

THE MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION

The Meghalaya Electricity Supply Code, 2006

(Published in the Gazette of Meghalaya issue dated 7th December 2006)

NOTIFICATION

No. MSERC/Regn7/2006. In exercise of the powers under sub-section (2) of section 181 read with section 50 of the Electricity, Act, 2003 and all powers enabling it in that behalf, the Meghalaya State Electricity Regulatory Commission hereby makes the following Code, the same having been previously published in the Gazette of Meghalaya of issue dated October 19, 2006, Part IIA, pages 195-99), namely –

1. Short title and commencement

- (1) This Code may be called the Meghalaya Electricity Supply Code, 2006.
- (2) It shall come into force on the date of its publication in the Gazette of Meghalaya.

2. Definitions

In this Code, unless the context otherwise requires –

- (a) “Act” means the Electricity Act, 2003;
- (b) “Code” means the Meghalaya Electricity Supply Code, 2006;
- (c) “Commission” means the Meghalaya State Electricity Regulatory Commission;
- (d) “consumption” mean consumption of electricity and the word ‘consumer’ shall be construed to mean a consumer of electricity;
- (e) “electricity charges” means charges payable for electricity consumed, calculated at rates specified by the Commission excluding any tax, duty or cess payable under any law;
- (f) “licensee” means a person who has been granted a licence to distribute electricity under the Act.

(g) “rural areas” means areas notified as such from time by the Commission for the purpose of this Code.

3. Classification of supply

Supply of electricity of low tension (LT) high tension (HT) and extra high tension (EHT) electricity is as classified hereunder and shall be maintained as such.

Connected Load	Character of supply	Classification
Upto 5 KW	230 volts single phase AC, 50 c/s depending upon availability of voltage and supply	LT
Above 5 KW and upto 50 KW	400 volts and above, 3 phase 4 wire AC, 50 C/s depending upon availability of voltage and supply	LT
Above 50 KW	11 KV and above including 33 KV, 3 Phase 3 wire AC, 50 C/S depending upon availability of voltage and supply	HT
5000 KW and above	132 KV and above 3 phase 3 wire AC, 50 C/S depending upon availability of voltage and supply	EHT

4. Categorisation of supply

Consumption of electricity is categorised as follows, that is –

(A) **Domestic consumption**, which includes consumption –

- (a) for lighting, heating, cooling, fans and other household appliances in a private dwelling house;
- (b) in temples, churches, mosques, gurudwaras and other places of religious worship;
- (c) in hospitals, dispensaries, health centres run by Government or by charitable, religious or social organisations on a no-profit or non-commercial basis;

(d) in schools, colleges, hostels boarding houses for students run by Government or by charitable, religious or social organisations on a no-profit or non commercial basis; and

(e) in ashrams, dharamsalas, community halls and institutions run by recognised welfare organisations.

(B) **Commercial consumption**, which includes consumption –

(a) in shops, banks, hotels, restaurants, cinema halls, petrol pumps, garages and other commercial and business establishments;

(b) in nursing homes, dispensaries, pathological laboratories, x-ray clinics and other such commercial establishments;

(c) in fairs and exhibitions and for signboards and hoardings; and

(d) other consumption not falling under any other category under the clause.

Note – Where a connection serves both domestic and commercial purposes, the consumption shall be classified as commercial.

(C) **Industrial consumption**, which includes consumption in factories and other industrial or manufacturing establishments.

(D) **Public service consumption**, which includes consumption –

(a) in government and district council offices, municipal boards municipal corporations and other local bodies;

(b) for street lighting, park lighting and traffic signal systems.

5. Recovery of electricity charges

(1) Electricity charges shall be recovered by the licensee from a consumer in the manner specified under this Code.

(2) Electricity charges shall be calculated and recovered as per rates specified from time to time by the Commission.

(3) In rural areas, where a franchisee is engaged for collection of electricity charges, a franchisee fee not exceeding five percent over the rates fixed for a dwelling or a cluster of dwellings may be recovered over and above the electricity charges due.

6. Electricity bills

1. Electricity bills shall be prepared by the licensee on a bi-monthly basis. The forms in which the bill will be issued will be finalised by the licensee in consultation with the Commission. The format will contain the name and address of the consumer, his account or consumer no., details of the current reading, applicable tariff, amount due, due date and taxes or cess levied by the Government. The reverse of the bill will contain information of particular interest to the consumer and shall include instructions of how payment is to be made. Relevant extracts from the regulations will also be included.
- (2) The bills shall be sent to the consumer, giving him not less than fifteen days' time before the due date, for making the payment.
- (3) For payment made after the due date a late fee of two and a half percent of the gross amount of the bill is leviable :

7. Advance payment of electric bills

A consumer will have the option to make advance payment towards future consumption of electricity for a maximum period of twelve months. The form to be prescribed for availing this facility will be finalised by the licensee in consultation with the Commission.

8. Erroneous bills and complaints

- (1) If a consumer disputes the correctness of the amount shown in the bill he shall make a complaint to the licensee on or before the date due for payment of the bill.
- (2) If the complaint relates to the amount being in excess of the normal consumption, the consumer shall enclose photo copies of the bills of the preceding six months along with the complaint application.
- (3) The licensee shall examine the complaint and, if the complaint is found to be correct, issue a revised bill giving the consumer not less than seven days' time to pay.
- (4) If the meter is found to be defective or the reading is erroneous the licensee shall prepare a revised bill based on the average consumption of the preceding six months.
- (5) Excess amount paid, if any, by the consumer pertaining to the bill in dispute shall be adjusted against subsequent bills.

9. Meter reading card

- (1) The licensee shall maintain a meter reading card where meter readings taken from time to time shall be recorded.
- (2) The meter reading card shall be kept at the premises of the consumer.

10. Advance or special reading of meters

- (1) In case a consumer leaves or vacates the premises he may make a request to the licensee for arranging an advance or special reading of the meter.
- (2) The request shall be made not less than ten days from the date intended and the licensee shall arrange for a reading to be taken.

11. Right to enter and check

The licensee or any person duly authorised by him at any time between 9.00 A.M. and 6.00 P.M. of the day enter upon the land or premises of a consumer –

- (a) to read meters and note down the readings; and
- (b) to inspect, test, repair remove and replace the supply lines, meters, apparatus or things as may be found necessary.

12. Right to check unauthorised use

If the licensee has reasons to believe that any supply line, meter or apparatus is tampered with, distressed, damaged or used in an unauthorised way, he or any person duly authorised by him may enter, inspect, test and to do such things as may be lawfully required for removal of the breach or unauthorised use.

13. Application and conditions for supply of electricity

- (1) An application for supply of electricity by an owner or an occupier of a premises shall be accompanied by a fee of rupees two hundred and a test report. The application form and the test report form will be finalised by the licensee in consultation with the Commission. For industrial consumption the fee will be one thousand rupees and the application form and test report form will be prescribed by the licensee in consultation with the Commission.

- (2) Where, subject to the provisions of the Act, supply is given, the licensee will levy a fee of rupees two thousand for each connection in the case of domestic or commercial consumers, and rupees ten thousand in the case of industrial consumers.
- (3) The cost of poles, overhead supply lines, meters, plant and equipment shall be borne by the consumer along with any other miscellaneous expenses as may be necessary.
- (4) The licensee shall prepare an estimate of the cost involved and send it to the applicant consumer for payment before the service line is laid.
- (5) Equipment connected with the supply and not belonging to the consumer shall be property of the licensee.

14. Temporary supply

- (1) Temporary supply may be provided to a premises, hall, field or place for purpose of marriage receptions, fairs, and sporting events or for social or religious festivals the duration of which is not to exceed thirty days in each case.
- (2) The provisions of paragraph 13 of this Code shall apply for temporary supply.
- (3) Electricity tariff for temporary connection shall be specified by the Commission.

15. Payment of security

A consumer shall pay a security amount equivalent to the average of two months charges for the load applied for by the consumer. This will be adjusted in six equal instalments:

Provided that in the case of temporary supply, a lump-sum charge as specified by the Commission shall be payable.

16. Disconnection of supply

- (1) If a consumer neglects or refuses to pay the electric bills for a period of one month from the due date the licensee shall serve him a notice of fifteen clear days and disconnect the electric supply after the notice period expires.
- (2) If after disconnection, the consumer pays the amount of the bills due within one month of disconnection, the licensee shall restore the supply without any extra payment.

17. Change of name of consumer

(1) For change of name of a consumer the licensee shall transfer the connection to the new owner or the new occupier of the premises, as the case may be. The application for the change shall:-

(a) in case of sale, lease or transfer, be accompanied by proof of ownership and

(b) in case of change of occupancy, be accompanied by a letter of consent from the transferor or a no-objection certificate from the owner of the premises.

18. Centres for payment of electric bills and sale of meters.

(1) The licensee shall set up centres for payment at convenient places within his area of supply where consumers shall pay the electric bills and shall once a year in January publish the location of such centres for public information.

(2) The licensee shall make arrangements to sell and repair electric meters within their area of supply.

19. Maintenance of supply

(1) It shall be the duty of the licensee to take all measures to provide and maintain uninterrupted supply of electricity to the consumers except in circumstances created by circumstances beyond the control of the licensee.

(2) Where supply has to be shut down for repair or testing of the lines or equipment, the licensee shall give due and prior notice of the time and period of the shut down through the media.

20. Information and assistance

The licensee shall once a year in January publish in two newspapers having circulation in his area of supply, preferably one being in local language of the area, information relating to –

(a) the setting up of assistance and services cells, their location, jurisdiction and functions;

(b) instructions to help prevent mishaps and precautions to be taken;

(c) authorities to hear grievances and complaints; and

(d) acts construed as offences under electricity laws, rules and regulations.

21. Savings

The system or procedure adopted by a licensee existing prior to the coming into force of this Code may continue to be followed for a period not more than 180 days.

22. Power to remove difficulties

- (1) If the Commission is satisfied that there are genuine difficulties in the implementation of any of the provisions of this Code it may relax the provisions to such extent and subject to such conditions as it may decide.
- (2) Any matter relating to, but not adequately covered, by this Code shall, if necessary, be taken up by the Commission and its decision thereon shall be final.