

TRIPURA ELECTRICITY REGULATORY COMMISSION

No.F.17/TERC/04

Dated, Agartala, the 11.1.2005.

NOTIFICATION

In exercise of the powers conferred under section 50 read with section 181 of the Electricity Act, 2003 (Act. No. 36 of 2003) and all other powers enabling on that behalf, Tripura Electricity Regulatory Commission (T.E.R.C.) hereby makes the following regulations.

CHAPTER – I

1. Short title, extent, commencement and interpretation.

- a) These regulations may be called **Tripura Electricity Regulatory Commission (Electricity Supply Code) Regulation, 2004.**
- b) These shall come into force on the date of publication in the official gazette.
- c) These Regulations shall be applicable to the licensee and all its consumers.
- d) These extend to the jurisdiction of Tripura Electricity Regulatory Commission.
- e) Tripura General Clause Act shall apply in interpretation of various clauses of this Regulation unless otherwise stated elsewhere.
- f) Expression and meaning of words used hereunder should have the same meaning as in Electricity Act, 2003, if not otherwise stated.

2. Definition.

In this regulation, unless the context otherwise requires.

- (i) "**The Act.**" means the Electricity Act, 2003.
- (ii) "**Regulation**" means Regulation made under the Act 2003.
- (iii) "**Rules**" means rules made under the Electricity Act, 2003 by Govt. of Tripura.
- (iv) "**Area of supply**" means the area within which a distribution licensee is authorized to supply electricity.
- (v) "**Supply**" in relation to electricity, means the sale of electricity to a licensee or to a consumer, for use.
- (vi) "**State Commission**" means the Tripura Electricity Regulatory Commission established under section 82 of Electricity Act. 2003 (Act No. 36 of 2003).

- (vii) "**Licensee**" means a person who has been granted a license under Section 14 of Electricity Act 2003 or deemed licensees as per Electricity Act 2003.
- (viii) "**Consumer**" means any person who is supplied the energy by the licensee or whose premises are, for the time being, connected for the purpose of supply by the licensee.
- (ix) "**Chairman**" means the Chairperson of the Tripura Electricity Regulatory Commission.
- (x) "**Date of presentation**" means the second day after the date of any bill rendered by the licensee.
- (xi) "**Temporary supply**" shall mean a supply for a specific purpose for a specific period not exceeding 90 days in a year.
- (xii) "**Electricity Supply Code**" means as specified by the state commission as to provide for, inter-alia, recovery of electricity charges interval for billing of electricity charges, disconnection of supply of electricity for non-payment thereof, restoration of supply of electricity, tampering, distress or damage to electrical plant, electric lines or meter, entry of distribution licensee or any person acting on his behalf for disconnecting supply and removing the meter, entry for replacing, altering or maintaining electric lines or electric plant or meter etc. as per Section-50 of Electricity Act, 2003.
- (xiii) "**Premises**" includes any land, building or structure.
- (xiv) "**Motive power**" means the electrical energy consumed in rotating machine either for business purpose or otherwise.
- (xv) "**Small power**" means motive power not exceeding 1 H.P. but if the sum of total motive power exceeds 1 H.P. in a premises the same will not come under category of small power.
- (xvi) "**Meter**" shall mean a device suitable for recording consumption of electrical energy or any quantity in electricity supplied during any specified period and shall include, wherever applicable, other associated equipment such as C.T, P.T. etc. necessary for such recording.
- (xvii) "**Billing cycle**" shall mean the period for which the bill is raised.
- (xviii) "**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 distribution main or immediately from the distribution licensee's premises, or
 - b) From distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main.
- (xx) "**Power system**" means all aspects of generation, transmission, distribution and supply of electricity and includes one or more of the following namely:-

- a) Generating stations;
- b) Transmission or main transmission lines;
- c) Sub-stations;
- d) Tie – lines;
- e) Load dispatch activities;
- f) Mains or distribution mains;
- g) Electric supply – lines;
- h) Overhead lines;
- i) Service lines;
- j) Works;

xxi) "Electricity system" means a system under the control of a generating company or licensee; as the case may be, having one or more –

- a) Generating stations or
- b) Transmission lines; or
- c) Electric lines and sub-stations, and when used in the context of a state or the Union, the entire electricity system within the State thereof.

xxii) "State Load Despatch Centre" means a centre established and so designated by State Government under sub-section (1) of Section 31;

xxiii) "Trading" means purchase of electricity for resale thereof and the expression "trade" shall be constructed accordingly;

xxiv) "Wheeling " means the operation whereby the distribution system and associated facilities of a transmission licensee or distribution licensee as the case may be, are used by another person for the conveyance of electricity on payment of charges to be determined under section 62;

xxv) " Electrical inspector " means a person appointed as such by the appropriate Government under sub-section (1) of section 162 of Electricity Act, 2003 and also includes Chief Electrical Inspector;

3. Application and Agreement for supply:-

a) Application and agreement for supply shall be made in the form attached hereto (**Appendix-A to be supplied by the licensee**) obtainable at cost at the office of the Licensee. The application and agreement shall be signed by the owner or the occupier of the premises for which supply is required. Any assistance and information required for filling up the form will be given to the applicant at the office of the licensee.

b) If the supply is required for motive power, the applicant shall state the purpose for which the motive power is required.

4. Notice before connection:-

The intending consumer shall give at least one month's notice before the supply is required.

5. Notice for fixing the position of service meter etc:-

Upon receipt of the requisition for supply, seven clear days notice shall be given by the licensee to the applicant for supply for the purpose of inspecting the premises and fixing the point for entry of supply mains and the position of the mains, cut-out or circuit breakers and meters. The licensee will in no case, fix meters and main cut-outs nor allow the same to remain, in any position which entails entry of its employees into pardah or religious quarters, places of private use and which may cause inconvenience.

6. Estimate for laying – service lines:-

a) The position for the service having been agreed upon, as provided for in condition No.5 above, the licensee shall thereafter submit to the applicant an estimate of the cost for carrying out the work. The estimate having been accepted, the applicant shall be required to deposit the amount of the estimate & security money with the licensee before the service is laid. The deposit having been duly paid orders shall be issued for the work to be put in hand and the amount so deposited shall be subsequently adjusted, if necessary, on compilation of the figures of the actual cost of the service line but excluding the security money. Other condition being equal, service line shall as per as possible be laid in the order of the dates of receipt of the deposit money, subject to technical limitation.

Provided that for the purpose of laying out the underground or overhead service line up to the required point of supply of energy in the premises of the applicant it shall be responsibility of the applicant for making all necessary arrangement for access or passage to that point.

NOTE

a) The service line, notwithstanding the cost of a portion of the same has been paid by the consumer, shall remain the property of licensee by whom it is to be maintained.

b) If a consumer desires to have the position of the existing service line altered, the licensee shall carry out the work and charges the consumer the cost of the additional material used and the labour employed plus 15 percent of the latter as supervision charges.

c) Service lines for temporary illumination shall be laid by the licensee where possible and the cost incurred in laying and removing such service lines as determined in the manner laid down in clause (b) above shall be paid by the consumer.

d) Where any difference or dispute arises as to the cost or fixing of the position of the service lines, the matter shall be referred to the Electrical Inspector, Tripura who shall decide the same.

e) A consumer requiring high voltage supply must provide and maintain at his expenses a locked and weather proof enclosure of agreed design, for the purposes of housing the licensee's metering equipment. Such an enclosure may be used by the consumer for his own similar metering equipment but for no other purposes.

7. Service line:-

The charges for service line shall be as per notified charges of the licensee. The main cut-outs or fuses shall be inserted and sealed by the licensee free of cost to the consumer.

8. Consumer not to interfere with the supply mains or apparatus:-

The meter board, main cut – outs etc. must on no account be handled or removed by any one who is not in the employment of the licensee. The seals which are fixed on the meters and the licensee's apparatus must on no account be broken.

9. Wiring on consumer's premises:-

For the protection of the consumer in particular and the public in general, it is necessary that the wiring on the consumers' premises, should conform to the requirement of Electricity Act 2003 and the rules of the Fire Insurance Company in terms of which the building is insured and be carried out by a licensed electrical contractor. (The materials used for wiring shall comply with the standards laid down in that behalf by the Indian standards Institution or equivalent). As soon as the consumer's installation is completed in all respects and tested by the consumer's contractor the consumer should submit to the licensee the wiring completion and test report.

A form for this respect shall be supplied by the licensee. It is important that the conditions mentioned therein are fully complied with as otherwise there will be a delay in obtaining the supply. No electrical installation work shall be carried out in the premises on behalf of any consumer or owner for the purpose of supply of energy to such consumer or owner except by an authorized electrical contractor, and under the direct supervision of a person holding a certificate of competency issued or recognized by the competent authority, Tripura. Any person committing a breach of rule shall render himself liable to punishment under the Act.

10. Apparatus on consumer's premises:-

a) All transformers, switch-gear and other electrical equipment belonging to the consumer and connected to the mains of the licensee shall be maintained to the reasonable satisfaction of the licensee.

b) In the case of high voltage consumers, suitable protective devices, approved by the licensee shall be used so as to afford full protection to the licensee's apparatus placed on the consumers premises.

11. Procedure for the testing installation by the licensee and fee:-

a) Upon receipt of the test report the licensee shall notify to the applicant the time and day, when the licensee's representatives proposes to inspect and test the installation. It will then be the duty of the applicant to arrange that a representative of the wiring

contractor, employed by him, is present at the time of inspection to give licensee's representative any information that may be required by him concerning the installation.

b) No connection shall be made until the consumer's installation has been inspected and tested by the licensee and found satisfactory. No charge shall be made for the first test made by the licensee but subsequent test due to faults not disclosed at the initial test shall be charged for in accordance with rules for these conditions. Periodical test of the installation will also be undertaken by the licensee at rates that may be prescribed.

c) Before taking the insulation test of installation the wiring must be completed in all respects. All fittings, whether incandescent lamps, fans, Motors, heating, cooking, or other apparatus, must be connected to the conductors and all fuses must be in place and all switches in the "on" positions before the tests are carried out. Temporary wires or fittings or dead ends should not be included in the installation and no part of the work should be left incomplete.

d) A pressure of 500 volts will be applied between installation and "earth" and the insulation resistance to earth after one minute's electrification shall be such as will not cause a leakage from the installation exceeding one five thousandth part of the maximum current demanded.

e) The test between the poles should give at least half the result of that to "earth".

f) Manufacturer's test certificates in respect of all high voltage apparatuses shall be produced if required by the licensee.

12. Extensions and alterations.

Should the consumer, at any time after supply of energy, has commenced, increase the number or size of lights, fans or motors etc. on his premises or in any way alter the position of his wiring therein, notice thereof must be sent in writing to the licensee whose representative will call and inspect the alternation and, if necessary, change the meters and fuses and alter the service line. Failure to give such a notice may disarrange the supply system and render the supply liable to be summarily discontinued. During such time as may be required for alteration, addition or repairs, as aforesaid, the supply to the circuit which is being altered, added or repaired must be entirely disconnected and it shall remain disconnected until the alternation, addition or repairs have been tested and passed by the licensee.

13. Failure of supply:-

(a) Should at any time the licensee's service fuse or fuses fail, notice thereof should be sent to the licensee's local office or nearest Office. Only authorized employees bearing the identity 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 a heavy penalty, as prescribed, if the licensee's seals, placed to protect his apparatus are broken. The licensee does not allow his employees to carryout any repairs except, replacement of fuses in the consumer's installation.

(b) The licensee shall not be liable for any claims for loss, damage or compensation whatsoever arising out of failure of supply when such failure is due either directly or indirectly to war, mutiny, civil commotion, riot, lockout, fire, flood, tempest, lightning, earthquake or other force, accident or cause beyond his control. However, this will be regulated as per **TERC Performance Standard Regulation.**

14. Access to premises and apparatus:-

(a) The licensee's employees bearing identity are entitled at all reasonable times and on informing the occupier to enter the consumer premises for the purpose of meter reading, fault repair, restoration of supply, delivery of bills, maintenance of service connection, installation and checking of meter and the consumer will have no objection to facilitate such entry and also for other purpose as per Section-163 of Electricity of Act, 2003.

(b) The licensee's employees must have job sheet / order outlining the work which such person has to carry out and will show the same to consumer before entry. The licensee's employees shall have the right to enter the premises of the consumer after suitably informing the consumer along with reasons for checking the installation where there is a reason to suspect that the consumer is indulging in violation of the proper uses of electricity. Provided that, the access to the consumer premises should be authorized by an Officer not below the rank of Assistant Engineer or equivalent Officer to the level of Grievance Redressal Officer at tier-1, unless there is compelling reason which should be recorded with justification, to have in case authorization from an Officer lower than that specified above. Provided also that two independent witnesses shall be taken and a consumer report shall be required by the Inspecting Employee of the licensee and obtain signature of the consumer and independent witness on such report along with the comments of the consumer if any. Provided also that Provision of Section-135(3) relating to "**search and seizure**" will also be followed in accordance with the provision of Section-135(3) & 135(4). If the consumer or any person purporting to be the consumer's representative refuses to allow access and prevents / obstructs licensee's employees for entering the premises may, without prejudice to other action as per law may disconnect the supply of electricity of the premises forthwith depending upon the circumstance of each case but after giving and written information along with reasons for such disconnection to the consumer. Such disconnection may not be made if the consumer gives details and reasonable justification and affords due facilities to the access to the premises as per the reasonable requirement of the licensee.

(c) All Inspecting employees of the licensees entering into the consumer premises shall carry their photo identity card duly displayed and also carry name and phone numbers of the higher officer to whom the consumer to talk and check if any relating to such access.

(d) The inspecting employees of the licensees entering into the consumer premises should be courteous and shall carry out their duties assigned without causing inconvenience and harassment to the extent possible following the Act, Regulations and the code.

15. Security deposit:-

a) The licensee may require any consumer to deposit security for the payment of his monthly electricity bill for energy supplied and for the rental value of the meter and other apparatus installed at his premises. Interest will be allowed on security deposit, thus made by a consumer to a licensee as may be directed by the Commission.

b) The licensee shall be at liberty at any time to adjust any security deposit towards payment of dues of any amount payable by the consumer. The licensee shall

also be at liberty to demand enhanced security deposit from consumers at any time during the life of the contract as approved by TERC.

c) After adjustment of the due electricity charge will be returned to the consumer on the termination of the contract.

d) The consumer may at any time with the previous consent of the licensee, transfer the contract and its liabilities to any other person approved by the licensee.

e) The licensee shall charge an amount of fixed charge as approved by TERC from consumer along with the electricity charge payable on account of supply of electricity on actual consumption through monthly bill.

16. Billing for supply of electricity and payment thereof:-

(A) Billing particulars:- The licensee shall raise the bill for every billing cycle (one, two or three consecutive months is to be considered as billing cycle) based on actual meter reading to be jointly recorded in Meter Card or Book. The bills sent to consumers by the licensee should reflect details e.g.

- (1) Meter number
- (2) Consumer number
- (3) Name & address & category.
- (4) Bill number or any number which is accounted by the licensee
- (5) Name of Sub-division.
- (6) Issue date
- (7) Type of tariff.
- (8) Connected load / sanction load
- (9) Reading date – present & previous.
- (10) Period (month etc.)
- (11) Meter reading (Present & previous)
- (12) Units consumed.
- (13) Credit (if applicable)
- (14) Fixed charge
- (15) Surcharge
- (16) Addl. Charge.
- (17) Renters (meter, equipment- wherever applicable)
- (18) Details of current cycle charges, fuel surcharge, electricity duty etc. Regulatory Commission therein.
- (19) Arrears of amount of outstanding, if any including period (in case of **recovery of installment, the number of installment and total number of** installment to be indicated)
- (20) Sundry with details.
- (21) Total charges rounded of to Rupee.
- (22) Amount payable by due date (rounded of to Rupee)
- (23) Due date for payment.
- (24) Applicable tariff on the date of billing in brief, the authority in whose favour cheque or draft is to be issued in case the payment is not paid by cash.
- (25) The amount received against last bill along with the last bill amount.
- (26) The amount outstanding on account of non-payment of bill if any along with relevant details.
- (27) The may contain additional information in respect of consumer covered under two part tariff.

(28) Part of the information which can not be accommodated on the front of the bill the same may be shown on the reverse side.

(B) Area specific information:- The licensee shall notify billing and payment schedule area-wise, district-wise and circle-wise as may be required for information of the consumer. In addition, following information either to be provided or stamp on the bill from time to time.

- a) Name & address of connection centre, working hours, date, time of mobile connection if any.
 - b) Designation, address, telephone number of the authority with whom grievance pertaining to electricity supply can be lodged.
 - c) Full address with telephone number of the complain centre along with name & address of the grievance officer and ombudsman.
- The information if not available on the copy of the bill, at present, the same has to be incorporated within 6(six) months from the date of publication of the Regulation

(C) Payment of bill:- Bill should be paid at the designated licensee's local office or as notified, within 15(fifteen) days from the date of their presentation during Office hours.

(D) Payment may be made by the consumer either by cash or cheque /demand draft payable in favour of the designated officer of the licensee.

(E) The Licensee may also arrange through some banks at identified branch to accept the payment of electricity bill.

(F) The licensee should introduce bill payment through Electronic Credit System (ECS) for the convenience of consumers.

(G) Designated collection centre shall have adequate covered space for the consumers to protect them from sun rain etc. and some provision for sitting, drinking, water, fan, separate counter for Sr. Citizen, Ex-servicemen, Physically handicapped, women etc.

(H) a) No rebate will be allowed if the bill is not paid within **15(fifteen)** days from the date of their presentation.

b) The consumer is at liberty to pay monthly fixed charge in case of non-receipt of bill which will be adjusted with electricity charge on receipt of bill.

c) In no case, payment be made without obtaining official receipt of the licensee in relation to such payment.

d) No payment by cheque after due date is allowed.

e) If payment is not received by licensee either through cash/cheque/DD, the rebate on due date will be forfeited and will entitle other consequential action as per Regulation & the Act. The consumer will pay an additional charge of Rs. 30/- towards dishonor of instrument. The instrument received by the licensee shall be en-cashed within 3(three) working days from the date of receipt.

f) The facility for payment by cheque / Draft may be withdrawn for 12(twelve) months from such consumer whose cheque / Draft is dishonour, unless the licensee is convinced that dishonour of the instrument was not within the reasonable control of the consumer.

g) The consumer at his option may also deposit advance in a block of equivalent of 12 months of his average consumption. The bill raised against such consumer will be adjusted against the advance deposit with due credit of rebate and in addition an interest of not less than 3% above the rate of interest. The consumer shall recoup the advance at least 3(three) months before the period by which amount is likely to be exhausted.

h) All categories of consumers committing default in the payment shall be liable to pay surcharge, penalty etc. at the prescribed rate along with other penal action as per the Act and the Regulation.

i) In case, payment of electricity bill through prepaid meters the above will not apply.

17. Recovery of Arrears -

d) The category-wise list of consumers who have areas for supply after notification of these regulations shall be recorded and printed preferably by a computer billing system for taking necessary action or disconnection for supply as per provision of the Act and Regulations. Such list should be generated separately in a group of arrear amount (i) upto Rs. 5000/- (ii) between Rs. 5001 to Rs. 10,000 (iii) Rs. 10,001 to Rs. 25,000/- (iv) Rs. 25,001/- to Rs. 50,000/- (v) Rs. 50,001/- to Rs. 1,00,000/- (vi) Above Rs. 1,00,000/- . The outstanding arrears category-wise vintage summary (less than 6 months, 6 to 12 months and more than 12 months) should be detail.

e) The licensee shall delegate and monitor recovery of the areas and disconnection of the supply and generation of report for reporting at appropriate level. It will be responsibility of the licensee to recover the areas and take action as per provision of the Act and Regulations given under section-56 of the Act.

f) For areas relating supply prior to notification of this notification shall be taken up in time bound programme and the licensee shall take necessary action as per provision of the Act and shall generate M.I.S. for information of the concerned authority.

g) The licensee may grant at its sole discretion the facility of payment of arrear bill to any consumer by suitable installment and surcharge.

h) Notwithstanding contained in other law for the time being inforce, no sum due from any consumer, under the section shall be recoverable after the period of 2 years from the date when such sum become first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supply and the licensee shall not cut of the supply of electricity.

18. Disputed / erroneous bill.

(a) In case there is any dispute, the aggrieved consumer may lodge a complain before the Designated Officer in terms of the grievance procedure and pay under protest

an amount equal to electricity charges due from such consumer for the month calculated based on average charge of electricity paid by the consumer during preceding 6 months or an amount equal to sum claimed in the bill within due date pending settlement of the dispute. The amount so calculated and tendered by the consumer shall be prima-facie accepted against that bill on provisional basis. The short fall / difference if any shall be notified within 7 days to such consumer by the licensee and the same shall be paid by the consumer within 5 days on receipt of such demand.

- (b) If on examination the licensee finds the bills disputed is erroneous, a revised corrected bill shall be furnished and the amount paid in access shall become refundable with interest at a rate applicable to security deposit or any other rate as may be decided by the Commission. The refund of access amount shall be made through an adjustment through an subsequent rate and in which the amount is adjusted would be treated as due date of refund for calculation of interest. Likewise, if on examination if found that disputed bill is correct, the consumer shall be intimated accordingly and notified to pay the balance with applicable surcharge and interest within 7 days of receipt, interest rate is being same as in (a) above. The consumer, however, shall have the right to complain with **Grievance Redressal Officer**.
- (c) The licensee shall dissolve the dispute and communicate its decision along with the reason as per grievance procedure.
- (d) Notwithstanding any thing contained under this section, the cases falling under Section-126 of the Act or Section which prescribed for any procedure under the Act shall not fall under this section.

19. Temporary Connection :

Temporary connection for the purpose of religious, social such as marriage, etc. with normally be allowed, for a period not exceeding fifteen days. The period may be extended under special circumstances at the discretion of the Licensee. Temporary connection will only be given on the following conditions:

- a)** The applicant makes his requisition in the prescribed form obtainable at the Licensee's local offices at least seven clear days before the actual date in which the temporary connection is required.
- b)** The applicant tender :
 - i) A test report in the prescribed form certifying that the installation conforms to the relevant Rules.
 - ii) The required amount of security deposit, at least on the preceding working day before the day, supply is actually required.
 - iii) The prescribed amount of connection charge.
- c)** The applicant provided his own service line and brings his leads to a point considered suitable by the Licensee's local Officer-in-charge for the purpose of giving supply. He shall keep the installation ready for testing and connection at least 8 hours before the supply is actually required.
- d)** The applicant provides a suitable and safe location where the Licensee's meter board, Cutout and meter will be installed.
- e)** If the wiring is found defective and incomplete at the time of inspection and test, the connection shall not be given. After removing the defects, the applicant shall have to inform the local office and pay the prescribed re-testing fee before the installation is tested again and connected. The Licensee

will not take any responsibility for delays in this respect, but every effort will be made to give temporary connection as quickly as possible.

- f)** The consumer shall not in any case interfere with the service line during the period it is connected to the supply system of the Licensee. Under no circumstances, shall the seals fixed by the licensee on its meter and Cutouts installed in the consumer's premises be tampered with or broken or the Licensee's apparatus for the supply be interfered with. In case of any breach of the conditions the consumer shall render himself liable for penalties as laid down in the case of supply for permanent connections.

20. Disconnection of supply-

(A) Disconnection for non-payment-

- (i) The licensee may disconnect a consumer who defaults in payment of electricity charge and other charges due to consumer as per bill / demand note issued. This disconnection shall however be effected after serving due notice of disconnection in writing to defaulting consumer and shall not be of less than clear 15 days.
- (ii) The supply will not be cut off, if such consumer deposit under protest.
- (a) an amount equal to amount claimed or
- (b) an amount calculated based on the basis of average charge for electricity consumption during preceding 6 (six) months which ever is less pending settlement of disputes between the consumer and the licensee on that behalf.
- (iii) In case dispute is referred to designated officer of the licensee, the same shall be dealt as per regulation and guidelines issued. Otherwise the licensee shall examine the matter and communicate decision to the consumer within 2(two) months.
- (iv) In case of proof of payment against bill is produced by consumer, the disconnection will not be effected.
- (v) Disconnection normally to be effected in day time preferably forenoon.

(B) Disconnection for theft / tempering etc.

The procedure prescribed in these regulation and provision of the Section-135, 138 and or 139 of Electricity Act, 2003 will apply.

(C) Disconnection for distress or damage to the electrical plants electronics or meter -

- (i) Consumer liable to be disconnected after giving not less than 24 hours notice, if the consumer uses any application or equipment or uses energy in such a manner as may endanger the licensee's property and works. The licensee shall detail the reasons in its notice to consumer.
- (ii) If the cause for such disconnection is removed within notice period, which shall be reasonable and not arbitrary and based on the circumstances of the case, reconnection will be made within 4(four) hours.

(ii) In case, however, the licensee feels it, necessary in consideration of safety of life, plant and machinery, he may disconnect within notice period and submit a report to the Officer of the level not below the rank of Executive Engineer or equivalent.

(D) Disconnection of supply to a consumer on request may be made by the licensee within two days of making such request by the consumer subject to condition that the consumer clears before all its outstanding dues except the amount bill for supply till the date of disconnection. Disconnection, however, be made without payment and the consumer be treated as defaulter as per prescribed regulation.

(E) Deemed Termination of Agreement-

(i) If the power supply to any consumer remains disconnected for a period of 3(three) months at a stress due to non-payment of any charge or non-compliance of directions under this Code and no effective steps have been taken by the consumer to remove the cause of disconnection – the agreement between the licensee and the consumer shall be deemed terminated without any prejudice to such other action or claim that may arise due to disconnection of supply or related issues. The licensee may remove the service line and all other equipments through which electricity were supply to such consumer.

(ii) The licensee may take action against the consumer as per relevant provision of the Act, Rules and Regulations apart from other remedy under other Act.

(ii) The temporary supply shall be deemed terminated after the specified period as contracted.

21. Reconnection of supply-

(i) The licensee shall reconnect the supply of electricity to the defaulty consumers at the earliest but not later then 24 hours from the date and time of payment in accordance with provision of the regulations.

(ii) The licensee shall reconnect the supply to a consumer who is disconnected due to theft / tempering etc. on fulfillment of penal action as per Electricity Act, 2003. Provided also, that the consumer may have option of installment payment provisionally (subject to adjustment) without prejudice to action punishable under the Act. Restoration, on satisfaction, however will be done by the licensee within 24 hours.

(iii) Reconnection of supply in case of disconnection due to distress / damage will be dealt by the licensee on receipt of written report for the consumer confirming removal of cause, and after verification, if found satisfactory, be restored within 24 hours.

(iv) If for any reason wrongful disconnection (not allowed by Act or regulation) takes place the licensee will restore the same, within 4 hours from the date and time of reporting by consumer and compensation as may be prescribed by Commission be paid by the licensee to consumer.

22. Notice of removal:-

a) Consumers about to vacate or sublet the premises should give to the licensee a seven clear days notice in writing, together with an opportunity for disconnecting the premises. Failing such notice, the consumer will be held responsible for energy consumed in his premises in respect of which the licensee holds agreement for the supply of energy, until the expiry of seven days from the date on which the notice of removal in writing has been received at his office.

b) For the purpose of obtaining the temporary disconnection if so provided in the agreement, the consumer shall, before leaving his premises unoccupied and closed for a period exceeding two months, inform the licensee for reading the meter installed in the premises and disconnecting supply of energy during the period of such un-occupancy. In any other case, where temporary disconnection is not desired during the period of un-occupancy, the consumer before leaving the premises, inform the licensee about his temporary un-occupancy and the location where the key, may be obtained in order to enable the licensee's employee to remove the fuse whenever it is necessary to test the distribution mains in the consumer locality, if, however such temporary disconnection continues for a period of six months at the instance of the consumer, it will be treated to be a permanent disconnection and in such case the consumer shall be required to pay all the charges for getting the reconnection, as if it is a new connection. In such case of temporary or permanent disconnection as aforesaid the consumer shall not be required to pay monthly minimum charges:-

Provided that:-

- i) The meter rent, if any, shall be contained to be paid so long such meter of the licensee remains in the consumers premises at his instance. The charges for removal of meter as per provision shall also be payable.
- ii) The consumer agrees to the extension of the terms of agreement, where necessary, by the period for which the charge has been exempted:
- iii) The reconnection fee as per provision shall also payable. Provided further that if the consumer requires the reconnection before expiry of two months he shall be required to pay the reconnection fee.

c) When a consumer leaves his installation connected to the licensee's mains but locks up the meter or otherwise makes it inaccessible for reading by the employees of the licensee during any billing time the consumer will be charged at the rate of monthly provisional fixed charge. If in the next time of billing, the meter is accessible for reading, the consumer will be charged actual consumption less the above monthly fixed charge. If on the other hand the meter remains inaccessible in the second time of billing also the consumer will be served 24 hours, notice to open his premises for the reading of the meter by any employee of the licensee at a fixed time and date; if the meter is now made available for reading, the consumer will be charged the actual consumption less the monthly provisional fixed charge already billed for the period of inaccessibility, subject to monthly minimum. If the meter remains inaccessible even after 24 hours notice the premises will be disconnected. For that period also monthly provisional fixed charge will be charged to the consumer. If the meter is made accessible subsequent to the disconnection for purposes of reading the meter and settling accounts or for reconnection of the service as the case may be, consumer will be charged for the total periods of inaccessibility subject to the proportionate minimum fixed charge for the period of

inaccessibility of the meter up to the time of disconnection. If the consumer applies for reconnection, necessary fees will be collected before the reconnection.

METERING

23-1. GENERAL:-

i) No installation, other than those, which are specifically exempted shall be serviced without a meter and all the requirements as laid down in section 55 of the Electricity Act shall be complied with.

ii) In case of new connection /replacement of meter the consumer, in accordance with section 55 of the Electricity Act, 2003 may himself procure the meter either from the vendors certified by the licensee, or conforming to licensee's technical specification. The licensee shall calibrate such meter at consumer's cost and seal the meter. Alternatively, the consumer choose to pay the full cost of the meter provided by the licensee. No meter rent shall be chargeable in such cases.

iii) The responsibility of keeping the meter under safe custody shall lie with the consumer. The licensee may charge appropriate fee for replacing / repairing the meter parts damaged thereafter.

iv) The licensee shall evolve a format of meter particulars sheet for recording the particulars of the meters after replacement /installation and a copy of the sheet duly signed by the authorized person of the licensee shall be made available to the consumer under proper receipt.

v) During any inspection and before replacing a burnt/defective meter and on consumer's complaint or suo-moto, the licensee shall ensure that the meter is not tampered /by passed. If the meter is found tampered/by passed with particulars other than recorded, the licensee may not replace the burnt/defective meter and may follow the procedure laid down for booking a case of pilferage of energy in these regulations.

23-2. Reading of meters:-

i) The meter shall be read once in every billing cycle. It shall be the duty of licensee official reading the meter, to check the seals and condition of the meter. In case only one seal is found to be broken, he shall report to the concerned higher officer immediately and action in accordance with Electricity Act may be initiated. In case more than one seal is found to be broken or any other irregularity is found, action under SL.NO.- 19 of these Regulation may be initiated.

ii) The consumer shall extend all facilities to the licensee to read the meter.

iii) In case, meter is not read during any billing cycle the licensee shall send a provisional bill based on average consumption of last three billing cycles when reading were taken. Such provisional billing shall not continue for more than 2 (two) billing cycles at a stretch. The amount so paid shall be adjusted against the bill raised on the basis of actual meter reading during the subsequent billing cycle.

- iv) If the meter is rendered inaccessible on two consecutive meter reading dates, the licensee shall serve a 7 (seven) days clear notice to the consumer under proper receipt, to keep open the premises for taking meter reading on date & time indicated in the notice. If the consumer does not comply with the notice, the licensee shall after expiry of the notice period cut-off the supply for so long as such refusal or failure continues.
- v) When a domestic consumer gives prior information in writing about inaccessibility of the meter to the licensee due to continued absence from the residence, the licensee shall not send any notice/provisional bill or higher bill, provided he pays the minimum charges in advance for such period whenever the meter is made accessible for taking the meter reading, the entire consumption bill shall be taken. This facility shall be available to the consumer if he has paid up to date dues.
- vi) If the provisional billing continues for more than two billing cycles, a penalty as specified by the commission shall be paid by the licensee.

23-3. Meter complaints:-

- i) correctness of meter:-
 - a) Should the consumer dispute the accuracy of the meter, he may upon giving notice/complaint to that effect and paying prescribed testing fee, have the meter tested by the licensee.
 - b) The licensee shall within 20 days of receiving the complaint, carry out testing of the meter and shall furnish duly authenticated test results to the consumer.
 - c) If the meter is found to have error beyond the limits of accuracy as specified. The amount of past energy bill shall be adjusted in accordance with the result of test with respect to the meter readings of the 3 billing cycles prior to the billing cycle in which dispute has arisen and up to the date of replacement of meter .
- ii) Meter not recording :-
 - a) If the meter is not recording/ stuck as reported by the consumer, the licensee shall check the meter and if found stuck, the meter shall be replaced by the licensee/consumer as the case may be within 30 days of receipt of complaint.
 - b) The consumer shall then be billed on provisional basis on average consumption of the last three billing cycles for a period between the date of last reading and the date of replacement/repair the stuck meter.
- vi) Burnt meter:-

In case the meter is found burnt upon inspection by the licensee on consumer's complaint or otherwise-

- a) The licensee shall restore connection immediately upon receiving the complaint by bypassing the burnt meter after ensuring that necessary corrective action at site is taken to avoid future damage. New meter shall be provided by the licensee/ consumer, as the case may be, within three days.
- b) The licensee shall get the burnt meter removed from site/consumer's premises and test the same. If it is established, based on test results, that meter got burnt due to technical reasons e.g. voltage fluctuation, transients etc. attributable to system constraints, the licensee shall bear the cost of meter.
- c) In case the meter is found burnt and there is reason to believe that an official of the licensee gave a direct connection, pending replacement of meter, a case of direct theft shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.

24. Pilferage of Energy:-

A) Procedure for booking a case for pilferage of energy:-

- i) The licensee, suo-moto or on receipt of reliable information regarding commitment of any offence of theft/tempering/dishonest abstraction of energy (DAE), shall promptly conduct inspection of consumer's premises. The inspection team shall carry a written authority signed by the designated officer of the licensee.
- ii) The inspecting team shall prepare a report giving details such as connected load, condition of the seals, working of meter and mention any irregularity as per format prescribed by the licensee.
- iii) The report shall clearly indicate whether conclusive evidence substantiating the fact that energy was being dishonestly abstracted was found or not. The details of such evidence should be recorded in the report and it should be clearly brought out whether the case is being booked for direct theft or DAE.
- iv) No case for DAE shall be booked only on account of one seal on the meter missing or tempered or breakage of glass window etc. unless corroborated by consumption pattern of consumer.
- v) In case sufficient evidence is found to establish direct theft of energy, the licensee may lodge a report with local police along with the material evidence including wires, cables, meter, service line etc, seized from the site, which shall be handed over to police. The licensee shall also assess the energy consumption for past six months as per the tariff order and prepare final assessment bill on 5 (five) times the rate as per applicable tariff. The consumption shall be required to make the payment within 2 (two) working days of its proper receipt .
- vi) In case of suspected DAE, the inspection team shall not remove the tempered meter but shall disconnect it from the supply and shall restore the supply through a new specified meter. In such case, the licensee shall check the connected load and consumer's installation affix a numbered Johnson's paper

seal on the tempered meter and shall also record the particulars in the report.

- vii) While the report must be signed by each member of the joint team and the notice, if any must be signed by an authorized signatory of the licensee and all these must be handed over to the consumer or his /her representative under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of each must be pasted at a conspicuous place in / outside the premises. Simultaneously, the joint report the assessment bill and the notice shall be sent to the consumer under Registered post.
- viii) The consumer shall be served 3 (three) days show cause notice at the site as to why the case of DAE should not be booked against him / her. The notice should clearly state the time , date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

c) Personal hearing:-

- ii) Within 4 (four) working days from the date of submission of consumer's reply, if made within the prescribed period. The licensee shall arrange a personal hearing with the consumer.
- iii) Before hearing, the officer of the licensee shall analyze the case after carefully considering all the documents submitted by the consumer, facts on record and the consumption pattern. The licensee shall also assess the energy consumption for past six month. If consumption pattern for last one year is reasonably uniform no further proceeding shall be taken and the decision shall be communicated to the consumer under proper receipt within 3 (three) working days and connection shall be restored through original meter.
- iv) During the personal hearing the licensee shall give due consideration to the facts submitted by the consumer and pass, within fifteen days, a speaking order as to whether the case of suspected theft /DAE is established or not, no further proceedings shall be taken and connection shall be restored through original meter.
- v) When it is established that there is a case of DAE. The licensee may lodged a report with the local police along with the materials evidence including wires, cables, meter service lone etc. seized from the site, which shall be handed over to police. The licensee shall also assess the energy consumption for part six months as per the tariff order and prepare final assessment bill on 5 (five) times the rates as per applicable tariff. The consumer shall be required to make the payment within 2 working days of its proper receipt.

d) Voluntary declaration of tempered maters:-

- i) In case a consumer comes forward and voluntarily declares tempering of meter and (or seals).
 - a). The tempered meter shall be replaced with new meter by the licensee or the consumer, as the case may be, immediately and the licensee shall raise the assessment bill at 2 times the normal tariff for the period of last six months reckoned from date of declaration.
 - a) The energy bill, for the period the meter is not replaced shall be sent as per the procedure for defective meters.

- b) No FIR shall be lodged in case a consumer voluntarily declares, the tempered meter and pays the requisite charges in time.
- c) In case of default on the part of the consumer, the procedure for booking the case of DAE shall be followed.

24-1. Disconnection of supply due to Malpractices and theft of energy:-

- a) When the licensee has reason to believe that a consumer has indulged in malpractice with reference to the supply of electricity to any service which is under disconnection by the licensee or theft of energy or otherwise, the officer authorized in this behalf by the licensee, may, without prejudice to any other right, cause the supply of electricity to such consumer to be disconnected after giving the consumer a reasonable opportunity of being heard
- b) The S.D.O. (E) /A.E.(E)/Jr. Engineer (E) or equivalent assigned Officer of the licensee shall issue a show-cause notice to the consumer as to why electricity should not be disconnected for having committed the malpractice of supply of electricity to any service which is disconnected by the licensee or theft of energy or otherwise and direct him to submit his explanation within ten days from the date of receipt of such notice.
- c) On receipt of the reply to the show-cause notice the officers mentioned in (b)above, shall conduct an enquiry and pass suitable order within three days from the date of receipt of reply from the consumer either disconnecting or not disconnecting the supply and the said order shall be communicated to the consumer.
- d) If the supply is disconnected in pursuance of the order passed by the officers mentioned above, such supply may be restored on payment of double the assessed amount of loss sustained by the licensee and charges for reconnection of supply.
- e) The consumer may, however, make appeal to the Executive Engineer(Electrical) of his area against any order passed by the above officers for revision who on hearing both the parties concerned may pass such order as he may deem fit with reason recorded.
- f) The above shall be dealt slo in accordance with the provision 135, 138 & or 139 of the Act.

24-2. Malpractices, theft or pilferage of electricity etc:-

For any act of malpractice or theft, a consumer shall be liable for the various penalties hereinafter mentioned. Without prejudice to his liability for prosecution for any offence constituted by that Act.

24-3. Malpractice :-

A consumer shall be guilty of an act of malpractice with reference to use of energy supplied by the licensee.

- a) Where he uses energy in contravention of any provision of the Electricity Act 2003, the rules and regulations made under these Acts or of any contract made under these Acts or these conditions, as relate to , or regular, the supply of energy by the licensee.

- b) Where the uses of electricity supplied under lower tariff for a purpose for which a higher tariff is in force, or
- c) Where he engages, unauthorized in the supply of electricity to any service disconnected by the licensee .
- d) Where he exceeds contracted demand or sanctioned load without prior written permission of the licensee.
- e) Where he does not comply or orders imposing restriction on used of electricity or
- f) Where without the permission of the licensee supply to any premises other than the premises to which supply is given or to any consumer /unit within the same premises.

25. Supply system:-

Supply of energy shall be given by the licensee on the following system:-

- i) Low voltage – Alternating current, single phase, 50 Hz, 220 – 2230 volts between phase and neutral at the consumers terminal .
- ii) Medium voltage – Alternating current, three phases, 50 HZ, 380 – 400 volts between phases at the consumer terminal with alternating current.
- iii) High voltage –
 - a) Three phases, 50 Hz 11,000 volts between phases at the consumer terminal with alternating current.
 - b) Three phase, 50 Hz 33,000 volts between phase at the consumer terminal with alternating current.

26. Classification of installation:-

A.C. system:

- a) Two wires, single phase, 220 – 230 volts-
General supply not exceeding 2000 watt.
- i) Motive power installation up to 2 H.P.
- b) Four wire, three phase , 380 – 400 volts between phase general supply exceeding 2 K.W.
- c) Three wire, three phase, 380 – 400 volts between phase motive power up to 1 H.P.

27. General wiring condition:-

a) Mains- The consumer’s mains shall in all cases, be brought back to the licensee’s points of supply and sufficient cable shall be provided for connecting up the licensee (s) apparatus.

b) Switch and Fuse:- The consumer shall provide linked main switches/MCB and a single pole fuse on each conductor except the neutral conductor which shall be fixed, as nearly as possible, to the licensee’s meter board.

c) Balance of installation:- If the connected load of any installation exceeds 1 K.W. but does not exceed 2 K.W. at 220 – 230 volts, the installation shall be wired on the group system, separate neutral wires being brought back in each case to the licensee’s point of supply. An approved type of double pole linked switch shall control each main circuit.

d) Medium voltage supply:- With medium voltage supply, that is above 250 volts and up to 650, the licensee's meter and service cut- outs shall be enclosed in a strong wooden or earthen metallic box which shall be provided by the licensee at free of cost suitable ventilated and provided with a hasp, staple and lock, All wires between which a difference of potential of over 250 volts exists be made inaccessible to unauthorized persons or enclosed in an earthen metallic casing or conduct. A "caution" board printed in Bengali/English and local language of the district shall be fixed thereon.

e) Over headed mains:- In order to save the expense of long underground service on private property/land, a consumer may, either the licensee's approval erect a pillar on that portion of his property/land which is nearest to the licensee's supply mains into which the service shall be laid and from which the consumer shall run overhead mains to his premises. These overhead mains shall constitute a portion of his installation shall be laid in compliance with the Indian Electricity Rules in force from time to time. A lighting arrester may be fixed at the commencement of the over head line at the consumer's cost.

f) Earthing:- Gas pipes shall on no account be used for earthing purpose & separate independent earthing should be provided conforming to I.E. Rules.

g) Domestic heating and cooking:- A special circuit for heating and cooking shall be run from the licensee's point of supply. Wall plugs used on these circuits shall be of the three pin point type, the third pin being on earth connection. Two pin plugs or lighting sockets adopters shall not be allowed. All appliances used in the bathroom or heating or washing purpose or in any damp location must be effectively earthed.

h) Plugs:- All plugs shall be switched on live wire and not the neutral.

i) Wiring :- Single lead shall not be allowed to be run separately in iron conduit.

j) A.C. motor installation:- Motor shall be provided with control gear so as to prevent satisfactorily the maximum current demand from the consumer's installation exceeding the limits given in the following schedule at any time under all possible conditions. Failure to comply with these regulations will render the consumer liable to disconnection from the supply on account of interference with the supply to other consumers.

Name of supply	Size of installation	Limits of maximum current demand
Single phase	Up to and including 2 HP	Six times full load current
Three phase	Above 2 HP and up to and including 5 HP	Three times full load current.
	Above 5 HP and up to including 15 HP	Twice full load current.
	Above 15 HP	One and a half time full load current.

Motor circuit shall be controlled by a triple pole linked switch protected by a no volt release and T.P. fuses (or over load releases). It is important that the release should be maintained in thorough working order. Wiring for motors shall be run with all three phase wires bunched in a single metallic conduit, which shall be efficiently earthed throughout and connected to the frame of the motor from which two separate earth wires shall be run. The minimum size of the earth wires permitted is no 14 SWG . All motors &

associated control gears shall comply in every respect with Indian Electricity Rules, in force from time to time.

Motor above 2 H.P. shall be wound for three phases 380 – 400 volts between phases .

For safety of 3 phases motor installed by the consumer's single phase-preventer may be installed by him, if so desired.

- j) Power factor of apparatus:- The apparatus shall have a lagging power factor of not less than 85 percent at normal working load. In case the power factor is less, the consumer shall connect power factor improver as advised by the licensee.

28. Miscellaneous-

- (i) The Commission may at any time at its sole discretion vary, alter, modify, add or amend any provision of these Regulations.
- (ii) if any difficulty arises in giving effect to any of the provision of this Regulation, the Commission may for reasons to be recorded in writing direct the licensee and the consumer for taking suitable action not in consistent with the provision of the Act as may appear necessary for removing the difficulties.
- (iii) Nothing in these regulations shall abridge or prejudice the rights of the licensee and the consumer under the Electricity Act.
- (iv) Nothing in these regulations shall be deemed to limit or other wise affect the inherent power of the Commission to make such order as may be necessary for meeting the ends of justice or to prevent the abuse of the process of the Commission.

By Order of the Commission

(P.C.Roy)
Secretary to the Commission.

Place : Agartala
Date_____