Citizen's Charter

1 PREAMBLE

Citizen's charter is an instrument defining interface between the Power & Electricity Department (PED), Government of Mizoram and its Citizens. Though non justifiable, it provides a moral binding commitment on all functionaries of the Department so as to provide efficient services to the people through devotion and self-sacrifice to accelerate the development pace of the State and to promote Power System with the help of synergy of the Department and the consumer.

PED is committed to achieve customer satisfaction, loyalty and gain confidence of the people by providing credible, prompt and quality service to all the stakeholders while discharging its duties & responsibilities.

2 Vision

To attain and become the most trusted integrated Utility/Department through better Customer satisfaction, optimum utilization of energy and to fulfil the expectations of all stakeholders in a manner that is safe, ethical, healthy and environment friendly.

3 Mission

1) to deliver dependable, reliable and quality power supply and services at affordable and competitive price for every section of the society in the State.
2) to set new benchmarks in Standards of Performance and governance with profitable growth.
3) to continuously improve the quality and reliability of service towards the consumers.
4) to offer goods and services and find solutions for the major stakeholders across the entire state.

4 About Us

4.1 Address of the Head Office

The Engineer-in-Chief
Power & Electricity Department,
Government of Mizoram
New Secretariat Complex, Khatla
Aizawl, Mizoram

Tel: 0389-2336848
EPABX: 0389-2334084 / 2336308
Fax: 0389-2336862
Web site Address: www.power.mizoram.gov.in

4.2 *Overview of the Department*

PED is one of the Departments under Government of Mizoram functioning as an integrated utility. PED is responsible for Generation, Transmission, Distribution and Despatching of power supply within the state. It is also responsible for the promotion, development and maintenance of Power Distribution Network including provision of adequate and reliable power supply in Mizoram.

To discharge duties & responsibilities so as to maintain proper functioning of the Department purposefully, detail work force of PED as on March-2021 including 1 no. of Engineer-in-Chief, 4 no. of Chief Engineers and numbers of Superintending Engineers/Executive Engineers/SDO/AE is given below:

a)	Regular Employees	-	1757
b)	Contract Employees	-	46
c)	Work Charge	-	388
d)	Provisional Employee	-	1310
e)	Muster Roll Labourer	-	536
	Total work force	-	*4037*

The detail of Organisation set-up as on date is given in ***Annexure-A***

The population of Mizoram State is 10.92 lakh as per 2011 census. Per capita consumption of electricity of the State during FY 2020-21 is calculated as 324 kWh considering increasing trend of population from the 2011 census. The Department is currently serving approximately 2.65 lakhs consumers during FY 2020-21 under various categories across the State. The total installed capacity of State owned generating stations from Small Hydel Project is 29.35 MW and Solar Plant is 3.85 MW in the year 2020-21.

The annual energy availability of the state is about 721.28 MU, whereas the total energy generated from local generating stations is to the tune of 33 MU only (4.5% of the total requirement). As a result, PED has to import power from outside sources mainly from Central Generating Stations (CGS) like NEEPCO, NTPC, NHPC and other generators like OTPC, TPGL for bridging the gap between demand and supply.

Total availability of power from various Generating stations based percentage share on the installed capacity is 213.29 MW as against the state's unrestricted

energy availability of 721.28 MU for FY-2020-21 as per the Share allocation of Mizoram from Central Generating Stations extracted from Regional Energy Accounting and consumption from our owned sources. ***Annexure-B***

4.3 Power Supply System

For drawing power from CGS and other outside sources, there are 4 (four) Nos. of 132 KV Transmission Lines owned and maintained by PGCIL viz.,

i) 132 KV S/C Tipaimukh (Manipur)-Aizawl,
ii) 132 KV S/C Badarpur (Assam) via Kolasib S/S (PED)-Aizawl
iii) 132 KV S/C Kumarghat (Tripura)-Aizawl.
iv) 400kV D/C Silchar (Assam)-Aizawl (Charge at 132kV).

All these lines terminated at 132 kV Luangmual S/S (PGCIL), Aizawl,from where power is distributed to various parts of Mizoram. Being a hilly State with its population unevenly dispersed in the remote areas, the State needs a large network of HT &LT Distribution lines as well as Distribution Transformers so as to make available, energy at the user end.

5 Business transacted by the Department.

The functional wise activities being carried out by the Department may be broadly sub-divided into 4(four) sectors as given here below-

5.1 Generation: Mizoram is endowed with many fast flowing rivers and these rivers have huge potential for generation of power. Hydro Electric potential of the State is assessed to be around 3663 MW out of which only 29.35 MW from 11 no's of SHP has been developed under the state Sector from SHPs. These SHPs contributes only a small percentage of the total of energy requirement of the state (Detail is given in ***Annexure-C)***. Apart from this, the department is also taking initiative for construction work of Hydro Power Projects with higher capacity to meet future energy requirements of the state.

Mizoram is one of the first amongst the NE States to have its Power Policy from Renewable Energy Sources in order to encourage private participation in power generation. Hydro Electric Power Policy of Mizoram, 2010 was framed and notified on 16.08.2010 and Solar Power Policy was framed and notified on 24.02.2017 in order to harness the green energy potential.

Construction of Hydro Electric Plant namely Tlawva SHP (2x2.5 MW), Tuiching (100 kW), Kawlbem (4 MW) and Tuiriza (100 kW) as well as Solar Power Plant i.e Vankal Solar Plant (20 MWp), Saitual Solar Plant (10 MWp) and installation of 24 kWp at 12 Sub-Towns under IPDS are almost completed and to be commissioned shortly.

Tuirial HEP (60 MW) owned by NEEPCO has both each units commissioned on 30.10.2017 (Unit – I) and 30.01.2018 (Unit – 2). During FY 2020-21, the Department received 152.06 MU from Tuirial HEP, out of which 12% i.e 18.25 MU is free of cost. The total amount of money saved from getting free energy is Rs.4.70 Crore approximately. The daily generation of Tuirial HEP is determined/approved by State Load Despatch Centre (SLDC) depending on the Declared Capacity published by Tuirial HEP on day ahead basis and Power requirement of Mizoram. The average power purchase rate from Tuirial HEP during FY 2020-21 is Rs.6.15 per unit including capacity charge.

A list of projects under execution and allotted to various developers including CPUs, etc.., is given in the ***Annexure D.***

5.2 Transmission: To transmit electrical energy in bulk from the Generating Stations/Sub-Station to the load centre, a strong and adequate capacity of transmission line is required. PED is having 870.30 KM length of 132kV line, 111.42 KM of 66kV lines and 1483.42 KM of 33kV line as on March 2021.Detail of 132kV network in Mizoram as on March 2021 is given in the ***Annexure-E.***

5.3 Transformation: To cater day to day power, it is required to have sufficient transformation capacity at various voltage levels to meet the requirement at the user end with standard levels. Presently PED is having 11Nos of 132 kV Sub-stations with 306.9 MVA transformation capacity across the state. Meanwhile, there are 62 Nos of 33kV Sub-stations with 269.5 MVA transformation capacities to distribute the power supply within the state. In the meantime to meet the future requirements, augmentation and improvement of the existing system is being taken up along with additional installation at the appropriate locations.

5.4 Distribution: To make energy available at the user end at the appropriate voltage levels, there should be distribution lines and distribution sub-stations within that vicinity. As of now, PED is having about 5613.15 KM length of 11kV lines, 3319.07 KM length of LT lines and around 2701 Nos. of various capacities of Distribution Transformers across the entire state. All assets in service as mentioned above need to be monitored closely around the clock to make sure that the equipments are in good working condition and serve their purposes.

PED being one of the biggest revenue earning Department in the state having more than 2.65 lakhs of consumers in various categories; collection revenue from sale of energy is one of the core businesses activities of the Department. The detail activities generally to be carried out for release of new service connection to the consumers is also given in ***Annexure-F.***

5.5 Load scheduling, despatching and monitoring: The Department is also responsible for efficient management of electricity available in the state grid by undertaking scheduling, despatching and monitoring of power supply day and night to make use of power availability in most economical manner and deliver abundant power supply to the consumers.

Power supply to Mizoram is mainly drawn from National Grid via NER Networks. Whereas the generation from local small Hydroelectric power met some of our energy requirement and Load Demand. The Department entrusted State Load Despatch Centre to manage all transaction – Grid Operations and Market Operations. Activities includes – Scheduling as per load demand of the State; Realtime monitoring at the time of despatch; Monitoring and Regulating intra State load flow as per realtime demand; Maintains grid disciplines as per Electricity grid codes and operational prodecures; Measuring inter-circle energy accounting, etc. Above activities are strictly undertaken on 24 X 7 basis.

SLDC Control Centre formally functions with effect from 27.04.2017 and is the State's centre for interaction with National, Regional and other State in terms of Scheduling and Despatch including power disruption in the grid networks.

SLDC also monitored realtime power supply intra State and any power supply complaints is tackled and solve through 24 X 7 hours duty in the Customer Care Centre.

5.6 Others: Other than the above normal work, the Department also take up various central schemes like R-APDRP, DDUGY, IPDS etc. from time to time. The brief write-up of works under these projects are given in the ***Annexure G & H***

6. Our Clients

Our clients are various categories of Consumer who utilise electricity for their purposes in HT & LT Supply. LT Supply comprises of Domestic, Non Domestic, Commercial, Public Lighting, Industrial, Public Water works, Irrigation and Agriculture etc. Whereas, HT Supply comprises of Domestic, Non-Domestic, Commercial, Bulk supply to Industries/Telecommunications, Public Water Pump, Irrigation and Agriculture/Horticulture supply and Bulk in Mizoram.

7. Role of JERC (M&M)

In exercise of the powers conferred by the Electricity Act 2003, the Government of India constituted a Joint Electricity Regulatory Commission for the

States of Manipur and Mizoram (JERC-M&M). As per the authorisation given by the Electricity Act-2003, the Commission discharges its function and responsibility for regulation of the power sector (Power & Electricity Department) in Mizoram since 24th January, 2008.

As power vested by Electricity Act 2003, the Joint Electricity Regulatory Commission for Manipur & Mizoram had notified various Regulations for the Department. About JERC (M&M) and its various Regulations notified is available at their website address- **www.jerc.mizoram.gov.in** The details of category wise tariff fixed and other charges to be levied from the Consumers against various services rendered by the Department as determined by the JERC (M&M) is also given in ***Annexure-I.***

As per JERC (M&M) Standard of Performance Regulations, 2014, the Utility (P&E Dept.) is bound to perform and achieve certain service standards. The Service Standards and time frame for rendering services as specified by JERC (M&M) is appended in the ***Annexure-J.***

Under the regime of Electricity Regulatory Commission, protection of interest of the Consumers is one of the main concern. To achieve better consumer satisfaction and redress their grievances, Consumer Grievance Redressal Regulation 2010 have been notified by JERC (M&M). The detail is given in the succeeding section.

8 Consumer Grievance Redressal Mechanism

PED has set up, as specified in JERC-M&M (Consumer Grievance Redressal) Regulations 2010, Consumers Redressal System to redress complaints and grievances of the Consumers in due course of time. The Consumer complaints can be classified as under for convenience of handling of the grievances:

(a) Interruption in power supply
(b) Voltage related grievances
(c) Load shedding/scheduled outage
(d) Meter related grievances
(e) Grievances related to billing, collection, etc.
(f) Disconnection and reconnection of power supply
(g) Delay in new service connection or extension of Load

There are three levels for redressing the consumer's complaints as given below:-

8.1 Internal Grievance Redressal Cell (IGRC) - IGRCs have been set-up at the appropriate locations in various complaint centres in the state. Any complaint/grievance can be reported to the appropriate IGRC to redress his/her

grievances. If the complaint/grievance is not redressed to the satisfaction of the complainant within the stipulated time as per ***Annexure-J***, the consumer may approach the Forum for Redressal of his/her grievances. Area wise concerned office address, contact number and responsibilities in the Department are given in***Annexure-K.*** Also, in ***Annexure-L,*** District wise important Offices and contact numbers for consumer's complaint are given.

8.2 Consumers Grievance Redressal Forum (CGRF) - CGRF has been set up at Aizawl for the state of Mizoram. The Forum will entertain the grievance which is not redressed by the IGRC to the satisfaction of the complainant within the specified time. The Forum is apex body within the Department to dispose of grievances to the satisfaction of the complainant. The detail address and contact information is as below-

Address Office of the Engineer in Chief
Power & Electricity Department,
Government of Mizoram
Kawlphetha, New Secretariat Complex, Khatla
Aizawl, Mizoram. Pin-796001
Contact No. Ph.No-0389-2336848

Members

Members of the Forum comprises of

a) Chairman - S.E (Commercial), O/o Engineer-in-Chief
b) Member-Secy. - From the Department
c) One Member - Representative from Consumers Union Mizoram Consumer Union, Mizoram

Detail information of the present CGRF of Mizoram is given in ***Annexure-M***

8.3 Ombudsman: Any consumer can make representation to the Ombudsman constituted by the Joint Electricity Regulatory Commission for Manipur & Mizoram (JERC-M&M) if his/her grievance is not redressed to his satisfaction at CGRF. The decision of the Ombudsman is the final verdict in this mechanism. All cases dealt by this mechanism shall be disposed of with fair and equitable as per the guidelines specified in the relevant JERC-M&M Regulations. Present designated Ombudsman is Chief (Engineering), Office of JERC (M&M).

9 Complaints handling procedure

a) It shall be the endeavour of the Department to provide the best possible services well within the time limits specified.
b) The limits prescribed in these standards refer to the maximum time permissible for performance of different activities of consumer services.

c) The Department will register every complaint made by a consumer, either verbally or in writing.

d) A unique number shall be allotted to each complaint. This complaint number shall be conveyed to the consumer except in the case of postal complaints received.

e) In case of major failure of supply due to tripping of EHV line or failure of upstream power systems, the reason needs to be communicated to the consumer in addition to the likely restoration time.

f) The Department shall ensure redressal of all complaints promptly.

g) Complaints in respect of supply of electricity covering area shall be made at specified offices of the licensee.

h) The Department shall notify information of the name of office(s), address(s) and telephone numbers where a consumer may lodge his complaints.

i) The Department shall also endeavour to publicize these contact details through local newspapers/TV/Radio.

j) The office where a complaint is registered shall dispose it off and if any instruction/sanction is required from a higher authority, it shall be obtained by the Department's staff/Officers. The complainant is not required to approach such higher authority.

k) In case of unsatisfactory disposal of grievances/complaint, a reference should be made to the higher Officer in-charge.

l) The Call/Complaint Centre at the Department's Headquarter shall be accessible to its consumers round the clock during all days of the week for redressal of complaints of its consumers receives from any area of the Department.

m) Every Authorized person of the Department shall have visible display of his designation and, if so required by such consumer, produce for scrutiny, and proof of identity and authorization of Department for the purpose of any interaction with a consumer.

n) The Department shall have, in every town and city within the area of supply, at least one consumer Complaint/service centre which shall be open for not less than eight (8) hours a day, on all working days of the week.

10 Scope of Services of PED
(What You can expect from us)

A utility is licensed by the Regulatory Commission to either transmit or distribute and supply electricity to different categories of consumers. In that regard, the Department has an obligation to supply electricity to consumers to the satisfaction of the consumers. Through this Charter, the Department has committed itself to fulfil the following responsibilities.

Provide reliable electricity-reliable in terms of both quality and quantity.

a) Attend to faults & rectify it as soon as possible.

b) Educate consumers on energy tips such as, Energy Conservation, Demand Side Management and use of energy efficient appliances.
c) Inform Consumers about planned Power outages in advance.
d) Periodical check-up of Internal Electrification & Installation for any kind of defect or leakage.
e) Pleasant, customer friendly and efficient reception which will guide you to the correct responsible person that can best assist you.
f) Accurate, reliable and readily available information to assist in your enquiry.
g) Respect for your time.
h) Fairness, transparency and accountability in our transactions.
i) Access to reliable and safe electric.
j) Receive timely, clear and complete billing information about the charges as per contract terms and conditions for available services.
k) Access to information about service connection, quality of service, service problems, meter readings, billing procedures, service charges, price structures, complaint procedures, disconnection, and termination of contract and pay points.
l) Receive advance notification for temporary termination of service indicating the circumstances under which the service is required to be terminated and also the tentative period of termination.
m) Access to fair, courteous and expeditious complaint resolution mechanisms to redress grievances and seek settlement measures.
n) Receive treatment equally to other similar Customers, free of prejudice or disadvantage and
o) Have confidential information respected & protected.
p) Referral to the appropriate agency or concerned in the event that we are unable to assist you.

11 Expectation from the Citizens or Clients (Our expectation of you)

a) It is our expectation that you will be as courteous and respectful to our staffs that approaches you.
b) Pay electricity Bills in full, promptly and honestly.
c) Observe the terms of electric-service-connection contract.
d) Make submissions or requests for our services in a timely manner.
e) Be specific and clear in your requests and provide all the facts available so that we can better address your requests.
f) Respect our time and professionalism.
g) Yield the right of way on the approach of our emergency crew/vehicles.
h) Make your comments and suggestions on the services delivered.
i) Avail yourselves of our safety information.

j) Allow the record of consumption to be reflected in the appropriate metering device faithfully and accurately without interference.

(k) Use electricity for only those purposes as per contracted terms and tariff category.

(l) Allow only the employees/authorized representatives of the utilities to enter the premises in reasonable time for purposes of inspection, installation, reading, testing, removal, replacement or disposal of their apparatus.

(m) Give prior information in writing to the utility when intending to change residence.

(n) Co-operate with employees and technical staff of PED in their legitimate discharge of duties. On the contrary, inform PED, if the employees are found to be involved in malpractices, such as- illegal connection, meter tampering, meter seals breaking, pilferage of energy etc.

(o) Ensure not to use electricity unlawfully via illegal connections, meter tampering or any other device that interferes with normal Supply & Service connection.

(p) Co-operate with employees/representatives of the service provider and support programmes on the effective and efficient use of electricity and use energy efficient appliances only

(q) Inform the utility timely in case of exigencies.

(r) Save electrical energy as much as possible.

(s) Do not allow any unidentified personal to touch the Department's properties like Energy Meter, seal etc. available in your premises.

(t) Abide by Codes, regulations and Acts made by appropriate Government/Commission.

12 General Information for the Consumers

a) Metering of electricity should be according to the Central Electrical Authority (CEA), (Installation and operation of Meters) Regulations 2006 with its amendment.

b) The state-of-the-art meters installed at your premises are electronic energy meters and they check both phases and the neutral current.

c) The consumers are expected to have the internal wiring of their house checked by authorised personnel.

d) All consumers have a choice to buy their own choice meters.

e) In case a consumer has doubts regarding the accuracy of his/her meter, he/she can have the same tested by paying a nominal fee.

f) A broken meter seal does not necessarily tantamount to a tampered meter. In case you find your meter seals are broken, please give an application for its resealing.

g) The Department have meter Testing and Calibration Laboratories at Aizawl and Lunglei. In case a consumer wants to know more about meters, he/she can visit the meter Laboratory with a prior appointment.

h) Electricity theft is a crime against society. The loss due to theft has to be affected to all consumers. In case you come across such incidence inform the Department for immediate corrective measures.

i) The requirement and availability of electricity varies according to the time of the day and with seasons. At times, due to constraints in availability of electricity, we are forced to undertake load shedding.

j) All Enforcement fines, penalties and other Commercial payments are to be made ONLY at designated PED offices.

k) Customers are advised to ascertain & verify the identity of persons, claiming to be from the Department, who visits their premises and ask for their ID cards.

13 Service provided to the client

a) Develop and maintain an efficient, co-coordinated and economical distribution system in the area of supply and supply electricity in accordance with the provisions of the Act.

b) Install plants, equipment and meters; construct, maintain and operate electrical installations/lines as per the technical safety and energy efficiency standards specified.

c) Give electricity supply service connection on the application of the owner or occupier of any premises within the Area of Supply.

d) The Department shall always endeavour to ensure stable and adequate power supply of appropriate quality to consumers.

e) Provide open access to the Generating Company and the Consumer subject to absence of operational constraints in the Distribution System.

f) Co-operate and assist any clients who seek our services and help within the bound of PED Transaction of Business as per norms prevailing Rules & Regulations.

14 Safety Tips (DOs & DONTs for Clients)

14.1 DOs

a) Carry out all electricity related repair work, only after disconnect/isolate the power supply

b) In case of an electrical fire, immediately switch off the power supply and extinguish it using sand, carbon dioxide or dry powder extinguishers. Do not use water. Report the incidence to PED

c) Provide effective Earthing for all house wiring & electrical appliances to prevent electrical shock.

d) For all electrical appliances use properly earthed 3-pin plugs
e) Electrical appliances should be kept away from damp & hot surfaces and from flammable goods
f) Keep away from overhead electricity lines and cables and do not touch broken wires.
g) Use only reliable/standard electrical materials to avoid electrical accident and fire.
h) Allow only qualified person to attend to your electrical repairs.
i) Service your electrical equipment at regular interval through competent electricians.
j) In case of a short circuit or a fire, switch off the mains instantly Make sure that you have easy access to switch off the supply source quickly, in case of an emergency
k) Make sure extension cords are free from cuts, improper insulation, or joints.
l) Use switches of the correct current rating and preferably with indicators to indicate whether the switch is ON/OFF.
m) Switch off electrical appliances when not in use.
n) Always observe minimum permissible clearance while constructing house etc.

14.2 DON'Ts

a) Don't go near any place where 'Danger'/ Caution board is displayed
b) Never climb on electric poles/stay wires or play near Sub-Stations fencing and overhead lines.
c) Don't use electric poles/stay wires/Sub-Station fencing for tying animals etc.
d) Don't try to remove any easily reachable electrical apparatus or broken wires voluntarily by your own, but inform PED immediately.
e) Don't touch switches / plugs with wet hands.
f) Don't use broken electrical fittings replace them immediately
g) Don't attach use electric poles/cables as a clothesline for drying wet clothes
h) Avoid use of electrical appliance or phone during lightning.
i) Don't insert wires directly into the plug socket without a proper plug pin
j) Don't provide a fuse on a neutral circuit.
k) Don't touch any wet wire & take extra care not to go near any electrical installations during raining.
l) Don't extend your internal wiring beyond your contracted load without informing PED.
m) Do not overload electrical outlets or use extension cords in place of additional outlets.

15 Electrical Energy Conservation tips for the Clients

15.1 Lighting & Fans

a) Switch off lights and fans when not required.
b) Replace bulbs with tube lights, CFL (Compact fluorescent lamp) & LED lamp (Light Emitting Diode) which are more energy efficient than incandescent bulb to provide the same lighting).
c) Clean lighting fixtures periodically to maintain illumination.
d) Use task lighting; instead of brightly lighting an entire room
e) Use electronic chokes in place of conventional copper chokes.
f) Replace conventional regulators with electronic regulators for ceiling fans.
g) Install exhaust fans at a higher elevation than ceiling fans.

15.2 Electric iron

a) Select iron boxes with automatic temperature cut off.
b) Use appropriate regulator position for ironing.
c) Do not put water on clothes while ironing.
d) Do not iron wet clothes.
e) Avoid ironing one or two clothes daily.

15.3 Refrigerator

a) Do not open the doors of the refrigerators frequently.
b) Set thermostat in medium cooling position.
c) Do not overload the refrigerator.
d) Defrost your refrigerator regularly frost build up increases the amount of energy needed to keep the motor running.
e) Keep enough space between your refrigerator and the walls so that air can easily circulate around the refrigerator.
f) Do not keep your refrigerator or freezer too cold.
g) Make sure your refrigerator door seals are airtight.
h) Get in the habit of keeping items in the same place for faster accessible.
i) Cover liquids and wrap foods stored in the refrigerator (Uncovered foods release moisture and make the compressor work longer)
j) Do not leave the fridge door open for longer than necessary, as cold air will escape.
k) Use smaller cabinets for storing frequently used items.
l) Avoid putting hot or warm food straight into the fridge.
m) Put some plastic container, jugs with water in the freezer. (Freezer works more efficiently when in full than nearly empty).
n) Discourage leisurely open-door inspection of refrigerator contents by family members looking for snacks etc.

15.4 Washing Machine

a) Run washing machine only with full load.

b) Use the shortest cycle time.
c) Use optimal quantity of water.
d) Use timer facility to save energy.
e) Use the correct amount of detergent.
f) Use hot water only for very dirty clothes.
g) Always use cold water in the rinse cycle.
h) Prefer natural drying over electric dryers.

15.5 Geyser

a) Switch off when not required.
b) Reduce thermostat setting from 60º to 50º C.
c) Use Solar Water Heater –to save energy & your money in a long run

15.6 Microwave Ovens

a) Consumes 50 % less energy than conventional electric / gas stoves.
b) Do not bake large food items.
c) Unless you're baking breads or pastries, you may not even need to preheat.
d) Don't open the oven door too often to check food condition as each opening leads to a temperature drop of 25º C.

15.7 Electric Stove

a) Turn off electric stoves several minutes before the specified cooking time.
b) Use flat-bottomed pans that make full contact with the cooking coil.

15.8 Air Conditioning

a) Ensure proper sealing of doors and windows.
b) Set thermostat at 24º C for optimum cooling.
c) Clean AC filter every month.
d) Use windows with sun films / curtains / tinted glass on windows.
e) Prefer air conditioners having automatic temperature cut off.
f) Keep regulators at "low cool" position.
g) Operate the ceiling fan in conjunction with your window air conditioner to spread the cooled air more effectively throughout the room and operate the air conditioner at higher temperature.
h) Leave enough space between your air conditioner and the walls to allow better air circulation.
i) Set your thermostat as high as comfortably possible in the summer. The less difference between the indoor and outdoor temperatures; the lower will be energy consumption.

j) Do not place lamps or TV sets near your air-conditioning thermostat. The thermostat can sense heat from these appliances.

15.9 Others

a) Construct your house to get maximum sunlight and ventilation.
b) Use sunlight wherever & whenever available.
c) Avoid using rewinding motors for pump etc.
d) Use Capacitors for motors to improve power factor.
e) Periodic inspection of wiring may be done to detect leakage.
f) Use correct size of wires, preferably copper wires.
g) Take advantage of daylight by using light-coloured, loose-weave curtains on your windows to allow daylight to penetrate the room. Also, decorate with lighter colours that reflect daylight.
h) Conserve water to optimise use of electrical energy by pumping

ANNEXURE-B

STATION-WISE SHARE ALLOCATION FROM CENTRAL& OTHER GENERATING STATIONS

SN	Name of Firm	Name of Project	Installed Capacity (MW)	% share	Share in MW as approved by MOP (MW)
1	NEEPCO	Kopili HEP	200	4.61%	9.22
	NEEPCO	Kopili-II HEP	25	6.04%	1.51
	NEEPCO	Khandong HEP	50	3.94%	1.97
	NEEPCO	Ranganadi HEP	405	5.70%	23.09
	NEEPCO	Doyang HEP	75	5.41%	4.06
	NEEPCO	Assam Gas Based Power Project	291	5.41%	15.74
	NEEPCO	AGTPP (with combine cycle)	135	6%	8.10
	NEEPCO	Pare HEP	110	5.77%	6.34
	NEEPCO	Tuirial HEP	60	100%	60.00
2	NTPC	Farakka STPP (Stg- I&II)	1600	0.142%	2.27
	NTPC	Kahalgaon STPP (Stg – I)	840	0.142%	1.19
	NTPC	Talcher STPP (Stg – I)	1000	0.142%	1.42
	NTPC	Bongaigaon	750	5.42%	40.61
3	TSECL	Baramura (Unit-IV)	21	25.00%	5.25
	TSECL	Baramura (Unit-V)	21	25.00%	5.25
4	OTPC	Palatana GPP	726	3.03%	22.00
5	NHPC	Loktak HEP	105	5.02%	5.27
					213.29

Annexure-C

HYDEL GENERATION IN MIZORAM

SN	Name of SHP	Location	Capacity (kW)	Year of Commen-cement	Year of Commis-sioning
1	Serlui-A	Aizawl	1000	1982	24.04.1984
2	Khawiva	Lunglei	1050	1983	08.12.1988
3	Tuirivang	Muallungthu	300	1985	14.08.1989
4	Tuipui	Champhai	500	1988	15.12.1991
5	Maicham-I	N.Vanlaiphai	2000	1989	05.01.1996
6	Teirei	W.Phaileng	3000	1994	12.10.1999
7	Tuipanglui	Tuipang L	3000	1992	17.12.2004
8	KauTlabung	Thenhlum	3000	1994	05.05.2005
9	Lamsial	Farkawn	500	1999	26.08.2008
10	Maicham-II	N.Vanlaiphai	3000	2001	11.11.2009
11	Serlui-B	Bilkhawthlir	12000	2003	-
	Total		29350		

Annexure-D

PROJECT UNDER EXECUTION

On -Going Projects (State Sector):		
1	Tlawva SHP	5 MW
2	Kawlbem SHP	4 MW
3	Tuiching MHO	100 KW
4	Tuiriza MHP	100 KW
5	Vankal Solar Plant	20 MWp
6	Saitual Solar Plant	10 MWp
7	Installation of 24 kWp at 12 Sub-Towns under IPDS	24 kWp

Annexure-E

132KV LINES (As on March 2021)

S.N	Name of Lines	Line Length (KM)	Date of Completion / Commissioning
1	PGCI to Luangmual	0.80	12-08-1998
2	Melriat to Luangmual	17.06	09.10.2015
3	Zuangtui S/S to New 25MVA S/S	0.24	06.12.2019
4	Zuangtui to Bukpui	54.04	1986
5	Bukpui to Khawiva	69.13	11.11.1994
6	Zuangtui to Saitual	50.00	Nov-93
7	Saitual to Khawzawl	43.00	26/7/1995
8	Khawzawl to Champhai	18.20	31/7/2011
9	Melriat to Khawiva	110	Oct-2020
10	Zuangtui to W.Phaileng	60.00	30/11/1995
11	Bukpui to E.Lungdar	45.51	13/12/1996
12	Khawiva to Lungsen	37.39	1997
13	Khawiva to Lawngtlai	57.00	1990
14	Bukpui to Thenhlum	71.38	05-08-1997
15	Bairabi to Bawktlang	30.01	12/07/2016
16	Khawzawl to Ngopa	57.27	15/12/2006
17	Khawzawl to E.Lungdar	48.58	13/12/2007
18	Saitual to Darlawn	60.59	18/11/2011
19	Tuirial to Kolasib	40.10	Oct.2017
	Total :	**870.30**	

Annexure-F

PROCEDURE ADOPTED FOR RELEASE OF NEW SERVICE CONNECTION

S.N	Activities	Remarks
1	Issue blank application form along with Test Report form etc from concerned offices	
2	Submission of application form along with Test Report to the Sub-Div./Site Office concerned	Test report is required to certify that the wiring have been done by the licensed contractor.
3	Carry out spot verification/inspection from the field Office and necessary measurement will also be taken.	Department representative will ascertain that wiring is done as per prevailing rules etc. Measurement is required for estimate preparation.
4	If conform with prevailing norms, estimate based on physical verification will be prepared and sent to Division concerned for approval	Cost estimate will include Load security, and other charges payable by the Intending Consumer (IC)
5	Approved estimate by Division will sent back to the field Offices	At the same time consumer will be intimated to pay the charges as per approved estimate
6	Make necessary payment by the intending consumer. In return, arrange required materials for release of S/C.	Energy Meter (E/M), wires etc. may sometime need to arrange by the IC depending upon the conditions.
7	Issue of S/C release order by concerned SDO along with consumer identification number.	In the SDO office, the detail profile of I/C will be recorded in the data base.
8	Release of S/C to the premises. Site Office will report the action taken/ date of release of S/C etc. to the concerned SDO	The I/C is becoming the normal consumer.

Annexure-G

R-APDRP & IPDS

The Government of India had launched Reformed Accelerated Power Development and Reform Programme (R-APDRP) during 11th Five Year Plan with a target for reduction of AT & C loss to 15%. The scheme comprises of two parts viz. Part-A and Part-B and Power Finance Corporation Ltd. (PFC) had been appointed as Nodal Agency for this scheme by the Ministry of Power, GOI.

Part-A includes preparation of Base-line data for the project area covering Consumer Indexing. GIS Mapping, Metering of Distribution Transformers and Feeders, and Automatic Data Logging for all Distribution Transformers and Feeders. It also includes Asset mapping of the entire distribution network at and below the 33kV transformers, Distribution Transformers and Feeders, Low Tension lines, poles and other distribution network equipment. It also includes adoption of IT application for meter reading, billing & collection; energy accounting & auditing; MIS; redressal of consumer grievances; establishment of IT enabled consumer service centres etc.

Part-B includes regular distribution strengthening projects like Renovation, modernization and strengthening of 33/11 kV Substations, Trans formers/Transformer Centres, Re-conductoring of lines at 33kV level and below, Load Bifurcation, feeder separation, Load Balancing, Aerial Bunched Conductoring, replacement of electromagnetic energy meters with tamper proof electronics meters etc.

R-APDRP scheme (both Part-A & Part-B) is being implemented in9 towns of Mizoram namely Aizawl, Champhai, Khawzawl, Kolasib, Lawngtlai, Lunglei, Saiha, Saitual and Serchhip towns.

Ministry of power, Govt. of India had launched Integrated Power Development Scheme (IPDS) for strengthening of sub-transmission and distribution network in the urban areas and for completion of targets laid down under R-APDRP. Power Finance Corporation Ltd., Nodal Agency for IPDS has recently approved DPR for 6 towns and the projects shall be implemented at Mamit, Thenzawl, Hnahthial, Vairengte, Kawnpui and Khawhai towns.

IPDS (System strengthening) is a continuation of RAPDRP, a scheme for improvement of Sub-Transmission and Distribution systems in urban areas covering twelve towns viz. Bairabi, Kawnpui, Vairengte, Mamit, Zawlnuam, Khawhai, Thenzawl, Hnahthial, Darlawn, N.Vanlaiphai, Biate, Tlabung with a total project cost of Rs. 89.16cr.

Annexure-H

DEENDAYAL UPADHYAYA GRAM JYOTI YOJANA (DDUGJY)

Background:

1. In rural areas of the country, the agricultural and non-agricultural load (domestic and non-domestic) are typically catered through common distribution network. The availability of power supply in rural areas is inadequate and unreliable in many parts of the country. The distribution utilities resort to frequent load shedding in rural areas to mitigate the gap between supply and demand, which affects power supply to agricultural consumers as well as non-agricultural consumers owing to common distribution network.

2. Feeder separation refers to supply of electricity to agricultural consumers and to non-agricultural consumers (domestic and non-domestic) separately through dedicated feeders. This arrangement allows the distribution company to regulate power supply to agricultural consumers as and when needed for effective Demand Side Management (DSM). The separation of feeders helps in flattening of the load curve by shifting the agricultural load to off-peak hours and thus facilitates peak load management. The core objective of separation of feeders is to provide regulated supply to agricultural consumers and continuous power supply to non-agricultural consumers in rural areas.

3. The demand of electricity in rural areas is increasing day by day due to increase in customer base, changes in lifestyle and consumption pattern which requires continual strengthening and augmentation of distribution network. However, the poor financial health of the distribution utilities has resulted in under-investment in the distribution network leading to poor upkeep and maintenance of assets, particularly in rural areas. Therefore, strengthening and augmentation of sub-transmission & distribution infrastructure is also considered necessary to ensure reliable and quality power supply in rural areas.

4. In order to facilitate sustainable commercial operations of electricity distribution, it is also important to focus on metering at consumer end for all categories of consumers. Apart from metering at consumer end, the metering arrangement at distribution transformers and feeders would facilitate building up a mechanism for proper energy accounting. This will help in identifying high loss pockets and initiating remedial measures towards reduction of losses.

Annexure-I

ELECTRICITY TARIFF & Other Charges FY 2022-23

1. General Conditions of Supply (For all categories of Consumers):

1.1 Rebate/Surcharge for availing supply at voltage higher/lower than base voltage: In spite of feasibility/availability to given supply at the specified voltage for the corresponding load as stipulated in clause-3.2 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 **(**with up to date amendments.)

(i) For consumers having contracted load up to 50 kW only, but the supply is given at higher voltage (HT/EHT level), then a rebate of 5% would be admissible on the energy and fixed charges applicable to that class of consumer for such period, he/she is so availing the supply at that voltage level.

(ii) For consumers having contracted load above 50 kW, but the consumer desires to draw supply at a voltage lower than that of base voltage he/she is eligible avail for corresponding load as per clause of supply code mentioned above, the consumer shall be required to pay additionally an extra charge of 10% on the bill amount (Energy charge & Fixed charge) calculated at the applicable voltage category tariff to which he/she should have normally availed.

(iii) All voltages mentioned above are normally available rated voltages as per clause 3.2 of the JERC for Manipur & Mizoram (Electricity Supply Code) Regulations, 2013, with up to date amendments.

1.2 Payment: All payments shall be made by way of Cash/Banker's Cheque/by Demand Draft/through Money Order/E- transfer on line. While in the case of cash payments (the cash amount limit will be determined and notified by the Licensee in advance suiting his convenience).

1.3. Validity of Existing Recharge Voucher: In the case of a consumer with prepaid meter supply having purchased recharge voucher prior to the effective date of new tariff, the existing voucher shall be continued until such time the recharged voucher amount is fully exhausted without levying any extra charge to such consumer. Therefore, as far as possible the Licensee shall issue recharge voucher(s) cautiously in such a way that the voucher validity period doesn't exceed the number of days beyond the effective date from which new tariffs comes into force.

1.4. Due date: In case monthly bill is being paid by cheques mode it shall be issued **three** (**3) days** in advance from the normal due date specified for that bill. While, in the case of payment through online bank transfer/credit card, it shall be **one** (**1) day** in advance from the normal due date specified for that bill. The licensee shall ensure that the bill is delivered to the consumer by hand/post/courier at **least ten (10) days** prior to the payment due date of the bill. (Clause 6.1 & 6.5 of the JERC for Manipur & Mizoram (Electricity Supply Code Regulations, 2013 with up to date amendments).

1.5. Surcharge for late payment of bills: If payment is not received within the stipulated due date, a surcharge @ **two percent (2%) per month** (at simple interest) will be levied upon the outstanding principal amount for the actual number of days of delay occurred for every successive period of thirty (30) days or part thereof or until such period of time the due amount is left unpaid in full.

1.6. Single Point Delivery: This tariff is based on the supply being given through a single point of delivery and metering at one voltage level. If Supply is also availed by the same consumer from another point at other/different voltage level, then such consumption shall be metered separately and be billed accordingly treating it as a separate connection.

1.7. Voltage and frequency: All voltages and frequency shall be as per the provisions of clause 3.1 and 3.2 of the JERC for Manipur & Mizoram (Electricity Supply Code) Regulations, 2013 (with all latest amendments made).

1.8. Power Factor Incentive / Surcharge: -

a) If the average monthly power factor of a HT consumer/LT 3Phase consumer /LT Industrial consumer increases above 95%, he shall be paid **an incentive** at the following rate:

Type of Event	**Incentive**
For each one percent increase by which his average monthly power factor is above 95%, up to unity power factor.	One percent (1%) of the total amount of the bill under the head "**energy charge**"

b) If the average monthly power factor of the HT consumer/LT 3Phase consumer / LT industrial consumer falls below 90%, he shall pay a **surcharge in addition** to his normal tariff, at the following rate:

Type of Event	**Surcharge**
For each one percent by which his average monthly power factor falls below 90% up to 85%	One percent (1%) of the total amount of the bill under the head '**energy charge'**

c) If average monthly power factor of the HT consumer/LT 3- phase consumer /LT industrial consumer falls below 85%, he shall pay **a surcharge in addition** to his normal tariff at the following rate:

Type of Event	**Surcharge**
For each one percent by which his average monthly power factor falls below 85%.	Two percent (2%) of the total amount of the bill under the head 'energy charge'

d) If the average monthly power factor of the HT consumer/LT 3Phase consumer /LT industrial consumer falls below 70%, then the Licensee shall have the right to disconnect supply to such consumer's installation after serving a notice of fifteen (15) days period. Supply may be restored only after steps have been taken to improve the power factor to desired level to the Utilities (licensees) satisfaction. However, this is without prejudice to the right to levying surcharge for such low power factor in the event of supply not being

disconnected to such consumer.

e) For this purpose, the "average monthly power factor" is defined as the ratio of total 'Kilo Watt hours' to the total 'Kilo Volt Ampere hours' recorded during the month. This ratio will be rounded-off to two-digital figures after decimal point. Figure 5 or above, in the third place after decimal point be rounded-off to the next higher figure to make it a two-digit figure after the decimal point.

f) Notwithstanding the above, if the average monthly power factor of a new consumer is found to be less than 90% at any time during the first 6 (six) months from the date of release of connection, and later on if he maintains the average monthly power factor at level not less than 90% in subsequent three months, then the surcharge so levied in the earlier bill on account of low power factor during the said period, shall be withdrawn and credited in the next month's consumption bill.

1.9. Transformation loss: The consumers availing their supply at HT side but metered on the LT side shall be charged with transformation loss in kWh as per the provisions of clause 5.7 JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 (**with up to date amendments)**. The same is reproduced for convenience's sake:

(1) The average losses in the transformer shall be calculated as follows and added to the energy consumption indicated by the meter:

$$\text{Average transformer loss} = \frac{730 \times 1.0 \times C}{100} \text{ kVAh per month}$$

where C = KVA rating of the transformer.

For conversion of kVAh to kWh or vice versa, the applicable latest power factor as per JERC (M&M) (Electricity Supply Code) Regulations, 2013 with latest amendment shall be adopted.

(2) The transformer loss so arrived at by the above formula shall be added to

the energy consumption, even though the recorded energy consumption being **Nil.**

(3) 1% of the transformer capacity for transformer above 63 KVA will be added to the recorded maximum demand on the Low-Tension side to arrive at the equivalent High-Tension side demand.

1.10. Rounding of Contracted Load/billing demand: For the purpose of calculation of fixed/demand charge in the monthly billing, the contracted load/billing demand shall be taken on actual basis as recorded by DISCOM official**.** Where the contracted load/billing demand found below 0.5 kW/ kVA shall be taken as 0.5 kW/kVA as the case may be. While all contracted load/billing demand recorded above 0.5 kW/kVA shall be taken as per actual recorded details available in the consumer historical profile data maintained by the Licensee. **The Licensee should update Contracted load/Billing demand as per the provisions of clause-4.108 of JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 (with up-to-date amendments).**

1.11. Mixed Load: - No part of the connection given for any specific purpose under defined category shall not be utilized for a different purpose(s) other than for which such service connection was released which attracts a tariff higher than already released service category. A separate additional connection shall have to be taken invariably for such loads/purpose under different applicable category, failing which the entire consumption (i.e., existing category consumption and additional energy consumed for different purpose) shall be billed in that applicable category corresponding to higher tariff rate for which any part of that service connection is utilised.

1.12. Rounding of Rupees: Each component of bill, such as energy charge, fixed/demand charge, meter rent, surcharge, rebate of any kind, etc, including interest, involving fraction of a rupee should be rounded-off individually to nearest rupee (fraction of 50 paise and above be rounded-off to the next higher rupee and

fraction lesser than 50 paise be ignored). In case of non-availability/scarcity of small change of rupees lesser than Rs.10/-, the consumer may be permitted to tender next higher amount divisible by 10 and the excess amount so tendered shall be adjusted as credit in the next bill and interest on such excess will not be allowed or paid.

1.13. System of L.T Supply

1.13.1 Low Tension Supply

i) Alternating Current 50 Hz, single phase 230 Volts up to 8 kW.

ii) Alternating Current, three phase, 400 Volts, for loads above 8 kW and up to 50 kW subject to the availability of supply. Wherever 3-phase connection is required for load less than or equal to 8 kW, necessary justification shall be provided along with such request for consideration of licensee for extending such supply.

1.13.2. HT Supply: Supply of Electricity to the Consumers at voltage above 400V as per clause-3.2 of JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. with up-to-date amendment.

1.14. The maximum demand: The maximum demand means the highest load measured in average kVA or kW at the point of supply of a consumer during any consecutive period of 30 (thirty) minutes during the month or the maximum demand recorded by the MDI during the month.

1.15. Billing demand: As defined in Clause 2.3(12) of the Joint Electricity Regulatory Commission for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 with latest amendments. The clause reads as follows:

"Billing Demand means highest of the following: -

(i) The Contract demand, or (ii) the maximum demand indicated by the meter during the billing cycle, or (iii) the sanctioned load wherever contract demand has not been provided in the supply agreement."

1.16. Government Subsidy: Section 65 of E. Act 2003 is hereby reproduced:

" Provision of subsidy by State Government:- ***If the State Government requires the grant of any subsidy to any consumer or class of consumers in the tariff determined by the State Commission under section 62, the State Government shall, notwithstanding any direction which may be given under section 108, pay, in advance and in such manner as may be specified, the amount to compensate the person affected by the grant of subsidy in the manner the State Commission may direct, as a condition for the licence or any other person concerned to implement the subsidy provided for by the State Government:***

Provided that no such direction of the State Government shall be operative if the payment is not made in accordance with the provisions contained in this section and the tariff fixed by the State Commission shall be applicable from the date of issue of orders by the Commission in this regard."

Therefore, if the government subsidy is received promptly, the licensee shall adopt tariff 'A' (Subsidised Tariff) or in the event of non-receipt of said subsidy, the Licensee is at liberty to implement tariff 'B' (Full Cost Tariff i.e., without Subsidy) during the currency of period of its non-receipt.

There could be a situation, where the outstanding monthly subsidy due from Government was released with delay after passage of much time elapsing and thereby consumers are to be billed at full cost tariffs in that relevant month or months during which no subsidy was paid. Later on, if subsidy arrears were released and received by Licensee, the entire excess amount so charged to all consumers on account of full cost tariff adoption shall have to be refunded as deduction by treating such excess amount laying with Licensee **as advance payment** by the licensee **at one time** in the immediate monthly billing cycle where bills are being issued to respective

consumers soon after receipt of such subsidy relating to the past month/months. If in case, the excess amount so refundable is exceeds the monthly billing amount to be so adjusted to any consumer/ consumers, then such excess amount left unrefunded may be carried forward and be adjusted in the following monthly bill/bills to be issued to such consumer/ consumers until full refund settlement is made to consumer(s).

1.17. Applicable Taxes or Duties:

The tariff notified above does not include any taxes (including GST) or duties etc., on electrical energy that may be payable at any time in accordance with changes in any Law or Central Government/State Government Rules in force. Such charges, if any, shall be payable in addition to tariff charges by the consumer/user.

Accordingly, applicable GST shall be charged/levied on (i) **Application Fee** for releasing any Service connection (ii) Rental Charges against metering equipment, (iii) Testing Fee for meters/transformers, capacitor etc. and (iv) Labour Charges to be borne by customers for shifting of meters or shifting of service lines.

1.18. Contingency: In case of any inconsistency between provisions of this Tariff schedule and the Electricity Supply Code Regulations 2013 issued by JERC for Manipur and Mizoram (with up-to-date amendments). the provision, meaning and contend of the said Supply Code shall only prevails.

A: SUBSIDISED TARIFF

2 : LT SUPPLY

2.1 LT Category-1: Kutir-Jyoti Service

Applicability: Applicable to all household who has been given connection under Kutir-Jyoti Scheme or similar connection under any scheme of the State Government or Central Government for the benefit of poorer section for domestic purpose. If the total consumption in three months exceed 45 kWh, as per existing norms of KJS unless supersedes by other new norms, the connection should be converted to LT Category-2 (Domestic).

Permitted Load: Initially starts with one single light point connection which can be extended later on by one or two light points or as per norms specified by the competent authority from time to time.

Rates: -

a) Fixed charge	Rs 25.00 per month per Connection	
b) Energy charge (per month)		
i)	First 20 kWh	@ Rs 2.55 per kWh
ii)	All units above 20 kWh	@ Rs 3.55 per kWh

Note: 1- if the total consumption of any consecutive three months is more than 45 kWh, the consumer shall be re-categorized/converted under normal domestic category permanently from the very 1st/2nd/3rd month of that consecutive three months. Whenever, total units consumed exceeds the specified limit of 45 kWh from that month instance the bill be served treating the consumer permanently under domestic category. (Clause 4.90 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 with latest amendments may be referred to)

Note 2: Where a Kutir Jyoti /BPL consumer was converted as domestic consumer, the re-categorised/converted consumer shall be required to deposit load security/meter security amount as applicable for a domestic consumer but it should not contravene the provisions of clause 5.9 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 with latest amendments.

2.2 LT Category - 2: Domestic Service

Applicability: Applicable for supply of energy exclusively for domestic purposes only in domestic premises**. The Domestic consumer is qualified**

to be in this category, if it is with attached kitchen/kitchen facility. The Tariff is applicable to supplies for general domestic purposes such as Light, Fans, Heating devices, Television, VCR/VCP, Radio, Refrigerator, Air-conditioner, lift motors and all others appliances only for bona-fide residential used. This will not be applicable to institutions conducting commercial activities of any nature.

Rates:

a) Fixed charge	Rs. 50.00 per month per kW of contracted load	
b) Energy charge (per month)		
i)	First 100 kWh	@ Rs 4.90 per kWh
ii)	Next 100 kWh	@ Rs 7.10 per kWh
iii)	All units above 200 kWh	@ Rs. 8.20 per kWh

2.3 LT Category 3: Non-Domestic

Applicability: Applicable for supply of energy to all lights, all types of fans, heating devices, Television, VCR/VCP, Radio, Computers, Refrigerator, Air Conditioner, lift motors, water pump and all other electrical appliances for the purpose of public interest. This tariff includes power loads for non-domestic/Non-commercial purposes such as Government establishments / institutions Where rental charges are not being levied such as offices, hospitals, nursing homes, clinics, dispensaries, health centres, schools, colleges, libraries, research institutes, boarding / lodging houses, rest houses, tourist lodges, guest house, circuit house, rest house, Go-downs; Public building/hall, community halls/YMA halls (not for hiring), religious premises like churches, temples, mosques, gurudwaras, religious offices. This category shall include NGO's offices and any other establishment (Not setup for the purpose of undertaking some sort of trading/profit-making). This tariff is also applicable to orphanage/recognized charitable institutions where no fees/rental of

any kind whatsoever are charged/levied

Rates:

a) Fixed charge		Rs 60.00 per month per kW of contracted load
b) Energy charge (per month)		
i)	First 150 kWh	@ Rs 7.60 per kWh
ii)	All units above 150 kWh	@ Rs 8.30 per kWh

2.4 LT Category - 4: Commercial Service

***Applicability*:** Applicable for supply of energy to all lights, all types of fans, heating devices, Television, VCR/VCP, Radio, Computers, Refrigerator, Air Conditioner, Lift motors, Water pump. This tariff includes power loads for commercial purposes like Semi- government/non-government offices, shops, book stalls / shops, parlours, hospitals, educational institutes, nursing homes, clinics, dispensaries, health centres, restaurants, bars, hotels, clubs, guest houses, rest houses, tourist lodges, picnic spots, resorts, farm/garden houses, clubs, markets, optical houses, stadiums, meeting/conference halls, all types of studios, tea stalls, professional chambers (like Advocates, chartered Accountants, consultants, Doctors, etc.), private trusts, marriage houses, public halls, show rooms, centrally air-conditioning units, commercial establishments, X-ray plants, diagnostic centres, pathological labs, carpenters and furniture makers, repair workshops, laundries, typing institutes, internet cafes, STD/ISD PCO's, FAX/photocopy shops, tailoring shops, Non-Government Institutions such as schools, colleges, libraries, research institutes, boarding/lodging houses, railway stations, fuel/oil stations/pumps, bottling or filling stations/plants, service stations, Railway/Bus stations/terminals, All India radio/T.V/Cable TV establishment with sub-operators' installations, printing presses, commercial trusts, societies, banks, financial institutions, theatres, cinema halls, circus, coaching institutes, common facilities in multi-storeyed commercial offices**/**buildings, public museums, Crematoriums, graveyards, orphanages/recognized charitable institutions where rental or fees of any kind are charged, non-recognized charitable institutions, power supply to telecommunication system/towers, leased of Government property(ies) to private party(ies) such as Guest house, tourist lodges, restaurants and others commercial applications not covered under any other categories. It shall also include store/stock yard, parking lot, Storage godowns and any other applications for

private/company/government gain. It will broadly apply to all offices/establishment so setup for the purpose of trading/profit making.

Rates:

a) Fixed charge	Rs 80.00 per month per kW of contracted load	
b) Energy charge (per month)		
i)	First 150 kWh	@ Rs 8.20 per kWh
ii)	All units above 150 kWh	@ Rs 8.45 per kWh

2.5 LT Category - 5: Public Lighting Service (Street/thorough fare lighting)

Applicability: Applicable to Public Street Lighting System in Municipality, City, Town, Sub-Town/Village, etc. including Signal system and Road and Park lighting in areas of Municipality, City, Town, Sub-Town/Village, etc.

Rates:

a) Fixed charge	Rs 80.00 per month per kW of contracted load.
b) Energy charge (per month)	
For all units (kWh)	@ Rs 11.35 per kWh

2.6 LT Category – 6: Public Water Works

***Applicability*:** Applicable to all public water supply system and sewerage pumping.

Rates:

a) Fixed charge	Rs 90.00 per month per kW of contracted load.
b) Energy charge (per month)	
For all units (kWh)	@ Rs 11.10 per kWh

2.7 LT Category -7: Irrigation & Agriculture Service

Applicability: This tariff is applicable to irrigation/pumping for agricultural purpose only.

Rates:

a) Fixed charge	Rs 50.00 per month per kW of contracted load.

b) Energy charge (per month)	
For all units (kWh)	@ Rs 3.80 per kWh

2.8 LT Category – 8: Industrial Service

Applicability: Applicable for supply of energy for Industrial purposes, such as manufacturing/ processing / preserving of goods as such, cold storage plants/units, all types of workshops using electrical energy for such works, power looms, weaving houses, carpentry works, steel fabrication works, tyre re-treading works, black-smiths, Gold-smiths, saw mills, flour/rice mills, oil mills, re-rolling mills, motor body building works, coffee/ginger/turmeric processing units, winery plants, fruits processing plants, Ice candy units, fodder cutting units, poultry farming/ hatchery units, silk rearing/processing units, pisciculture, prawn culture units, mushroom production units, floriculture in green houses, sugarcane crushing, milk/meat processing units, bamboo processing units, paper/steel/aluminium recycling units, construction of power generating stations/substations and power supply to any generating stations.

Rates:

a) Fixed charge	Rs 80.00 per month per kW of contracted load.
b) Energy charge (per month)	
First 400 kWh	@ Rs 7.10 per kWh
All units above 400 kWh	@ Rs 8.05 per kWh

3: <u>HT SUPPLY</u>

Applicability: - The tariffs are applicable for Consumer availing supply at voltage above 400Volts irrespective of connected load/contracted demand. It is mandatory to supply with voltage above 400V, to consumer having a contracted Load of above 50 kW or Contracted Demand of above **55.56 kVA,** as per clause 3.2 of JERC for M&M (Electricity Supply Code) Regulations, 2013, with up-to-date amendment.

3.1 HT Category - I: Domestic Service

Applicability: This tariff is applicable to similar purposes as defined in LT category-2 is as follows:

Rates:

a) Demand charge	Rs 50.00 per month per kVA of Billing Demand.
b) Energy charge (per month)	
All kVAh	@ Rs 8.65 per kVAh

3.2 HT Category - 2: Non-Domestic

Applicability: This tariff is applicable to similar purposes as defined in LT Category-3 is as follows:

Rates:

a) Demand charge	Rs 60.00 per month per kVA of Billing Demand.
b) Energy charge (per month)	
All kVAh	@ Rs 8.75 per kVAh

3.3 HT Category - 3: Commercial Service

Applicability: This tariff is applicable to similar purposes as defined in LT Category-4 is as follows:

Rates:

a) Demand charge	Rs 80.00 per month per kVA of Billing Demand.
b) Energy charge (per month)	
All kVAh	@ Rs 8.90 per kVAh

3.4 Category 4: Public Water Works (PWW)

Applicability: This tariff is applicable to similar purposes as defined in LT Category-6 is as follows:

Rates:

a) Demand charge	Rs 90.00 per month per kVA of Billing Demand.
b) Energy charge (per month)	
All kVAh	@ Rs 9.85 per kVAh

3.5 HT Category - 5: Irrigation & Agriculture Service

Applicability: This tariff is applicable to similar purposes defined in LT Category- 7 is as follows:

Rates:

a) Demand charge	Rs 50.00 per month per kVA of Billing Demand.
b) Energy charge (per month)	
All kVAh	@ Rs 3.85 per kVAh

3.6 HT Category -6: Industrial Service

Applicability: This Tariff is applicable to similar purpose as defined in LT Category – 8 is as follows:

Rates:

a) Demand charge	Rs 80.00 per month per kVA of Billing Demand
b) Energy charge (per month)	
All kVAh	@ Rs 9.05 per kVAh

3.7 HT Category - 7: Bulk supply within the State

Applicability: Applicable for HT Consumers having single point metering of mixed load of housing complex, multi-storeyed building, Military Engineering Service (MES), Border Road Task Force (BRTF), etc. where the supply is used predominantly for domestic purpose (**with domestic load not less than 85 % of the total load**) and internal maintenance of power supply is carried out by the bulk consumers themselves.

Tariff Rates are as follows:

Rates:

a) Demand charge	Rs 90.00 per month per kVA of Billing Demand.
b) Energy charge (per month)	
All kVAh	@ Rs 6.85 per kVAh

B: FULL COST TARIFF (FCT) (i.e., WITHOUT SUBSIDY)

Sl. No.	Consumer Category	Approved Full Cost Tariff (FCT)	
		Energy Charges (Rs/month)	Fixed Charges (Rs.)
1	**Kutir Jyothi**		
i)	First 20 kWh	7.62/kWh	25/Connection
ii)	All Units above 20 kWh	8.89/kWh	25/Connection
2	**Domestic**		
A	**Low Tension**		
i)	First 100 kWh	8.60/kWh	50/Contracted Load in kW
ii)	Next 100 kWh	8.99/kWh	50/Contracted Load in kW
iii)	All units above 200 kWh	10.06/kWh	50/Contracted Load in kW
B	**High Tension**	8.48/kVAh	50/Billing Demand in kVA
3	**Non-Domestic**		
A	**Low Tension**		
i)	First 150 kWh	8.35/kWh	60/Contracted Load in kW
ii)	All units above 150 kWh	9.27/kWh	60/Contracted Load in kW
B	**High Tension**	7.94/kVAh	60/Billing Demand in kVA
4	**Commercial**		
A	**Low Tension**		
i)	First 150 kWh	10.47/kWh	80/Contracted Load in kW
ii)	All Units above 150 kWh	10.58/kWh	80/Contracted Load in kW
B	**High Tension**	9.48/kVAh	80/Billing Demand in kVA
5	**Public Lighting**	11.11/kWh	80/Contracted Load in kW
6	**Irrigation & Agriculture**		
A	Low Tension	11.11/kWh	50/Contracted Load in kW

Sl. No.	Consumer Category	Approved Full Cost Tariff (FCT)	
		Energy Charges (Rs/month)	Fixed Charges (Rs.)
B	High Tension	9.29/kVAh	50/Billing Demand in kVA
7	**Public Water Works**		
A	Low Tension	7.72/kWh	90/Contracted Load in kW
B	High Tension	7.50/kVAh	90/Billing Demand in kVA
8	**Industrial**		
A	**Low Tension**		
i)	First 400 kWh	8.90/kWh	80/Contracted Load in kW
ii)	All Unis above 400 kWh	10.75/kWh	80/Contracted Load in kW
B	**High Tension**	8.52/kVAh	80/Billing Demand in KVA
9	**Bulk Supply**	5.94/kVAh	90/Billing Demand in kVA

4. Temporary Supply:

Applicability: Temporary power supply shall be given through correct meter and carried out as per procedure laid down in clause 4.56 to 4.70 of the JERC for Manipur & Mizoram (Electricity Supply Code) Regulations, 2013 with latest amendments. If the applicant provides the materials for service line, it shall be treated as per clause 4.133 of the JERC for Manipur & Mizoram (Electricity Supply Code) Regulations, 2013 with latest amendments. **If the licensee/Discom desired to delegate power to its various level of officers, it may be done so through an executive order issued by the licensee/Discom. However, in all cases, overall duration should not violate the supply code duration mentioned above.** If the service line is arranged by consumer, it shall be treated as per clause 4.133 of the JERC for Manipur & Mizoram (Electricity Supply Code) Regulations, 2013 with latest amendments and be returned to the consumer after the period is over. Bill shall be served at the following rates:

Rates:

a) **Fixed /Demand charge**: 1.5 times the rate of fixed/demand charge of the applicable tariff category for which power supply is given.

b) **Energy charge per month**: 1.5 times the rate of the highest rated slab of the applicable tariff category for which energy is supplied.

5. Computation of un-metered energy:

5.1 Street light billing: - (1) As per Section 55 of Electricity Act 2003 and also as per clause 5.1 of the JERC for Manipur & Mizoram (Electricity Supply Code) Regulations, 2013 with latest amendments, no installation should be serviced without appropriate and correct meter. Keeping in view, the elapse of many more years from E. Act 2003 promulgation and also after several years elapsed from the supply code effective date, the formula for computation of energy consumed for unmetered supply in crude way is felt unnecessary and hence withdrawn. **P&ED should install meters for all street lighting supply at all points along with DT metering and bill them accordingly**.

5.2 P&ED has achieved 100% metering of all consumers as per report in the 18th State Advisory Committee meeting. Hence, separate computation methodology is no longer required and hence deleted fully & withdrawn forthwith. **(5.1 above shall not be applicable).** Billing under defective, burnt, lost meter shall be made as per the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 with latest amendment.

5.3 For Un-authorised consumer/theft (includes by-pass of meter)/pilferage and cases cover by section 135 of the Act:- The energy consumed shall be computed as per Annexure 11.1.19 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. **with up-to-date amendment**. The energy so computed shall be evaluated as follows:

(a) Load less than 10 kW

(1) **First instance:** - Three (3) times of the rate of the applicable tariff (fixed and variable charges) for which the stolen energy was utilized.

(2) **Second and subsequent instances:** - Six (6) times of the rate of the applicable tariff (fixed and variable charges) for which the stolen

energy was utilized.

(b) Load exceeding 10 kW

(1) **First instance:** - Three (3) times of the rate of the applicable tariff (fixed and variable charges) for which the stolen energy was utilized.

(2) **Second and subsequent instances:** - Six (6) times of the rate of the applicable tariff (fixed and variable charges) for which the stolen energy was utilized.

6. Miscellaneous Charges (Part of Non-Tariff Income)

8.1 Meter Rent for non-prepaid meters: Monthly charges for hiring of the meter, indicator shall be as follows:

6.1.1 LT Metering:

a) AC, Single phase Energy meter whole current	Rs.20.00 per month
b) AC, Three phase Energy meter, whole current	Rs.35.00 per month.
c) AC, Three phase Energy meters, **CT operated**	Rs.50.00 per month
d) Any other type of meter/indicator	Rs.100.00 per month

6.1.2 HT Metering:

a) AC, three phase Energy meter, CT & PT operated	Rs.200.00 per month.
b) Any other type of meter/indicator	Rs.300.00 per Month.

6.2. Pole/Tower usage charge per month

8.2.1 For supporting of internet/media/telephone cables:

This charge shall be borne by Operator/Distributor of visual media network.

a) Rs.10.00 per pole per cable per month in case of internet cable/ media cables/visual media cables

b) Rs.20.00 per pole per month per cable in case of landline telephone cable. (a cable having up to 5 pair of lines shall be taken as one cable for this purpose) Telephone cable having more than 5 pairs shall be considered as 2, 3 etc, by dividing actual number of pairs by 5 to arrive at equivalent number of cables. Any fraction shall be rounded to nest higher integer.

6.3. Other charges for meter:

(a) Meter shifting charge:

i) Rs.200.00 per shifting if it resulted from reconstruction/ modification of building by consumer or at consumer's request. Material to be borne by interest party.

ii) Free of cost if shifting is done in the interest to licensee. Required material to be borne by licensee.

Meter shifting shall be carried out as per Chapter – 5 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. with up-to-date amendment.

(b) The cost of replacement and execution charge:

Utility shall have stock of energy meter as per clause 5.51 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. with up-to-date amendment. Replacement of meter shall be carried out as per clause 5.31 to 5.50 of the same code mentioned above. Charges for other materials will be extra.

i) Execution charge for re-installation/installation of meter:

a) For existing consumer, it shall be Free of cost.

b) For disconnected consumer with meter removed: Rs.100.00

c) For new consumer, it shall be included in the cost of service connection under the nomenclature **execution charges**.

ii) Cost of Energy Meters supplied by Licensee:

If the consumer prefers to buy meter from the Licensee for new connection or for replacement for a faulty meter, the price will be at the Licensee's purchase rate if supplied by the Licensee after collection of Rs.100/- towards storage charges *(Prima*

facie energy meters installed for usage shall be of those approved or tested & approved by the Licensee).

However, when the cause leading to subsequent replacement instance either due to manufacturing defect or fault on the part of licensee then, **it shall be done free of cost.**

c) Testing charge of Meter at the request of consumers: (Testing charge is inclusive of costs of meter re-sealing materials/equipment).

Sl.No	**Type of Meter for testing**	**Charges payable**
i)	For AC, Single phase LT energy meter	Rs.75.00 per meter per testing.
ii)	For AC, Three phase LT energy meter **whole current**	Rs.100.00 per meter per testing.
iii)	For AC, Three phase LT energy meter, **CT operated**	Rs.200.00 per meter per testing.
iv)	For energy meter, AC Three Phase, **CT & PT operated**	Rs.300.00 per meter per testing.
v)	For any other type of meter **HT supply**	Rs.300.00 per meter per testing.

In case the meter supplied by the Licensee fitted to the consumer premises is found to be defective from initial fitting, testing and replacement of meter shall be carried out as per clause 5.31 to 5.50 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. with up-to-date amendment.

6.4 Testing charge of Consumer's Installation:

The first test and inspection will be carried out free of cost as per Clause 4.47 of JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. Should any further test or inspection be necessitated due to fault in the installation or due to non-compliance with the condition of supply by the consumer an extra charge of Rs.150.00 per test, payable in advance, shall be levied. In the event of the consumer failing to pay the testing charge in advance within stipulated time, the Licensee will be at liberty to disconnect the consumer's premise from the supplier's main.

6.5 Disconnection and Reconnection:

(1) **Disconnection: -**Disconnection of an installation in all cases will be **free of charges.**

(2) **Reconnection: -** Reconnection charge shall be as follows: -

(i)	For AC single phase LT supply	**Rs.100.00**
(ii)	For AC three phase LT supply	**Rs.150.00**
(iii)	For AC HT supply	**Rs.400.00**

Note: - Extra material required will be chargeable.

6.6 Change of category:

Change of category will be carried out as per clause 4.72 to 4.80, clause 4.85 to 4.86 and 4.90 to 4.93 of the Joint Electricity Regulatory Commission for Manipur and Mizoram (Electricity supply Code) Regulations, 2013. with up-to-date amendment.

6.7 Mutation Fee: -Mutation fee i.e. fee for change of name shall be Rs 50.00 per change**.** This shall be carried out as per clause 4.81 to 4.84 of the Joint Electricity Regulatory Commission for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 with up-to-date amendment.

6.8 Charges for Replacement of Connection Wire, Cut-out, Fuse, meters etc.:

Cost of replacement after initial fixation of connection wire, cut-out, fuses, meters etc. will be borne by the consumers and shall be payable by the consumer in advance. If the Licensee supplies the materials, or the consumer may arrange required materials as per the required specifications of the Licensee. The execution charges shall be as follows:

(1) For Cable and wire (if meter cost borne by consumer):

(a)	Single phase connection:	**Rs. 400.00** per connection.
(b)	Three phase connection:	**Rs. 600.00** per connection.
(c)	HT three phas connection:	**Rs. 900.00** per 100 meters of the H line.

Note: - **In case if meter is provided by Licensee, the additional cost payable by**

consumer(s) will be as specified by the Licensee along with applicable Taxes if any.

2) **For Cut-Out & Fuse: -**

1) per Cut-Out - Rs 10.00
2) per Fuse - Rs 3.00

1) For Replacement of meters

a) Single Phase: Rs.40/- b) Three Phase: Rs.60/-
c) CT operated: Rs.80/- d) CT & PT operated: Rs.80/-

Works shall be executed only on production of payment receipt from concerned office.

6.9 Re-rating charge of Consumer's Installation:

This charge is for meeting expenses toward spot verification of load and other connected recording works. Charge for re-rating of the consumer's installation at the request of the consumer shall be Rs.150.00 per rerating per connection. Inspection for re-rating should be carried out only on advance payment in the concerned office and on production of such payment receipt.

The aforesaid charges do not include the charges payable by the consumer for other works connected due to change of connected load (like additional load security, etc. However excess security paid by consumer should be returned by way of adjustment in monthly bill in one instalment). Rerating shall be carried out as per clause 4.94 to 4.107 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. with up-to-date amendment.

6.10 Security Deposits: -

(i) Meter Security *(if Licensee's meter is used)*:

The amount of Security deposit for meter security shall normally be the price of the meter as fixed by the licensee from time to *time in line with* ***section 55 of Electricity Act 2003.***

(ii) Load Security:

The amount of load shall be calculated as per the procedure prescribed in clause 4.123 – 4.127 and determine as per Annexure 11.18 of the JERC for M&M (Electricity

Supply Code) Regulations, 2013 with up-to-date amendment. ***However, consumer with prepaid meter shall not be required to pay load security deposit*.**

6.11- Charges for Replacement of temper proof Meter Housing Box:

For AC single phase LT or three phases LT without CT or with CT, the energy meter box if replaced from Licensee's store: The charge will be as per Licensee's purchase rate.

The execution charges shall be as follows:

a) Single Phase: Rs.20/- b) Three Phase: Rs.30/-
c) CT operated: Rs.40/- d) CT & PT operated: Rs.40/-

6.12- Charges for Testing of Transformer Oil:

(a) For first sample of oil: Rs.150.00 per sample.

(b) For the next additional sample of oil of the equipment received at the same time of the first sample: Rs.100.00 per sample.

6.13- Service Lines & Service Connection:

(a) Type of Service Connection: Type of service connection and distance for service connection line length will be as per clause 4.2 read with clause 5.10 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. with up-to-date amendment.

(b) Cost of Service Connection: As stipulated in Clause 4.37 & 4.131 of the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. If the consumer desires to arrange service connection materials, the Licensee (not below rank of Junior Engineer concerned) will check all the materials.

6.14 Cost of Application Form: The application form shall be free of cost vide clause- 4.14 of the Joint Electricity Regulatory Commission for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013. with up-to-date amendment.

Annexure-J
Service Standards and Time frame for rendering Services

Service Area	**Guaranteed Standard Maximum time limit for rendering service**
Fuse-off	
Cities	Within 4 working hours
Towns	Within 6 working hours
Rural areas	Within 24 working hours
Remote areas	Within 36 working hours
Overhead Line/cable breakdowns	
Cities	Within 24hours
Towns	Within 36 hours
Rural areas	Within 48 hours
Remote areas	Within 96 hours
Underground cable breakdowns	
Cities and towns	Within 36 hours
Rural areas	Within 72 hours
Remote areas	Within 144 hours
Distribution Transformer failure	
Cities and towns	Within 48 hours
Rural areas	Within 5 days
Remote areas	Within 10 days
Period of Scheduled Outage	
Maximum duration in a single stretch	Not to exceed 12 hours
Restoration of supply	By not later than 5:00 PM
Voltage fluctuations	
For local problems on the Transformer	Within 4 days
No Expansion/enhancement of network involved	Within 15days
Up-gradation of distribution system required	Within 120 days
Meter complaints	
L.T Consumers	
Testing, checking & calibration for correctness of meter	
Cities	Within 4 working days
Towns	Within 7 working days
Rural areas	Within 15 working days
Remote areas	Within 20 working days
Stuck up/ running slow / fast/creeping of E/M	
City/Urban/rural/remote area	
Replace not attributable to consumer	3 days /5 days/15 days/20 days
Burnt out of E/M City/Urban/rural/remote area	
Replace not attributable to consumer	3 days /5 days/15 days/30 days
Attributable to consumers due to tampering, etc.	
(a) Recovery of cost	Within 7 days
(b) Replacement of Energy meter	15 days after the receipt of payment
Shifting of meters/ service line in city/ urban/rural &remote	

At the request of consumers after receipt of payment for its cost	7 days /10 days /15 days /15 days
Release of new connection/additional load for L.T/H.T/ E.H.T Supply	
Connection feasible from existing network	Within 30 days
Extension of existing required	30days / 90 days / 180 days
Transfer of ownership and conversion of service	
Title transfer of ownership	Within 2 billing cycles from receipt of application
Change of category	
Conversion from LT 1ph to LT 3ph and vice versa	Within 2 billing cycles from payment of charges
Conversion from LT 3 ph to HT 3 ph and vice versa	Within 2 billing cycles from payment of charges
Resolving of complaints on consumer's bill	
If received in person	immediately
If received through post	Within 24hours if no addl. information is not req.
	Within 15 days if addl. information is required.
Reconnection of supply following disconnection due to non – payment of bills	Within 48 hours after receipt of payment.

Annexure-K

List of Area Wise Office Telephone Nos under PED				
S.N	**Name of Subordinate office**	**Address**	**Contact No.**	**Main subject dealt by the Office**
1	2	3	4	5
Under Engineer-in-Chief Office				
1	Engineer-in-Chief, P&E Department	Kawlphetha, New Secretariat Complex, Khatla	0389-2336848	HOD, Administration, Policy mater, overall supervision of PED, Mizoram
	CE,(Works)	-do-	0389-2334227	Overall supervision of project execution under RGGVY project
	CE, Civil	-do-	0389-2336826	Overall supervision of project execution under Civil Works taken up by the department.
2	**Chief Electrical Inspectorate, Aizawl**	Zuangtui, Aizawl	0389-2351170	HOO, Electrical Inspection & Testing of Electrical installations in Mizoram
	a) Electrical Inspectorate, Aizawl	-do-	0389-2351734	Electrical Inspection & Testing of Electrical installations in Mizoram
	b) Asst. Elect Inspectorate, Aizawl	-do-	0389-2350891	Electrical Inspection & Testing of Electrical installations in Mizoram
3	**SE, SLDC**	Power House Complex, Electric Veng, Aizawl	0389-2311394	HOO, Scheduling, despatching, monitoring of Power supply of Mizoram
	1. SLDC Division, Aizawl	-do-	0389-2328322	HOO, Scheduling, despatching, monitoring of Power supply of Mizoram
	2. MRT Division Aizawl	Zuangtui, Aizawl	0389-2351291	HOO, Testing & calibration of energy meters of PED
	a) Meter Relay & Testing Sub-Division, Aizawl	Zuangtui, Aizawl	0389-2351349	HOO, Testing & calibration of energy meters for Northern Mizoram
	b) Meter Relay & Testing Sub-Division, Lunglei	Lunglei	-	HOO, Testing & calibration of energy meters for Southern Mizoram
	c) Power Store Sub-Division, Aizawl	Zuangtui, Aizawl	0389-2351346	Purchase of materials & Management of inventories
4	**Power Circle-II, Aizawl**	Kawlphetha, New Secretariat Complex, Khatla, Aizawl	0389-2336874	Construction of various Hydel Power Generation Project in Mizoram
	1. Project Construction Division,	South Khawbung, Champhai District	03831-265101	Construction of Tlawva SHP at near Khawbung
	a) Project Construction Sub-Div.	-do-	03831-265101	Construction of Tlawva SHP at near Khawbung
	b) Project Construction Sub-Div.	-do-	03831-265101	Construction of Tlawva SHP at near Khawbung
	c) Project Construction Sub-Div.	-do-	03831-265101	Construction of Tlawva SHP at near Khawbung
	Hydel Division, Ngopa	Ngopa	2310323	Construction of Tuiching, Tuiriza & Kawlbem SHP
	a) Hydel Sub–Division I, Kawlbem	-do-		Construction of Tuiching mHP & Kawlbem SHP
	b) Hydel Sub Divion II, Ngopa	-do-		Construction of Tuiriza mHP & Kawlbem SHP (Dam & Power Channel)
	3. Civil Project Division, Aizawl	Power House Complex, Electric Veng, Aizawl	0389-2317629	O&M, Construction of departmental building
	a) Civil Project Sub-Division-I, Aizawl	Power House Complex, Electric Veng Aizawl	0389-2315328	O&M, Construction of departmental building Northern Mizoram

	b) Civil Project Sub-Division-II, Lunglei	Lunglei	0389-2325445	O&M, Construction of departmental building Sothern Mizoram
	4. Thermal Project Division,	Bilkhawthlir, Kolasib District	0389-2655060	HOO, O&M of Bairabi Thermal Power Plant
	a) Building Sub-Division,	Bilkhawthlir, Kolasib District	9436195133	O&M, Construction of departmental building at Bilkhawthlir
	b) Serlui 'B' Power Sub-Division,	-do-	9436146174	Construction, O&M of Serlui B SHP
Under CE(System Operation)				
1	**CE, System Operation**	Power House Complex, Electric Veng	0389-2325738	HOO, Administration, Policy mater, overall supervision of power system particularly in Aizawl Dist & southern part of Mizoram
2	**SE, Aizawl Power Circle,**	Power House Complex, Electric Veng Aizawl	0389-2322248	HOO, overall supervision of power supply particularly in Aizawl City and surroundings villages
	1. EE, Revenue Division, Aizawl	-do-	0389-2321049	HOO, O & M of service connection, collection of revenue for Aizawl &surrounding villages
	a) SDO,Dist. Sub-Div-I, Aizawl South	Mission Veng, Aizawl	0389-2316354	HOO, O&M of HT & LT lines, DTs in Aizawl South area
	b) SDO, Revenue Sub- Division-II	Power House Complex, Electric Veng, Aizawl	0389-2322350	HOO, O & M of service connection, collection of revenue for Aizawl Central
	c) SDO, Revenue Sub- Division-III	Republic Veng, Aizawl	0389-2324671	HOO, O & M of service connection, collection of revenue for Aizawl South
	d) SDO Rural Sub-Division, Aizawl	Republic Veng, Aizawl	0389-2314631	HOO, O & M of Distribution S/S, street light, HT & LT lines revenue collection for surrounding villages of Aizawl
	2. EE, Distribution Division, Aizawl	Power House Complex, Electric Veng Aizawl	0389-2326389	HOO, O & M of Distribution S/S, street light, HT & LT lines within Aizawl city and surrounding villages.
	a) SDO, Revenue Sub- Division-I	Ramhlun North, Aizawl	9612440282	HOO, O & M of service connection, collection of revenue for Aizawl North
	b) SDO,Dist. Sub-Division-II, Aizawl North	Chaltlang, Aizawl	0389-2341674	HOO, O&M of HT & LT lines, DTs in Aizawl North area
	c) SDO, Dist Sub-Div-III, Aizawl Central	Power House Complex, Electric Veng, Aizawl	0389-2314834	HOO, O&M of HT & LT lines, DTs in Aizawl Central area
	3. EE, Generation Division, Aizawl	Power House Complex, Electric Veng Aizawl	0389-2322445	HOO, O & M of EHV S/S, Hydel generation within Aizawl District
	a) SDO, Zuangtui Sub-Station Sub-Division	P&E Complex, Zuangtui, Aizawl	0389-2350559	HOO, O & M of EHV S/S, Zuangtui etc
	b) SDO, Generation Sub-Division, Aizawl	Thakthing Veng, Aizawl	0389-2322622	HOO, O & M of EHV S/S, Hydel Generation within Aizawl District etc
	c) SDO, Luangmual Sub-Station Sub-Division	Tuivamit, Luangmual, Aizawl	0389-2332267	HOO, O & M of EHV S/S in Aizawl west
3	**SE (Lunglei Power Circle) (0372)**		0372-2324528	HOO, overall supervision in respect of power supply of southern Mizoram
	1. EE ,Power Maintenance Division-I, Lunglei	Lunglei	0372-2324084	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue for Lunglei town
	a) SDO, Revenue Sub- Division, Lunglei	Lunglei	0372-2324880	HOO, O&M of S/C, Collection of revenue under Lunglei town
	b) SDO, Distribution Sub- Division, Lunglei	-do-	0372-2325259	HOO, O&M of HT&LT lines, DTs under Lunglei town
	c) SDO, Sub-Station Sub-Division, Lunglei	-do-	0372-2342828	HOO, O&M of EHV S/S in Lunglei &surrounding areas
	d) SDO, Mualthuam Sub-Division,	Mualthuam, Lunglei District	2902504	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue for Mualthuan town and surrounding villages

	2. EE ,Power Maintenance Division-II, Lunglei	Lunglei	0372-2324568	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue for Lunglei town surrounding villages
	a) SDO, Hnahthial Power Sub-Division,	Hnahthial, Lunglei District	0372-2332073	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue for Hnahthial town and surrounding villages
	b) SDO, Lungsen Power Sub-Division,	Lungsen, Lunglei District	2322715	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue for Hnahthial town and surrounding villages
	c) SDO, Rural Sub-Division, Lunglei	-do-	0372-2324048	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue for Lunglei town and surrounding villages
	3. EE , Saiha Power Division(03835)	Saiha	0372-222073	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue for Lunglei District except Lunglei town and surrounding villages
	a) SDO, Saiha Power Sub-Division,	Saiha, Saiha District	03835-222938	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue for Saiha District
	b) SDO, Lawngtlai Power Sub-Division,	Lawngtlai, Lawngtlai District	03835-235019	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue for Lawngtlai District
Under CE(Distribution)				
1	**CE (Distribution),**	Kawlphetha, New Secretariat Complex, Khatla	0389-2335025	HOO, Administration, Policy mater, overall supervision under the jurisdiction in respect of power supply etc
2	**SE, Transmission Circle, Aizawl**	Power House Complex, Electric Veng, Aizawl	0389-2311557	HOO, Administration, Policy mater, overall supervision under Serchhip District and some part of Aizawl District in respect of power supply etc
	1. EE, Serchhip Power Division, (03838)	Serchhip	03838-225289	HOO, O & M of EHV S/S, HT &LT lines, DTs, service connection, collection of revenue mainly for Serchhip District
	a) SDO,Serchhip Power Sub-Division	Serchhip	03838-225208	HOO, O & M of HT &LT lines, DTs, service connection, collection of revenue mainly for Serchhip & surrounding villages
	b) SDO, Serchhip Sub-Station Sub-Division	Serchhip	03838-225208	HOO, O & M of EHV lines & S/S mainly for Serchhip & sarrounding villages
	c) SDO, E.Lungdar Power Sub-Division,	E.Lungdar, Serchhip District	03838-262345	HOO, O & M of HT &LT lines & S/S mainly for E.Lungdar & surrounding villages
	2. EE, Construction Division, Aizawl	RTP Building, Tuikual, Aizawl	0389-2323313	HOO, O & M of EHV S/S, HT &LT lines, DTs, service connection, collection of revenue mainly for Aizawl District
	a) SDO, Thingsulthliah Power Sub-Division,	Thingsulthliah, Aizawl District	0389-2370168	HOO, O & M of HV & LT lines & S/S mainly for Thingsulthliah & surrounding villages
	b) SDO, Saitual Power Sub-Division,	Saitual, Aizawl District	0389- 256388	HOO, O & M of EHV S/S, HT & LT lines & S/S mainly for Saitual & surrounding villages
	c) SDO, Darlawn Power Sub-Division,	Darlawn, Aizawl District	0389-2316527	HOO, O & M of EHV S/S, HT & LT lines & S/S mainly for Darlawn & surrounding villages
	3. EE, Maicham Project Div, N Vanlaiphai	North Vanlaiphai, Serchhip District	03838-224281	HOO, power generation,O & M of EHV S/S, HT &LT lines, DTs, service connection, collection of revenue mainly for N.Vanlaiphai & surrounding villages
	a) SDO, Maicham Hydel Project Sub-Div-I,	N.Vanlaiphai, Serchhip District	9436142174	HOO, O & M of Maicham SHP etc
	b) SDO, Maicham Hydel Project Sub-Div-II,	N.Vanlaiphai, Serchhip District	9436145241	HOO, O & M of Hydel generation, HT lines etc
3	**SE, Project Circle-I, Aizawl**	Kawlphetha, New Secretariat Complex, Khatla	0389-2321710	HOO, Administration, Policy mater, overall supervision under Mamit & Kolasib District in respect of power supply etc

	1. EE, Kolasib Power Division, (03837)	Kolasib	03837-220083	HOO, O & M of EHV S/S, HT &LT lines, DTs, service connection, collection of revenue mainly for Kolasib District
	a) SDO, Kolasib Power Sub-Division,	Kolasib	03837-220361	HOO, O & M of EHV S/S, HT & LT lines & DT S/S, revenue collection mainly for Kolasib & surrounding villages
	b) SDO, Kawnpui Power Sub-Division,	Kawnpui, Kolasib District	0337-266319	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for Kawnpui & surrounding villages
	c) SDO,Trans & Switchyard Sub-Division,	Bairabi, Kolasib District	0337-203573	HOO, O & M of HV S/S, HT at Bairabi Thermal P/S
	d) SDO, Vairengte Power Sub-Division,	Vairengte, Kolasib District	03837-261074	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for Vairengte & surrounding villages
	2. EE, Mamit Power Division,	Mamit	2565397	HOO, O & M of EHV S/S, HT &LT lines, DTs S/S , service connection, collection of revenue mainly for Mamit District
	a)SDO, Mamit Power Sub-Division,	Mamit	2565396	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for Mamit town &surrounding villages
	b) SDO, Zawlnuam Power Sub-Division,	Zawlnuam, Mamit District	03837-269193	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for Zawlnuam town &surrounding villages
	c) SDO, W.Phaileng Power Sub-Division,	West Phaileng, Mamit District	9615818593	HOO, O & M of HV S/S, HT & LT lines & DT S/S, revenue collection mainly for W Phaileng town &surrounding villages
4	**SE, Champhai Power Circle,**	Champhai	03831-235077	HOO, Administration, Policy mater, overall supervision under Champhai District in respect of power supply etc
	1. EE, Champhai Power Project Division,	Champhai	03831-235067	HOO, O & M of EHV S/S, HT &LT lines, DTs, service connection, collection of revenue mainly for Champhai & surrounding villages
	a) SDO, Champhai Power Sub-Division,	Champhai	03831-235996	HOO, O & M of HV S/S, HT &LT lines, DTs, service connection, collection of revenue mainly for Champhai
	b) SDO, Champhai Rural Sub-Division,	Champhai	9436152312	HOO, O & M of HT & LT lines, DTs, service connection, collection of revenue mainly for surrounding Champhai
	2. EE, Khawzawl Power Division,	Khawzawl, Champhai District	03831-261098	HOO, O & M of EHV S/S, HT &LT lines, DTs, service connection, collection of revenue mainly for Khawzawl & surrounding villages
	a) SDO, Khawzawl Power Sub-Division,	Khawzawl, Champhai District	03831-261328	HOO, O & M of HV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Champhai
	b) SDO, Ngopa Power Sub-Division,	Ngopa, Champhai District	03831-880196	HOO, O & M of HV S/S, HT & LT lines, DTs, service connection, collection of revenue mainly for Ngopa & surroundings

Annexure-L

DISTRICT WISE IMPORTANT OFFICE FOR PUBLIC				
S.N	Name of Districts	Name of Area	Name of Offices	Contact No
1	Aizawl	Aizawl & Surroundings	Revenue Div., Aizawl	0389-2341049
		Aizawl & Surroundings	Dist. Division, Aizawl	0389-2326389
		Aibawk & Surroundings	Rural sub-Div., Aizawl	0389-2314631
		Saitual & Surroundings	Saitual Sub-Division	0389-2562388
		Darlawn & Surroundings	Darlawn Sub-Division	0389-2316527
2	Champhai	Champhai town	Champhai Sub-Division	03831-235996
		Surrounding of Champhai	Champhai Rural Sub-Div	03831-234483
		Khawzawl & Surroundings	Khawzawl sub-Division	03831-261328
		Ngopa & surroundings	Ngopa sub-Division	03831-880196
3	Kolasib	Kolasib & surroundings	Kolasib Sub-division	03837-220361
		Vairengte & surroundings	Vairengte Sub-Division	03837-261074
		Kawnpui & surroundings	Kawnpui Sub-Division	03837-266319
		Bairabi & surroundings	Trans & switch yard	03837-203573
4	Mamit	Mamit & surroundings	Mamit sub-Division	0389-2565397
		Zawlnuam & surroundings	Zawlnuan Sub-Division	03837-269193
		W.Phaileng & surroundings	W.Phaileng Sub-Division	0389-2908709
5	Lawngtlai	Lawngtlai & Tlabung area	Lawngtlai Sub-Division	03835-235019
6	Lunglei	Lunglei town	Revenue Sub-Div, Lunglei	0372-2324880
		Surrounding of Lunglei	Rural sub-Div., Lunglei	0372-2324828
		Hnahthial & surroundings	Hnahthial Sub-Division	0372-2332073
		Lungsen & surroundings	Lungsen Sub-Division	03834-2322715
7	Saiha	Saiha & surroundings	Saiha Division	0372-222938
8	Serchhip	Serchhip & surroundings	Serchhip Sub-Division	03838-225208
		E. Lungdar & surroundings	E.Lungdar Sub-Division	03838-262345

Annexure-M

OFFICE OF THE ENGINEER-IN-CHIEF
POWER & ELECTRICITY DEPARTMENT
MIZORAM: AIZAWL

NOTIFICATION

No.T-23028/01/15-EC (P)/Com/33 Dated Aizawl, the 2nd September, 2020: In the interest of work and general public, members of Electricity Consumers Grievance Redressal Forum (CGRF) for Mizoram as given below is hereby appointed for a period of 2 (two) years with effect from 1st August-2020 as provided in the para 4.4 of JERC-M&M (Consumer Grievance Redressal) Regulations, 2010.

1)	Chairman	:	Superintending Engineer (Commercial) Office of Engineer-in-Chief, Power & Electricity Department, New Secretariat Complex, Khatla, Aizawl. Ph.No-0389-2334620, Pin – 796001
2)	Member/Secretary	:	Executive Engineer (Commercial) Office of Engineer-in-Chief, Power & Electricity Department, New Secretariat Complex, Khatla, Aizawl. Ph.No-0389-2336829, Pin – 796001
3)	Member	:	Vice President, Mizoram Consumer Union Lalat Chamber, Tuikual 'S', Aizawl Ph. No 0389-2324135/8413844604.

The FORUM will discharge its function as per the Joint Electricity Regulatory Commission for Manipur & Mizoram (Consumer Grievance Redressal) Regulations, 2010

(LALDUHZUALA SAILO)
Engineer-in-Chief, P&E
eincpower@gmail.com