



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

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NOTIFICATION

Dated Aizawl, the 19th October, 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**)(**Seventeenth Amendments**) 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 6 of the Principal Regulations:-

Clause 6.25 of the Principal Regulations shall be substituted by the following:

'6.25 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 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 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 complaint if the billing mistake is due to error in meter reading or due to error in data entry in the billing software.

By Order of the Commission

Sd/- RICHARD ZOTHANKIMA
Secretary

STATEMENT OF REASON

It is observed that there have been frequent instances of serving electricity bill incorrectly due to error in meter reading or due to error in data entry in the billing software or both resulting in consumer's complaint. Till the complaint on the bill is resolved, the consumer shall pay amount based on average consumption of last three consecutive undisputed bills. The amount so recovered shall be subject to final judgement on resolution of the complaint. In some cases in the final adjustment, the consumer is obliged to pay surcharge on arrear for unpaid balance.

The Commission opines that inflicting penalty (Levying Surcharge) on consumer not on account of his fault, but on account of licensee, is injustice to the consumer, as finding out reason of variations of his monthly bill is the responsibility of the licensee. Therefore, amendment of clause 6.25 of the principal regulations of Joint Electricity Regulatory Commission for Manipur & Mizoram (Electricity Supply Code) Regulations, 2013 is proposed as per this draft notification.

Sd/- Secretary