



# The Mizoram Gazette

## EXTRAORDINARY

### Published by Authority

RNI No. 27009/1973

VOL - LV Aizawl, Wednesday 6.5.2026, Vaisakha 16, S.E. 1948, Issue No. 376

#### **NOTIFICATION**

**No. T.16014/1/2024-MZERC/59, Aizawl, the 29<sup>th</sup> April, 2026:** In exercise of the powers conferred by sub-section (1) of Section 181 and clause (x) of sub-section (2) of Section 181 and Section 50 of the Electricity Act, 2003, after previous publications and all other powers enabling it in this behalf, the Mizoram Electricity Regulatory Commission hereby makes the following Regulations:

#### **1. SHORT TITLE, APPLICABILITY AND COMMENCEMENT**

- 1.1 This Code shall be called '**The Mizoram Electricity Regulatory Commission (Electricity Supply Code) Regulations 2026**' (hereinafter referred to as 'the Code').
- 1.2 This Code details the obligations of the licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the licensee to provide efficient, cost-effective, reliable and consumer friendly service to the consumers. It specifically details the following:
  - i. The procedure for connection, disconnection, reconnection, assessment of load, changes in existing connections (load modifications, change of name, change of tariff category, etc.); and
  - ii. Practices relating to consumer metering, billing and payment of bills.
- 1.3 All the forms and formats annexed to the Code are for guidance. The licensee may make suitable amendments in the forms/formats after seeking prior approval of the Commission and such amended forms/ formats would be posted on the website of the respective licensees for use by consumers.
- 1.4 This Code shall be applicable to:
  - i. all Distribution licensees including Deemed licensees and all consumers in the State of Mizoram;
  - ii. all other persons who are exempted under Section 13 of the Act; and
  - iii. unauthorised supply, theft, unauthorised use, diversion and other means of unauthorised use/abstraction of electricity.
- 1.5 In case of any inconsistencies in this Code and its amendments from time to time, with Electricity Act 2003 and its amendment thereof, the latter shall prevail.
- 1.6 This Code shall come into force on the date of publication in the official Gazette of Mizoram.

## 2. DEFINITIONS AND INTERPRETATIONS

- 2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Act. Expressions used herein but not specifically defined in the Act but defined under any law passed by a competent legislature and applicable to the electricity industry in the State shall have the meaning assigned to them in such law. Subject to the above, expressions used herein but not specifically defined in these Act or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry.
- 2.2 In the interpretation of this Code, unless the context otherwise requires:
- i. Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
  - ii. References to any statutes, regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, regulations or guidelines, as the case may be, referred to;
  - iii. Terms “include” or “including” shall be deemed to be followed by “without limitation” or “but not limited to” regardless of whether such terms are followed by such phrases or words of like import.
- 2.3 In this Code, unless it is repugnant to the context:
- i. “**Act**” means the Electricity Act, 2003 and subsequent amendments thereof;
  - ii. “**agreement**” means an agreement entered into by the Distribution licensee and the consumer;
  - iii. “**Appellate Authority**” means the authority prescribed under sub-section (1) of Section 127 of the Act;
  - iv. “**applicant**” means an owner or occupier of any land/premises who files an application form with a licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement/connection, as the case may be, in accordance with the provisions of the Act and the Code, rules and regulations made thereunder or other services;
  - v. “**application**” means an application form complete in all respects in the appropriate format, as required by the Distribution licensee, along with documents showing payment of necessary charges and other compliances;
  - vi. “**application form**” means an application form complete in all respects in the appropriate format, as required by the Distribution licensee, before any payment of applicable charges;
  - vii. “**area of supply**” means the area within which a licensee is authorised by his License to supply electricity;
  - viii. “**Assessing Officer**” means an officer designated as Assessing Officer by the State Government of Mizoram under provisions of Section 126 of the Act;
  - ix. “**Authorised Officer**” means an officer designated as Authorised Officer by the Commission or the State Government, as the case may be, under provisions of Section 135 of the Act;
  - x. “**authorised representative**” of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/entity;

- xi. **“Authority”** means the Central Electricity Authority referred to in sub-section (1) of section 70 of the Act;
- xii. **“billing cycle or billing period”** the nominal period between two consecutive meter reading dates. It may be monthly or any other period as may be adopted by the Distribution Licensee as per the tariff order;
- xiii. **“calendar year”** means the period from the first day of January of a year to the thirty first day of December, of the same year;
- xiv. **“check meter”** means a meter connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected;
- xv. **“Commission”** means the Mizoram Electricity Regulatory Commission constituted under the Act;
- xvi. **“conductor”** means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
- xvii. **“connected load”** expressed in kW, kVA or BHP, means aggregate of the manufacturer’s rated capacities of all energy consuming devices or apparatus connected with the Distribution licensee’s service line on the consumer’s premises which can be simultaneously used and shall be determined as per the procedure laid down in this Code;
- xviii. **“connection point”** means a point at which the consumer’s installation and/or apparatus are connected to distribution licensee’s distribution system;
- xix. **“consumer”** means any person who is supplied with electricity for his/her own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be. A consumer is specified as a:
  - a) ‘Low Tension Consumer (LT Consumer)’ if he obtains supply from the licensee at low or medium voltage;
  - b) ‘High Tension Consumer (HT Consumer)’ if he obtains supply from the licensee at High Voltage;
  - c) ‘Extra High-Tension Consumer (EHT Consumer)’ if he obtains supply from the licensee at Extra High Voltage;
- xx. **“consumer installation”** or **“consumer’s installation”** means any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the consumer’s premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected;
- xxi. **“contracted load”** or **“contract demand”** means the maximum demand in kW, kVA or BHP, agreed to be supplied by the licensee and indicated in the agreement executed between the licensee and the consumer or the application submitted by the Consumer at the time of request of the connection;
- xxii. **“cut-out”** means any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include fusible devices;

- xxiii. **“date of commencement of supply”** is the date when the licensee energizes the consumer installation by connecting to the Distribution mains;
- xxiv. **“demand charge”** for a billing period refers to a charge levied on the consumer based on the contracted/sanctioned load or maximum demand (reference to sub Regulation 2.3(xliv) of this Code), whichever is higher, and shall be calculated as per the procedure laid down in the Tariff Order approved by the Commission;
- xxv. **“disconnection”** means the physical separation in case of post payment meters or auto separation in case of pre-payment meters of installation of user or consumer from the distribution system;

Provided that automatic separation of supply due to exhaust of credited amount of the pre-payment meter shall not be treated as disconnection and resumption of normal supply shall be ensured once the meter is recharged.

- xxvi. **“distribution mains”** means the portion of any main with which a service line is, or is intended to be, immediately connected;
- xxvii. **“distribution system”** means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

**Explanation:** Any system consisting mainly of overhead lines, underground cables, service lines, electrical plant, control switchgear and meters having design voltage of 33 kV and below and shall also include any other system of higher voltage as the Commission may specifically recognise. The Distribution System shall not include any part of the Transmission System except the terminal equipment (metering system, CT and PT) connected at consumer end and used for the supply of electricity to extra high voltage (66 kV and above) consumers

- xxviii. **“earthed”** means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger;
- xxix. **“electric line”** means any line which is used for carrying electricity for any purpose and includes:
  - a) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended; and
  - b) any apparatus connected to any such line for the purpose of carrying electricity;
- xxx. **“emergency-shedding”** means load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment;
- xxxi. **“energy charge”** refers to a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied;
- xxxii. **“Extra High Voltage (EHV)”** or **“Extra High Tension (EHT)”** means a voltage exceeding 33000 Volts;
- xxxiii. **“financial year”** means the period beginning from first of April in an English calendar year and ending with the thirty first of the March of the next year;
- xxxiv. **“feeder”** means a LT, HT or EHT distributor, emanating from a substation, to which a distribution substation or LT, HT or EHT consumers are connected;
- xxxv. **“fixed charges”** shall be as per the provisions of the prevailing Tariff Order issued for the licensee by the Commission;

- xxxvi. “**High Voltage (HV)**” or “**High Tension (HT)**” means a voltage level between 650 Volts and 33000 Volts;
- xxxvii. “**independent feeder**” means a feeder constructed at the cost of a consumer or a group of consumers and supplying electricity to only that consumer or group of consumers;
- xxxviii. “**interconnection**” shall have the same meaning as “connection point” as defined in sub Regulation 2.3(xviii);
- xxxix. “**licence**” means a licence granted under Section 14 of the Act;
- xl. “**Licensed Electrical Contractor (LEC)**” means a contractor licensed under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023;
- xli. “**licensee**” or “**distribution licensee**” means a person granted a license under Section 14 of the Act authorising him to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- xlii. “**load factor**” is the ratio of the total number of units consumed during a given period to the total number of units which have been consumed had the contracted load been maintained throughout the same period and shall usually be expressed as the following percentage:
- $$\text{Load factor (in percentage)} = \frac{\text{Actual units consumed in a given period} \times 100}{\text{Contracted load in kW} \times \text{No. of hours in the period}}$$
- Provided for allowing load factor incentive actual units consumed from licensee shall only be considered.
- xl.iii. “**Low Voltage (LV)**” or “**Low Tension (LT)**” means a voltage that does not exceed, 250 volts between phase and neutral or 440 volts between any two phases;
- xl.iiii. “**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 or as decided by the Commission, during the billing period;
- xl.v. “**meter**” means an equipment used for measuring, indicating and recording electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVAR hours etc. including accessories like Current Transformer (CT), Voltage Transformer (VT) / Potential Transformer (PT) / Capacitor Voltage Transformer (CVT) etc. where used in conjunction with such meter. It shall also include any seal or sealing arrangement and other measures provided by the licensee for sealing, reliability and for preventing theft/unauthorised use of electricity;
- xl.vi. “**minimum charge**” shall be as approved by the Commission in the prevailing tariff order for the licensee;
- xl.vii. “**notified voltage**” means a voltage notified by the Appropriate Government under intimation to the Authority for the purpose of specifying the voltage level up to which self-certification is to be carried out;
- xl.viii. “**occupier**” means the owner or person in occupation of the premises where energy is used or proposed to be used;
- xl.ix. “**overhead line**” means any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;
- l. “**phased contract demand**” means contract demand agreed to be availed in a phased manner;

- li. “**point of supply**” means the point at the incoming terminals of switchgear installed by the consumer;
- lii. “**power factor**” is the cosine of the electrical angle between the voltage and current vectors in an AC electrical circuit;
- liii. “**premises**” means land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity;
- liv. “**rural areas**” means the areas not covered under Urban areas ;
- lv. “**sanctioned load**” means the load in kW, kVA or BHP, which the licensee has agreed to supply from time to time subject to the governing terms and conditions in the absence of an Agreement between the Distribution licensee and the consumer;
- lvi. “**service line**” means any electric supply line through which electricity is, or is intended to be, supplied:
  - a) to a single consumer either from a distributing main or immediately from the Distribution licensee’s premises; or
  - b) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- lvii. “**supplier**” means any entity authorised to supply electricity to consumer under the provisions of the Act;
- lviii. “**tariff order**” in respect of a licensee means the most recent order issued by the Commission for that licensee indicating the rates to be charged by the licensee from various categories of consumers for supply of electrical energy and services;
- lix. “**tariff schedule**” means the most recent schedule of charges for supply of electricity and services issued by the licensee as per the provisions of the Tariff Order for that licensee;
- lx. “**theft**” shall mean theft of electricity as defined in Section 135 of the Act;
- lxi. “**transmission licensee**” means a person who has been granted a license under Section 14 of the Act authorising him to establish or operate transmission lines;
- lxii. “**transmission system**” means the system consisting of extra high voltage electric lines being operated at EHV (excluding generator interconnection facilities) owned and/or operated by the Transmission licensee for the purposes of the transmission of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection equipment up-to the interconnection with the distribution system and includes the plant and apparatus and meters owned or used by the transmission licensee in connection with the transmission of electricity, but shall not include any part of any licensee’s distribution system;
- lxiii. “**urban areas**” means as notified under the relevant statutory enactment
- lxiv. “**user**” means any person having electrical interface with, or using the distribution system of the distribution licensee to whom this Code is applicable.

**Explanation:** Any distribution licensee, transmission licensee and generating units connected to the distribution system and the person availing Open Access in transmission or distribution system are also included in this term.

### 3. RIGHTS AND OBLIGATIONS OF DISTRIBUTION LICENSEES AND CONSUMERS

#### Obligation of Distribution Licensee

- 3.1 To develop and maintain an efficient, coordinated and economical distribution system in its area of supply and to supply electricity in accordance with the provisions of the Electricity Act, 2003.
- 3.2 To act as a common carrier providing non-discriminatory open access to any person, in accordance with regulations framed by the Mizoram Electricity Regulatory Commission.
- 3.3 To display on its website and on the notice board in all its offices, the following: -
  - i. detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of premises etc;
  - ii. address and telephone numbers of offices where filled-up application forms can be submitted and address of website for online submission of application form;
  - iii. complete list of copies of the documents required to be attached with the application;
  - iv. all applicable charges to be deposited by the applicant.
- 3.4 To create a web portal and a mobile app for submission of online application forms.
- 3.5 To make available application forms free of cost for all type of connections, as well as modification in existing connection, at all the local offices of the distribution licensee and on its website for download.
- 3.6 To upload the hard copy of the application received on the website as soon as it is received, and generation and intimation of the registration number to the applicant, within 24 (twenty four) hours of receipt of the complete application with all the required information.
- 3.7 To provide application tracking mechanism based on the unique registration number through web-based application or mobile app or through SMS or by any other mode.
- 3.8 To give supply of electricity to the premises of the applicant or modify an existing connection, within 3 (three) days in metropolitan areas, 7 days in urban/municipal areas and 15 days in rural areas, after receipt of the application complete in all respect (unless licensee is prevented from so doing by other occurrences beyond its control). For rural areas of States and Union Territories having hilly terrain, the maximum time period for new connection or modification of an existing connection, after submission of application, complete in all respects, shall not exceed 30 days.
- 3.9 If such supply requires extension of distribution mains, or commissioning of new sub-stations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning within a period not exceeding 90 days.
- 3.10 To pay a penalty , in case of default, if it fails to supply the electricity within the period as specified by the Commission in the Standard of Performance Regulations amended from time to time.
- 3.11 Not to show undue preference to any person or class of persons or discrimination against any person or class of persons in the prices to be charged for the supply of electricity.
- 3.12 To pay interest equivalent to the Bank Rate (as on 1st April of every year) notified by Reserve Bank of India or such higher rate as may be fixed by the Commission from time to time, on the security deposit and refund such security deposit on the request of the person who gave such security deposit.

- 3.13 No new connection shall be given without a meter and such meter shall be the smart pre-payment meter or pre-payment meter. Any exception to the smart meter or pre-payment meter shall have to be duly approved by the Commission which will record proper justification for allowing the deviation from installation of the smart pre-payment meter or pre-payment meter.
- 3.14 To provide a meter to the consumer, unless the consumer elects to purchase a meter, by requiring the consumer to give him security deposit for the price of the meter and by entering into an agreement for the hire thereof.
- 3.15 To pay without prejudice to the consumers affected by the failure of the distribution licensee to meet the standards of performance specified by the Commission, any penalty, which may be imposed or prosecution be initiated, as may be determined by the Commission.
- 3.16 All types of smart meters shall be read remotely at least once a day and shall be physically inspected by an authorized representative at least once every three months.
- 3.17 Testing of meters shall be done by the distribution licensee within 30 days of receipt of the complaint from the consumer about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter, etc.. Further, the distribution licensee shall install an additional meter within 5 days from the date of receipt of the complaint, to verify the consumption, for a minimum period of three months.
- 3.18 Not to charge testing fee from the consumer at the time of reporting if the meter is found to be defective or burnt due to reasons not attributable to the consumer, and to ensure that the consumer does not bear the cost of new meter and test fee through subsequent bills.
- 3.19 To provide the list of third-party agencies approved by the Commission for carrying out meter testing on its website.
- 3.20 To be responsible for safe custody of the meter, if the meter is installed outside the consumer's premises.
- 3.21 To restore supply through a new meter at its own cost within the timelines as specified by the Commission if, on inspection carried as per request of the consumer or on its own, the meter is prima facie found to be defective or burnt or stolen due to causes not attributable to the consumer.
- 3.22 To replace defective or burnt meters within a time period as specified under clause 7.48 to 7.50 of this Code.
- 3.23 To carry out provisional assessment of the electricity charges payable by such person, whose premises has been found connected or used or after inspection of records maintained by any person, it is concluded that such person is indulging in unauthorized use of electricity, or by any other person benefited by such use. The order of provisional assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as may be prescribed.
- 3.24 To ensure that disconnection of any consumer shall be carried out only by an official of the Distribution Licensee authorized for the purpose by the Commission or any other officer of the licensee or supplier of the rank higher than the rank so authorized. Further, such officer of the Licensee or the supplier, as the case may be, shall file a written complaint relating to the commission of such offence in police station having jurisdiction within twenty-four hours from the time of such disconnection.

Provided that on deposit or payment of the assessed amount or electricity charges by the person found to be in commissioning of such offence, the Licensee or the supplier, as the case may be, shall, without prejudice to the obligation to lodge the complaint as referred to under above section, restore the supply line of electricity within forty-eight hours of such deposit or payment.

- 3.25 To ensure that no inspection, search and seizure of any domestic places or domestic premises, shall be carried out between sunset and sunrise by the authorized officer of the Distribution Licensee or the supplier, as the case may be, except in the presence of an adult male member occupying such premises.
- 3.26 To display the Tariff for each category of consumers on licensee's website.
- 3.27 To notify the consumers of change in tariff including fuel surcharge and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.
- 3.28 To prepare the bill of each billing cycle based on actual meter reading (except in case of pre-paid meters) and to ensure delivery of the bill to the consumer by hand or post or courier or e-mail or any other electronic mode at least ten days prior to the due date of payment.
- 3.29 To issue the bill to the consumer having pre-payment metering if demanded by the consumer.
- 3.30 To intimate the consumer about despatch of bill through SMS or email, or by both immediately indicating the details of bill amount and the due date for payment.
- 3.31 To issue the first bill, in case post paid meters are installed, within a period not exceeding two billing cycles. Further, to issue a copy of the bill, within a period of seven days, in case the consumer fails to receive the first bill within this time frame and makes a petition in writing to the Distribution Licensee.
- 3.32 To upload the bill of the consumer on its website on the day of bill generation and to ensure that the bill details of last one year is available on its website.
- 3.33 To not generate more than two provisional bills for a consumer during one financial year.
- 3.34 To indicate on the bill and on the website of Distribution Licensee, the information regarding the authority with whom grievance or complaint pertaining to bill can be lodged.
- 3.35 To take a special reading of the meter on receiving the consumer's written request and issue a final bill including all arrears till the date of billing and issue a No-Dues Certificate on receiving final payment, within a time period not exceeding seven days from the receipt of such final payment.
- 3.36 To establish online portal as well as sufficient number of collections centers or drop boxes at suitable locations with necessary facilities, where consumer can deposit the bill amount.
- 3.37 Not to send any notice or provisional bill or disconnect the supply line of the domestic consumer with post-paid meters, who has given prior information in writing about his continued absence from residence and has paid the fixed charges for such period in advance. Further, interest, as decided by the Commission, shall be paid on the advance amount.
- 3.38 To make arrangement for the issue of final bill in case a consumer demands the same and to undertake disconnection immediately after the receipt of the payment of final bill.
- 3.39 To carry reconnection within the time specified by the Commission (but not exceeding 6 working hours) on the receipt of the payment of past dues and charges as applicable in case the consumer was disconnected due to non-payment of past dues.

- 3.40 Not to treat automatic cut of supply due to exhaust of credited amount of the pre-paid meter as disconnection and to ensure auto connection of supply once the meter is recharged.
- 3.41 To put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.
- 3.42 To establish a centralised 24x7 toll-free call center with effect from such date as may be specified by the Commission for providing common services such as new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply and to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.
- 3.43 To establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the Act
- 3.44 To specify the time within which various types of grievances by the different levels of the forums are to be resolved. Normally, a grievance shall be decided within a period of thirty days and in any case not exceeding forty-five days from the date of receipt of such grievance.
- 3.45 To give wide publicity of the CGRF office, its complete address, contact details and procedure for registration of grievances through print and electronic media and notice boards of its various offices and also intimate the same to the consumers through electricity bills.
- 3.46 To provide access to various services such as application submission, monitoring status of application, payment of bills, status of complaints raised etc., to consumers through its website, web portal, mobile app and its various designated offices area-wise.
- 3.47 To provide all services such as application submission, payment of bills, etc., to senior citizens at their door-steps.
- 3.48 To intimate the consumers of the details of scheduled power outages and in case of unplanned outages or faults, to provide immediate intimation to the consumers through SMS or by any other electronic mode along with estimated time for restoration.
- 3.49 To make available hard copy of the Manual of procedure for providing common services and handling customer grievances for reference of consumers at every office of the distribution licensee and downloadable format of the same on its website.
- 3.50 To publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints in the bills for the month of January and July, or if need be, as separate handouts to be distributed along with the bills of these two months.
- 3.51 To display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- 3.52 Whenever the existing meters are to be replaced by any new technology meters, the distribution licensee shall take adequate measures to create consumer awareness regarding the advantages of such replacement and the area wise schedule of dates for replacement of such meter.

#### **Rights of Distribution Licensee**

- 3.53 To charge from a person requiring a supply of electricity any expense reasonably incurred in providing any electric line or electrical plant used for the purpose of giving that supply.

- 3.54 To require any person, if the Distribution licensee thinks fit, who requires supply of electricity, to give him security deposit, as specified in Annexure-18, for the payment of all monies which may become due to him in respect of the electricity supplied to such persons (but not in case the person is prepared to take supply through pre-payment meter); or in respect of the provision of line or plant or meter, which is to be provided for supplying electricity to the person.
- 3.55 To serve notice to the person, who has not given such security as indicated at 3.54 above, or the security deposit given by the person has become invalid or insufficient, requiring the person, within thirty days after the service of the notice, to deposit reasonable security deposit for the payment of all monies which may become due to him in respect of the supply of electricity or provision of such line or plant or meter. If the person fails to deposit the security amount, the distribution licensee may, if he thinks fit, disconnect the supply of electricity for the period during which the failure continues.
- 3.56 To recover the necessary charges determined by the Commission, if on inspection at the request of the consumer or itself, the meter is found to be defective or burnt or stolen due to causes attributable to the consumer.
- 3.57 To cut off the supply of electricity, and to discontinue the supply to any person who neglects to pay any charge for electricity or any sum other than a charge for electricity due from him in respect of supply of electricity to him. Such disconnection can be implemented by the distribution licensee only after giving not less than fifteen clear days' notice in writing, and without prejudice to that person's rights to recover such charge or other sum by suit. In cases where the disconnection has been implemented, such person shall also be liable to pay the disconnection and reconnection charges for the restoration of his supply. However, the supply of electricity shall not be cut off if such person deposits, under protest,- (a) an amount equal to the sum claimed from him, or (b) the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of any dispute between him and the licensee.

Provided no sum due from any consumer, shall be recoverable after a period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied and the licensee shall not cut off the supply of the electricity.

- 3.58 An officer of the Licensee or the supplier, as the case may be, authorized by the State Government may:
- i. enter, inspect, break open and search any place or premises in which he has reason to believe that electricity has been or is being used unauthorisedly;
  - ii. search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been, or is being, used for unauthorized use of electricity;
  - iii. examine or seize any books of account or documents which in his opinion shall be useful for or relevant to, any proceedings in respect of the offence under Sub section 1 of section 135 of the Electricity Act, 2003 and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts therefrom in his presence.

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

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

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

Provided that in case the consumer prevents the Licensee or the person authorized by Licensee to enter the premises for carrying necessary work, the Licensee may, after the expiry of twenty-four hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues, but for no longer.

#### **Obligations of Consumer**

3.60 To express his agreement with the licensee to pay to licensee such price as determined by the Commission for obtaining supply.

3.61 To accept (a) any restrictions which may be imposed for the purpose of enabling the distribution licensee to comply with the regulations made under section 53 of the Act; and (b) any terms restricting any liability of the distribution licensee for economic loss resulting from negligence of the person to whom the electricity is supplied.

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

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

3.64 To mandatorily pay bill amounting to more than Rs.10,000 (Rupees ten thousand) through online mode or non-cash mode.

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

- i. unauthorisedly connects any meter, indicator or apparatus with any electric line through which electricity is supplied by a licensee or disconnects the same from any such electric line; or
- ii. unauthorisedly reconnects any meter, indicator or apparatus with any electric line or other works being the property of a licensee when the said electric line or other works has or have been cut or disconnected; or
- iii. lays or causes to be laid, or connects up any works for the purpose of communicating with any other works belonging to a licensee; or
- iv. maliciously injures any meter, indicator, or apparatus belonging to a licensee or willfully or fraudulently alters the index of any such meter, indicator or apparatus or prevents any such meter, indicator or apparatus from duly registering.
- v. To allow a licensee or any person authorised by licensee to enter his premises or land in pursuance of the provisions of Regulation 8 of these Regulations.

**Rights of Consumer**

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

**4. MANDATES AND COMPLIANCE TO REGULATIONS OF CENTRAL ELECTRICITY AUTHORITY**

- 4.1 The Electricity Distribution Licensee shall adhere to all the technical standards and measures outlined in various Regulations issued by the Authority, as detailed in Annexure – 22 to this Code, under the provisions of the Act, in respect of safety requirements, metering, construction of electric plants and lines, grid connectivity, and any other aspect as deemed necessary by the Licensee, for discharging its responsibilities and delivering its services to the consumers. The Licensee shall also make downloadable copies of the relevant Regulations notified by the Authority available on its website.
- 4.2 At the time of application, the applicant or his representative, shall make themselves well aware of the Regulations framed by the Authority, under the provisions of the Act, in respect of safety, metering, construction, operation and maintenance, grid connectivity, and any other aspect, as deemed necessary by the Licensee and provided at the website of the Licensee.
- 4.3 No Connection shall be issued in such cases where the applicant fails to meet the specific requirements provided under the Regulations framed by the Authority.
- 4.4 During the service of electricity, if the Licensee or his authorized representative, on information or during inspection, identifies any deficiency on part of the consumer with reference to adherence to the Regulations issued by the Authority, the licensee shall immediately intimate to the consumer about such deficiency through notice. The notice shall also indicate a reasonable time frame within which the consumer is expected to rectify the deficiency.

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

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

Provided further that the re-connection of the consumer line shall only be undertaken by the Licensee once the consumer has demonstrated that the issue identified by the Licensee in its notice has been rectified and on the payment of reconnection charges as provided at Regulation 11.16 of this Code.

## 5. SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

### System of Supply

- 5.1 The licensee shall supply power within the frequency band specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2023. At the point of commencement of supply, except with the written consent of the consumer or with the previous sanction of the Commission, a supplier shall not permit the voltage to vary from the declared voltage more than stipulated below or the limit specified by Central Electricity Authority from time to time.

- (a) Plus (+)/ Minus (-) 6% in respect of Low Tension.  
 i.e. (1) Single phase supply i.e. 230 V  
 Minimum: 216V (phase to neutral)  
 Maximum 244V (phase to neutral)  
 (2) 3 phase supply i.e. 400 V  
 Minimum: 376V (phase to neutral)  
 Maximum: 424V (phase to neutral)
- (b) Plus (+)/ Minus (-) 9% in respect of High Tension.  
 i.e. (1) 11kV system  
 Minimum: 10 kV (phase to phase)  
 Maximum 12 kV (phase to phase)  
 (2) 33kV system  
 Minimum: 30 kV (phase to phase)  
 Maximum: 36 kV (phase to phase)
- (c) In respect of Extra High Tension  
 i.e. (1) 132kV system  
 Minimum: 122 kV (phase to phase)  
 Maximum: 145 kV (phase to phase)  
 (2) 400 kV system  
 Minimum: 380 kV (phase to phase)  
 Maximum: 420 kV (phase to phase)

Provided that even if the state transmission licensee/utility does not receive regulated voltage from the inter-state transmission licensee/utility, it shall be the duty of the state transmission licensee to deliver regulated voltage to the distribution licensee/ utility within the specified limits and it shall be the duty of distribution licensee/ utility to deliver regulated voltage to the consumer within the specified limit in the licensed area of operation.

**Classification of Supply**

5.2 Supply shall generally be given at the following voltages, or as decided by the Commission, on the basis of contracted load at a power factor of 0.9.

Category	System of Supply
<b>Low Tension</b>	
All installations with a contracted load up to 8 kW	Single phase at 230 V
All installations with a contracted load above 8 kW and up to 50 kW	3 Phase, 4 wire at 400 V
<b>High Tension</b>	
Contracted load exceeding 55.56 kVA and up to 2000 kVA	3 Phase at 11 kV
Contracted load exceeding 2000 kVA and up to 10000 kVA	3 Phase at 33 kV
<b>Extra High Tension</b>	
Contracted load exceeding 10000 kVA	3 Phase at 110 kV/ 132 kV

However, past cases where 3 phase connections have been given for loads less than or equal to 8 kW, no changes are contemplated by these Regulations. Wherever three phase supply is required for loads less than or equal to 8 kW, necessary justification shall be provided along with such request for consideration of Licensee for extending such supply.

- 5.3 Load for energy intensive consumers such as arc/induction furnaces, rolling mills, re-rolling mills and mini steel plants shall be released only through an independent feeder wherever feasible and all necessary charges shall be paid by the consumer. Supply may be given at independent feeder in other cases at the request of the consumer if he is willing to bear all applicable charges.
- 5.4 Consumers availing supply at lower voltage than above classification will be required to pay Low Voltage Supply Surcharge as prescribed by the Commission from time to time.
- 5.5 The licensee may, depending upon the technical conditions of the distribution system and the request made by the applicant/ consumer, give supply at a voltage and phase other than the classification of supply in clause 5.2 of this Code, subject to the Commission's approval.

**Load Balancing**

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

**Classification of Consumers**

5.7 The licensee may classify and reclassify consumers into various tariff categories from time to time as may be approved by the Commission and announce different tariffs for different classes of consumers with the Commission's approval. No additional category other than those approved by the Commission shall be created by the licensee.

**Charges for Supply**

5.8 Charges for supply of electricity shall be as per the tariff schedule approved by the Commission from time to time. The charges may include:

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

## **6. PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION**

### **Licensee's obligation to supply**

- 6.1 The Licensee shall be responsible to develop and maintain an efficient, coordinated and economical distribution system in his area of supply and to supply electricity in accordance with the provisions of the Electricity Act, 2003 as amended from time to time, the Rules notified by the Ministry of Power and the Regulations issued by the Commission and the Central Electricity Authority.
- 6.2 The Licensee shall act as a common carrier, providing non-discriminatory open access to any person who has expressed his intentions to avail such open access by providing the application, in accordance with regulations framed by the Commission
- 6.3 The licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this code, provided
- i. the supply of power is technically feasible;
  - ii. the applicant has observed the procedure specified in this Code; and
  - iii. the applicant agrees to bear the cost of supply and services as specified in the Code.
- 6.4 The system of supply and voltage shall depend on the category of the consumer and the load as per details given in clauses 5.1 and 5.2 of this Code, subject to clause 5.5 of this Code. In case of LT supply to multi-storied building / building, where more than one consumer are accommodated, the licensee shall allow only one service line/ main (1phase or 3 phase as required by clause 5.2 & 5.5 of this code) from the nearest licensee's distribution main to the consumer's building. The service line/ main may be underground (UG) or overhead (OH) system. Such service lines/mains between electric pole/Licensee's outdoor Distribution Pillar (DP) and point of entry at consumer's premises shall be well protected from mechanical injuries and capable of catering future increase of power demand. In case, the licensee's distribution main runs along only on one side or zigzag along the street/road, consumer along/near that pole/DP shall, in general, avail power supply through UG system; Consumer on the opposite side or elsewhere

can avail by Overhead system. However, whether to be UG system or OH system, agreement between licensee and consumer shall be final. However as and when the need for system change arises from Government, for clean/beautification of city/town/village, consumer will bear the full costs for such changes/modifications. There shall not be any joint in the service line/main. The total length of service line using / by Poly Vinyl Chloride (PVC) wire shall be limited to 45 meters and with appropriate size of wire / cable, base on connected load, accepted by the licensee shall be used. Beyond the aforesaid limit, service line shall be extended by overhead line using bare conductor or Arial Bunch Cable (ABC) as per department standard, the cost is to be borne by interested party(ies). There shall not be any type of joint(s) in the service wire (PVC cable) between tapping point on the pole and consumer's premises. However, in no case, the voltage drop in the service line (derived from 80% of connected load) shall exceed 1 percent declared supply voltage when measured at the outgoing terminals of the energy meter at consumer's premises, while the provision of clause 5.1 still prevails. Otherwise, installation of meter shall be arranged as per clause 7.12 of this code.

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

- 6.5 The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply. Wherever the existing transformation capacity is loaded up to 75% of its capacity, the licensee shall take appropriate action for augmentation of capacity. However, new connection shall not be denied in such cases. However, not to act in contravention to clause 6.4 above, but due to extreme urgent need for the consumer(s) and cannot wait for formal sanction from licensee for additional infrastructure, etc., the interested party(ies) shall bear/share the full cost of such works as decided by the licensee and decision of licensee shall be final. The interested party(ies) shall bear annual maintenance cost of such deposit works (dedicated infrastructure). However, the licensee shall not recover anything related to the capital cost of such works through tariff.

Provided that if the interested party(ies) do not afford to bear annual maintenance cost, the party(ies) may apply to the licensee to hand over the whole or part of the infrastructure to the licensee. The decision shall lie with the licensee to accept or reject whole or part of it and the decision taken by the licensee shall be final and binding. If taken over by licensee, the licensee shall be at liberty, for taken over portion only for determination of depreciation, O&M charge, etc., as per the applicable Tariff Regulations of the Commission.

- 6.6 The licensee shall meet the cost for strengthening / up-gradation of the system to meet the demand of the existing consumers through its annual revenues or funds arranged by the licensee and this cost shall be recovered from the consumers through tariff. A part of such expenses shall be met by system strengthening/ capacity building charges if any.
- 6.7 The cost of extension and up-gradation of the system for meeting demand of new consumers shall be recovered from the new consumers through system loading charges as approved by the Commission. The cost of extension of distribution mains and extension / up-gradation of the system up to the point of supply for meeting demand of new consumers shall be payable by the consumer or any collective body of the consumers or otherwise as may be directed by the Commission as per the provisions of Section 46 of the Act.
- 6.8 In case of new connection, the consumer shall bear Service Connection Charges, i.e. the cost of extension of service connection from the distribution mains to the point of supply, and shall pay the security deposit (except in case of prepaid meter) as detailed in Annexure 18 to this Code.

**Conditions for Grant of Supply**

- 6.9 The licensee shall display on its website and on the notice board in all its offices, the following:
- i. detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name of connection, transfer of ownership and shifting of premises etc;
  - ii. address and telephone numbers of offices where hard copies of filled-up application forms can be submitted and address of website for online submission of application form;
  - iii. complete list of copies of the documents required to be attached with the application;
  - iv. all applicable charges to be deposited by the applicant.
- 6.10 Normally no document, which has not been so listed, will be required for processing application forms for new connection.
- 6.11 The Licensee shall make available application forms free of cost for all type of connections, as well as for modification in existing connection, at all the local offices of the distribution licensee and on its website for free download.
- 6.12 The Licensee shall create a web portal and a mobile app for submission of online application forms.
- 6.13 The Licensee shall provide application tracking mechanism based on the unique registration number through web-based application or mobile app or through SMS or by any other mode as decided by the Commission.
- 6.14 The Licensee shall require any person, if the licensee thinks fit, who requires a supply of electricity, to give him reasonable security deposit, as may be determined by the Commission, for the payment to the licensee all monies which may become due to licensee in respect of the electricity supplied to such persons (but not in case the person is prepared to take supply through pre-paid meter); or in respect of the provision of line or plant or meter, which is to be provided for supplying electricity to the person.
- 6.15 The licensee shall serve notice to the person, who has not given such security deposit as indicated at Regulation 6.14 above, or the security deposit given by the person has become invalid or insufficient, requiring the person, within thirty days after the service of the notice, to deposit reasonable security for the payment of all monies which may become due to him in respect of the supply of electricity or provision of such line or plant or meter.
- 6.16 The applicant shall express his agreement with the licensee to pay to licensee such price as determined by the Commission for obtaining a supply.
- 6.17 The consumer shall accept
- i. to restrictions which may be imposed for the purpose of enabling the distribution licensee to comply with the regulations made under section 53 of the Electricity Act 2003; and
  - ii. to restricting any liability of the distribution licensee for economic loss resulting from negligence of the person to whom the electricity is supplied.
- 6.18 The consumer shall take necessary action, as specified by the Authority, in relation to any electric line or electrical plant, or any electrical appliance under the control of a consumer for the purpose of eliminating or reducing the risk of personal injury or damage to property or interference with its use.

- 6.19 The consumer shall not use electricity at a rate exceeding two hundred and fifty watts and one hundred volts in any street, in any place in which one hundred or more persons are ordinarily likely to be assembled; or a factory within the meaning of the Factories Act, 1948 or a mine within the meaning of the Mines Act, 1952 as amended from time to time; or in any place to which the State Government, by general or special order, declares the provisions of this sub-section to apply.
- 6.20 Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the licensee and obtained a "no-dues certificate" from him. In case such "no-dues certificate" has not been obtained by the previous owner before change in ownership of property, the new owner may approach the licensee for such a certificate. The licensee shall acknowledge receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue a "no-dues certificate" within one month from date of receipt of such application.
- 6.21 In case the licensee does not intimate the outstanding dues or issue a "no-dues certificate" within this time, new connection to the premises shall not be denied on grounds of outstanding dues of the previous consumer. In such an event, the licensee shall have to recover his dues from previous consumer as per provisions of law.
- 6.22 In case of demolition and reconstruction of the entire premises or building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the agreement/connection shall be terminated. The security deposit of the consumer shall be duly returned by the licensee in accordance with Regulation 6.126 of this Code. A new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Temporary power supply from existing connection shall not be allowed for construction purpose in such cases.

### **Procedure for electricity services**

#### **Application form**

- 6.23 The applicant shall apply for release of new connection in the following format as given in the Annexure to this Code:
- i. Application form for release of new connection (Low Tension) – Annexure 1
  - ii. Application form for release of new connection (High Tension/ Extra High Tension) – Annexure 2
  - iii. Format for declaration/undertaking to be signed at the time of receiving electricity supply – Annexure 3
- 6.24 Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee and through the Customer Service portal of the Licensee.
- 6.25 The licensee shall create a web portal and a mobile app for submission of online application forms.
- 6.26 The applicant shall have the option to submit its application form online or hard copy of the application form in the office of the Licensee. Legible photocopies of form may be made by the consumer which shall be accepted by the licensee.
- 6.27 Application forms for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the

premises for which new connection is being sought, and in specific cases certain other documents as specified by the Commission.

- 6.28 Registration-cum-processing fees for HT and for EHT applicant shall be levied while applying for new connection in accordance with the fees fixed by the Commission. These charges shall be adjusted by the licensee while issuing the demand note.
- 6.29 Any of the following documents shall be considered as acceptable proof of identity:
- i. If the applicant is an individual:
    - a) Electoral identity card;
    - b) Aadhar Card;
    - c) Passport;
    - d) Driving license;
    - e) Ration card;
    - f) Photo identity card issued by Government agency;
    - g) PAN card;
    - h) Photo Certificate from village Pradhan or any village level Government functionary like Patwari/ Lekhpal/ village level worker/ village chowkidar/ Primary school teacher/ in-charge of primary health centre etc.
  - ii. If the applicant is a company, trust, educational institution, government department etc, the application form shall be signed by a competent authority of the institution (e.g. Branch Manager, Principal, Executive Engineer, etc) along with a relevant resolution/ authority letter of the institution concerned.
- 6.30 Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:
- i. Copy of sale deed or lease deed or in the case of agricultural connections a copy of khasra / khatauni / khata nakal
  - ii. Registered General Power of Attorney;
  - iii. Municipal tax receipt or Demand notice or any other related document;
  - iv. Letter of allotment.
  - v. An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (i) to (iv) above, also furnish a “No Objection Certificate” from owner of the premises.
  - vi. Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the nagar nigam / nagar palika / nagar panchayat / gram sabha / gram panchayat / land development authority / land owning agency.
- 6.31 In case a property has been legitimately sub-divided, outstanding dues for consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property. A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the licensee demand record of last paid bills of other portion(s) from such applicants.

### **Processing Application Forms**

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

Provided that if hard copy of the application form has been submitted, the official concerned shall verify the application on the spot and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.

6.33 The Licensee shall upload the hard copy of the application received on the website as soon as it is received, and shall generate and intimate of the registration number of the application to the applicant, within twenty-four hours of receipt of the complete application with all the required information.

6.34 The Licensee shall provide application tracking mechanism based on the unique registration number through web-based application or mobile app or through SMS or by any other mode for tracking of the status of the application. The applicant may also approach the customer care center of the Licensee or the office of Licensee to enquire about the status of its application.

6.35 The licensee shall not show undue preference to any person or class of persons or discrimination against any person or class of persons in the prices to be charged for the supply of electricity.

6.36 The licensee shall deal with application forms in each tariff category on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database. The licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list shall be displayed on the licensee's website and the Notice Board/Blackboard kept at the local office of the licensee, to be updated daily.

6.37 An application form shall be deemed to be received on the date of receipt of consumer's requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.

6.38 An application shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure 18 of this Code, after receipt of the application form.

6.39 The licensee shall on the receipt of application complete in all forms, stipulate a date for inspection of applicant's premises within 2 (two) working days in urban areas and 5 (five) working days in rural areas from the date of receipt of application form and indicate the same to the applicant through SMS, mail or any other form decided by the commission. If the applicant wishes, he can get the inspection scheduled on a non-working day for the licensee (i.e. Sunday, gazetted holidays etc.) on payment of inspection fee of Rs 500/- (Rupees five hundred). Provided in case a consumer is connected or has applied for obtaining connection upto 150 kW in an electrified area, or at a voltage level below the Voltage level specified by the Commission, inspection of premises by the Licensee shall not be mandatory. In such cases, Self certification of the installation before commencement of supply or recommencement after shutdown for six months or more for ensuring observance of safety measures specified under Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time shall be considered sufficient. Such owner shall submit the report of self-certification to the Electrical Inspector in the forms as provided by the Commission:

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

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

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

- 6.40 The licensee shall inspect and test the applicant's consumer installation as required of him under Regulation 33 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 in the presence of the applicant and his Licensed Electrical Contractor or his authorised representative. The licensee shall maintain a record of test results in the format given in Annexure 9 as required of him under Regulation 33 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 amended from time to time.
- 6.41 During the inspection, the licensee shall:
- i. Fix the point of supply and the place where the meter and the MCB etc. shall be installed, in consultation with the consumer:
  - ii. Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the premises in such a manner that it is protected from elements like rain etc. and is easily accessible without getting the premises unlocked or opened for this purpose;
  - iii. Record the correct full address of the premises, if not provided in the application form, and note down landmarks near the property and the pole number from where service connection is proposed to be given; and
  - iv. Verify all other particulars mentioned in the application form, as required.
- 6.42 If on inspection, the licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), the licensee shall intimate the defects to the applicant on the spot under proper receipt in the format given at Annexure 9.
- 6.43 The applicant shall get all defects removed within 10 (ten), from receipt of intimation of defects as specified in Regulation 6.42 of this Code and inform the licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the licensee about removal of defects within 10(ten) working days, the application form shall stand lapsed and the applicant will have to apply afresh. The licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 10 (ten) working days from receipt of intimation of defects.
- 6.44 On receipt of information from the applicant about removal of defects, the licensee shall on the spot stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of re-inspection must be scheduled within 3 working days in urban areas and 5 (five) working days in rural areas from the date of receipt of such information.
- 6.45 If on re-inspection the defects pointed out earlier are found to persist, the licensee shall again record the same in the format given in Annexure 9 to this Code and hand over a copy of the

same, under acknowledgment, to the applicant or his authorised representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement.

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

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

6.46 If on inspection there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the licensee shall sanction the load determined in accordance with Annexure 8 to this Code or the load applied for, whichever is higher, and issue a demand note in writing, under acknowledgment, within the timeline specified below:

**Table 1: Timeline for issue of demand note shall be as indicated below**

Particulars	No. of working days from receipt of application form	
	Urban Areas	Rural Areas
Extension of distribution mains not required	Within 2 working days	Within 3 working days
Extension of distribution mains / system required		
1. In case of LT service connections	Within 7 working days	Within 10 working days
2. In case of HT service connections	Within 15 working days	Within 20 working days
3. In case of EHT service connections	Within 30 working days	Within 30 working days

Provided that the time taken by applicant in getting removed the defects/deficiencies found at the applicant’s premises shall not be included in the timeline specified above: Provided further that in case of submission of self-certification as indicated at Regulation 6.39, the consumer shall submit the connection charges as decided by the Commission along with the application form and no separate Demand note shall be issued by the Licensee.

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

6.47 The demand note shall contain details on the following:

- i. Details of the works (including service line) to be undertaken for providing electricity supply;
- ii. Charges for the above-mentioned works is to be paid by the applicant in accordance with schedule of charges approved by the Competent Authority from time to time.

Provided that if the applicant wishes to carry out the works himself, he shall be permitted to do so under supervision by the licensee’s official. Adhering to the estimate

and layout approved by the licensee, the applicant can get the work of drawing of service line from the licensee's distribution mains up to his premises through a Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, Distribution or HT substation and LT line only through a valid LEC. In such case the consumer shall procure the materials himself. The material should conform to relevant BIS specifications or its equivalent and should bear the ISI mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used:

Provided further that if the applicant chooses to get the extension work done on his/her own, he shall bear only supervision charges as per estimate prepared by the licensee on the basis of their approved scheduled rate/store issue rate/present market rate.

Provided further that if the applicant chooses to get the extension work done on his own, he shall get the work done within the timeframe specified in Regulation 6.51 of this Code, failing which the licensee may, on giving 15 (fifteen) days notice, treat the application form for supply as cancelled.

iii. Amount of security deposit as specified at Annexure 18 to this Code.

- 6.48 The applicant shall make the payment within 3 (three) days in urban areas and 7 days in rural areas failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The licensee's obligation to energize the connection shall arise only after receipt of full payment. The licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within 15 (fifteen) days from the start of the payment period.
- 6.49 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.
- 6.50 If the licensee is of the opinion that provision of supply requires installation of a distribution transformer within the applicant's premises, the applicant shall make available to the licensee a suitable room or portion of land within his premises for the period of supply for installation of the distribution transformer.
- 6.51 The overall timeline for releasing new electricity connection, from the date of receipt of application, shall be as under:

**Table 2 Timeline for releasing new electricity connection (energization)**

Activity	Urban Areas	Rural Areas
New connection/ additional load where supply can be provided from existing network.	7 days	15 days
New connection/ additional load where supply can be provided after extension of distribution mains, or commissioning of new sub-station	Immediately after such extension or commissioning within a period not exceeding 90 days or such period as may be decided by the Commission	Immediately after such extension <b>or</b> commissioning within a period not exceeding 90 days or such period as may be decided by the Commission

Provided that the licensee may approach the Commission for extension of time specified above, in specific cases where extension of Distribution mains requires more time, along with

details. In such cases, the licensee shall inform the consumer about the likely time of completion of works.

- 6.52 Where extension of supply requires erection and commissioning of new substation, the licensee shall submit to the Commission within 15 (fifteen) days of site inspection, a proposal for erection of such substation along with the time required for erection and commissioning of the same, and get the Commission's approval. The licensee shall commence electricity supply to the applicant immediately after such extension or commissioning within such period as may be decided by the Commission:

Provided that where such substation is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval from the Commission and shall complete erection of such substation within the time period specified in such investment plan:

Provided further that in cases where the substation is meant to extend supply to an individual consumer, the licensee shall commence erection of the substation only after receipt of necessary payment against demand note from the applicant.

- 6.53 The licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to force majeure events such as flood, earth quake, right of way, acquisition of land, prohibition order issued by the local administration, or delay in consumer's obligation over which licensee has no reasonable control.

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

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

- 6.55 The applicant or his authorised representative shall be present during testing along with the Licensed Electrical Contractor or his authorised representative who had undertaken the installation. If the consumer installation is found satisfactory the licensee shall arrange to install the meter & accessories and seal the meter, meter box, and accessories in the presence of the consumer and provide electricity supply within 2(two) working days of the date of testing.

- 6.56 If the licensee is not satisfied, applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, will intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in Regulation 6.44 and Regulation 6.45 of this Code.

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

**Procedure for Providing Temporary Supply**

- 6.58 Temporary connection shall be granted for a period of up to 3 (three) months at a time. For extension of the period of temporary supply, the procedure detailed in Regulation 6.70 of this Code shall be applicable.
- 6.59 For LT connections, temporary connection may be granted through pre-paid meters only.
- 6.60 The applicant shall apply for temporary supply in the format prescribed in Annexure 1 or Annexure 2, as applicable, to this Code along with the documents prescribed in Regulation 6.29 and Regulation 6.30 of this Code as well as a "No Objection Certificate (NOC)" from the local authority if supply is required at a place owned by the local authority:
- Provided that in case temporary supply is required in premises/place where 100 or more persons are likely to assemble, applicant shall comply with the provisions of Section 54 of the Act:
- Provided further that in case any permit/NOC is withdrawn by the competent authority after energisation of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/ NOC is restored.
- 6.61 The licensee shall process the application form as per the procedure given in Regulation 6.32 to Regulation 6.45 of this Code.
- 6.62 During the inspection, the licensee shall examine the technical feasibility of the connection applied for.
- Provided if the connection is found feasible the licensee shall issue the connection within time period of 48 hours.
- Provided if the connection is not found technically feasible, the licensee shall inform the applicant in writing within 3 (three) working days for LT and 7 (seven) working days for HT/EHT connections after receipt of application form, giving reason(s) for the same. However, no connection up to 10 kW shall be rejected on technical grounds.
- 6.63 If on inspection/re-inspection the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note in accordance with Regulation 6.47 of this Code, inclusive of an estimate of advance charges for electricity, within the timeline specified in Regulation 6.46 of this Code. Both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 6.48 to Regulation 6.51 of this Code.
- 6.64 The applicant or his authorised representative shall be present during testing along with the Licensed Electrical Contractor or his authorised representative who had undertaken the installation. If the licensee is satisfied, he shall issue a written acknowledgment on the spot.
- 6.65 If the licensee is not satisfied the applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, shall intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in Regulation 6.44 to Regulation 6.45 of this Code.
- 6.66 After re-testing of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall issue a written acknowledgment on the spot.
- 6.67 After deposit of estimated cost and advance charges for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation, the temporary connection

shall be released by the date of requirement as indicated in the application form, or as per the timelines given below, whichever is later.

**Table 3 Timeline for release of temporary connection**

<b>Release of temporary connection</b>	<b>Urban areas</b>	<b>Rural areas</b>
Where supply can be provided from existing Network	3 days	7 days
Where supply can be provided after Extension/augmentation of	LT 30 days HT 90 days EHT 180 days	LT 30 days HT 90 days EHT 180 days

- 6.68 If there are outstanding dues on the premises (other than public places owned by the local administration), temporary connection shall not be given till such dues are paid by the consumer.
- 6.69 After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill on the basis of actual consumption. Consumption security deposit, after adjusting unpaid dues, shall be refunded by the licensee. Material security deposit shall also be refunded after deducting any damage to material (meter, transformer, isolator etc.) and dismantling charges, which shall not be more than 10% of the material security deposit. Refund of these securities shall be made within 15 (fifteen) days from the date of disconnection, failing which the licensee shall be liable to pay interest at a rate equivalent to the late payment surcharge as per the prevailing Tariff Order issued by the Commission.
- 6.70 For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 (seven) working days before the date of expiry of temporary supply. The licensee may grant extension and send to the consumer, a demand note of advance electricity charges for the period of extension within 7 (seven) working days of receiving the written request.
- 6.71 The applicant may get the date of availing temporary supply amended to a date not later than 90 days from the date of original sanction, by applying to the licensee at least 4 days before the originally sanctioned date of commencement of supply in Urban Areas, and at least 8 (eight) days in advance in Rural Areas.
- 6.72 The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which should be governed by provisions of the Act and Regulations.

**Tatkal Yojana**

- 6.73 The licensee shall give temporary supply at a notice of 24 hours, if it is technically feasible, on payment of an additional fee of Rs 1000/- (Rupees one thousand) for LT connections and Rs 3000/- (Rupees three thousand) for HT connections.

**Procedure for Modification in Existing Connections**

**Application Form**

- 6.74 The applicant shall apply for change in existing connection in the following format as given in the Annexure to this Code:

- i. Application format for change in name of registered customer due to change in ownership/ occupancy – Annexure 4
  - ii. Application format for transfer of ownership to legal heir – Annexure 5
  - iii. Application format for Conversion of Services / Change of Consumer Category / Shifting of Premises – Annexure 6
  - iv. Application format for load enhancement/ reduction – Annexure 7
- 6.75 All application forms for change in existing connection must be accompanied with a proof of identity of the applicant in accordance with Regulation 6.29 of this Code, if the connection is registered in the name of the applicant; or a No Objection Certificate (NOC) from the person in whose name the connection is registered, if the connection is not registered in the name of the applicant.

### **Processing Application Forms**

- 6.76 The licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.
- 6.77 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. The licensee shall deal with application forms on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database.
- 6.78 An application form shall be deemed to be received on the date of receipt of consumer’s requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 6.79 An application shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure 18 of this Code, after receipt of the application form.
- 6.80 The licensee shall process application forms for change in existing connections as detailed below:

### **Transfer of Connection**

- 6.81 The Consumer shall not, without prior consent in writing of the Distribution Licensee assign, transfer or part with the benefit of the Agreement executed with the Distribution Licensee nor shall part with or create any partial or separate interest there under in any manner.
- 6.82 A connection may be transferred in the name of another person upon death of the consumer, or on the submission of written request by the consumer regarding change in name of the connection along with a written request from the applicant on whose name the connection is to be changed or in case of transfer of the ownership or occupancy of the premises upon filing an application form in the prescribed format given in either Annexure 4 or Annexure 5 (as applicable) for change of name by the new owner or occupier:
- Provided that such change of name shall not entitle the applicant to require shifting of the connection from the present location.
- 6.83 The licensee shall deal with applications relating to change of consumer’s name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

- i. The applicant shall apply for change of consumer's name in the format prescribed in Annexure 4 to this Code, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A "No Objection Certificate" from the registered consumer/ authorised person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The licensee shall process the application form in accordance with Regulation 6.76 to Regulation 6.80 of this Code.
  - ii. In case the "No Objection Certificate" from the registered consumer/ authorised person/ previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person.
  - iii. Change of consumer's name shall be effected from next billing cycle after acceptance of application form.
- 6.84 The licensee shall deal with applications relating to change of consumer's name to legal heir or on the submission of written request by the consumer regarding change in name of the connection in accordance with the procedure detailed below:
- i. The applicant shall apply for change of consumer's name in the format prescribed in Annexure 5 to this Code, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship. The licensee shall process the application form in accordance with Regulation 6.76 to Regulation 6.80 of this Code.
  - ii. The change of consumer's name shall be effected from next billing cycles after acceptance of application.
  - iii. Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/ occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee as due from such legal representative or successor-in- law or new owner/occupier of the premises as the case may be.

#### **Conversion of Services**

- 6.85 The applicant shall apply for conversion of the nature of his existing connection in the format given in Annexure 6 to this Code. The licensee shall process the application form in accordance with Regulation 6.76 to Regulation 6.80 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 6.39 to Regulation 6.48 of this Code. After payment of requisite charges by the applicant, the licensee shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, and from single-phase to three-phase or vice-versa, within the following time limits or as specified by the Commission:

**Table 4 Timeline for conversion of services shall be as indicated below**

<b>Release of temporary connection</b>	<b>Urban areas</b>	<b>Rural areas</b>
Conversion from LT single-phase to LT 3-phase or vice-versa	Within 7 days from payment of necessary charges by consumer	Within 15 days from payment of necessary charges by consumer
Conversion from LT to HT or vice-versa	Within 7 days from payment of necessary charges by consumer	Within 15 days from payment of necessary charges by consumer
Change in HT to EHT or vice versa	Within 7 days from payment of necessary charges by consumer	Within 15 days from payment of necessary charges by consumer

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

#### **Shifting of Meter / Existing Connection**

6.87 The applicant shall apply for shifting the service connection in existing premises or for deviation of existing lines in the format prescribed in Annexure 6 to this Code. The licensee shall process the application form in accordance with Regulation 6.76 to Regulation-6.80 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 6.39 to Regulation 6.48 of this Code.

6.88 The following time schedule shall be observed for completing the works from the date of payment of charges:

- i. Shifting of meter/service line: 7 days
- ii. Shifting of LT/HT lines: 20 days
- iii. Shifting of transformer: 30 days

6.89 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.

#### **Reclassification of Consumer Category**

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

6.91 If a consumer wishes to change his consumer category, he shall submit an application form to the licensee in the format given in Annexure 6 to this Code. The licensee shall process the application form in accordance with Regulation 6.76 to Regulation 6.80 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the

licensee and applicant shall follow the procedure and timelines as laid down in Regulation 6.39 to Regulation 6.48 of this Code. The licensee shall also note down the meter reading at the time of inspection. If on inspection the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.

- 6.92 If the licensee does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 10 days from date of inspection.
- 6.93 For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorised use of electricity.

### **Load Enhancement**

- 6.94 Applicants shall apply for load enhancement to the licensee in the format prescribed in Annexure 7 to this Code. The licensee shall process the application form in accordance with Regulation 6.76 to Regulation 6.80 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 6.39 to Regulation 6.48 of this Code.
- 6.95 The licensee's written intimation sent along with the demand note to the consumer shall cover the following:
- i. Whether the additional power can be supplied at existing voltage or at a higher voltage;
  - ii. Addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;
  - iii. Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges or capacity building charges, if any, to be deposited; and
  - iv. Change in classification of the consumer and applicability of tariff, if required.
- 6.96 The application form for enhancement of load shall not be accepted if the consumer is in arrears of payment of the licensee's dues. However, the application form may be accepted if such payment of arrear has been stayed by a Court of law, or the Commission or an authority appointed by the Commission.
- 6.97 If supply of enhanced load is feasible, the consumer shall:
- i. Pay additional security deposit, cost of addition or alteration required to be made to the system, if any, and system strengthening charges/capacity building charges, if any, within 15 working days of receipt of the demand note; and
  - ii. Execute a supplementary Agreement in case of HT consumers.
- 6.98 Supply of enhanced load shall be provided in adherence to the timeline specified in Regulation 6.51 of this Code.
- 6.99 If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.
- 6.100 If the application is not decided by the licensee within the timeline specified, the applicant may, by a written notice to the licensee, draw its attention to the matter and yet if no decision is communicated to him within a further period of 15 days, the permission for enhancement of contract demand shall be deemed to have been granted.

**Load Reduction**

- 6.101 The applicant shall apply for load reduction to the licensee in the format prescribed in Annexure 7 to this Code, along with the following documents:
- i. Details of alteration/modification/removal of electrical installation with work completion certificate and test report from a Licensed Electrical Contractor where alteration of installation is involved.
  - ii. Any other reason(s) for reduction of contract demand.
- 6.102 The licensee shall process the application form in accordance with Regulation 6.76 to Regulation 6.80 of this Code. For site inspection, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 6.39 to Regulation 6.48 of this Code.
- Provided that if the consumer has applied for load reduction at the same voltage level, no site inspection shall be undertaken.
- 6.103 The licensee shall consider the grounds stated in the application, verify the same during inspection and decide the application within a period of 10 (ten) working days, or as decided by the Commission, from inspection by a reasoned speaking order. If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.
- 6.104 If the licensee sanctions the reduced load, the meter and service line may be changed if required and the cost recovered from the applicant. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, in accordance with the timeline specified in Regulation 6.46, and thereafter both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 6.47 to Regulation 6.51 of this Code.
- Provided that if the consumer has applied for load reduction at the same voltage level, generation of demand note shall not be required. In such cases, the changes in amount of Demand changes will be effective from the next billing cycle.
- 6.105 If the application is not decided by the licensee within the above-mentioned period of 3 days from inspection, the applicant may, by a written notice to the licensee, draw its attention to the matter. If no decision is communicated to the consumer within a further period of 5 (five) days, permission for reduction of contract demand shall be deemed to have been granted.
- 6.106 If the licensee has sanctioned load reduction through a speaking order, the same shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.
- 6.107 Any difference in security deposit arising out of load reduction shall be adjusted in the subsequent two bills of the consumer.

**Annual Review of Contract Demand**

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

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

In case of increase in recorded maximum demand, the lowest of the monthly maximum demand, where the recorded maximum demand has exceeded the sanctioned load limit at least three times during a financial year, shall be considered as the revised Sanctioned Load, and the same shall be automatically reset from the billing cycle in next financial year.

- 6.109 The licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection and issuance of demand note for the estimated cost of works in accordance with Regulation 6.39 to Regulation 6.47 of this Code. Enhanced supply shall be released in accordance with Regulation 6.51 of this Code.
- 6.110 If the consumer feels aggrieved by the licensee's action, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.

#### **Execution of Agreement**

- 6.111 The licensee may require the applicant, applying for obtaining HT connection, to execute an agreement for obtaining new connection, for change of name, and for enhancement or reduction of sanctioned load before commencement of supply. In all other cases, the application submitted by the Consumer shall be construed to be acceptance and agreement to all the terms and conditions necessary for the issuance of connection to the applicant. In such cases, there shall not be a requirement of issuance of any separate agreement.
- 6.112 The agreement form shall be supplied by the licensee free of cost along with application form and shall also be available on the licensee's website for free download.
- 6.113 The agreement/ application form shall include the following:
- i. Name and address of the consumer/applicant;
  - ii. Address of the premises for which electricity supply has been requisitioned and for which the agreement/ application is being executed;
  - iii. Sanctioned load/ contract demand;
  - iv. Purpose of usage of electricity;
  - v. Declaration by the applicant/consumer.
    - a) To abide by provisions of Act and this Code;
    - b) To pay for the supply of electricity based on the prevailing tariff rates;
    - c) To pay for all other charges payable in accordance with this Code and the Schedule of Miscellaneous Charges of the licensee approved by the Commission from time to time;
    - d) To deposit such security money as the licensee may be entitled to recover from him under the Act and this Code
- 6.114 A copy of the agreement executed shall be given to the consumer/applicant. If there is no separate written agreement between the Distribution Licensee and the Consumer; the latter, after the supply of electricity has commenced, shall be deemed to be bound by terms and conditions of Supply Code.

#### **Other Conditions of Supply Connected Load**

- 6.115 The method of determination of connected load is given in Annexure 8 to this Code.

**Demand Note**

6.116 The demand note shall be prepared as per the provisions of this Code and on the basis of charges approved by the Commission from time to time. The licensee shall submit once in two years a proposal to the Commission for approval of various charges to be charged by the licensee in demand notes. The demand note, once made for an applicant, shall be valid for two months. Disputes regarding the demand note may be referred to the Consumer Grievance Redressal Forum (CGRF) for adjudication.

**Point of Supply**

- 6.117 Supply shall be given at a single point in the premises at the outgoing terminal of the licensee. The point of supply shall be determined by the licensee such that meters and other equipment are always accessible to the licensee for inspection without infringing upon the consumer's privacy. All HT & EHT consumers shall provide independent entry to the meter or metering cubical. However, in special cases, the licensee may agree to give supply at more than one point in the consumer's installation on account of the physical layout of the installation and the requirements of the consumer.
- 6.118 At the point of commencement of supply, the consumer shall provide a main switch/circuit breaker. In addition, HT & EHT consumers shall also provide suitable protective devices as per the provisions of Regulations of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 with subsequent amendments. The system of protection shall have to be approved by the licensee before commencement of supply. Meters, MCBs/CBs and associated equipment shall be installed by the licensee at the point(s) of supply.
- 6.119 HT and EHT consumers shall install step-down transformers with a vector group with delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.
- 6.120 The meter, meter boards, service mains, MCB/CB, load limiters etc., must on no account be handled or removed by anyone who is not an authorised employee/representative of the licensee. Seals which are fixed on the meters/metering equipments, load limiters and the licensee's apparatus, must on no account be tampered with, damaged or broken. It is the consumer's responsibility to keep in safe custody the licensee's equipments and seals on the meters/metering equipments within the consumer's premises.
- 6.121 In the event of any damage caused to the licensee's equipments within the consumer's premises by reason of any act, neglect or default of the consumer or his employees, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so after demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the electricity supply is liable to be disconnected.

**Security Deposit**

- 6.122 A security deposit, as decided by the Commission, shall be made by all consumers to cover:
- i. the estimated power consumption for the billing cycle period plus two months; and
  - ii. payment due to the licensee for any electric line or electrical plant or electric meter that is to be provided for supplying electricity to person.
- 6.123 The estimated security deposit amount for different categories while releasing new connections shall be calculated as per the methodology given in Annexure 18 to this Code. In case of

enhancement of load, only additional security to cover the additional consumption shall need to be deposited, estimated as per the methodology given:

Provided that for consumers who have opted for availing phased contract demand, revision of security deposit for the existing load shall be based on actual consumption of the previous financial year, while security deposit for additional load released during the year shall be estimated on the basis of the methodology given in Annexure 18 to this Code.

- 6.124 Subsequently, the security deposit shall be revised annually as per the procedure defined in Regulation 6.123 of this Code. Any excess/deficient amount shall be adjusted within two subsequent bills of the consumer.
- 6.125 If the security deposit is reduced due to adjustment of outstanding dues, the same shall be adjusted within the subsequent two bills of the consumer.
- 6.126 The security deposit shall be returned to consumer upon termination of Agreement within 30 days of adjustment of all dues. In case of delay, interest equivalent to the Bank Rate (as on 1<sup>st</sup> April of every year) notified by Reserve Bank of India or such higher rate as may be fixed by the Commission from time to time shall be payable to the consumer.

#### **Interest on Security Deposit**

- 6.127 The licensee shall pay interest on Security Deposit of consumer for the electricity supplied, at the Saving Account interest Rate (as on 1<sup>st</sup> April of every year) notified by Reserve Bank of India or such higher rate as may be fixed by the Commission from time to time. The interest accrued to the credit of the consumer during the previous year shall be adjusted in electricity bills of May of every year for consumers covered under the monthly billing cycle and in electricity bill of May or June for those covered under two monthly billing cycles.

#### **Review of Security Deposit**

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

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

- 6.129 The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of security to the consumer by the licensee, as and when arises, shall be made through maximum of 3 electricity bills without any other formalities.

Provided that if the licensee switches over from postpaid billing system to prepaid billing system, the consumption security (load security) deposited by the consumer during postpaid billing system shall be returned to the respective consumer with interest earned as per Clause 6.127 (if any) through a maximum of two billing months as advance recharge amount for prepaid system as load security deposit is not necessary as per clause 6.8 of this regulation.

#### **Cost of Servicing New Connection/ Enhancement of Load**

- 6.130 The consumer shall pay the cost of service line etc. and system loading charges. These charges

shall be either on the basis of the schedule of standard charges approved by the Commission or actual cost of works as given in the estimate prepared by the licensee.

- 6.131 The details of corresponding charges for each type of connections, to be paid to by the Applicant/ consumer, shall be notified by the Licensee in accordance with the Regulations issued by the respective Commissions shall be provided as annexure of this Code and shall also be placed on the website of the Licensee for easy and free download.

#### **Mode of Payment of Charges**

- 6.132 Payments upto Rs 10,000 / - (Rupees ten thousand) may be made by way of cash or non-cash mode. Whereas, payment above Rs 10,000/- (Rupees ten thousand) has to be made through only on non-cash mode (such as Banker's Cheque, Demand Draft or online) or any other electronic mode approved by the Commission. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located.

#### **General Provisions Regarding Service Line and Apparatus**

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

#### **Re-supply of Energy**

- 6.135 The consumer shall not supply any energy supplied to him by the licensee to another person or other premises unless he holds a suitable sanction or licence for distribution and sale of energy granted by the Commission/State Government or has been exempted from obtaining the license or has been appointed as franchisee.

#### **Failure of Supply due to Fuse Failure**

- 6.136 Should at any time the licensee's service fuse or fuses fail, notice thereof should be sent to the licensee's local office or call centre or if there are sub-stations, to the nearest sub-station. Only authorised representatives of the licensee are permitted to replace these fuses in the licensee's cut-outs. Consumers are not allowed to replace these fuses and they will render themselves liable to penalty if the licensee's seals placed to protect the licensee's apparatus

are broken. The licensee should not allow his employees other than authorized representative to carry out any repair or replacement of fuses in the consumer's installation.

**Action for violation of condition of supply**

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

**7 METERING**

**Requirement of Meters**

7.1 No installation shall be serviced without a meter and such meter shall be smart prepayment meter or pre-payment meter which is correct in accordance with the regulations made by the Authority. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 issued under Section 55 of the Act. The licensee shall also comply with the above mentioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.

7.2 Any exception to the smart meter or prepayment meter shall have to be duly approved by the Commission who shall record proper justification for allowing the deviation from installation of the smart pre-paid meter or prepaid meter.

7.3 For LT loads, MCBs and for HT/EHT loads, CBs of appropriate rating should be installed only on the load side of the meter.

No switchgear, protection devices, or arrangements facilitating bypass shall be permitted before the meter. Any tampering or interference with service connection prior to metering should be strictly prohibited.

7.4 At the time of seeking a new connection the consumer shall have the option to either:

- i. Purchase the meter, MCB/CB and associated equipment himself from a vendor(s) provided the equipment are of a make and specification approved by the licensee from time-to-time; or
- ii. Require that the meter, MCB/CB and associated equipment be supplied by the licensee. The Licensee shall make available the meter to the consumer who agrees to provide Licensee, security for the price of the meter and is ready to enter into an agreement for the hire thereof.

7.5 The consumer shall indicate this option in the application form and licensee shall supply him with the list of approved vendor(s) and make(s). Once the consumer has procured the meter, the licensee shall test, install and seal the meter.

7.6 The licensee shall make available on its website an updated list of makes and specifications of meters and other equipment, as approved by the licensee.

7.7 The licensee is authorized to review the status of meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises. The licensee may install remote metering device in the consumer's premises as per the technical requirements of the specific device. The licensee may also install maximum demand (MD) meter having maximum demand recording feature or such additional features.

- 7.8 If supply is provided by the licensee to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.
- 7.9 If supply to an HT/EHT consumer is given on an independent feeder for his exclusive use the metering arrangement shall be installed at the consumer's premises or, if mutually agreed, the metering arrangement at the sub-station of the licensee may be used for billing and no meter need be installed at the premises of the consumer.

#### **Supply and Installation of Meters and MCBs/CBs**

- 7.10 LT, HT and EHT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weatherproof enclosure of a design approved by the licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the licensee.
- 7.11 If the meter is supplied by the licensee, the recovery of the meter cost and associated equipment shall be made in one or more instalments as per the terms approved by the Commission. In case of connections where cost of the meter has been borne by the consumer, no meter rental shall be charged from the consumer.
- 7.12 The consumer shall provide suitable and adequate space for installation of the meter supply in such a manner that it is always accessible to the licensee or its representatives. The meter shall normally be mounted at such a height that meter reading counter/ display window is at an eye level (preferably at 4 feet to 5 1/2 feet high from ground / floor level). In case of multistoried buildings, it shall be fixed preferably on the ground floor/rising mains having proper air ventilation & adequate illumination.
- Provided that if the service line exceeds 45 meters and extension of LT line is not immediately feasible for providing power supply, the licensee shall provide water proof steel box, having glass window and locking/ sealing arrangement fixed on the electricity pole and install energy meter inside it. The cost of such box including installation charge shall be borne by the consumer and the consumer shall be responsible for its safety. Consumer shall also provide suitable box near the meter for placing / dropping the bill by meter reader, if found it necessary by the licensee.
- Provided further that where the licensee installs the consumer meter outside the premises of the consumer then the licensee on a request from consumer shall provide in home display unit at the premises of the consumer for his information to indicate the electricity consumed by the consumer.
- 7.13 Initial installation or replacement of the meter shall be done by the licensee's engineer in the presence of the consumer or his authorised representative, after giving a notice period of 7 days.
- 7.14 The licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meter at the time of initial installation or replacement. The licensee shall retain one copy and the second copy, duly signed by the authorised representative of the licensee, shall be given to the consumer under proper acknowledgment. The consumer or his authorised representative shall also sign the Meter Particulars sheet. Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered into the Meter Particulars Sheet by the licensee or his authorised representative.
- 7.15 Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed in the presence of the consumer. The seal, name plates and distinguishing numbers or marks

affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer. Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 with subsequent amendments.

- 7.16 The consumer shall be responsible for safe custody of meter(s), MCB/CB etc. The consumer shall promptly notify the licensee about any fault, accident or problem noticed with the meter.
- 7.17 It shall be the responsibility of the licensee to maintain the meter and keep it in working order at all times. The licensee may also have a provision for such metering system where the display unit is at the consumer premises and the metering unit is outside the premises such as on a pole etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the licensee.
- 7.18 A consumer may install a check meter of appropriate make and conforming to the technical specifications as laid down in Central Electricity Authority (Installation and Operation of meters) Regulations 2006 with subsequent amendments. These check meters may be calibrated by the licensee upon payment of prescribed fee as approved by the Commission from time to time. However, check meter readings shall not be used for billing purpose by the licensee.

#### **Reading of Meters**

- 7.19 The meter shall be read once in every billing cycle and the consumer shall extend all facilities to the licensee or his authorised representatives to read the meter.
- 7.20 The meter shall be read by an authorised representative of the licensee. The licensee shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading.

Provided that all types of smart meters shall be read remotely at least once in a day and physically inspected by an authorised representative of the distribution licensee at least once in every three months and the data regarding energy consumption shall be made available to the consumer, through website or mobile application or Short Message Service and the like, provided that the consumers having smart pre-payment meters shall also be given the data access for checking their consumption and balance amount atleast on daily basis.

Provided further that the data regarding energy consumption shall be made available to the consumer, through website of the Licensee or mobile App or SMS, etc.

Provided further that the consumers having smart pre-paid meters may also be given the data access for checking their consumption on real time basis

- 7.21 The meter reader may use hand held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee.
- 7.22 It shall be the duty of the meter reader to check the condition of LEDs (light emitting devices) on electronic meters. In case the E/L LED indicator provided on electronic meters is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the concerned officials of the licensee about the leakage.

- 7.23 Status of the meter and/or its seal along with the meter reading details for last six billing cycles of each consumer shall be made available on the licensee's website.
- 7.24 In case, for any reason, the meter is not read during a billing cycle the licensee shall prepare a provisional bill based on the average consumption of last three billing cycles when readings were taken. Such provisional billing shall not continue for more than two billing cycles at a stretch, and the licensee shall not generate more than two provisional bills for a consumer during one financial year. The amount paid as per the provisional bill shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.
- 7.25 If the meter is rendered inaccessible on two consecutive meter reading dates, a notice shall be issued to consumer to keep the meter accessible for reading on the date (at least 7 days after the date of notice) and time specified in the notice.

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

- 7.26 If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to get the meter read by the licensee after payment of a penalty charge which shall be 5% of the average billing amount for the last 12 months, within the next 7 (seven) days. Failing this, supply shall be disconnected.
- 7.27 The provisions of Regulation 7.25 and Regulation 7.26 of this Code shall not apply in case of a domestic consumer who has given an advance intimation to the licensee of the inaccessibility of his meter for reading due to the consumer being out of station and has also deposited an amount in accordance with relevant clause of this Code.
- 7.28 When a domestic consumer gives prior information in writing about inaccessibility of the meter to the licensee due to continued absence from residence, the licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up to date dues.
- 7.29 If the consumer desires to have a special reading taken, the same shall be arranged by the licensee and the charge as determined by the Commission from time to time, shall be included in the next bill of the consumer.

#### **Testing of Meters**

- 7.30 It shall be the licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the licensee may test them for this purpose. The licensee shall conduct periodical inspection/testing and calibration of the meters as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 with subsequent amendments from time to time.
- 7.31 The licensee shall conduct periodical inspection and testing of the meters as per the following schedule or as decided by the Commission:
- i. Single phase meters: Once every five years
  - ii. LT 3-phase whole current meters: Once every 3 years

- iii. LT 3-phase CT meters: Once every year
- iv. HT meters including MDI: Yearly/ Half yearly  
Wherever applicable, CT and PT shall also be tested along with meters

7.32 Test results shall be maintained as per the format given in Annexure 9 to this Code.

### **Replacement of Meters**

#### **Testing of Defective Meters**

- 7.33 The licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about accuracy of the meter. The consumer shall provide the licensee necessary assistance in conduct of the test.
- 7.34 A consumer may request the licensee to test the meter on his premises if he doubts about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter, etc. by applying to the licensee in the format given in Annexure 10 to this Code, along with the requisite testing fee. On receipt of such request, the licensee shall follow the procedure as detailed in Regulation 7.35 to Regulation 7.39 of this Code. Testing of meters shall be done by the distribution licensee within a period not exceeding 30 days, of receipt of the complaint from the consumer
- 7.35 The meter may be tested for accuracy at a third party facility approved by the Commission, if so desired by the consumer. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the licensee:
- Provided that no test fee shall be charged from the consumer at the time of reporting if the meter is found to be defective or burnt due to reasons attributable to the consumer. The consumer shall bear the cost of new meter and test fee shall be charged from the consumer through subsequent bills.
- 7.36 The licensee shall inspect and check the correctness of the meter within 7(seven) working days of receiving the complaint in urban areas and within 12(twelve) working days of receiving the complaint in rural areas.
- 7.37 Before testing a consumer's meter, the licensee shall provide 4 (four) days' advance notice in urban areas and 7 (seven) days' advance notice in rural areas intimating the date, time and place of testing so that the consumer or his authorised representative may be present at the testing.
- 7.38 The consumer/authorised representative present during testing will sign the test report as a token of witness. In case the consumer / authorised representative is not present, the licensee's representative and the testing laboratory official shall sign on the test report.
- 7.39 The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 2 (two) working days of the date of testing. In case of faulty meter, rectification for a maximum period of six months or from the date of last testing, whichever is shorter, on the basis of the test report, shall be adjusted in the subsequent bill.
- 7.40 If a consumer disputes the results of testing, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter and give its decision within one month of the application.

#### **Cost of Replacement of Defective/ Burnt/ Lost Meters**

- 7.41 If, as a result of inspection at its own or on the request of the consumer, the meter is prima facie found to be defective or burnt or lost due to reasons not attributable to consumer, the licensee

shall replace the meter at its own cost within the timeline specified by the Commission.

Provided that as a result of testing if it is established that the meter became defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of the meter shall be borne by the licensee and the licensee shall replace the meter accordingly. The distribution licensee shall communicate the date and time for such test to the consumer and convey the said consumer to present at the site for testing. The distribution licensee shall give a copy of the meter test report to the consumer duly signed by both the distribution licensee or their authorised representatives and the consumer, and retain one such copy as acknowledgment. However, if the consumer chooses not to be present at the site for testing, the distribution licensee will carry out such testing and shall give the copy of the meter test report to the consumer for signing.

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

- i. If the meter was owned by the consumer, the licensee shall inform the consumer to replace the meter and associated equipment as per provisions of Sub Regulation (i) of Regulation 7.4 of this Code within 7(seven) days, after which the licensee may be empowered to install a new meter and start charging meter rent, if applicable.
- ii. If the meter was owned by the licensee, the licensee shall install a new meter at its own cost:

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

Provided further that if, as a result of testing, it is established that the meter was rendered defective/burnt due to tampering or any other deliberate act by the consumer to interfere with the meter, the consumer shall be assessed as per clause 10.45 of this Code and action as permissible under law shall be taken against the consumer for pilferage and tampering.

7.43 If a consumer disputes the results of testing, the meter shall be tested at a third party facility selected by the consumer from the list of third party testing facility approved by the Commission. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the licensee and in the various offices of the Licensee:

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

Provided that, in case it is established that the results of the test performed by the third party are same as the results of the test performed by the distribution licensee, then the cost of undertaking such test by the third party shall be borne by the Consumer.: Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as per the cost guidelines of the Cost Book provided at Annexure 21 to this Code (or as determined by

the Commission from time to time):

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

#### **Replacement of Meters (including MDI) Not Recording**

- 7.45 The consumer is expected to intimate the licensee as soon as he notices that the meter has stopped or is not recording.
- 7.46 If during periodic or other inspection any meter is found to be not recording by the licensee, or a consumer makes a complaint in this regard, the licensee shall follow the procedure detailed in Regulation 7.36 to Regulation 7.39 of this Code.
- 7.47 If the meter is actually found to be not recording, the licensee shall replace the non working (stuck, running slow, fast or creeping) meter within 5 working days in urban areas and within 15 working days in rural areas.

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

#### **Replacement of Defective /Burnt Meters**

- 7.48 In case a meter is found defective / burnt either on consumer's complaint or upon inspection by the licensee, the licensee shall restore the supply immediately bypassing the burnt meter after ensuring that necessary preventive action at site is taken to avoid future damage.
- 7.49 If the meter is defective / burnt due to causes attributable to the licensee, the licensee shall replace the burnt out meter within 7 working days of receiving the complaint in urban areas and within 15 working days of receiving the complaint in rural areas.

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

- 7.50 If the meter is defective / burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorised additional load etc., the procedure laid down in Regulation 7.42 shall be followed with respect to cost of meter. The licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 (seven) working days of detection and shall replace the meter within 15 (fifteen) working days of receiving payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

#### **Replacement of Lost Meters**

- 7.51 Complaints regarding lost meters shall be entertained by the licensee only if they are accompanied by a copy of the FIR lodged by the consumer with police. In all such cases, the licensee shall also conduct an inquiry.
- 7.52 Supply in such cases shall be restored after installation of a new meter, payment of electricity charges for the period in which meter was not available and any other prescribed charges that may be approved by the Commission. Electricity charges for the period in which the meter was not available shall be assessed as per Regulation 10.7 of this Code. Provided that non availability of meter shall not be a reason for delay in restoration of supply.

## **8 ACCESS TO CONSUMER'S PREMISES**

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

## **9 BILLING**

### **Postpaid meters**

#### **Servicing of bills**

- 9.1 The licensee shall intimate the consumer, in the beginning of the financial year, of the following:
- i. Probable week in which bill shall be issued by the licensee in every billing cycle;
  - ii. Probable due dates for payment of bill; and
  - iii. Rebates applicable to consumers, if any:
- 9.2 The Licensee shall notify the consumers of change in tariff including fuel surcharge and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.
- 9.3 The following information (illustrative) may be included in the bill:
- i. Address and telephone number of the billing office / distribution centre;
  - ii. Service Connection Number;
  - iii. Bill Number and Period of Bill;

- iv. Consumer Number, Name and Address;
- v. Date of issue of Bill;
- vi. Tariff category of consumer (i.e. domestic/ commercial etc.);
- vii. Tariff, rate of electricity duty and cess applicable;
- viii. Status of meter (OK/defective/not available);
- ix. Billing Status (Actual/ Assessed/ Provisional Bill with reason)
- x. Supply details:
  - a) Type of supply (i.e. single phase, three-phase LT or HT)
  - b) Contracted load/ Connected load
- xi. Meter number and identification details of meter (in case the meter was replaced during the billing period, the bill must indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter)
- xii. Previous meter reading with date;
- xiii. Current meter reading with date;
- xiv. Multiplying Factor of the meter if any;
- xv. Units consumed;
- xvi. Maximum demand;
- xvii. Due date of payment (separately specified for payment by cash, cheque, ECS, NEFT, Credit/ Debit Card, etc. if necessary);
- xviii. Billing details: Item-wise details for the current month as well as past arrears shall be furnished in the bill. A representative list is given below:
  - a) Energy Charges
  - b) Fixed Charges
  - c) Meter rent, if applicable
  - d) Capacitor surcharges
  - e) Other Charges, if applicable
  - f) Electricity Duty
  - g) Fuel Cost adjustment charges
  - h) Power factor adjustment charges, if applicable
  - i) Reactive Energy Charges, if applicable
  - j) Time of Use charges, if applicable
  - k) Surcharge for delay, if applicable
  - l) Interest on instalments due
  - m) Total current month demand
  - n) Arrears (with details)
  - o) Details of Subsidy, if any, under Section 65 of the Act
  - p) Others (with details)
  - q) Total amount due

- r) Adjustment
  - s) Net amount to be paid,
  - t) LPS to be paid
  - xix. Subsidy amount received, units of electricity for which subsidy has been received, amount to be paid after subsidy.
  - xx. Modes of payment accepted;
  - xxi. In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn;
  - xxii. Security Deposit held presently and required. Also amount adjusted as interest on security deposit and the month during which the interest was adjusted;
- 9.4 The following information shall be provided on the reverse of the bill or stamped on the bill or be sent in an annexure accompanying the bill at least twice a year:
- i. Address(es) of collection centre (s) and working hours for collection of bill payments, including the date and time of presence of the mobile van, if any, at different venues for collection of bill payments;
  - ii. Designation and address of the authority with whom grievance/complaints pertaining to bills can be lodged;
  - iii. Complete address(es) with telephone number(s) of the complaint centers, if any;
  - iv. The information (Addresses and telephone numbers) regarding the authority with whom grievance or complaint pertaining to bill can be lodged (including the relevant Grievance Redressal Officers including Central Grievance Redressal Officers as well as the Ombudsman constituted under Section 42 sub-clause 6 of the Act);
  - v. Tariff Schedule applicable to the consumer; and
  - vi. Advertisements, if any.
- 9.5 The bill may contain additional information, if any, as desired by the licensee.
- 9.6 The Licensee shall upload the bill of the consumer on its website on the day of bill generation and shall ensure that the bill details of the consumer of last one year is available on its website.
- 9.7 It shall be the duty of the Licensee to issue the first bill, within a period not exceeding two billing cycle. The Licensee shall also issue a copy of the bill, within a period of 7 (seven) days, in case the consumer fails to receive the first bill within this time frame and makes a petition in written to the Distribution Licensee.
- 9.8 The Licensee shall ensure not to generate more than 2(two) provisional bills for a consumer during one financial year and if the provisional billing continues for more than two billing cycles except under extraordinary situation due to force majeure, the consumer may refuse to pay the dues until bill is raised by the distribution licensee as per actual meter reading.
- 9.9 The Licensee shall prepare the bill of each billing cycle based on actual meter reading and to ensure delivery of the bill to the consumer by hand or post or courier or e-mail or any other electronic mode at least 10 (ten) days prior to the due date of payment.
- 9.10 The licensee shall also intimate the consumer of bill dispatch through SMS and/or email or both, if the consumer has furnished requisite details, immediately indicating the details of the bill amount and the due date of payment. The billing details of last six bills (including the latest bill) for all consumers shall also be made available on the licensee's website along with payment receipt details.

- 9.11 The licensee shall arrange to get the name of the bill distributor rubber-stamped and the bill distributor shall write down the delivery date of the bill on the body of the bill before it is handed over to the consumer. The licensee may give an option of Spot Billing to domestic and commercial consumers in a notified distribution area.
- 9.12 In all cases not covered by the Spot Billing system, if the licensee is not able to read the meter, a provisional bill may be issued on the basis of the average consumption of the previous 3 (three) billing cycles. However, the licensee shall ensure that such provisional billing does not extend to more than two billing cycles at a stretch, and there are not more than two provisional bills generated for a consumer during one financial year. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.
- 9.13 In case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:
- i. As per Regulation 10.3 of this Code, if it is established in the licensee's enquiry that the loss of meter was due to a deliberate act of the consumer and/or with his connivance
  - ii. As per Regulation 9.22 and Regulation 9.23 of this Code, in other cases.
- Provided the consumer may file objections, if any, against the provisional assessment served to him by the assessing officer for unauthorized use of electricity, before the assessing officer.
- Provided further the consumer may file an appeal, accompanied by a fee specified by the State Commission and after an amount equal to half of the assessed amount or more is deposited with the licensee, to an appellate authority against the final order made by the assessing officer assessing the unauthorised use of electricity, within thirty days of the said order.
- 9.14 It shall be the responsibility of the consumer to get a special reading done by the licensee at the time of change of occupancy or on the premises falling vacant and obtain a No- Dues certificate from the licensee.
- 9.15 The consumer shall request in writing to the licensee for special reading to be taken at least 15 days in advance of the said vacancy of premises or change of the occupancy, as the case may be. However, the licensee may accept a notice of shorter period.
- 9.16 The licensee shall arrange to take a special reading of the meter within 5 (five) days of receiving the consumer's written request and issue a final bill including all arrears till the date of billing, at least 5 (five) days before change of occupancy / vacancy of premises. The final bill thus raised shall mention that no other dues are pending on the premises and the bill is final. The final bill shall also include charges for the period between the date of special reading and date of vacancy of premises on a pro-rata basis.
- 9.17 Once the final bill is raised, the licensee shall not have any right to recover any charge(s) other than those in the final bill, for any period prior to the date of such bill. The licensee shall disconnect supply to the premises immediately after the receipt of final payment. It shall be the responsibility of the consumer to make the final payment on vacating the premises and the licensee shall accordingly issue a No-Dues Certificate on receiving such payment, within a time period not exceeding 7 (seven) days from the receipt of such final payment. However, in case of change of occupancy, the connection shall not be disconnected and after completing the commercial formalities for change of name, the same shall be effected.
- 9.18 In cases where the Maximum Demand Indicator (MDI) is installed the assessment for billing shall be made as per the provisions of the Tariff order. In cases where no MDI is installed, the

excess load shall be billed as per the formula given in Annexure 19 but at two times the rate applicable in the tariff order. The 'L' in the formula shall be computed as per below:

- i. In domestic category, 50% of the difference between the actual connected load and 2 (two) times the contracted load;
  - ii. In commercial category, 75% of the difference between the actual load and 1.33 times the contracted load; and
  - iii. In other cases difference between the connected load and the contracted load.
- 9.19 In case of non-receipt of bill, the consumer may deposit self-assessed bill in the format prescribed in Annexure 12 to this Code for the period for which bill has not been received or as per the procedure approved by the Commission, provided that it is not less than the average consumption during the billing cycle over the last 6 (six) months. The excess/deficient payment so made by the consumer shall be adjusted in the next bill or bills, as the case may be.
- 9.20 In case of dispute regarding levy of surcharges, the licensee shall settle the dispute within one billing cycle from the date of protest by the consumer after giving him an opportunity for reply and a personal hearing.
- 9.21 The Licensee shall not send any notice or provisional bill or disconnect the supply line of the domestic consumer with post-payment meters, who has given prior information in writing about his continued absence from residence and has paid the fixed charges for such period in advance. Further, interest, as decided by the Commission, shall be paid on the advance amount.

#### **Billing in case of Defective Meters**

- 9.22 In case of defective/stuck/stopped/burnt meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the date of the meter being found/reported defective or in cases where the meter has been installed for less than three months the consumer shall be billed on the basis of average consumption of the succeeding three billing cycles. These charges shall be leviable for a maximum period of 3 (three) months only during which time the licensee is expected to have replaced the defective meter:
- Provided that any evidence provided by consumer about conditions of working and/or occupancy of the concerned premises during the said period(s), which might have had a bearing on energy consumption, may be considered by the licensee.
- Provided that for seasonal consumers, if the meter is found to be defective/ stuck/ stopped/ burnt, then the consumer shall be billed on the basis of average consumption of same three months of the previous season.
- 9.23 In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also not available, the average maximum demand as available for lesser period shall be considered. If neither the record of MDI of past year nor average maximum demand of lesser period is not available, the average record of MDI in the next three months after meter is replaced shall be considered.

#### **Due Date and Notice Period for Payment**

- 9.24 The due date for bill payment through cheques shall be 3 (three) days in advance of the normal

due date for bill payment, and the due date for bill payment through online / bank transfer/credit card shall be 1 (one) day in advance of the normal due date for bill payment.

- 9.25 The licensee shall issue the first bill within two billing cycles of energising a new connection. In case the consumer does not receive the first bill within two billing cycles from the date of energisation of the connection, the consumer shall complain, in writing, to the licensee's office and the licensee shall issue the bill within the next 14 (fourteen) days.
- 9.26 The bill will be delivered to the consumer immediately in case of spot billing. In all other cases, the licensee shall ensure that the bill is delivered to the consumer by hand/post/courier/ mail/ SMS/ other digital methods at least 10 (ten) days prior to the due date of payment.
- 9.27 If a consumer does not receive the bill within 7 (seven) days of the bill issue date, he may obtain a duplicate bill from the concerned billing office of the licensee. The licensee shall issue a duplicate bill immediately if the consumer contacts the licensee's office in person/ telephonically, or on the date of acknowledgement if received by post.

#### **Error in Billing**

- 9.28 On receipt of the complaint, the licensee shall issue a written/electronic acknowledgment on the spot and give a complaint number for reference.
- 9.29 If no additional information is required from the consumer, the licensee shall resolve the consumer's complaint and intimate the result to the consumer within 7 (seven) days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 15 (fifteen) days of receipt of the complaint. However, if the consumer does not provide information on time, the licensee shall not be held liable for the consequent delay. Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.
- Provided that the late payment surcharge shall not be applicable on the outstanding balance amount payable arising from final adjustment on resolution of the complaints, if the billing mistake is due to error in meter reading or due to error in data entry in the billing software.
- 9.30 If the complaint is found to be correct by the licensee, a revised bill shall be issued within 5 (five) working days of intimation of the same to the consumer. The consumer shall make the payment within 15 (fifteen) days after receipt of the revised bill. The consumer shall not be charged any late payment surcharge if the payment is made by the revised due date.
- 9.31 If the complaint was found to be incorrect the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment surcharge if the payment is made after the due date of the original bill.

#### **Mode of Payment**

- 9.32 The Licensee shall establish online portal as well as sufficient number of collections centres or drop boxes at suitable locations with necessary facilities, where consumer can deposit the bill amount.
- 9.33 Payments upto Rs 10000/- (Rupees ten thousand) may be made by way of Cash or non-cash mode. Whereas, payment above Rs 10000/- (Rupees ten thousand) has to be made through only on non-cash mode (such as Banker's Cheque, Demand Draft or online) or any other electronic mode approved by the Commission. Cheques and demand drafts shall be payable at any branch

of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located. The date of payment by cheque shall be deemed to be the date on which the cheque is received or date of cheque whichever is later in the licensee's office, provided that the cheque is not dishonored.

9.34 The payment may be made:

- i. In person at the designated collection offices of the licensee during specified times; or
- ii. By post or courier; or
- iii. By deposit in the drop-boxes maintained by the licensee at designated locations; or
- iv. By bank transfer through the internet or any other electronic means approved by the Commission; or
- v. By any other scheme notified by the licensee for acceptance of bill payment.

9.35 The licensee shall establish sufficient number of collection centres at suitable locations with necessary facilities where consumer can deposit the bill amount with ease and without undue congestion. Wherever necessary, separate collection centres should be provided for senior citizens, physically challenged persons and women.

9.36 The licensee shall issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 (fifteen) days to pay the dues. In case a cheque is dishonoured, the licensee shall inform the consumer and require him to pay the bill within 7 (seven) days in cash. The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque/non realization of the draft. If there are two instances of dishonour of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments in cash till the end of the following financial year. In addition, the licensee may initiate action against the consumer under Sections 138 and 142 of The Negotiable Instruments Act.

9.37 In addition to the mode of payments specified in Regulation 9.34 of this Code, the licensee may notify schemes for acceptance of bill payment through other mode of payments approved by the Commission. However, any change in the mode of payment shall be friendlier for the consumers than the prevailing system.

9.38 Where the due date indicated for payment on the bill falls on a Sunday or a public holiday, the payment shall be due on the next working day.

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

#### **Advance Payment**

9.40 In case a consumer's premises remains vacant for some duration and the consumer intends to make advance lump sum payments from which the billed amount may be deducted periodically, the consumer can apply to the licensee in the format prescribed at Annexure 13 to this Code.

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

9.42 Bills of the consumers opting for this arrangement shall be showing the amount deposited by the consumer, amount adjusted against the electricity dues after each billing cycle and the balance left. On the amount remaining outstanding from such advance deposits, interest shall be paid at

the Bank Rate (as on 1st April of every year) notified by Reserve Bank of India or such higher rate as may be fixed by the Commission from time to time. This interest computation will be done quarterly.

### **Pre Payment Meters**

#### **Preparation of prepayment daily provisional bills and final bills-**

9.43 Licensee may prepare daily provisional bills and final bills in respect of prepayment metering consumers based on the methodology developed by the licensee duly approved by the Commission.

#### **Servicing of bills**

9.44 The Licensee shall issue the bill to the consumer having pre-payment metering, if demanded by the consumer.

#### **Billing in case of Defective Meters**

9.45 In case of defective/stuck/stopped/burnt meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the date of the meter being found/reported defective. These charges shall be leviable for a maximum period of three months only during which time the licensee is expected to have replaced the defective meter:

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

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

#### **Error in Billing**

9.47 On receipt of the complaint, the licensee shall issue a written/electronic acknowledgment on the spot and give a complaint number for reference.

9.48 If no additional information is required from the consumer, the licensee shall resolve the consumer's complaint and intimate the result to the consumer within 7 (seven) days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 15 (fifteen) days of receipt of the complaint. However, if the consumer does not provide information on time, the licensee shall not be held liable for the consequent delay. Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.

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

**Mode of Payment**

- 9.50 The Licensee shall establish online portal as well as sufficient number of collections centres or drop boxes at suitable locations with necessary facilities, where consumer can deposit the recharge amount.
- 9.51 Recharge amount upto Rs 1,000/- may be made by way of cash or non-cash mode at the designated collection offices of the license. Payment of recharge amount above Rs 1,000/- has to be made through non cash mode (such as Banker's Cheque, Demand Draft or online) or any other electronic mode only.
- 9.52 The licensee shall establish sufficient number of collections centres at suitable locations with necessary facilities where consumer can deposit the recharge amount with ease and without undue congestion. Wherever necessary a separate collection centres should be provided for senior citizens, physically challenged person and women.
- 9.53 The Licensee shall provide all services such as application submission, payment of recharge amount etc., to senior citizens at their door-steps.
- 9.54 The Licensee shall not treat automatic disconnection of supply due to exhaust of credited amount / including grace period (if any) of the pre-payment meter as disconnection and shall ensure resumption of normal supply once the meter is recharged.

**10 TAMPERING, DISTRESS OR DAMAGE TO ELECTRICAL PLANT, LINES OR METER**

- 10.1 If the equipment i.e electrical plant, lines or meter etc, of the licensee placed in the consumer premises is found, tampered, distressed/damaged, the licensee shall be entitled to recover the expenses incurred for restoration of such plant, lines, meter etc., without prejudice to his right to take action under appropriate provisions of the Act, including disconnection of supply under section 56 of the Act for non-payment of the cost for replacement/rectification.
- 10.2 Wherever un-authorized use of electricity is involved, the provision of section 126 of the Act shall apply and where theft of electricity is involved, the provisions of section 135 of the Act shall apply.

**Assessment**

- 10.3 Where it is established that there is a case of theft of energy, the Authorised Officer shall assess the energy consumption as per the assessment formula given in Annexure 19 to this Code for the entire period during which such theft of electricity has been detected or for a period of 12 months immediately preceding the date of detection, whichever is less and prepare an assessment order based on twice the applicable tariff and serve on the person under proper receipt.
- 10.4 In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the licensee to the person during the period, for which the assessment is made, shall be duly credited to the consumer.
- 10.5 Where it is established that there is a case of unauthorised use of electricity based on consumer's reply submission/hearing, the Assessing Officer shall assess the energy consumption taking into consideration the following:
- i. Period of assessment: If the Assessing Officer reaches to the conclusion that unauthorised use of electricity has taken place, the assessment shall be made for the entire period

during which such unauthorised use of electricity has taken place and if, however, the period during which such unauthorised use of electricity has taken place cannot be ascertained, such period shall be limited to a period of 12 months immediately preceding the date of inspection.

- ii. Assessment charge: The assessment for units assessed as per Regulation 10.7 of this Code shall be done on the basis of applicable tariff and in accordance with the Electricity Act 2003 and any subsequent amendments, excluding the consumption recorded by the meter or already billed during the assessment period at applicable tariffs.

10.6 If a consumer is found indulging in more than one act of unauthorised use of electricity, the charges payable by the consumer in respect of each such unauthorised use shall be separately assessed and billed accordingly.

10.7 The assessing officer shall be guided by the following methodology for assessment of consumption for unauthorised use of electricity:

Assessment may be based on the data obtained from the meter (in case of electronic meter through MRI) and shall be given as:

$$= \text{Average Monthly consumption for the period of assessment (units)} \times \text{Period of assessment (in months or fraction thereof), assessed as per clause 10.5 (i) of this Code}$$

Provided the meter has been in working condition for at least 9 months of the assessment period:

Provided further that the connection of the consumer has been energized for at least nine months prior to the date of inspection for unauthorised use of electricity.

10.8 If the above conditions are not satisfied then the assessment shall be as per the assessment formula given in clause of Annexure 19 to this Code.

10.9 Wherever un-authorised use of electricity is detected and a final order is issued by the assessing officer, the consumer shall be entitled to file an appeal to the appellate authority under section 127 of the Act.

## 11 DISCONNECTION AND RECONNECTION

11.1 The supply may be disconnected temporarily or on a permanent basis as per the procedure provided at Regulation 11.3 to Regulation 11.14. The licensee shall remove service line, meter etc. after permanent disconnection. However, the licensee may not remove service line, meter etc. in case of temporary disconnection.

11.2 The charges for connection, reconnection and disconnection shall be in accordance with the Schedule of Charges provided at Annexure 21 of this Code.

### Temporary Disconnection

11.3 The supply may be disconnected temporarily in following cases:

- i. On non-payment of the licensee's dues: The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 (fifteen) working days in writing to pay the dues. Thereafter, the licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee may deem fit;
- ii. If the conduct/continuance of any business/industry/activity being carried out in any

premises becomes unlawful due to lack of necessary permission or withdrawal of permission from the competent authority;

- iii. If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.
- iv. If at any time the consumer is found to be using energy for a purpose other than for which it was intended / provided or tampers with the meter and/or other apparatus of the licensee on his premises or extends/allows supply of energy to any other premises from his connection.

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

11.5 In the event of temporary disconnection based on any conditions specified in sub regulation (ii) to (iv) of the Regulation 11.3, the licensee shall serve a notice to the consumer for permanent disconnection, utilizing the format given in Annexure 17 to this code. The consumer is required to rectify the cause of disconnection and notify the licensee within 45 days from the date of notice delivery; failure to comply will result in the permanent disconnection of the supply.

11.6 The licensee may take steps to prevent unauthorised reconnection of consumers disconnected in the manner as described above. Wherever the licensee discovers that connection has been re-connected in an unauthorised manner, licensee may initiate action as per provisions of Section 138 of the Act. Further, in case the licensee discovers that supply to such premises has been restored through another live connection, all pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per sub regulation (i) of the Regulation 11.3.

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

#### **Permanent Disconnection**

11.8 The supply shall be disconnected permanently in following cases:

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

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

**Disconnection on Consumer's Request**

- 11.9 In case a consumer desires that his meter to be permanently disconnected, the consumer shall apply for the same to the licensee in the format prescribed in Annexure 15 to this Code. The licensee shall give a written acknowledgment of receipt of such request, on the spot.
- 11.10 The licensee shall arrange for a special meter reading and prepare a final bill including all arrears up to the date of such billing within 5 (five) days from receipt of the request. Upon payment, the licensee shall issue a receipt with 'Final Bill' stamped on it and shall indicate that no due is pending on the premises. This receipt shall be treated as a No Dues Certificate:  
Provided that whenever an agreement is terminated on notice given by the consumer, the licensee shall give a written intimation within 2 (two) working days after termination in the format given in Annexure 16 to this Code, failing which such intimation shall be deemed to have been given to the consumer.
- 11.11 The disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount with the distribution licensee. The remaining security deposit shall be refunded to the consumer within such period not exceeding 7 (seven) days
- 11.12 In case of consumers who were sanctioned phased contract demand and supply was released for initial or intermediary phased demands, the consumer may seek deferment or cancellation of such of the phased demands which are scheduled beyond minimum period of Agreement, by giving 3 (three) months notice in advance or in lieu thereof payment of 3 (three) months charges towards such deferment or cancellation of such phased demands.
- 11.13 Thereafter, the licensee shall not have any right to recover any charge(s) for any period prior to this date of billing. The licensee shall not raise any bill after disconnection.
- 11.14 HT/EHT consumers shall also bear the estimated expenditure on removal of the apparatus and service line. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, within 10 (ten) working days of receipt of request.

**Reconnection**

- 11.15 In case the temporary disconnection has been done pursuant to the conditions outlined in sub regulation (i) of the Regulation 11.3 or if the Licensee erroneously or without notice disconnects the supply, the licensee shall reconnect the consumer's installation within 48 working hours of receipt of past dues and other charges as applicable
- 11.16 In case of a permanent disconnection, reconnection shall be made on payment of past dues and all applicable charges, if any, and completion of formalities as required for a new connection.
- 11.17 In the context of pre-payment metering systems, the meters are designed to automatically disconnect of supply when the amount credited is exhausted. This shall however not be treated as a disconnection and the supply will be resumed whenever the meter is recharged.

**Record of Disconnection and Reconnection**

- 11.18 A record of disconnection and reconnection shall be maintained by the licensee.

## 12 GENERAL CONDITIONS OF SUPPLY

### Wiring on Consumer's Premises

12.1 The work of wiring at the premises of the consumer shall be carried out by a Licensed Electrical Contractor and conform to the standards specified in Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010. The material used for wiring shall comply with or be superior to the standards laid down by the Bureau of Indian Standards. All high- rise buildings, having a height of more than 15 meters from ground level, shall also comply with Rule 50-A of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010. Wiring shall be tested as per provisions of regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010.

### Installation of AC Motors

12.2 No AC motor shall be connected to the low or medium or high voltage system of the licensee unless the motor and the installation thereof has a suitable device to limit the starting current in accordance with the requirement indicated below.

- i. Power supply shall not be given to any applicant at low or medium or high voltage for utilizing induction motors of 3 HP capacity or above or welding transformers of 1 kVA capacity or above, unless shunt capacitors of appropriate rating are installed by the consumer across the terminal of such motors and welding transformers to achieve an average monthly power factor that is specified in this Code.
- ii. Motors of low or medium or high voltage shall be provided with control gear to satisfactorily prevent the maximum current demand from the consumer's installation exceeding the limits given in the following schedule under all possible conditions:

Nature of Supply	Size of Installation	Max. Current Demand
Single phase/ three phase	(a) Up to and including 1 BHP.	Six times full load current
	(b) Above 1 BHP and up to and including 10 BHP	Three times full load current
	(c) Above 10 BHP and up to and including 15 BHP	Two times the full load current
	(d) Above 15 BHP	One and a half times the full load current
	(e) Above 100 BHP	1.25 times the full load current

Failure to comply with these requirements shall render the consumer liable to be disconnected. The licensee may, depending on the location and condition of working, relax the starting current limit.

- iii. A triple pole linked switch protected by a no-volt release shall control the motor circuit and triple pole fuses (or overload release). It is important that the release shall be maintained in good working order. Wiring for motors shall be run with all three-phase wire bunches in a metallic conduit, which shall be effectively earthed throughout and shall be connected to the frame of the motor from which two separate earth wires shall run. The minimum permissible size of the earth wire permitted shall be No. 14 SWG.

Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, as amended from time to time, shall be complied with in every respect.

- iv. Total harmonic voltage distortion shall not exceed the limits mentioned below:
  - EHT = 4%
  - HT = 10%
  - LT = 15%
- v. In addition, synchronous motors shall also be provided with an apparatus to control watt- less current.

### **Installation of Irrigation/Agriculture Pump Set**

- 12.3 All new pumping set connection/reconnections shall have the following:
- i. Friction less foot valve
  - ii. HDPE piping suction and delivery
  - iii. ISI marked energy efficient monobloc pump set.
  - iv. Capacitor of adequate rating for the pump set.

### **Parallel Operation with the Supply System of licensee**

- 12.4 The consumer shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode, with the consent of the Commission, for capacity above 50 kW. Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the licensee's system. The licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For parallel operation with the grid, the consumer shall have to follow the provisions of the (State) Electricity Grid Code and other relevant regulations and shall pay synchronizing charges as approved by the Commission. The actual operations shall be carried out in coordination with the STU and the licensee.
- 12.5 If it is brought to the notice of the SLDC/licensee that a particular consumer is using electricity during emergency rostering by unauthorised or irregular means, the feeder feeding such a consumer shall be opened to disenergise it from the source grid sub-station, on instructions from the SLDC, for which the consumer shall be solely responsible.

## **13 GENERAL PROVISIONS**

### **General**

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

of his grievance. Under such circumstances, the Regulations notified by the Commission on Consumer Grievance Redressal as per Section 42 of the Act shall be applicable.

#### **Reliability of supply-**

- 13.4 The licensee shall supply 24x7 power to all consumers. However, the Commission may specify lower hours of supply for some categories of consumers if felt necessary.
- 13.5 The licensee shall calculate the reliability of its distribution system on the basis of number and duration of sustained interruptions in a reporting period, using the following indices:
- i. System Average Interruption Frequency Index (SAIFI);
  - ii. System Average Interruption Duration Index (SAIDI); and
  - iii. Customer Average Interruption Duration Index (CAIDI).
- Provided that while calculating the above indices, the following types of interruptions shall not be taken into account-
- iv. Scheduled outages;
  - v. Momentary outages of a duration not more than Five (5) minutes;
  - vi. Outages due to the failure of the grid;
  - vii. Outages due to the reasons described in Force Majeure conditions.
- 13.6 The licensee shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.

#### **Quality of Supply**

- 13.7 The licensee shall be responsible to their Consumers for supplying electricity with adequate power quality levels as defined in the Regulations on Standard of Performance for the licensees notified by the Commission as per sub-section (1) of section 57 of the Act and in consonance with the rules or regulations made thereunder.
- 13.8 The Licensee shall be liable to pay compensation to the affected consumers, in case of his failure to meet the Guaranteed Standards of Performance as per the compensation amount, as determined by the Commission as per sub-section (2) of Section 57 of the Act, to be paid to the consumers by the distribution licensees for violation of standards of performance. The compensation paid by the Licensee shall not be allowed to be recovered in the Annual Revenue Requirement (ARR) of the Licensee.
- 13.9 The Regulations notified by the Commission on Distribution Standards of Performance as per Section 57 of the Act shall be applicable.
- 13.10 The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the licensee's installations and activities.
- 13.11 Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the Transmission licensee's network or on account of instructions given by State Load Dispatch Centre, over which the licensee has no reasonable control.

**Provision for load shedding**

- 13.12 Notwithstanding anything contained in any agreement or undertaking executed by a consumer with licensee or in the tariff applicable to him, the consumer shall restrict the use of electricity in terms of his maximum demand and/or stagger energy consumption in the manner and for the period as maybe specified in any order that may be made by the State Load Dispatch Centre or the Commission or the licensee to maintain orderly grid operation. The licensee shall inform consumers about such restrictions as early as possible by any convenient communication mode for minimizing inconvenience.
- 13.13 The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the call center of the licensee.

**Service of Notice**

- 13.14 Any order/ notice on the consumer by the licensee, including the notice under Section 56 of the Act shall be deemed to be duly served if it is sent by registered post at the correct postal address of the addressee or delivered by hand to the person residing at the address notified to the licensee by the consumer:
- 13.15 If a consumer refuses or avoids receiving the notice, the service may be effected by:
- i. Affixing the notice at a conspicuous place on the consumer's premises in the presence of two witness and photographing the notice; or
  - ii. Publication of the notice in daily newspaper(s) commonly read in the concerned locality to be kept on record by the Licensee.
- 13.16 Either of the above shall be deemed as sufficient for service of notice.

**Demand Side Management**

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

**Harmonic Damping**

- 13.18 It shall be obligatory for all the consumers to restrict the harmonics dumped by them to the levels as may be notified by the Authority. If the licensee detects that the consumer's electrical system is generating harmonics above the permissible limits, the licensee shall request the consumer to install appropriate harmonic filter. The consumer shall install such filters within a period of six months, failing which the Licensee may levy penalty on the consumer as decided by the Commission besides disconnection.

**Generator in the Consumer's Installation and Parallel Operation with the Supply System of the Licensee**

- 13.19 Operations of the generator in the consumer's installation run parallel with the licensee's system is permissible only with the written consent of the Licensee. The Licensee may levy parallel operation charges with the approval of the Commission.
- 13.20 Where no such consent has been given, the consumer shall arrange the plant, machinery and

apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode and the generator, in no case, should get connected to the licensee's system. The licensee, on intimating the consumer, can enter the premises and inspect the arrangement to ensure that at no time the generator gets connected to its system.

- 13.21 Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the licensee's system. The consumer should also ensure that his supply does not get incorrectly connected to the licensee's system. The licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For parallel operation with the grid, the consumer shall have to follow the provisions of the state Grid Code and other relevant regulations. The actual operations shall be carried out in coordination with both the State Transmission Utility and the licensee.
- 13.22 In case the consumer's supply gets extended to the licensee's system from a generator or inverter or from any other source, without appropriate approval from the licensee, causing damage to the licensee's apparatus or to human life, the consumer shall be liable for the same and shall duly compensate the licensee for all losses caused to the licensee or to the licensee's other consumers.

#### **Force Majeure**

- 13.23 The licensee shall not be liable for any claim by the consumer for loss, damage or compensation whatsoever arising out of failure of supply when such failure of supply is due, either directly or indirectly, to war, mutiny, civil commotion, riot, terrorist attack, flood, fire, strike, lockout, cyclone, tempest, lightning, earthquake or act of God or act of Central /State Government.
- 13.24 If at any time during the continuance of the agreement between the licensee and the consumer, if the use of electricity is not possible fully or partially by the consumer due to Force Majeure conditions such as war, mutiny, civil commotion, riot, terrorist attack, flood, fire, strike (subject to certification by Labour Commissioner), lockout (subject to certification by Labour Commissioner), cyclone, tempest, lightning, earthquake, act of God, act of Central/State Government, etc. which are beyond the control of the consumer, the consumer may, on giving 7 (seven) clear days notice in writing to the licensee, about such a situation, take a reduced supply of power as may be necessary and feasible within permissible limits of contract demand at relevant voltage levels. In all cases where the consumer claims Force Majeure conditions, the licensee's authorised representative shall verify the same. Such a facility shall be available to the consumer only if the period of reduced supply is for a minimum continuous period of 10 (ten) and up to a maximum of six months. The aforesaid period of reduced supply shall not be counted towards the initial period specified in the agreement and the initial period of agreement shall be extended for a further period equal to the period of reduced supply. There is no restriction on number of times of such facility availed by the consumer subject to maximum period of total 6 (six) months of all such occasions.

#### **Billing on Prorata Basis**

- 13.25 The consumer shall be levied fixed / demand charges / Energy charges/ meter rent, as the case may be, for a particular billing month on prorata basis as applicable:
- i. By the number of days the connection is energized in case of new connection and permanent disconnection;

- ii. By the number of days the revised tariff is effective, the energy charge shall be prorated base on average consumption per day;
- iii. By the number of day power is supplied to the consumer in case of continuous black out for 10 days (240 hrs) or more. However meter rent shall be charged in full.
- iv. In an event of unforeseen circumstances, pro-rata billing may be considered on specific case basis, subject to the approval of the Commission.

13.26 This facility will be provided to consumers with metered connections only.

#### **Authorisation of Franchisees**

13.27 The licensee may authorise a franchisee to distribute electricity on its behalf in a particular area within the Licensee's area of supply as per the provisions of the Act. However, the bills shall be issued to the consumer in the name and title of the Licensee only.

#### **Power to Amend**

13.28 The Commission may, for reasons to be recorded in writing, at any time and on such terms as it may think fit, amend, alter or modify any provision of these Regulations or remove any error or defect in these Regulations.

#### **Repeal and Savings**

13.29 Save as otherwise provided in this Code, The Mizoram Electricity Regulatory Commission adoption of the Joint Electricity Regulatory Commission for Manipur & Mizoram (Electricity Supply Code) Regulations, 2013, Order 2024 and all subsequent amendment thereto shall stand repealed from the date of coming into force of these Regulations.

13.30 Notwithstanding such repeal:

- i. Anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under this Code to the extent that same were not inconsistent with the Act.
- ii. The Commission may, at any time and on such terms as it may think fit, amend, alter or modify any provision of this Code or remove any error or defect in this Code.

#### **Power of Relaxation and Power to Remove Difficulties**

13.31 The Commission may, in public interest and for reasons to be recorded in writing, relax any of the provisions of this Code.

13.32 If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any provision, the matter may be expeditiously referred to the Commission. The Commission shall pass necessary orders after consulting the parties concerned, provided that the Commission may refuse to entertain the reference filed beyond 3 months' delay without sufficient cause.

By order of the Commission

**Lalchanchinmawii**  
Assistant Secretary

**ANNEXURES**

**Annexure-1**

**Application form – New Connection (Low Tension Service)**

1	Name of the Applicant/Organization:	
2	Name of father/husband/Director/Partner/Trustee:	
3	Address:	
(a)	For communication	House/Plot/Premise no.
		Street
		Area/Colony
		District
		Telephone No.:
(b)	Where the new connection is applied for / existing connection is required to be shifted	House/Plot/Premise no.
		Street
		Area/Colony
		District
	<i>(Indicate landmarks to identify the location)</i>	
4	Category of Supply: (list of categories attached)	
5	Purpose of Supply:	
6	Total Contracted Load applied for (in kW): _____	Total Connected Load (kW): _____
7	Type of Supply (Permanent / Temporary):	
8	If Temporary supply, specify period of requirement:	From (date):
		To (date):
9	Please indicate whether you want to carry out the works of laying service line and/or dedicated distribution facility for the electricity supply requisitioned (Yes/No)	
10	Please indicate whether you want to install your own CEA approved meter (Yes/No)	
11	List of documents attached:	
(a)	Photograph to be affixed on application form (Yes/No)	
(b)	Identity Proof submitted along with this application form:	
	- If Applicant is a person <i>(Tick any one)</i>	(i) Electoral identity card; (ii) Passport; (iii) Driving license; (iv) Ration card; (v) Photo identity card issued by Government agency; (vi) PAN card; (viii) Certificate from village Pradhan/ Patwari/ Lekhpal/ village level worker/ village chowkidar/ Primary school teacher/ in-charge of primary health centre etc.

	- If Applicant is a organization (Tick any one)	Signature of competent authority (e.g. Branch Manager, Principal, Executive Engineer, etc) along with relevant resolution/authority letter of the institution concerned
(c)	Proof of ownership / occupancy of premises for Which electricity connection is required (Tick any one)	(i) Copy of sale deed or lease deed or in the case of agricultural connections a copy of khasra / khatauni / khata nakal (ii) Registered General Power of Attorney; (iii) Municipal tax receipt or Demand notice or other related document; (iv) Letter of allotment. (v) An applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (i) to (iv) above also furnish a no objection certificate from owner of the premises
(d)	Proof of current address (Tick any one)	(i) Electoral identity card; (ii) Passport; (iii) Driving license; (iv) Ration card; (v) Photo identity card issued by any government agency; (vi) Statement of running Bank Account; (vii) Water / Telephone / Electricity / Gas connection Bill; (viii) Income Tax assessment order.
(e)	Any other document as applicable (Please specify)	
12	Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No	
13	Any electricity dues outstanding for the premises for which connection applied for: Yes/ No	
14	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No	
	(For questions 12, 13 & 14 if the answer is 'Yes' in any case please provide details on a separate sheet)	

I/ We hereby declare that

- (a) The information provided in this application is true to my knowledge.
- (b) I/ We have read the relevant Electricity Supply Code Regulations in Mizoram and agree to abide by the conditions mentioned therein.
- (c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.

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

Date: Signature of the consumer/ Authorised Signatory

Place: Name:

**Note:** Apart from documents for identity proof, proof of ownership/occupancy of premises and proof of current address, the following documents shall be attached with the application form

1. In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement;
2. In case of Public and/or Private limited Company – The applicant shall furnish a Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;
3. Other documents applicable only for select consumer categories:
  - (a) Industrial consumers: Valid Industrial License, if applicable
  - (b) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required
  - (c) Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokhaor temporary structure from the nagar nigam / nagar palika / nagar panchayat / gram sabha / gram panchayat / land development authority / land owning agency

---

### Acknowledgement

Application of ..... (name of applicant) for ..... (purpose) is hereby received on (date).....  
In this regard, the applicant is given a reference no..... to be used for all future correspondence.

Signature / Seal of licensee's representative  
Name and Designation:

## Annexure 2

## Application form – New Connection (High Tension / Extra High Tension Service)

1	Name of the Applicant/Organization:						
2	Name of father/husband/Director/Partner/Trustee:						
3	Address for communication						
4	Address where the new connection is applied for / existing connection is required to be shifted <i>(Indicate landmarks to identify the location)</i>						
5	Voltage at which supply is required (kV) <i>(Please tick the category applicable)</i>	11 kV	33 kV	66 kV	110 kV	132 kV	220 kV
6	Type of Supply (Permanent / Temporary):						
6(a)	If Temporary supply, specify period of requirement:	From (date):					
		To (date):					
7	Total Contract Demand applied for (in kW / kVA):						
8	Basis for projection of Contract Demand - Diversity Factor assumed:						
9	Phasing of Contract Demand required (Yes/No):						
	If Yes, then provide the following details in the given format:						
	<i>CD required (kVA) along with remarks, if any</i>	<i>Tentative Date from which required</i>					
	(a)						
	(b)						
	(c)						
10	Purpose of Installation:						
11	Category of Tariff opted for:						
12	Production capacity:						
13	Category of Industry: <i>(Tick the applicable one)</i>	SSI	MSI	LSI			
	Type of unit: <i>(viz. Ownership/Partnership/Private Ltd./Public Ltd./Society/Govt Dept./Govt undertaking)</i>						
14	Name of Institution developing Industrial Premises:						
15(a)	Possession Letter or No-Objection Certificate						
15(b)	Issued by the Institution <i>(attach a copy)</i>	Number:				Date:	

16	Whether supply is needed through an independent feeder	
17	Whether the above unit ever operated at some other place or applied for connection? <i>(If Yes, please provide details)</i>	(a) Sanctioned Load:
		(b) Service Connection No.:
		(c) Arrears of payment (if any):
18	If electricity connection for the premises was requested in the past? <i>(If Yes, please provide details)</i>	(a) Name of unit:
		(b) Service Connection No.:
		(c) Arrears of payment (if any):
19	Status of land acquisition:	
20	Expected date by which finance will be available:	
21	Whether the requisite consent / NOC (if applicable as per the list of Pollution Control Board) has been obtained from ..... as per statutory requirements <i>(If yes, attach a copy):</i>	
22	Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No	
23	Any electricity dues outstanding for the premises for which connection applied for: Yes/ No	
24	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No	
	<i>(For questions 22, 23 &amp; 24 if the answer is 'Yes' in any case please provide details on a separate sheet)</i>	

I/ We hereby declare that

- (a) The information provided in this application is true to my knowledge.
- (b) I/ We have read the relevant Electricity Supply Code Regulations in Mizoram and agree to abide by the conditions mentioned therein.
- (c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
- (d) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date: \_\_\_\_\_

Signature of the consumer  
/ authorized Signatory Name:

Place \_\_\_\_\_

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

1. Proof of ownership of the premises
2. A map indicating the proposed location of the plant/office and the point where supply is required. The map should normally be of the scale of 1 cm representing 1200 cm.

3. Licence / NOC from statutory authority, if required or a declaration by the applicant that his connection does not fall under the requirement of NOC under any statute.
4. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, partnership deed.
6. In case of Limited Company, Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer and PAN Number, if any. If there is any change at a later date, the same shall be intimated by the consumer to the licensee immediately.
8. Letter of intent for production/ enhancement in production may be furnished.
9. List of equipments proposed to be installed along with the expected load.
10. Resolution for authorised signatory.
11. Registration from Industries Department.
12. Extract of project report relevant to power and process requirements (in case of industries).
13. Copy of the relevant section of the current tariff order that provides details of the tariff category opted by the consumer and duly signed by him. This will be appended with the agreement after completion of formalities.

-----

**Acknowledgement**

Application of ..... (name of applicant)  
 for..... (purpose) is hereby received on .....(date).  
 In this regard, the applicant is given a reference no ..... to be used for all future correspondence.

Signature / Seal of licensee's representative  
 Name and Designation:

**Annexure 3**

**Declaration / Undertaking**

I, \_\_\_\_\_ Son/Daughter of Resident of \_\_\_\_\_ (hereinafter referred to as "Applicant", which term shall mean and include executors, administrators, heirs, successors and assigns), do hereby swear and declare as under:

Or

The \_\_\_\_\_, a company incorporated under the provisions of the Companies Act, 1956 having its registered office at \_\_\_\_\_ (hereinafter referred to as "Applicant", which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns), do hereby swear and declare as under:

THAT the Applicant is a lawful occupant of the premises at \_\_\_\_\_ in support of which the Applicant has enclosed a proof of occupancy.

THAT the Applicant has requested the licensee to provide a service connection at the above- mentioned premises in the Applicants name for the purpose mentioned in the application form.

THAT in furnishing the Declaration, the Applicant has clearly understood that should the above statements prove to be false or incorrect at any later stage, the licensee shall have every right to disconnect supply to the Applicant without any notice and above right to adjust dues against Consumer Security Deposit.

THAT the Applicant hereby agrees and undertakes:

1. To indemnify the licensee against all proceedings, claims, demands, costs, damages, expenses that he licensee may incur by reason of a fresh service connection given to the Applicant.
2. That all Electrical Works done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2013 and have been carried out by a licensed electrical contractor (in case the Applicant is an owner and wiring in the premises is new)

Or

That all Electrical Work done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 to the best of our knowledge (where application is for reconnection or Applicant is occupier of the premises)

3. The licensee is indemnified against any loss accrued to the applicant on this account. Further, Applicant agrees that if there is any harm/loss to the property of the licensee due to the fault in Electrical work within the premises of Applicant, all the liabilities shall be borne by the Applicant.
4. To pay the electricity consumption bills and all other charges at the rates set out in the licensee's Tariff Schedule and miscellaneous charges for supply as may be in force from time to time, regularly as and when the same becomes due for payment.
5. To deposit the additional consumption deposit as revised by the licensee from time to time based on the consumption of the Applicant in preceding year.
6. To abide by the provisions of the Electricity Act, 2003, the relevant Electricity Supply Code Regulations in Mizoram, tariff orders and any other rules or regulations notified by the Commission, as applicable from time to time.
7. That licensee shall be at liberty to adjust the electricity consumption charges along with any other charges against the Consumer Security Deposit paid by the Applicant, in the event of termination of the agreement prior to expiry of the contracted period or in case of nay contractual default.

8. To be responsible for safe custody of Meters, CTs, Cables etc. provided by the licensee and in case, there is any damage to equipment due to the reasons attributable to Applicant the same shall be chargeable to the Applicant. Further, all repercussions on account of breakage of seals of meters etc. or Direct/Dishonest Abstraction of energy shall be to the account of Applicant, as per the existing laws.
9. To allow clear and un-encumbered access to the meters for the purpose of meter reading and its checking etc.
10. That the Applicant would let the licensee disconnect the Service connection under reference, in the event of any default, non-compliance of statutory provisions and in the event of a legally binding directive by Statutory Authority(ies) to effect such an order. This shall be without prejudice to any other rights of the licensee including that of getting its payment as on the date of disconnection.
11. That the licensee shall not be held responsible for any interruption or diminution of supply of Electricity.
12. All the above declaration given by the Applicant shall be construed to an Agreement between the licensee and the Applicant.

Signature of the Applicant

Name of the applicant

SIGNED AND DELIVERED

In presence of witness

Name of Witness

**Annexure 4**

**Application form – Change in Name of Registered Consumer**

1	Service Connection No.	
2	Consumer No.	
3	Name of Registered Consumer (at present)	
4	Consumer category	
5	Contracted load	
6	Address:	Telephone no.:
7	Name of the person in whose name connection to be changed <i>(in CAPITAL LETTERS)</i>	

**Note:** The following documents duly certified are attached with the application form:  
*(Tick whichever applicable)*

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. No Objection Certificate from the existing consumer if available/possible.
4. Registered deed/ Succession certificate/ \_\_\_\_\_ *(if any other document, please specify)*

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name

-----  
**Acknowledgement**

Application form of Service Connection No \_\_\_\_\_ Consumer No \_\_\_\_\_ at present in the name of \_\_\_\_\_ (name of applicant) has been received on \_\_\_\_\_ (date) for changing the name of Consumer to \_\_\_\_\_.

In this regard, the consumer is given a reference no. \_\_\_\_\_ to be used for all future correspondence.

Signature / Seal of licensee's representative  
Name and Designation:

## Annexure 5

## Application form – Transfer of Ownership to Legal Heir

1	Service Connection No.	
2	Consumer No.	
3	Name of Registered Consumer (at present)	
4	Consumer category	
5	Contracted load	
6	Address:	Telephone no.:
7	Name of the person in whose name connection to be changed (in CAPITAL LETTERS)	

**Note:** The following documents duly certified are attached with the application form:  
(Tick whichever applicable)

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. Registered deed/ Succession or Legal Heir certificate/ Mutation deed/ (if any other document, please specify)
4. NOC from other legal heir(s) in case connection is to be changed in the name of one of the legal heirs

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name  
-----**Acknowledgement**

Application form of Service Connection No \_\_\_\_\_ Consumer No \_\_\_\_\_  
at present in the name of \_\_\_\_\_ (name of applicant) has been  
received on \_\_\_\_\_ (date) for changing the name  
of Consumer to \_\_\_\_\_.

In this regard, the consumer is given a reference no. \_\_\_\_\_ to be used for all future  
correspondence.

Signature / Seal of licensee's representative

Name and Designation:

**Annexure 6**

**Application form – Conversion of Services / Change of Consumer Category / Shifting of Premises**  
(Tick the applicable purpose)

1	Service Connection No.	
2	Consumer No.	
3	Name of Registered Consumer	
4	Consumer category	
5	Contracted load	
6	Address:	Telephone no.:
7	Request for change in service:	
i)	If request is for conversion of service: (Tick whichever applicable)	a) Conversion from LT single phase to LT 3-phase b) Conversion from LT 3-phase to LT single phase c) Conversion from LT to HT d) Conversion from HT to LT e) Conversion from HT to EHT f) Conversion from EHT to HT g) Other (Please specify)
ii)	If request is for change in consumer category, mention the tariff category to which Consumer wants to shift:	(See list of all tariff categories attached with this form)
iii)	If request is for change in premises:	a) New address to which existing service connection is to be shifted:  b) Details of equipment to be shifted (Meter/service line, LT/HT line, transformer, tc.):
7	Reason for change in service	

**Note:** The following documents are attached with the application form: (Tick whichever applicable)

1. Installation inspection report by the Electrical Inspector
2. Proof of ownership / legal occupancy of premises, if request is for shifting of premises
3. Any other document (please specify)

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name

-----

**Acknowledgement**

Application form of Service Connection No. \_\_\_\_\_ Consumer No. \_\_\_\_\_  
at present in the name of \_\_\_\_\_ (name of applicant) has been  
received on \_\_\_\_\_ (date) for \_\_\_\_\_(purpose). In this regard,  
the consumer is given a reference no. \_\_\_\_\_ to be used for all future correspondence.

Signature / Seal of licensee's representative  
Name and Designation:

**Annexure 7**

**Application form – Load Enhancement / Load Reduction**  
(Tick the applicable purpose)

1	Name of the Applicant/Organization:	
2	Service Connection Number	
3	Consumer No	
4	Address of premises to which electricity is being supplied	Telephone No.:
5	In case of Load Enhancement:	
	Existing sanctioned load (in kW):	Enhanced load requested (in kW):
6	In case of Load Reduction:	
	Existing sanctioned load (in kW):	Reduced load requested (in kW):
7	Reason(s) for Load Enhancement / Reduction:	
8	Details of load added/ disconnected from supply, if applicable. (Please attach list of equipments category-wise) (a) Lighting (b) Motive Power (c) Agricultural (d) Other (please specify)	

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name

**Note:** The following documents are attached with the application form (if applicable)

1. A work completion certificate & test report from Licensed Electrical Contractor, if the consumer's installation has been altered.
2. Resolution for authorised signatory.

---

**Acknowledgement**

Application of ..... for load enhancement / load reduction against Service Connection No..... Consumer No..... is hereby received on..... (date) In this regard, the applicant is given a reference no. ....to be used in all future correspondence.

Signature / Seal of licensee's representative  
Name and Designation:

**Procedure for Determination of Connected Load**

Name of applicant: \_\_\_\_\_

Service Connection No. (for existing connections): \_\_\_\_\_

Consumer No. (for existing connections): \_\_\_\_\_

Address of applicant: \_\_\_\_\_

**Electrical equipments proposed to be put to use:**

(Please fill-up the following table to enable determination of the connected load. Normally the actual load of each item (from name plate in case of heater/machine/motor, etc. in general) will be considered to determine the connected load at the premises. In case of non-availability of the rated capacity of any item, the load shown below shall be considered.)

Item	Load per item (Watts)	No.	Total load (Watts)
1	2	3	4 = 2x3
CFL / LED	15		
Bulb	60		
Tube light	40		
Fan	60		
Tape-recorder/ Music system	100		
Television	90		
Mixie (If plugged in permanently)	375		
Electric iron	750		
Fridge	150		
Cooler	250		
Heater (for cooking and water heating)	1000		
Washing machine	750		
Geyser	2000		
Microwave oven	2000		
Air Conditioner (1 ton)	1500		
Air Conditioner (1.5 Ton)	2250		
Computer	100		
Printer	150		
<b>Total</b>			

Note:- The following shall be adopted to arrive at rating of appliances: 1HP=746 W, KW = 0.90 of KVA, KW of Welding Machine (if name plate is illegible) = 25 x highest rating of welding current (A) x Power factor (Pf as 0.60), spare/unused plug or point shall be taken as connected load such as Plug 5 A = 100W, Plug 15A = 1000W, light /fan point = 60W.

Signature of consumer/applicant

Signature Load determiner with official designation

**Annexure 9**

**Test Result Report of Applicant's Installation**

(Regulation 33 of the Central Electricity Authority(Measures relating to Safety and Electric Supply) Regulations, 2023)

**(To be filled by licensee's representative)**

Reference No.: \_\_\_\_\_

Date \_\_\_\_\_

1. Name and address of the Consumer
2. Details of the installation
3. Short circuit fault level of the installation
4. Date of Commissioning of installation (In case of additional supply or reconnection)
5. Results of the tests conducted

S No	Equipment	Test Conducted	Test Results	Remarks
1	Linked Switch with Fuse(s)	(a) Mechanical operation (b) Rating of Fuse (c) Contact of Blades	Smooth/Troublesome _____Amp Full/Partial	
1a	Isolator	(a) Mechanical operation (b) Remote operation (c) Local operation (d) Measurement of Contact resistance (e) Interlocking with earth switch (f) Interlocking with CB (g) IR Values  Open Condition Closed Condition	OK/Not OK OK/Not OK OK/Not OK _____micro Ohm OK/Not OK  OK/Not OK _____M OhmPh- Ph Ph-E	
2	Circuit Breaker S No	(1) Rating of the Circuit Breaker (i) Type (ii) Voltage (iii) Normal Current (iv) Rupturing capacity (2) IR Values Open Condition Closed Condition (3) Contact Resistance (4) Mechanical Operation (5) Remote Operation (6) Local Operation (7) Interlocking with Isolator (8) Interlocking with Earth switch (9) Alarm and Trip for OTI/WTI/Buchholz/PRV (10)Earth Fault Relay	_____ _____ _____ _____kV _____Amps _____KAPh- Ph Ph-E _____ _____ _____micro Ohm Instant Smooth / Time Gap ( Sec) OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK	

		(11) Over Current Relay (12) Under Voltage Relay (13) SF6 Pressure Alarm and trip Operation Test	OK/Not OK OK/Not OK OK/Not OK OK/Not OK	
3	Transformer S No	(1) Insulation resistance Value (i) HT to LT (ii) HT to Earth (iii) LT to Earth (2) Break down Voltage Test Oil Sample - I (Top) Oil Sample - II (Bottom) (3) Vector Group Test (4) Polarity Test (5) Magnetizing Balance (6) Tan Delta Test (as per capacity) (7) Oil level in conservator tank (8) Oil level in breather cup (9) OTI/WTI settings (10) OTI / WTI Alarm and Trip operation (11) Operation of Buchholz relay (12) Operation of PRV (13) Oil leakage (14) Interlock of door switch for dry transformer (15) Clearance for side clearance: Between two Transformers : (P) Body Earth resistance Neutral Earth resistance	_____M Ohm _____M Ohm _____M Ohm _____kV _____kV OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK A/T _°C A/T _°C OK/ Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK _____Cms _____Meters _____Ohm N1 Ohm N2_ Ohm	
4	DG Sets S No for 1. Alternator 2. Engine	(1) Interlocking with other Supply Sources (2) Body Earth resistance (3) Neutral Earth resistance	OK/Not OK _____Ohm N1 Ohm N2 Ohm	
5	Cable Size: Sq mm	(1) Insulation Resistance Values (i) Ph-Ph (ii) PH -Earth (iii) Ph-Earth + Other Ph (2) Bending Radius	_____M Ohm _____M Ohm _____M Ohm OK/Not OK	
6	Earthing	(1) Metal and Size of Earth Strips (2) Type of Earthing (i) Plate Earthing (ii) Pipe Earthing (iii) Counter Poise Earthing (3) Value of Earth resistance of earth electrodes for (i) Reactor Neutral (ii) LAs	Cu/Al/GI Sq mm Yes/No Yes/No Yes/No N1 Ohm N2 Ohm (R)_____Ohm (Y) Ohm (B)_____Ohm	

		(iii) Structure (iv) Frame/Bodies of equipment (v) Motors	_____ Ohm _____ Ohm _____ Ohm	
7	Potential Transformer	(1) Ratio Test (2) Polarity Test (3) BDV of Oil (4) IR Test	OK/ Not OK OK/ Not OK _____ kV (R) P-E M Ohm (Y) P-E M Ohm	
8	Current Transformer	(1) Ratio Test (2) Polarity Test (3) BDV of Oil (4) IR Test	(B) P-E M Ohm OK/ Not OK OK/ Not OK _____ kV (R) P-E M Ohm (Y) P-E M Ohm (B) P-E M Ohm	
9	Transmission Line	(1) Physical condition of conductor/ tower (2) Check of tower accessories (3) Tower footing resistance (4) Conductor continuity test (5) Check of ground clearance (6) Check of electrical clearance along the route	Ok/Not OK _____ Ohm Ok/Not OK Ok/Not OK Ok/Not OK	

**General Observations**

S No	Item	Observation
1	Check of required phase to phase, phase to ground and sectional clearance	
2	Check for equipment layout and overall installation details	
3	Test of resistance of earth mat or earth electrodes as applicable	
4	Check of consumer's pre-commissioning test reports of individual equipments	
5	Check of manufacturer's routine /type test reports of individual equipments	
6	Whether Inspector's approval if applicable is obtained	
7	Whether owner's self certification about compliance with the Regulations is obtained?	
8	General observations and views (specific deviation from the requirements of the Regulations shall be clearly brought out)	

Name, Signature and Seal of Authority

**Meter Related Complaints / Request for Testing of Meter**  
(Tick the applicable purpose)

Complaint reference No.: \_\_\_\_\_ (to be given by licensee)

1. Service Connection No. \_\_\_\_\_
2. Consumer No. \_\_\_\_\_
3. Name of the consumer: \_\_\_\_\_
4. Address and Telephone No. of the consumer: \_\_\_\_\_
5. Brief description of the complaint – Burnt out / Completely stopped / Fast meter / Seal broken / Testing of Meter
6. Initial cost of meter was borne by (tick one): Consumer / licensee
7. Complainant desires to provide/has provided a new meter for replacement (Yes/No):
8. Any other information

Date: \_\_\_\_\_ (Signature of Consumer)

-----  
(For Office Use)

1. Site verification report  
Signature (concerned official)
2. Comments of concerned official  
Signature (concerned official)

-----  
**Acknowledgement**

Complaint reference no.: \_\_\_\_\_ (to be given by licensee)  
 Complaint received by: \_\_\_\_\_ (name and designation)  
 Date of receiving complaint: \_\_\_\_\_

Signature / Seal of licensee's representative  
Name and Designation:

**Meter Testing Result Report**

**1. Consumer Particulars**

Service Connection No. \_\_\_\_\_  
Consumer No. \_\_\_\_\_  
Name of consumer: \_\_\_\_\_  
Consumer category: \_\_\_\_\_  
Contracted Load: \_\_\_\_\_  
Address of consumer: \_\_\_\_\_

**2. Meter Particulars**

Meter No. \_\_\_\_\_ Size \_\_\_\_\_  
Type \_\_\_\_\_ C.T. Ratio \_\_\_\_\_  
E/L- LED Status Rev LED status \_\_\_\_\_

**3. Revolution / Pulse Test**

Meter constant \_\_\_\_\_ Load \_\_\_\_\_  
Reading before test \_\_\_\_\_ Reading after test \_\_\_\_\_  
No. of Revolution/ pulse taken \_\_\_\_\_ Actual Time Taken for the test \_\_\_\_\_  
Energy Recorded by meter \_\_\_\_\_  
Energy Recorded by a standardized meter \_\_\_\_\_  
Error \_\_\_\_\_

**RESULT**

Consumer Meter recorded \_\_\_\_\_ % LESS MORE Consumption  
Needs replacement OR Results are within limits

**Certificate**

This is to certify that testing has been carried out as per the procedure prescribed by the Commission. An external load of \_\_\_\_\_ kW was used for testing for 1 kWh and total time taken was \_\_\_\_\_ minutes. The testing was carried out by using optical scanner for counting the pulses/revolutions.

Signature of Consumer  
Name:

Signature of Licensee/ Third Party Official  
Name and Designation:

*Note: Approximate time taken for test for different external loads is as under:*

**Load in kW Approximate time in minutes**

1 kW	60
2 kW	30
4 kW	15
5 kW	12

## Application for Self Assessed Bill

1	Name of the Consumer	
2	Service Connection Number	
3	Consumer No	
4	Address	
5	Average consumption of last 6 months	
6	Amount paid by Consumer based on reading (Self assessed)  <i>(Must not be less than average consumption of last 6 months)</i>	Previous Reading
		Current Reading
		Net Consumption
		Amount
7	Mode of Payment	Cheque
		DD/Money Order
		Cash

Signature of Consumer

Name of Consumer:

**Annexure 13**

**Format for Application of Advance Payment**

Service Connection No. \_\_\_\_\_  
Consumer No. \_\_\_\_\_  
Name of consumer: \_\_\_\_\_  
Consumer category: \_\_\_\_\_  
Contracted Load: \_\_\_\_\_  
Address of consumer: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone No.: \_\_\_\_\_

Dear Sir,

I wish to make advance payment for the period from \_\_\_\_\_ to \_\_\_\_\_ against the above referred connection.

You are requested to kindly send me a provisional advance bill for my electricity consumption of above period, so that I can make payment.

Thank you.

Signature of Consumer  
Name of Consumer:

**Format for Inspection Report in case of UUE/Theft**

Date of Inspection: \_\_\_\_\_

Sl. No.: \_\_\_\_\_

Inspecting Agency: \_\_\_\_\_

Service Connection No.			
Consumer No.			
Name of Consumer			
Consumer category			
Address:			
Load Details			
a) Sanctioned/Contracted Load			
b) Connected Load			
c) Unauthorised excess Load			
Type of Irregularity: <i>(Tick whichever applicable)</i>			
Unauthorised use of Electricity	Excess Load	Theft	Other <i>(Specify in detail)</i>
<b>INSPECTION RESULT:</b>			
Meter No. (Painted):	CT Box Seal No.:	Found:	
Meter No. (Dial):	Meter Box Seal No.:	Found:	
Reading (kWh):	Meter Terminal Seal No.:	Found:	
Reading (kVAh):	Half Seal No.:	Found:	
Reading (kVARh):	Working Meter:		
MDI:	Cable Status:		
Power Factor:	CT Ratio:		
Size:	Type:		
Shunt Capacitor <i>(Tick one)</i>	<ul style="list-style-type: none"> <li>• Shunt Capacitor _____ No. of ____ rating and _____ make found installed in working order to maintain the power factor; OR</li> <li>• No shunt capacitor found installed. Power factor measured lagging</li> </ul>		

Generator: \_\_\_\_\_ kVA found installed with / without permission

Details of Seals

---



---

Other observations by Inspection Team:

---

---

---

---

**Note to Consumer: You are requested to please appear before \_\_\_\_\_ on the time and date mentioned in the Show-Cause Notice issued by inspection team member/police officer.**

Signature of Consumer

Name of Consumer: \_\_\_\_\_

Signature of Assessing/Authorised Officer(s):

Signature:	1. _____	2. _____	3. _____	4. _____
Name:	1. _____	2. _____	3. _____	4. _____
Designation:	1. _____	2. _____	3. _____	4. _____
Employee No.:	1. _____	2. _____	3. _____	4. _____

**Request for Permanent Disconnection & Termination of Agreement**

Service Connection No. \_\_\_\_\_  
 Consumer No. \_\_\_\_\_  
 Name of consumer: \_\_\_\_\_  
 Consumer category: \_\_\_\_\_  
 Contracted Load: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

It is requested that the above connection may be disconnected and the relevant Agreement with the licensee be terminated forthwith.

**Note:** The following documents are attached with the application form:

1. Copy of last bill
2. Copy of payment receipt of last bill

Thank you.

Date: \_\_\_\_\_  
 Place: \_\_\_\_\_

Signature of the consumer  
 Name:  
 Phone No.:  
 Address:

-----  
**Acknowledgement**

Application of \_\_\_\_\_(name of applicant) complete in all respect for disconnection and termination of Agreement has hereby been received at this office on \_\_\_\_\_(date).

In this regard, the applicant is given a reference no. \_\_\_\_\_ to be used for all future correspondence.

Signature / Seal of licensee's representative  
Name and Designation:

**Annexure 16**

**Format for Intimation to Consumer after Termination of Agreement**

Licensee's Office  
Office Address

Date. \_\_\_\_\_

Service Connection No. \_\_\_\_\_  
Consumer No. \_\_\_\_\_  
Name of consumer \_\_\_\_\_  
Address of consumer \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This is to inform you that an agreement dated \_\_\_\_\_ against Consumer No. \_\_\_\_\_ between yourself and \_\_\_\_\_ (name of licensee) regarding supply of \_\_\_\_\_ kW/MW (contracted load) in the \_\_\_\_\_ consumer category has been terminated w.e.f. \_\_\_\_\_ (date) on account of (reason) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your supply has been disconnected permanently.

After final adjustment of all charges and energy bills an amount of:

1. Rs. \_\_\_\_\_ is payable to you for which Cheque No. \_\_\_\_\_ is enclosed.
2. Rs. \_\_\_\_\_ is due from you. You are requested to pay the amount within a week of receipt of this letter, failing which, action as prescribed under the law shall be initiated for recovery of the amount.

Thank you.

Sincerely,

Signature /  
Seal of licensee's representative  
Name and Designation:

**Format for Intimation to Consumer after Temporary Disconnection of Supply**

Licensee's Office Address

Date \_\_\_\_\_

Service Connection No. \_\_\_\_\_

Consumer No. \_\_\_\_\_

Name of consumer: \_\_\_\_\_

Consumer category: \_\_\_\_\_

Contracted Load: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This is to inform you that your supply has been temporarily disconnected with effect from (date) due to the following reason(s):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

You are requested to remove the cause of disconnection and intimate this office at the earliest. You are also requested to pay a sum of Rs. \_\_\_\_\_ towards disconnection & re-connection charges and \_\_\_\_\_ (mention if any other dues are to be deposited, with a detailed break-up).

If the cause of disconnection is not removed to the satisfaction of this office and above amount is not paid, within 45 days of this notice your supply shall be disconnected permanently without any further notice. Thank you.

Sincerely,

Signature /Seal of licensee's representative  
Name and Designation

**Annexure 18**

Determination of Security Deposit amount

**(A) Load Security**

Security deposit amount for a consumer = (Contracted Load in kW or billing demand in kVA x 730hrs x Load Factor x Applicable Tariff + Monthly fixed or Demand Charge) x 3

**Note:-** Load security amount arrived by the above formula shall be rounded off to the next multiple of 10, in case the figure so arrived at is not divisible by 10.

S. No.	Particulars	Load factor
1.	Domestic (LT/HT)	15%
2.	Profit public service / Commercial (LT/HT)	25%
3.	Industrial (LT/HT)	30%
4.	Public Water Works (LT/HT)	30%
5.	Bulk Supply within state (HT)	25%
6.	Agriculture / Irrigation (LT/HT)	10%
7.	Street lights / Public Lighting	25%
8.	Signals & blinkers	50%
9.	Railway Traction	30%

**Note:-** Review of security deposit shall be carried out annually as per clause 6.128 of this code.

**(B) Meter Security:-**

Meter Security shall be equal to the price of the meter, if licensee provides the meter.

**(C) Material(s) Security:**

The security of material(s) shall be as follow if licensee provides the material(s)

(i) LT current transformer (LT CT) = Price of the Current Transformer (CT)

(ii) Other Materials = 50% of the price of the material(s)

**Assessment of Energy****(A) In cases of Theft**

The assessment formula for calculation of the consumption due to theft of electricity shall be as under:

$$\text{Units assessed} = L \times D \times H \times F$$

Where,

L = Load (Connected load found in the consumer's premises during the course of inspection) in kW;

D = Period of assessment in days;

H = Number of hours per day, which shall be taken as 8 hours for all consumers except industrial consumers in respect of whom the hours of use shall be as per the hours the industry generally operates in a day which in any case shall not be less than 8 hours.

F = Load factor, which shall be taken for different categories of use as given below:

S. No.	Particulars	Load factor
1.	Domestic (LT/HT)	40%
2.	Profit public service/ Commercial (LT/HT)	50%
3.	Industrial (LT/HT)	75%
4.	Public Water Supply (LT/HT)	50%
5.	Bulk Supply	50%
6.	Agriculture/Irrigation (LT/HT)	50%
7.	Street light	50%
8.	Direct theft-All categories	100%

**(B) Assessment of pre-assumed consumption for temporary connection**

The assessed consumption of energy for temporary connection shall be as follow:-

$$\text{Units assessed} = L \times D \times H$$

Where,

L = Load (Connected load for temporary connection) in kW;

D = Period of temporary connection in days;

H = Number of hours per day, (Taken as 24 hours)

F = Load factor (Load Factor = 50%)

**A. Central Electricity Authority (Installation and operations of Meters) Regulations, 2006 and Amendments thereof**

- 22.1 All new Interface Meters and Energy Accounting and Audit Meters shall be of static type and shall have automatic remote meter reading facility.
- 22.2 The meters shall comply with the relevant standards of Bureau of Indian Standards (BIS). If BIS Standards are not available for a particular equipment or material, the relevant International Electro-technical Commission (IEC) Standards, or any other equivalent Standard shall be followed:
- Provided that whenever an IEC Standard or any other equivalent Standard is followed, necessary corrections or modifications shall be made for nominal system frequency and nominal system voltage prevailing in India before actual adoption of the said Standard:
- Provided further that necessary corrections or modifications for ambient temperature and humidity shall be made as per the range specified in the Schedule to these regulations.
- 22.3 Consumer meters shall generally be owned by the licensee:
- Provided that in case the licensee has engaged the services of Advanced Metering Infrastructure Service Provider to provide Advanced Metering Infrastructure services for an Advanced Metering Infrastructure project area, the ownership of meters shall remain with Advanced Metering Infrastructure Service Provider during the contract period.
- 22.4 If any consumer opts to purchase a meter, the same may be purchased by him as per the technical specifications laid down by the licensee in compliance with these regulations and meter purchased by the consumer shall be tested, installed and sealed by the licensee:
- Provided that the consumer shall claim the meter purchased by him as his asset only after it is permanently removed from the system of the licensee.
- 22.5 The consumer meter shall be installed by the licensee either at the consumer premises or outside the consumer premises:
- Provided that where the licensee installs the consumer meter outside the premises of the consumer then the licensee on a request from consumer shall provide in home display unit at the premises of the consumer for his information to indicate the electricity consumed by the consumer.
- 22.6 The meter shall be installed at locations, which are easily accessible for installation, testing, commissioning, reading, recording and maintenance. The place of installation of meter shall be such that minimum inconvenience and disruptions are caused to the site owners and the concerned organizations.
- 22.7 The owner of the premises where, the meter is installed shall provide access to the authorized representative(s) of the licensee for installation, testing, commissioning, reading and recording and maintenance of meters

- 22.8 Seal of the consumer meter shall be removed only by the licensee. No consumer shall tamper with, break or remove the seal under any circumstances. Any tampering, breaking or removing the seal from the meter shall be dealt with as per relevant provisions of the Act.
- 22.9 It shall be the responsibility of the licensee to download the Meter data either locally or remotely, record the metered data, maintain database of all the information associated with the Consumer Meters and verify the correctness of the metered data:  
Provided that the Commission shall specify suitable time frame for ensuring electronic meter reading of all consumer meters by the licensees.
- 22.10 The licensee shall maintain accounts for the electricity consumption and other electrical quantities of its consumers:  
Provided that the licensee shall provide information to the consumer related to his energy consumption through Mobile App or Web application or in home display or any other suitable means.

**B. Central Electricity Authority (Safety Requirements for Construction, Operation and Maintenance of Electrical Plants and Electric Lines) Regulations, 2011 and Amendments thereof**

- 22.11 The Licensee and the consumer, if applicable, shall prepare and make applicable safety manual as the need be.
- 22.12 The Licensee and the consumer shall follow all safety measures including the appointment of qualified safety officer, formation of safety committee, on-site emergency management plan and other measures as indicated under the Regulations.
- 22.13 Safety promotional activities shall be organised periodically to create awareness and enthusiasm among the employees which shall include organising safety day, safety week, fire safety day, fire safety week, safety competitions, posters, slogans, safety calendars and displays depicting possible consequences of unsafe acts and conditions in conspicuous locations in the plant

**C. Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023**

- 22.14 The Licensees are expected to mandatorily comply with the General Safety Requirements as enshrined in the General safety requirements (Chapter III), General conditions relating to supply and use of electricity (Chapter IV), Safety provisions for electrical installations and apparatus of voltage not exceeding 650V (Chapter V) of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023.
- 22.15 The consumer is expected to go through the Precautions against leakage before connection, Leakage on consumer's premises, Supply and use of electricity, Provisions for supply and use of electricity in multi-storeyed building more than fifteen metre in height, Conditions applicable to installations of voltage exceeding 250 Volts, Appeal to Electrical Inspector in regard to defects, Precautions against failure of supply and notice of failures and other sections of the Regulations before making the application for supply.

**D. Central Electricity Authority (Technical Standards for Connectivity to the Grid) Regulations, 2007 and the amendments thereof**

- 22.16 The bulk consumer seeking connection for its new or expanded electrical plant to the Grid at voltage level 33 kV and above shall be responsible for the planning, design, construction, reliability, protection and safe operation of its own equipment subject to the regulations for construction operation and maintenance and connectivity and other statutory provisions
- 22.17 Every connection of a bulk consumer system to the grid shall be covered by a connection agreement between the bulk consumer and the Distribution licensee in case of inter-connection being made to distribution licensee's system
- 22.18 The bulk consumers or users owning the electrical plant shall provide reasonable access and other required facilities to the licensee or Appropriate Transmission Utility or Appropriate Load Despatch Centre, whose equipment is installed or proposed to be installed at the Connection Site for installation, operation and maintenance, etc . of the equipment.
- 22.19 The bulk consumers shall comply with cyber security guidelines issued by the Central Government, from time to time, and the technical standards for communication system in Power Sector laid down by the Authority
- 22.20 The bulk consumer may be disconnected from the Grid by the licensee for non-compliance of any provision of these regulations and any non-compliance of the provisions of these regulations shall be reported by the licensee to the Commission
- 22.21 The bulk consumer and the Licensee shall also comply with the Grid Connectivity Standards applicable to the Distribution Systems and Bulk Consumers as provided under Part I and Part IV of these Regulations.

**E. Central Electricity Authority (Technical Standards for Construction of Electrical Plants and Electric Lines) Regulations, 2022**

- 22.22 All equipment and systems installed shall comply with the provisions of statutes, regulations and safety codes, as applicable.
- 22.23 The Electrical Plants and Electric Lines shall be designed to comply with requirements stipulated in other Central Electricity Authority Regulations as well, framed under the Electricity Act 2003.
- 22.24 The design, construction and testing of all equipment, facilities, components and systems shall be in accordance with latest version of relevant standards and codes issued by Bureau of Indian Standards or reputed international standards viz. International Electro technical Commission Standards/ American Society of Mechanical Engineers Standards/ Deutsches Institut für Normung Standards or equivalent and codes. However, in the event of any conflict between the requirements of the international standards or codes and the requirements of the Bureau of Indian standards or codes, the latter shall prevail.

**F. Central Electricity Authority (Technical Standards for Connectivity of the Distributed Generation Resources) Regulations, 2013 and amendments thereof**

- 22.25 The Regulations are applicable to all generating companies or persons owning distributed generation resources, charging stations, prosumers or persons who are connected to or seeking connectivity with the electricity system below 33 kV voltage level and provides General Connectivity Conditions and indicates the applicant and the user shall comply with the cyber security guidelines issued by the Central Government from time to time. The applicant shall follow the industry best practices and applicable industry standards in respect of the equipment installation and its operation and maintenance.
- 22.26 The Regulations specified that the equipment including overhead lines and cables shall comply with the relevant Indian standards issued by Bureau of Indian Standards. In case the Bureau of Indian Standards has not issued relevant standard, IEC standard or British Standards or standard issued by American National Standards Institute (ANSI) or any other equivalent International Standard shall be followed.
- 22.27 Installation, operation and maintenance of the equipment by the applicant shall conform to the relevant standards specified by the Central Electricity Authority as and when they come into force.
- 22.28 It shall be the responsibility of concerned licensee to ensure that before connectivity to the grid, all the provisions with regard to the connectivity stipulated in these regulations are complied with by the applicant.

(Note: The Regulations framed by the Authority, under the provisions of the Act, in respect of safety, metering, construction, operation and maintenance, grid connectivity, and any other aspect, shall prevail.)

**Annexure 21**

**AGREEMENT / SUPPLEMENTARY AGREEMENT  
BETWEEN LICENSEE AND CONSUMER**

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

**1. Name of consumer**

(i) Category of Supply:- (Tick whichever is applicable)

Single Phase, 230V	3 Phase, 400 V	6.6 kV	11 kV	22 kV	33 kV	66 kV	110 kV	132 kV	220 kV
--------------------	----------------	--------	-------	-------	-------	-------	--------	--------	--------

(ii) Consumer Category;

(iii) Connected load;

(iv) Contract demand;

(v) Ownership of meter;

(vi) Point of commencement of supply;

(vii) Extension/ service connection work will be done by licensee / consumer (delete which is not applicable);

(viii) Any other matter;

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

On behalf of licensee

Consumer Name and address

Signature

Seal

Place

Witness

Witness

1

2

2

2

**SAMPLE ONLY**

**Do's:**

- (1) Pay electricity bill regularly to avoid disconnection of supply
- (2) Obtain Amount Payment Receipt (ARP) after payment is made.
- (3) Ensure Safety of licensee's apparatus in your residence
- (4) Use electricity economically.
- (5) Inform nearby internal Grievance Redressal Cell (IGRC) in case of exigencies.
- (6) Extend co-operation to the supplier to serve you better.

**Don'ts:**

- (1) Do not interfere with licensee's work.
- (2) Do not touch the properties of licensee.
- (3) Do not break licensee's energy meter seal.
- (4) Do not enhance your load without prior permission of licensee.
- (5) Do not extend electricity supply to nearby residences/ houses.
- (6) Do not use electricity more than the contract demand.
- (7) Do not indulge yourself n practice of by passing energy meters, looping, hooking and tampering etc.
- (8) Do not allow unauthorized persons to touch any part of your installation.

---

Telephone Nos. of

- (a) CGRF:
- (b) IGRCs: