



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

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NOTIFICATION

Dated Aizawl, the 25th July, 2022

No.H.20013/04/16-JERC: In exercise of powers conferred under Section 50 read with Clause (x) of Sub-section (2) of Section 181 of the electricity Act, 2003 (36 of 2003), and all other powers enabling it in this behalf, the Joint Electricity Regulatory Commission for Manipur & Mizoram hereby makes the following regulations to amend the Joint Electricity Regulatory Commission for Manipur & Mizoram (Electricity Supply Code) Regulations, 2013 (herein referred to as "Principal Regulations"), namely;

1. Short title and commencement:-

- 1) This Regulation may be called the Joint Electricity Regulatory Commission for Manipur & Mizoram (Electricity Supply Code)(Sixteenth Amendment) Regulation, 2022.
- 2) This Regulation shall extend to the whole States of Manipur & Mizoram and shall apply in relation to all matters falling within the jurisdiction of the Commission.
- 3) This Regulation shall come into force from the date of their notification in the Official Gazette of the concerned States.

2. Amendments in Regulation 2.3 of the Principal Regulations:-

- 1) Sub-clauses (27) and (37) of clause 2.3 of the Principal Regulations shall be substituted respectively by the following:
'(27) "disconnection" means the physical separation or remote disconnection of a consumer from the distribution system of a distribution licensee.
(37) "fixed charge" means the amount chargeable for the billing cycle/billing period based upon sanctioned load/contracted load as per the provision in the prevailing Tariff Order.'
- 2) Sub-clause (55) shall be inserted just after the existing entry of sub-clause (54) as below:

'(55) "prosumer" means a person who consumes electricity from the grids and can also inject electricity into the grid for distribution licensee, using same point of supply.'

- 3) Sub-clause (62) shall be inserted just after the existing entry of sub-clause (60) as below:

'(62) "temporary connection" means an electricity connection required by a person for meeting his temporary needs as per the provisions in the prevailing Tariff Order.'

- 4) The following sub-clause numbers of the Principal Regulations shall be read and corrected respectively as below:

'(55) as (56), (56) as (57), (57) as (58), (58) as (59), (59) as (60), (60) as (61), (61) as (63), (62) as (64), (63) as (65), (64) as (66) and (65) as (67).'

3. Amendments in Regulation 4 of the Principal Regulations:-

Clauses 4.14 and 4.15 of the Principal Regulations shall be substituted respectively by the following:

- '4.14 (1) Application forms for all types of connections as well as modification in existing connections shall be available at all the local offices of the distribution licensees free of cost as well as on its website for free download. Legible photo copies of a blank form may also be made by the consumer which shall be accepted by the licensee. Any assistance or information required in filling up the form shall be provided to applicant at the local office of the licensee.
- (2) The distribution licensee shall prominently display on its website and on the notice board in all its revenue concerned offices, the following; namely:-
- (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;
 - (iii) address of website for online submission of application form;
 - (iv) all applicable charges to be deposited by the applicant.
- (3) The distribution licensee shall create a web portal and a mobile app

for submission of online application forms.

- (4) The applicant shall have an option to submit an application form in hard copy form or an electronic means such as online through web portal or mobile app of distribution licensee.
- (5) In case hard copy of the application form is submitted, the same shall be scanned and uploaded on the website as soon as it is received and acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.
- (6) in case of online application form through web portal or mobile app of distribution licensee, the acknowledgement with the registration number shall be generated on submission of applicant.'

'4.15 The application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application or mobile app or through SMS or by any other mode to monitor the status of processing of the application like receipt of application, meter installation and electric flow.'

4. Amendments in Regulation 5 of the Principal Regulations:-

Clause 5.1 of the principal Regulations shall be substituted by the following:-

- '5.1 (1) No connection shall be given without meter and such meter shall be the smart meter compatible for both pre-paid and post-paid modes. **Any exception to the smart meter or pre-payment meter shall have to be duly approved by the Commission.** The Commission, while doing so, shall record proper justification for allowing the deviation from installation of the smart pre-payment meter or pre-payment meter.
- (2) All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and all subsequent amendments 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.
 - (3) The distribution licensee shall ensure that tested and sealed meters of approved meter manufactures are available to consumers for purchase and information of the places from where the consumers can purchase them is made available on its website.'

5. Amendments in Regulation 5 of the Principal Regulations:-

Clauses 5.17 and 5.28 of the Principal Regulations shall be substituted respectively by the following:

- '5.17 (1) The meter shall be read at least once in every billing cycle and the consumer shall extend all facilities to the licensees or his authorized representatives to read the meter. In respect of domestic consumers meter shall preferably be read during daylight hours.
- (2) In case of smart meters, the meters shall be read remotely at least once in every month and in the case of other pre-payment meters, the meters shall be read by an authorized representative of the distribution licensee at least once in every three months. The data regarding energy consumption shall be made available to the consumer, through website or mobile app or SMS, etc. Consumers having smart pre-payment meters may also be given the data access for checking their consumption on real time basis.
- (3) For post payment meters, if the meter is inaccessible to the meter reader on two consecutive meter reading dates, the consumer shall have the option to send the picture of the meter indication the meter reading and date of meter reading through mobile or through e-mail. In such case, distribution licensee may not send any notice or provisional bill to the consumer.'
- '5.28 (1) Testing of meters shall be done by the distribution licensee to satisfy itself regarding the accuracy of the meter before it is installed. 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 and subsequent amendments.
- (2) If a consumer disputes the result of testing about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage of seal, burning or damage to the meter, etc., the meter shall be tested at a third party testing facility selected by the consumer from the list of third party testing agency approved by the Commission within thirty days of receipt of complaint from the consumer and the cost of such test shall be borne by the consumer. If it is successfully established that the results of this test is contrary to

the results of the test performed by the distribution licensee, the said results of the third party is final and binding on both the consumer and the distribution licensee.

- (3) The list of third-party agencies **approved by the Commission** shall be available in their various offices as well as on the website of the distribution licensee.'

6. Amendments in Regulation 6 of the Principal Regulations:-

Clause 6.1 of the Principal Regulations shall be substituted by the following:

- '6.1 (1) Tariff for each category of consumers shall be displayed on distribution licensees website and consumers shall be notified 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 other suitable media.
- (2) The licensee shall intimate the consumer, in the beginning of the financial year or as and when changes are made on billing cycle, 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:Provided that the due date for bill payment through cheques shall be 3 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 day in advance of the normal due date for bill payment.
 - (3) In case of pre-payment metering, the distribution licensee shall issue the history of bill paid (recharge voucher), to the consumer, on his or her request.
 - (4) The information regarding the authority with whom grievance or complaint pertaining to bill can be lodged shall be provided alongwith the bill and the same shall also be made on distribution licensee's website.'

7. Amendments in Regulation 8 of the Principal Regulations:-

Clause 8.1 of the Principal Regulations shall be substituted by the following:

- '8.1 (1) The supply may be disconnected temporarily or on a permanent basis

as per the procedure described below. 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.

- (2) Pre-payment meter will be designed to automatically cut off supply when the amount credited is exhausted. This shall however not be treated as disconnection and the supply will be resumed whenever the meter is recharged.'
- (3) Pre-payment meter and smart meter working in pre-payment mode shall have automatic cut off system of power supply whenever real time load exceeds the sanctioned load within 5 (five) seconds and automatic restoration of power supply within 5 seconds when real time load falls below the sanctioned load till the nth time (pre-determined time limit) allowed for occurrence. On the nth time of occurrence, the consumer will have to enhance the sanctioned load in the licensee office with payment of required amount prescribed in the Tariff Order. Then upon enhancement of sanctioned load uploaded in the system, then only the power supply will be restored automatically. The number of occurrence allowed in a calendar year before the nth time should be specified and notified to the consumer by the licensee office.

8. Amendments in Regulation 10 of the Principal Regulations:-

Clauses 10.1 and 10.2 of the Principal Regulations shall be substituted by the following:

- '10.1 (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 liveable, penalty adjusted, etc.**
- (2) While the prosumers will maintain consumer status and have the same rights as the general consumer, they will also have right to set up Renewable Energy (RE) generation unit including rooftop solar photovoltaic (PV) systems either by himself or through a service provider.
- (3) Renewable energy (RE) generation unit may also be set up on other

part of the premises of the prosumers, apart from the roof, however the total generation capacity of the RE unit shall not exceed the limit as specified by the Commission in the JERC for Manipur and Mizoram (Metering for Grid Connected Renewable Energy) Regulations, 2016 and its subsequent amendments.

- 10.2 (1) 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.**
- (2) The distribution licensee shall 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) The distribution licensee shall provide all services such as application submission, payment of bills, etc., to senior citizens at their door-steps.
- (4) The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, intimation shall be given to the consumers as soon as possible through SMS or by any other electronic mode or media along with estimated time for restoration. This information shall also be available in the call center of the distribution licensee.
- (5) For creating proper awareness among consumers and licensee staff, the distribution licensee shall ensure to undertake the following steps, namely:-
- (i) Manual of procedure for providing common services and handling customer grievances shall be made available for reference of customers at every office of the distribution licensee and downloadable from its website.
 - (ii) The distribution licensee shall publish the guaranteed standards Of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the

back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills.

- (iii) The distribution licensee shall arrange to give due publicity through visual media, radio, newspaper, website and by displaying in boards at consumer service related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.
- (iv) The distribution licensee shall arrange to display feeder wise outage data, efforts made for minimizing outages, prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- (v) 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. Distribution licensee shall issue a public notice in at least four daily newspapers. Such information shall also be displayed in conspicuous manner on the distribution licensee's website and the distribution licensee shall indicate the area wise schedule of dates for replacement of such meter.'

By Order of the Commission



(RICHARD ZOTHANKIMA)
Assistant Secretary

Statement of Reason

Government of India notified the Electricity (Rights of Consumers) Rules, 2020 in the Gazette of India on 31st December, 2020. On issue of the above Rules, it is required to amend the relevant regulations to comply with the Rules. Therefore, the JERC for Manipur and Mizoram (Electricity Supply Code) Regulations, 2013 is hereby amended for compliance by all the stakeholders in Manipur and Mizoram.



Assistant Secretary