act, in case of a defective meter, the amount of the consumer's bill shall be adjusted, for a maximum period of three months prior to the month in which the dispute has arisen, in accordance with the results of the test taken subject to furnishing the test report of the meter along with the assessed bill.

Provided that, in case of broken or damaged meter seal, the meter shall be tested for defectiveness or tampering. In case of defective meter, the assessment shall be carried out as per clause 9.2.6 above and in case of tampering as per section 126 or section 135 of the Act, depending on the circumstances of each case.

Provided further that, in case the meter has stopped recording, the consumer will be billed for the period for which the meter has stopped recording, up to a maximum period of three months, based on the average metered consumption for twelve months immediately preceding the three months prior to the month in which the billing is contemplated.

- (7) The senior officers shall carry out the sample checking of meter readings as per the schedule drawn out by the officer in charge of the distribution circle of the area. It should be the endeavor of the licensee that meter readings in case of at least 20% of LT meters are checked in a year by the team of officers, not below the rank of Junior Engineer.
- (8) The Licensee may send bills to consumers by hand or by post. In case of hand delivery of bills, proof of service of bill shall be maintained at the concerned office of the licensee. 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) The licensee shall make arrangements to provide guidance and information to any consumers on telephone and for this purpose shall set-up call centre (s). All urban areas may be brought under this facility in the first phase and rural areas thereafter. Details of payment status, arrear status, authorized load, contract demand etc. may be provided to the consumer if he discloses his connection number and address.
- (10) Spot billing may be permitted under special circumstances authorized by the licensee.

9.3 Liability for Payment of Minimum Charges:

Minimum charges shall be payable by the consumer as specified in the tariffs for different categories of consumers. The minimum charges payable by a consumer even if no Electricity is consumed, for any reason what so ever and also if charges for electricity actually consumed are less than the minimum charges. The minimum charges will be payable even if Electricity is not consumed because the supply has been disconnected by the department because of non ópayment of Electricity charges, pilferages, other malpractices or for any other valid reason or for interruption of supply either due to force majure reasons or for the purpose of maintenance etc. of the power supply system.

9.4 Inaccessible Meter

- (1) If for any reason, meter is not accessible for reading, the Distribution Licensee shall send a notice in writing to the consumer to keep the meter available for reading at the time and date given in the notice. If after the notice being given as described, the consumer still does not provide access to the meter for reading, the Distribution Licensee shall be free to send a provisional bill together with a surcharge as applicable. The provisional bill shall be prepared on the basis of average monthly consumption of the previous financial year.

The amount thus billed shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycle. Such provisional billing shall not continue for more than two meter reading cycle at a stretch. If the meter remains inaccessible even for the next cycle the consumer may be disconnected after serving due notice.

- (2) The above provision shall not apply in case of a domestic consumer who has given an advance intimation to the Distribution Licensee of the inaccessibility of the meter that covers the minimum / fixed charges for the duration of the proposed absence.

9.5 Disputed/Erroneous Bills

- (1) In the event of any objection in respect of the billed amount, the consumer may lodge a complaint before the designated officer as mentioned in the energy bill. The supply of electricity shall not be cut off, if such person deposits, under protest, an amount equal to the billed amount or as specified by the designated officer.
- (2) If on investigation, the Distribution Licensee finds the bill to be erroneous, a revised corrected bill shall be furnished to the consumer indicating the revised due date. Excess amount paid by the consumer, if any, shall be adjusted in the

subsequent bill and the date of issue of bill in which the amount is adjusted would be treated as the date of refund.

- (3) In case it is established that the meter reading recorded was incorrect, responsibility may be fixed and the Distribution Licensee may take suitable action against the erring employee.
- (4) In the event that investigations establish that the original bill was correct, and the consumer is liable to pay, claim for additional charges as applicable, being made by a separate supplementary bill furnishing all the relevant details.

The supplementary bill shall be paid within 30 days from the date of issue of the bill failing which the power supply to the consumer will be discontinued without further notice.

- (5) The Distribution Licensee shall provide quarterly feedback to the Commission on the analysis of disputed / erroneous bills.

9.6 Procedure for assessment of consumption in case of incorrect or stopped meter

- (1) In the event of any meter being found prima-facie incorrect (which includes a stopped, slow, or fast meter) and where actual errors of reading cannot be ascertained, the assessed quantity of energy consumed shall be determined by taking the average consumption for the previous 3 months, preceding the date on which the defect was detected or the next three months after correction whichever is higher and bill be prepared and presented accordingly.
- (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 consumption.
- (3) For consumers whose contract demand/ connected load varies in the concerned period, consumption should be assessed proportionate to the contract demand/ connected load.
- (4) 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.
- (5) In case where a check meter is in use, the consumption recorded in this may also be used for provisional billing, when the meter is removed for testing or otherwise, subject to adjustments against reading of the tested main meter to be installed

subsequently, reconciling the reading of the check meter with reading of the test meter for an identical period.

9.7 Sample Check of Meters

- (1) The senior officers shall carry out the sample checking of meter readings as per the schedule drawn out by the licensee for this purpose.
- (2) It should be the endeavor of the Distribution Licensee that at least 10% of LT meters are checked in a year by the team of officers, not below the rank of Junior Engineer or equivalent rank in case of LT consumers and Executive Engineer or equivalent rank in case of HT consumers.

9.8 Contents of the Energy Bill (Model Bill Format)

The bill for metered connections shall contain the following details:

(A) General information:

Name of consumer

Full postal address of consumer

Phone no., fax, e-mail address if available

Consumer number:	Volt of supply:	Category
Bill date:	Bill no:	Due date
Meter no:	Metering voltage:	
C/T ratio:	P/T ratio:	Multiplying factor (MF)
Connected load	Contract Demand	
Period of Bill: From	To	
Previous reading (i)	Present reading (ii)	
Difference (ii - i):	Units consumed (Difference x MF)	
Maximum Demand	Power factor	

(B) Bill part

a) Energy Charges (In different Slabs)

i) First $\text{í í í .. units@.....}$

ii) Next $\text{í í í .. units@.....}$

iii) Next----- units@.....

iv) Balance----- units@.....

b) Fixed /demand charge@

- c) Minimum Charge
- d) Electricity Duty
- e) Meter rent

upto last year

Current year

- f) Arrear (i) Principal
(ii) Surcharge
- g) Any other charge/ surcharge/rent (To be specified)
- h) P.F penalty
- i) Gross billed amount
- j) Less Interest on Security deposit due
(Period for which paid and interest rate to be specified)
- k) Less Rebate for HT
- l) Less advance paid
- m) Less compensation
- n) Gross amount payable
- o) Less Rebate if paid within due date
- p) Total amount payable

(C) Other information (may be printed in the reverse of the Bill)

- Authority in whose favour cheque / Bank draft is to be issued.
- The names(s) /address (es) of collection centers.
- Working hours for collection of bills.
- Designation, address and phone no of the official with whom grievance pertaining to bills, meter, meter reading etc. can be lodged.
- Full contact address of the forum for Redressal of grievances of consumers.

The bill may contain additional information, if any, as desired by the Distribution Licensee and any other message that the Distribution Licensee may like to give.

9.9 Payment of Bills

- (1) Consumers are expected to make payment for the energy used by them as per the bill and licensee is obliged to issue a proper receipt in token of having received the payment. In all cases payments shall also be acknowledged in the next bill.

- (2) The licensee shall ensure adequate publicity of the addresses / locations and working hours of the collection centres including those of banks where consumers can make payments. The licensee shall provide a choice of maximum alternative modes of payment to the consumers like payment through cash, local cheque, bank draft, banker's cheque, Electronic Clearing System (ECS), credit /debit card etc. A consumer shall be allowed to make payment through cheque for amounts above Rs. two hundred.
- (3) In the event of non-realization of cheque, the licensee shall have the right to increase the security deposit from the consumer. The licensee shall also have the right to take steps such as levying cheque dishonour charges or initiating other actions as per Law besides insisting on future payment by demand draft or by cash.
- (4) In case of non-receipt of bill within the specified date of receipt of bill as per clause 9.2.2, the consumer shall contact the bill issuing office and obtain a duplicate bill and make payment of the bill. In case the licensee is not in a position to provide duplicate bill, for any reason, the consumer shall pay on the basis of average bill amount of previous three consecutive bills.
- (5) The due date for the payment of a bill shall be mentioned in the bill and such due date shall not be less than 15 days. If the due date falls on public holidays, the next working day shall be treated as the due date.
- (6) If a consumer informs the Licensee of any difficulty in paying the arrears bill in full, the licensee may offer an installment payment option to the consumer. Grant of installment facility is without prejudice to payment of interest on belated payment.
- (7) If a consumer wishes to make advance payments towards electricity charges, he shall be allowed to do so by the Licensee and the amount so paid shall be adjusted accordingly against the bills raised subsequently on the Consumer. The Licensee may allow incentive.
- (8) The Licensee may adjust the payments made by the consumer in the following order of priority.
 - a) Interest on electricity tax arrears.
 - b) Electricity tax arrears
 - c) Interest on electricity charges arrears.

- d) Electricity charges arrears
 - e) Current month dues
- (9) All categories of consumers committing default in the payment of the billed amount shall be liable to pay delayed payment surcharge, on the amount outstanding at rates as approved by the Commission from time to time.

9.10 If the Licensee fails to receive payment against bill/(s) presented to a consumer on or before last date for payment as specified in the bills, the Licensee shall be at liberty to take action against such consumers under Sub-section (1) of section 56 of the Electricity Act 2003 and cut off the supply to the consumer after giving such consumer not less than 15(fifteen) days clear notice in writing, without prejudice to the Licensee right to recover the bill amount from the consumers by suit.

CHAPTER-10

DISCONNECTION AND RESTORATION OF SERVICE

10.1 Disconnection due to non-payment for bill amount

Where a person neglects to pay any charge for electricity or any other sum due from him to a Licensee, by the due date mentioned in the bill, in respect of supply, transmission or distribution or wheeling of electricity to him, the licensee may, after giving not less than fifteen (15) clear days notice in writing to such person and without prejudice to his rights to recover such charge or other sum by suit, cut off supply of electricity, until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid, but no longer.

10.2 Disconnection on other reasons:

The licensee may also disconnect power supply to a consumer on any of the following grounds serving proper notice as per Annexure - 5

- (1) At the request of consumer
- (2) Mandated the Licensee to do so by a person with legal authority to issue such mandate.
- (3) Entitled the Licensee to do so under an agreement with the consumer.
- (4) The Licensee reasonably believes that the consumer has contravened any of the provisions of this code, which entitle the Licensee to disconnect the supply.
- (5) The Licensee reasonably believes that failure to disconnect may or likely to cause a health hazard or safety risk or damage to property or to the consumer or to any other person; such as prevalence excessive leakage current as provided under 49 of the I.E. Rules, 1956.
- (6) The Licensee reasonably believes that the consumer's installation does not satisfy with the applicable rules or any other reasonable requirements prescribed by the Licensee.
- (7) Reasonably known that 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.
- (8) For theft and unauthorised use of Energy under Regulations 11.4 (a) (vii) and Regulations 11.2(e) (i) respectively. Consumer's supply on detection of theft will be disconnected immediately without giving notice.
- (9) For not providing access to the Licensee or its authorized representative under Regulations 4.12(4).

10.3 Recovery of old dues:

Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer, under this section 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 arrears of charges for electricity supplied.

10.4 Restoration of Power Supply:

- (a) A connection that is disconnected permanently shall not be reconnected and the consumer shall have to apply for a new connection.
- (b) In case of temporary disconnection, supply shall be reconnected after the cause of disconnection has been removed.
- (c) If the disconnection was on account of non-payment of bill, the connection shall be reconnected on an application of the consumer accompanied by the copy of the payment receipt of the dues.
- (d) On receipt of payment of dues along with the prescribed disconnection and reconnection fee supply shall be reconnected within 24 hours of the submission of the complete application.

Provided where service cable / conductor has to be re-erected, the connection shall be reconnected within 48 hours.

- (e) If payment is made by Cheque (other than Banker's Cheque) supply may be reconnected after realisation of the cheque.
- (f) In other cases, the applicant shall apply for reconnection after removal of the causes along with the prescribed disconnection & reconnection fees and the following relevant documents.
 - (i) Receipt of payment of disconnection / reconnection fee.
 - (ii) Test report by a Licensed Electrical Contractor (LEC).
 - (iii) Documentary evidence of removal of cause for disconnection under clause 10.2.above.
 - (iv) An affidavit in cases covered under Regulations 11.2(e).

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 within 24 hours of intimation for normal restoration within and 48 hours where services connection are to be re-erected.

CHAPTER-11

UNAUTHORISED USE OF ELECTRICITY AND THEFT OF ELECTRICITY

11.1 Unauthorised use of Electricity (UUE)

- (1) The following acts on the part of consumer have been considered as unauthorized use of electricity under the provisions of Section 126 of the Act;
 - (i) Use of electricity by any artificial means: or
 - (ii) Use of electricity by means not authorized by 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 usage of electricity was authorized; or
 - (v) Use of electricity for the premises or areas others than those for which the supply of electricity was authorized
 - (vi) Use of Electricity in the premises to which supply is disconnected by the Department.
- (2) The following acts on the part of the consumer shall also be considered as prejudicial use of electricity and shall also be dealt with under the provisions of Section 126 of the Act;
 - (i) Increase in connected or contracted load in excess of the 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) Accidental damage to meter or equipments associated with metering provided by the licensee for the purpose of metering of energy supplied and not reported to the licensee.

11.2 Procedure for Inspection, Provisional Assessment, Hearing and Final Assessment in case of unauthorized use of electricity (UUE) under Section 126 of the Act

(a) Inspection

- (i) The licensee shall publish the list of assessing / authorized officer of various districts and the photo identification card issued to such assessing officer is to enable easy identification by the consumers.

- (ii) The Assessing Officer on receipt of reliable information on unauthorized use of electricity or on instruction from higher authority, promptly conduct inspection and search of such place or premises, exercising due diligence.
- (iii) The Assessing Officer, if required to do so, shall handover his business card to the person in occupation or possession or in charge of the place or premises before entering the premises. Photo ID card shall be carried by each team members.
- (iv) The access to premises shall be in accordance to section 4.12 of this Code. Provided that the occupant of the place or premises of inspection or any person on his behalf shall remain present during the inspection.
- (v) A 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 any irregularity noticed which may lead to an indulgence of unauthorized use of electricity in the format given in Annexure-6 The Inspecting Officer shall carry seals for this purpose.
- (vi) The report shall clearly indicate whether or not conclusive evidence substantiating the fact that UUE was found. The details of such evidence should be recorded in the report. The report shall be signed by each member of the inspection team and handed over to the person in occupation or possession or in charge of the place or premises at site immediately under proper receipt. In case of refusal by such person or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and may be photographed. Simultaneously, the report shall be sent to such person under Registered Post / Speed post on the day or the next day of the inspection.
- (vii) Within 3 working days of the date of inspection, the Assessing Officer shall analyze the case after carefully considering all the evidence including the consumption pattern, wherever available and the report of inspection. If it is concluded that no unauthorized use of electricity has taken place, no further action will be taken.

(b) Provisional Assessment and Notice to the Consumer

- (i) If the Assessing Officer comes to the conclusion that Unauthorized Use of Electricity has taken place in the premises (as defined under Explanation under Section 126 of the Act), he will serve a provisional assessment order

upon the person in occupation or in-charge of the premises, giving 7 days time under proper receipt 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-8 and bill notice shall be issued in the format at Annexure -9 appended to the Code.

- (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 upon him. Such payment made shall be subject to the final order.

(c) Hearing & Final Assessment

- (i) On the date of hearing, the Assessing Officer shall hear to the 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 UUE is established or not. The order shall contain the brief of inspection report, submissions made by such person in his written reply and during hearing.
- (ii) A copy of the order shall be served to such 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. The 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.
- (iii) If the assessing officer reaches 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.

(d) Appeal to Appellate Authority Against the Final Assessment

- (i) Any person aggrieved by a final order made under sub-clause 11.2(c) above, may, within thirty (30) days of the said order, prefer an appeal to the Appellate Authority designated by the State Govt./Distribution Licensees.

- (ii) No appeal against the order of assessment under sub-clause (i) above shall be entertained unless the person deposits one half of the amount assessed by the Assessing Officer in cash or by way of bank draft with the licensee and encloses documentary proof of such deposit.
 - (iii) No appeal shall lie to the Appellate Authority referred to sub-clause (d)(i) above against the final order made with the consent of the assessed person in writing.
 - (iv) The licensee shall not take any action for recovery of assessed amount for the period of thirty (30) days, mentioned in sub clause (d) (i) above, where the assessed person intimates the Assessing Officer, within this period, of his intention of filing an appeal to the appellate authority.
 - (v) The order of the appellate authority referred to in sub clause (d)(i) above passed shall be final and shall contain the brief of inspection report, submissions made by the person in his written reply and during personal hearing and reasons for acceptance or rejection of the same.
- (e) Default in Payment of Assessed Amount or Installments thereof**
- (i) In case of default in payment of the assessed amount or any installment granted or agreed by the Licensee, 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. The reconnection shall be carried out as per the provisions of reconnection laid down in para 10.4 of the Code.
 - (ii) When a person defaults in making payment of assessed amount, he shall be liable to pay an amount of interest at the rate of 18% (eighteen 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.

11.3 Theft of Electricity

Theft of electricity has been defined in as under

Whoever, dishonestly, ó

- (a) taps, makes or causes to be made any connection with overhead, underground or under water lines or cables, or service wires, or service facilities of a licensee; or supplier, as the case may be; or

- (b) tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or
- (c) damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity; or
- (d) uses electricity through a tampered meter; or
- (e) Uses Electricity for the purpose other than for which the usage of the Electricity was authorized. so as to abstract or consume or use of electricity.

11.4 Procedure to be adopted by licensee for Inspection, Provisional Assessment, Hearing and Final assessment in case of theft of electricity under section 135 of the Act.

(a) Inspection

- (i) The authorized officer of the licensee, suo-motu or on receipt of reliable information regarding theft of electricity, shall promptly conduct inspection and search of such premises.
- (ii) The Authorized Officer shall, if required, handover his business card to the person in occupation or possession or in charge of the premises or place. Photo ID card may be carried by each team member and shown to such person before entering the premises.
- (iii) The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall also apply, as far as may be, to searches and seizure under this Code.
- (iv) A list of all items seized in course of search shall be prepared and signed by all 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 given in Annexure 67. The Authorized Officer shall carry seals for this purpose. Any damage/ destruction to the electric meter, metering equipments, apparatus, line, cable or electrical plant of the licensee caused or allowed to be caused by the 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 to have been made for theft of electricity, wherever feasible and such diagram shall form a part of inspection report.

- (vi) The report shall clearly indicate whether prima-facie a case for theft of electricity can be inferred. The report shall be signed by each member of the team and handed over to the occupant of the premises or his / her representative at site immediately under proper receipt. In case of refusal by such person or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and may be photographed. Simultaneously, the report shall be sent to such person under Registered Post / Speed post on the same day or the next day of the inspection.
- (vii) The authorized officer of the Licensee or supplier as the case may be upon detection of such theft of electricity disconnect the supply of electricity immediately. Any other officer of the Licensee or supplier as the case may be of the rank higher than the rank of that of authorized officer may also disconnect the supply of electricity.
- (viii) As per the provisions of the Act the authorized officer of the licensee or supplier, as the case may be shall lodge a complaint in writing relating to committing of offence in police station having jurisdiction within twenty-four hours from the time of disconnection of supply of electricity to the premises.

(b) Provisional Assessment and Notice to the Consumer

- (i) If the Assessing Officer comes to the conclusion that theft of Electricity has taken place in the premises (as defined under Section 135 of the Act), he will serve a provisional assessment order upon the person in occupation or in-charge of the premises, giving 7 days time under proper receipt 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-8 and bill notice shall be issued in the format at Annexure - 9, appended to the Code.
- (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 upon him.

(c) Hearing & Final Assessment

- (i) On the date of hearing, the Assessing Officer shall hear to the 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. The order shall contain the brief of inspection report, submissions made by such person in his written reply, and during hearing.

- (ii) A copy of the order shall be served to such 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. The 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.
- (iii) 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.
- (iv) The assessment under (iii) above shall be made at a rate equal to three times the tariff applicable for the relevant category of service.
- (v) The licensee or supplier, as the case may be on deposit or payment of the assessed amount or electricity charges in accordance with complaint as referred to in the sub clause 11.4 (a)(viii), restore the supply line of electricity within forty-eight hours of such deposit or payment.

11.5 Tampering , distress or damage to Electrical plant, lines or meter:

If the Electrical plant, lines or meter or any equipment of the Licensee placed in the consumer premises is found tampered, distressed/ damaged, the Licensee shall be entitled to recover the expenses incurred, for restoration of such plant, line, meter or provisions of the Act, including disconnection of supply for non-payment of the cost for replacement/rectification, and action for theft or amendment for unauthorized use, as the case may be.

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

The licensee shall take all necessary measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plants, electrical lines, equipments or meter.

The licensees are mandated to take following steps:

- (1) To provide pilfer proof meter boxes on meters.
- (2) Review the status of service lines, to ensure that it is proper and wherever required, it should be replaced to prevent theft/ by passing of meter.
- (3) Regular inspection of premises of persons and other persons - At least 5% of total connections category wise should be inspected monthly and provisions of the section 126 & 135 of the Act be effectively implemented.
- (4) Priority shall be given to inspections in theft prone areas.
- (5) Regular monthly monitoring of consumption of high value consumer, 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 detail of such system to the Commission.
- (6) Work out all 33KV & 11 KV feeder wise losses in next six months. Losses for all 33KV & 11 KV feeders of the whole state shall be worked out within next one year.
- (7) Install remote metering devices on all HT and high value LT connections on priority for the purpose of monitoring of consumption and prevention of theft of electricity.
- (8) Wide publicity through the media, TV and newspaper to bring awareness amongst consumers about the level of commercial losses, its implication on the honest consumers.
- (9) Seek the cooperation of social and consumer groups, NGOs for prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter through independent agencies, and creation of such groups feeder-wise.
- (10) Display boards containing the provisions of penalties, fines and other information about the above at its consumer service related offices, and other important places.
- (11) 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, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- (12) Install meters on distribution transformers of the suspected area where the possibilities of theft of electricity exists and monitor the consumption of such meters with the consumption of individual consumer meters connected to the distribution transformer, and inspect the abnormalities.

- (13) 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.
- (14) 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.
- (15) 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 / feeders 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/ distributions transformer.
- (16) Ensure that meter readers are rotated in such a manner that their area of meter reading is changed at least once in six months.
- (17) Maintain list of cases where theft of electricity has been detected clearly indicating the case where first Offence or subsequent offence(s) of the theft has been detected ó Action as per provision of the Act to be taken.
- (18) Monitor case of theft and submission of abstract report to the Commission in respect of recovery of assessment amount and bills.

11.7 Voluntary Declaration of Tampered Meters

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 case a consumer 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.

11.8 General

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 bill. 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.

11.9 Offences and penalties in respect of supply of electricity has been dealt in detail under section 135 to 152 of the Electricity Act, 2003 amended from time to time which shall be binding both for licensee or supplier as the case may be or the persons concerned.

CHAPTER-12 MISCELLANEOUS

12.1 Force Majeure and Restrictions on Supply of Power

The Licensee may direct the consumer to curtail, stagger or altogether stop using supply in any of the following conditions and the Licensee 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 his control either directly or indirectly, 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.

12.2 Other Code and Regulations

Consumers shall ensure that new building, structures, additions, modifications and any other constructions projects keep the minimum clearances, required from existing supply lines of the Licensee. These minimum clearance are specified in the Indian Electricity Rules, 1956.

12.3 Service of Notice

- (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 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 authorised person of such a concern, shall be taken as sufficient service for the purposes of this Code. E-mail facility shall be also additionally be used without prejudice to the above, by the licensee wherever possible.
- (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 witness or by publication in daily newspaper 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.

12.4 Jurisdiction of Court

All proceedings arising out of these Regulations and the agreement made there under shall be filed only in the Court under whose jurisdiction the agreement was executed.

12.5 Power to amend:

The Commission may at any time, vary, alter, modify or amend any provisions of these Regulations.

12.6 Power to Remove Difficulties

(i) If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any provision, the Commission shall pass necessary orders to remove such difficulties or disputes of interpretation.

12.7 Repeal and Saving-

- (1) Save as otherwise provided in these Regulations, the Joint Electricity Regulatory Commission for the States of Manipur & Mizoram (Electricity Supply Code) Regulations 2008 is hereby repealed.
- (2) Notwithstanding such repeal, all proceedings and actions taken and orders passed by the Commission or by any authority or Committee under the Regulations or the Orders so repealed, exercising or purporting to exercise jurisdiction under such Regulations or Orders shall be deemed to be as good and valid in law as if it has been so taken and made under the relevant provisions of this Regulations or the Order, as the case may be.

By Order of the Commission

(RICHARD ZOTHANKIMA)
Assistant Secretary,
Joint Electricity Regulatory Commission
Manipur and Mizoram.

APPLICATION AND AGREEMENT FORM LOW TENSION SERVICE

CONNECTION

(APPLICATION PART)

(Please strike-off the item that is not applicable)

To,

í í í í í í í í í í
í í í í í í í í í í í
í í í í í í í í í í í

Requisition for:

- (a) New Connection
- (b) Temporary Connection from
- (c) Existing Connection
 - (i) Enhancement of load/contract Demand
 - (ii) Reduction of load/Contract Demand
 - (iii) Shifting
 - (iv) Change in name
 - (v) Change in category of consumer
 - (vi) Others (to specify)

Consumer No. (for existing consumers only)

Sir,

I / We request you to supply electricity to my / our premises (new / temporary / existing connection for change as mentioned above). The requisite information is furnished below:

1. Name of the Applicant (in block letters)
2. Individual / Govt. Deptt. / Other organization
3. (a) Name of father / husband (in case of individual)
(b) Name of Department / Organization

(With Designation of Applicant if applicable)

4. (a) Full address for correspondence and sending bills
(b) Address of the premises where a new connection is hereby applied for / the existing connection is proposed to be shifted:

House No. / Plot No. :

Road :

Lane :
 Area / Colony :
 Town :
 District :
 Pin :
 Telephone no :
 E ó mail :

5. (a) Built ó up area of the premises _____ sq metre.
 (b) Height of the Building :
6. Purpose / Category of supply :
7. Proposed Connected Load :
 (a) For domestic, commercial and general purpose supply : _____
 Watts
 (Please fill-up and attach format appendix 2 ó for determination of connected load.)
 (b) For other categories please fill up the following(Attach dully signed separate list if required)

Item	Load per item(kW)	No	Total load(kW)

8. Distance from the nearest distribution mains to the expected point of connection:
 (The above information provided by the consumer will only be treated as indicative. During feasibility study the licensee will determine the point of distribution mains and the rout through which the cable/service connection will be drawn)
9. Any electricity dues outstanding in Licensee's area of operation in consumer's name:
 Yes / No
10. Any electricity dues outstanding for the premises for which connection applied:
 Yes / No
 (For serial 9 & 10 if the answer is ò Yes ò in any case please provide details)
11. I / We hereby declare that the information provide in this application is true to my knowledge.

I / we have read the Joint Electricity Regulatory Commission for the States of Manipur and Mizoram (Electricity Supply Code) Regulations, 2010 and agree to abide by the conditions mentioned therein.

I/We agree to deposit amount as security deposit for load and also for meter (if applicable) before the connection is provided to me and also additional amounts from time to time as, may be due from me, against demand raised by the licensee, within specified time.

I / we shall deposit electricity dues, every month, as per the applicable electricity tariff and other charges.

I / we shall owe the responsibility of security and safety of the meter, cut-out and other suppliers within my / our premises the installation.

Date : signature of the consumer/

Authorized signature.

Note:

The following documents shall be attached with the application:

- (a) Proof of legal occupation of the premises along-with the copy map of the premises/ and, indicating proposed point of supply, duly approved by the local authority. In case of streetlights the location of street light poles shall be indicated in the map.
- (b) Approval / permission of the local authority, if required under any law / statute.
- (c) In case of a partnership firm, partnership deed.
- (d) In case of a Limited licensee, Memorandum and articles of association and certificate of incorporation.
- (e) Proof of permanent residential address of the applicant.
- (f) Electrical Contractor's Test Report (in appendix 3)

Note 2 :

The Contractor's Test report may not be submitted with the application but the supplier may required atleast 7 days time for providing the connection after receipt of the Test Report.

(Stamp)

(Agreement Part)

(Not to be filled up by the consumer while submitting the application)

1. Name of consumer
 - (i) Voltage of supply
 - (ii) Single or three phase
 - (iii) Category of supply and tariff
 - (iv) Connected load
 - (v) Contract demand
 - (vi) Ownership of meter
 - (vii) Point of commencement of supply
 - (viii) Extension/ service connection work will be done by licensee / consumer (delete which is not applicable)
 - (ix) Any other mater

In witness there of _____(Name and designation of Licensees authorized executive) acting for and behalf of the Distribution Licensee and _____(Consumer) have hereunto set their hands and seal on this _____ day of the month of _____ of the Year _____.

On behalf of licensee

Consumer

Name and address

Signature

Seal

Place

Witness

Witness

1

1

2

2

APPLICATION FORM – HIGH TENSION SERVICE CONNECTION

New Connection / Shifting of premises / Change in contract Demand / Change of tariff category / Change of name of consumer

(Please strike-off the item that is not applicable)

To,

í í í í í í í í í í í í ..
í í í í í í í í í í í í í í
í í í í í í í í í í í í í í

Sir,

I / We request you to supply electricity to my / our premises (new/ existing for change as above). The requisite information is furnished below:

(x) Name of applicant: _____

(xi) Name of father/husband/organization (with designation) :

(xii) Full address of the premises where a new connection is hereby applied for / the existing connection is proposed to be shifted:

PIN :

Telephone No :

Consumer no. (for existing consumer): _____

Voltage at which supply is required (kV) :

11kV	33 kV	132 kV	220 kV
------	-------	--------	--------

(please strike-off category not applicable and tick the category applicable)

Type of supply: Permanent / Temporary

(please strike-off category not applicable and tick the category applicable)

If temporary, specify period ó From : _____ to :

Present status of progress electrical installation works.

Total connected Load :

Phasing of contract demand (CD):

S.N	CD required (KVA)	Tentative date from which required	Remarks

Purpose for which electricity is required:

Category of tariff opted for:

Production capacity (if applicable):

Category of industry: SSI/MSI/ LSI (if applicable)

(Please strike-off category not applicable and tick the category applicable)

15. Any electricity dues outstanding in Licensee's area of operation in the consumer's name

Yes / No

16. Any electricity dues outstanding for the premises for which connection applied:

Yes / No

17. Any electricity dues outstanding with the Licensee's against any firm with which the consumer is associated with any firm as an Owner, partner, Director or Managing Director:

Yes / No

(For serial 15, 16, & 17 if answer is 'Yes' in any case please provide details)

I / We hereby declare that

The information provided in the form above is true to my knowledge.

I / we have read the Joint Electricity Regulatory Commission for the States of Manipur and Mizoram (Electricity Supply Code) Regulations, 2010 and agree to abide by the conditions mentioned therein.

I / We will deposit electricity dues, every month, as per the applicable electricity tariff and other Supply Code and agree to abide by the conditions mentioned herein.

I / We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.

I / We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date : signature of the consumer/
authorized signatory

Place :

Note: The following documents shall be attached with the application form.

1. Proof of ownership of the premises.
2. A map indication therein the proposal location of the plant/office and the point where supply is required. The map should normally be of the scale of 1 cm representing 1200 cm.
3. License / NOC from statutory authority, if required or a declaration by the applicant that his connection does not fall under the requirement of NOC under any statute.
4. In case of proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, partnership deed.
6. In case of limited company, Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer.
8. List of equipments proposed to be installed along with the expected load.
9. Resolution for authorized signatory.
10. Registration from Industries Department.
11. Test report from electrical contractor. This may not be submitted with the application but must be submitted before 15 days of the date on which supply is required.

TEST REPORT
(For internal wiring)

Sl. No _____ Year _____ date: _____

Name of Contractor with

Full address and Phone No.

License no. of Contractor ;

Class and limit of competency:

License valid upto :

Date of Commencement:

Reference of work commencement report:

To,

(Concerned Officer of supplier)

We hereby certify that new / repair / renewal of electrical installation at the premise9full address) í owned / occupied by í í í í í í í í í is duly completed and is ready for your Engineer for Test and connection to mains.

Load	Phase 1		Phase 2		Phase 3	
	No. of points	Total wattage	No. of points	Total wattage	No. of points	Total wattage
Light						
Fan						
Plug						
Other apparatus						
Total						

Note:- Full details of apparatus other than lights and fans to be given separately.

2. System of wiring:

(xxiv) Test Result of test carried out by the Licensed Electrical supervisor/contractor on

- 1) Insulation Test between conductor and earth.
- 2) Insulation test between conductors.
- 3) Polarity to S. P switches.
- 4) Earth resistance value of consumer's earth.
- 5) Voltage and Sl. No. of insulation Meter.
- 6) Sl. No. of Earth Tester
- 7) Date of Test

Signature of Licensed Supervisor who supervised and tested the work with date

Supervisor's Permit No. (Parts valid upto)

4. Signature of Licensed Wiremen who carried out the work with date

- (a) Permit No.
- (b) Permit No.
- (c) Permit No.

Signature of Licensed Contractor with date

Contractor's License No.

Class Limit up to

Validity up to

For Consumer/Prospective consumer:

I am satisfied that the electrical supervisor of the contractor has carried out the required Tests.

Date í í í í í í í í í í .

Signature :

Name:

For the use of supplier / licensee;

Results of Tests arrived by Supplier under Rule 47 of the Indian Electricity Rules 1956.

Test	Results	Remarks
1) Insulation resistance Test		
2) Earth Test		
Additional Remarks		

Tested by

Signature

Name

Designation

Date

Connection Order:

The above-mentioned installation is inspected and tested and is found to be safe for connection to this supplier's mains.

Authorised officer of the Licensee

Determination of Connected Load**Domestic Connection**

1. Name of the consumer:

í í

2. Address : í ..

3. Consumer number (for existing connections): í í í í í í í í í í í í í í í í í ..

4. Electrical equipments proposed to be put to use; please fill-up the following table to enable determination of the connected load. Normally the actual load of each item will be considered to determine the connected load at the premises. In case of non-availability of the rated capacity of any item, the load shown below shall be considered.)

Item (1)	Load per item (Watts) (2)	No. (3)	Total load (Watts) (4=2X3)
Bulb	As per actual rating		
Tube light (Fluorescent)	40		
Fan	60		
Tape-recorder/Music system	25		
Television			
Colour	100		
Black & White	60		
Mixie	60		
Refrigerator	200 or actual		
Cooler	200 or actual		
Heater (for cooking and water heating)	1000		
Electric Iron	750		
Washing machine	750 or as actual		
Geyser	1500 / 2000 or as actual		
Microwave Oven 2000	2000		
Air Conditioner (1 ton/1.5 ton/2.0 ton)	1500 / 2000 /2250		
Split Air Conditioner 1.5 ton	2250		
Computer	100		
Printer	150		

Water lifting Pump set	375 or actual		
Inverter to be used in case of power failure for own use	Nil		
Spare plug points			
(a) 5 Amp	100 W		
(b) 15 Amp	1000 W		
Others - on Actuals			
	Totals		

Note:

- (a) 1/3rd of the total unused plugs incase of domestics and general purpose supply and 50% (half) of the plug points of the commercial category shall be counted for computing connected load.
- (b) Defective appliances like cooler, freeze, T.V., Iron, Oven, etc. which are not connected and not working shall not be taken into account.
- (c) In some domestic connections Geyser, Room Heater and Air-conditioner (without heater) are installed. The load of Geyser(s) and Room Heater(s) shall be accounted for billing for the month of December, January & February and the load of Air-conditioner(s) (without heater) shall be taken into account for the month of April to September. The load of Air-conditioner(s) (without heater) shall be taken into account for the month of April to September. The load of Air Conditioner(s) with heater(s) shall be accounted as connected load for full year.
- (d) Any other item of load not included above shall be taken as per manufacturers rating.
- (e) Fraction of load in kW shall be taken as next higher whole number for the purpose of billing or as otherwise provided in the tariff order.
- (f) Assessed load may be upto 105% of the approved connected load.

Signature of the Consumer

Date: _____

Place : _____

Signature of the licensee's representative

Date: _____

Place : _____

Self Declaration of Connected Load

1. Name and address of the Consumer í
2. Consumer No. / Account No. í .
3. Category of Consumer í
4. Purpose of Supply í
5. Details of Load Connected.

Sl. No.	Name of Appliance	Load (W)	Nos.	Total load (kW/HP)
(i)				
(ii)				
(iii)				
(iv)				
(v)				
(vi)				
(vii)				
(viii)				
(ix)				
(x)				

Total Aggregate Load í í í í í í í í í í í í í í ..

Note: In case of HT/EHT the details of transformer installed and the Connected Load to be furnished

6. Sanctioned Load í
7. Extra Load í ..

Date

Signature of the Consumer

Format for Intimation to Consumer after Temporary Disconnection of Supply

From

í í í í í í í í í í í í í í í
í í í í í í í í í í í í í í í .

No. _____

Dated: _____

Reference:

Connection No. _____

Consumer Category _____

Contracted Load _____

This is to inform you that the supply has been temporarily disconnected with effect from _____ due to following reasons: _____

You are requested to remove the cause of disconnection and intimate this office at the earliest.

You are also requested to pay sum of Rs. _____ towards disconnection, reconnection charges and _____ (Pl. mention if any other dues is to be deposited.

Pl. also give break up of the total sum).

If the cause of disconnection is not removed to the satisfaction of this office, your supply shall be permanently disconnected.

Thanking you,

Yours faithfully

Name, Signature & Designation

INSPECTION REPORT

(Under Section 126 of the Act)

Sub Division:

I. Inspection notes of Sri _____ Dated _____ 200

Time of Inspection: Total time of inspection:

II. (a) Name and address

of the occupant of the place/premises

(b) Person present at the time of inspection:

Name	Signature
(i) -----	-----
(ii) -----	-----
(iii) -----	-----
(iv) -----	-----

III. (a) Any other person available at the
time of inspection and his / her
relationship with the occupant of
the place/premises:

(b) Any other departmental staff present:

IV.

1. Service Connection No.:

2. Distribution:

3. Nature of premises:

4. Category:

V. (a) Meter diagram indicating the seals position & their condition:

Location of the meter	Height of the meter
Impression on Seals	Impression on Seals
Before Inspection	After Inspection

VI (a) Meter Reading, if installed:

(i) KWH

(ii) KVAH

(iii) KW

(iv) Power factor

(b) Status of Meter, if installed:

Running / Stop / Defective / Burnt

(c) CT / PT Connection details with phase sequence

VII Details of Connected Load

1. kW/HP

2. kW /HP

3. kW/HP

4.

5.

6.

In case of HT Transformer detail and connected load details are to be given separately

VIII. Findings and Conclusion of the Inspecting Team

IX Signature of all members of the inspecting team and occupant of the premises or his representative.

INSPECTION / SEIZURE REPORT

(Under Section 135 of the Act)

Sub Division:

I. Inspection notes of Sri _____ Dated _____ 200

Time of Inspection: Total time of inspection:

II. (a) Name and address

of the occupant of the place/premises

(b) Person present at the time of inspection:

Name	Signature
(i) -----	-----
(ii) -----	-----
(iii) -----	-----
(iv) -----	-----

III. (a) Any other person available at the
time of inspection and his / her
relationship with the occupant of
the place/premises:

(b) Any other departmental staff present:

IV.

1. Service Connection No.:

2. Distribution:

3. Nature of premises:

4. Category:

V. (a) Meter diagram indicating the seals position & their condition:

Location of the meter

Height of the meter

Impression on Seals

Impression on Seals

Before Inspection

After Inspection

VI (a) Meter Reading, if installed:

- (i) KWH
- (ii) KVAH
- (iii) KW
- (iv) Power factor

(b) Status of Meter, if installed:

Running / Stop / Defective / Burnt

(c) CT / PT Connection details with phase sequence

VII Details of Connected Load

1. kW/HP
2. kW /HP
3. kW/HP
- 4.
- 5.
- 6.

In case of HT Transformer detail and connected load details are to be given separately

VIII. List of items with full details seized during inspection/search

IX. Findings and Conclusion of the Inspecting Team

X Signature of all members of the inspecting team and occupant of the premises or his representative.

ASSESSMENT REPORT

(A.) Assessment in case of Unauthorized Use of Electricity

1. Units Assessed = $L * F * D * H$

Where,

L = is the connected load in kW or in KVA where KVAh rate is applicable.

F = connected load factor for different types of supply as given below:

a) For domestic power consumers	0.30
b) For non-domestic power consumers	0.50
c) For small and Medium power consumers	0.50
d) For large and heavy power consumer	0.75
e) Agriculture	0.30
f) Categories not covered above	0.50

D = is the number of days during which unauthorise use of electricity has taken place and if, however, the period during which such unauthorise use of electricity has taken place cannot be ascertained such period shall be limited to a period of 12 months (365 days) immediately preceding the date of inspection.

H = is the average actual no. of hours per day the supply is made available on the feeder feeding the consumer or person as the case may be during the period.

- The consumption so assessed shall be charged at twice the rate per unit of the tariff applicable to the consumer category after adjusting the amount paid by the consumer / person for the energy consumption assessed for the assessment period if any. The amount billed at this rate shall not be taken into consideration for the purpose of computing consumer's liability to pay monthly / annually minimum charges, wherever applicable.
- If the connected load of the consumer is found in excess of load contracted, then the fixed charge or demand charge, as the case may be, shall also be charged at two times of the fixed charge or demand charge for the connected load minus charge or demand charge for the contracted load at the applicable tariff rate. Period for computation of this charge shall be as given at 'D' above.

4. In cases where fixed monthly tariff exist, monthly assessment shall be made at twice the monthly rate.

(B). For cases where usage of electricity is for other purpose than authorized.

- (i) If it is found at any time that the energy supplied is used for a purpose on which higher tariff is applicable, the total energy consumed in the previous twelve month from the date of detection shall be charged at twice the rate applicable for the category for which load was found to have been used. Provided if it is found at any time that the energy supplied is used for a purpose on which lower tariff is applicable, it shall not be considered as UAE and no penal action will be taken.
- (ii) The calculations above are subject to the condition that metering of energy is healthy, else, the energy will be calculated on the basis of LFDH formula after adjusting the amount paid by the consumer / person for the energy consumption assessed for the assessment period if any as per details in A above.

(C.) Assessment of Energy in cases of Theft / Pilferage.

- (i) Assessment of energy in the cases of theft / pilferage shall be done based on the formula $L * F * D * H$, as in unauthorized use. The L , F , H and D shall remain the same.
- (ii) Only for direct theft, F shall be = 1.0 (100%)
- (iii) The consumption so assessed, shall be charged at three times the normal tariff applicable and payment made for energy consumption of the assessment period shall be adjusted.

An appeal may be preferred by you against the amount of the assessment bill to the appellate authority, namely í í í í í í í í í í Please acknowledge receipt.

Thanking you,

Place:

Date:

Yours faithfully,

Signature and seal of authorized officer of licensee

Acknowledgement

I / We, Shri í í í í í í í í í í í í consumer No. í í Meter No. í í í hereby acknowledge receipt of your assessment bill No. í í í í í í dated í í í í í í í í

Place :

Signature of consumer

Date :

Address í í í í í í

- N.B.
1. The compensation assessed by the authorized officer shall be presented in the form of a bill to the consumer personally or by Registered post. Action taken should be communicated to all concerned authorized officer including appellate authority.
 2. Unless otherwise directed by the appellate authority such disconnected service connection shall not be reconnected without receiving payment of compensation bill along with reconnection charges.

Norm of Preparation of Estimates**Clause 3.5.2**

Sl.No	Item	Cost	Example
1	Material Cost (As per estimate to be attached)	A	1,00,000
2	Transportation & Storage	5 % of A	5,000
3	Sub Total	B	1,05,000
4	Labour Charge	15 % B	15,750
5	Contingency	3 % of B	4,720
6	Supervision	15 % of 4	2,363
	Total		1,27,833

Note:

- 1) In case of material supplied by consumer, such costs are to be deducted.
- 2) In case materials are supplied at site by the consumer, transportation and storage charge shall not be charged.