

Comparative analysis of supply codes in 10 states*

NOVEMBER, 2009



FORUM OF REGULATORS

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A1: BACKGROUND OF STUDY

- 1.1 Honorable Appellate Tribunal of Electricity (ATE), in the order dated 9th October 2009, against appeal no 181 of 2008, having its concern over the grievance of the consumers has issued directions to all the State Commissions/Joint Commissions to ensure effective implementation of Sections 42(5) to 42(7), 50, 57 and 59 of the Electricity Act, 2003.
- 1.2 Under the said order, ATE has directed Forum of Regulators to do the compilation of Supply code of all the state regulatory Commissions and identify the gaps and variation if any in the present supply codes.
- 1.3 PricewaterhouseCoopers was awarded the assignment of compilation and comparison of supply codes across 10 states based on representation across majority population, regions, industry structure, geographical terrain, ownership structures, etc. States identified for the study include Madhya Pradesh, Uttar Pradesh, Tamil Nadu, Delhi, Andhra Pradesh, Jharkhand, Assam, Punjab, West Bengal & Maharashtra.

A2: INTERACTION WITH FORUM OF REGULATORS

- 2.1 In the 15th meeting of FOR held at Amritsar on 19th Nov, 2009, there was a discussion on APTEL order in Appeal No. 181 of 2008, in which the Secretary to the FOR was directed to evaluate the Standards of Performance and the Supply Code notified by the appropriate Commissions to evaluate variations and any specific gaps that need to be rectified, as agenda item No. 2.
- 2.2 After pursuing the agenda note, the Forum was of the view that while the directions issued by APTEL were useful in focusing the attention on consumer grievance related aspects of the regulatory process, the SERCs frame the relevant regulations under the provisions of the Electricity Act, 2003 and while doing so, they also take into account the local situations.
- 2.3 M/s PwC made a presentation on the analytical framework and preliminary findings based on the comparative study of supply codes across seven states – Madhya Pradesh, Uttar Pradesh, Tamil Nadu, Delhi, Andhra Pradesh, Jharkhand and Assam.
- 2.4 The Forum agreed to the comparative framework presented; and desired to include other relevant regulations and codes in the comparison which addressed similar issues in respective states - conditions of supply, distribution code and metering code.
- 2.5 It was also agreed to develop a 'Model Supply Code' similar to the Model Standards of performance regulations. The model supply code should feature the suggested mandatory provisions in accordance with the provisions of the Electricity Act, 2003 and also desirable features based on the best practices on customer service being followed in various states.

A3: APPROACH FOR COMPARATIVE ANALYSIS

3.1 We have analysed the Supply Code regulations of the above mentioned 10 states across the following parameters as specified in the Act (under section 50) and keeping in view of meeting basic consumer service levels:

- (a) Parameters as per the requirement of Section 50¹ of the Act:
 - (i) Recovery of Electricity Charges
 - (ii) Intervals of billing of electricity charges
 - (iii) Disconnection of electricity for non-payment of charges
 - (iv) Restoration of supply of electricity
 - (v) Measures for preventing tampering, distress or damage to electric plants, electric lines and meters
 - (vi) Entry of licensee or any other authorized person for disconnection of power supply and removal of meter and entry for replacing, altering, maintaining electric lines or plants and meters.
- (b) Parameters necessary for ensuring better consumer service and removing ambiguity
 - (i) Formats for various applications;
 - (ii) List of supporting documents along with the application forms; and
 - (iii) Standards for consumer premises

3.2 For the purpose of analysis, the above mentioned broad parameters have been divided into further sub-parameters for developing the comparative framework. These sub-parameters have been selected keeping in view expectations of a consumer from a licensee in terms of defining the following:

- (a) Outlining of a definitive process with every milestone highlighted;
- (b) Clear and unambiguous timelines for providing the services;
- (c) Quantification of charges for the service in terms of fees, deposit, etc.; and

¹ Subs. by act 26 of 2007, Sec. 9 (w.e.f. from 15th June 2007)

- (d) Responsibility allocation including duties and obligations of consumers during the process.

Coverage of regulations and codes

3.3 For the purpose of our study we have referred to the following documents (wherever issued by their respective Commissions & available on Commission's website) for all the 10 identified states as per the suggestions of the FOR meeting held at Amritsar on 19th of November 2009:

- (a) Supply Code
(b) Distribution Code
(c) Metering Code and
(d) Conditions of Supply

The details of such documents referred for each state is given in Annexure 1

Defining the identified parameters & sub-parameters

3.4 The table below provides the list of identified sub-parameters along with their explanation:

Sr. No.	Parameters	Definition/ Explanation
1	Recovery of Electricity Charges	
(a)	New Connections	
(i)	Process defined for obtaining new connections	Well defined procedure exists for obtaining new connection
(ii)	Type of applicable charges specified for new connections	Applicable connection charges for obtaining new connections are clearly mentioned
(iii)	Amount of applicable charges specified/ reference to Commission's order	Either the Supply Code clearly mentions the amount of applicable charges or there is a reference to the Tariff Order or any other schedule of charges
(iv)	Timelines for providing new connection specified	Supply Code mentions the time taken to issue the connection
(v)	Is security deposit for new connection specified/ reference to Commission's order	Either the Supply Code clearly mentions the amount of security deposit or there is a reference to any Commission's Order
(vi)	Process for dealing with augmentation issues	Well defined procedure exists for extension of system/ supply to the consumer premises
(vii)	Charges applicable for	Either the Supply Code clearly

Sr. No.	Parameters	Definition/ Explanation
	augmentation issues/ reference to Commission's order	mentions the amount of applicable charges for augmentation, sharing of expenses with consumer or there is a reference to the Tariff Order or any other schedule of charges
(b)	Existing connections	
(i)	Type of charges applicable to the consumer clearly specified/ reference to Commission's order	Applicable Tariff charges for existing connections are clearly mentioned or there is a reference to the Tariff Order
(ii)	Amount of applicable charges specified/ reference to Commission's order	Either the Supply Code clearly mentions the amount of applicable charges or there is a reference to the Tariff Order
(iii)	Time period for recovery of charges specified	Supply Code mentions the time period within which the consumer has to pay the applicable charges
(iv)	Point of supply for applicability of charges specified	Point of supply for consideration of number of connections to be issued
(v)	Process for dealing with load enhancement/ reduction issues	Well defined procedure exists for load enhancement/ reduction related matters
(vi)	Charges applicable for load enhancement/ reduction issues/ reference to Commission's order	Applicable charges mentioned for load enhancement/ reduction related matters or there is a reference to the Tariff Order or any other schedule of charges
(vii)	Provisions for treatment of previous dues	Consideration of past dues in billing
(viii)	Process for change in consumer category/ voltage level	Well defined procedure exists for consumers to get the consumer category or voltage level changed
(ix)	Process for conversion of system (single phase to 3 phase & vice versa)	Well defined procedure exists for consumers to get single phase to 3 phase conversion & vice versa
2	Billing of electricity charges	
(a)	Billing information	
(i)	Prior intimation to the consumer on billing process (periodicity of billing service, date of meter reading, bill date and due date for payment in calendar month etc)	Intimation regarding billing process is given to the consumer ahead of the financial year or periodically
(ii)	List of information to be included in the bill clearly specified	
(iii)	Intervals for billing of electricity charges specified	

Sr. No.	Parameters	Definition/ Explanation
(iv)	Meter status captured in bill	Status of the meter in terms of – ok, defective, missing, door lock etc.
(b)	Metering & reading	
(i)	Mode of meter reading - Manual/Automated	
(ii)	Mode of meter reading - Third party allowed	Whether the authorized representative of the licensee or only the licensee is allowed to do the meter reading
(iii)	Provision of meter card/meter card passbook	Recording the meter reading in a meter card for the consumers
(iv)	Mode of dispatch of the bills to the consumer (eg by hand/ by post)	Mode of dispatch clearly stated in the supply code
(v)	Process in case of non-receipt of bills by consumer clearly specified	In case of non-receipt of bills within specified date the procedure to be followed by the consumer for payment of bill
(vi)	Process for billing - in case of faulty or defective (burnt/ stuck) meters	Method of assessing electricity charges in case of burnt/ stuck meters is clearly stated
(vii)	Provision for provisional bill	Provision for provisional bill in cases like meter not accessible etc.
(c)	Mode of payment & bill collection	
(i)	Bill collection facilities specified (drop box, collection centres etc)	Facilities where the consumers can pay their bills are clearly mentioned.
(ii)	Mode of payment of electricity bills (cash, DD, cheque(local/outstation), credit card, internet payment)	Method of payment of bills by the consumer is mentioned in the code
(iii)	Mode of acknowledgment of payment of bills clearly specified	Either acknowledgement receipt/ any other mode
(iv)	Process for advance payment of anticipated bills specified	Process for making payment, recording and adjustment of bills paid
(v)	Time period for payment of bills by consumer clearly specified	Supply Code mentions the time period within which the consumer has to pay the bill
(vi)	Process applicable for late payments specified	
(vii)	Charges applicable for late payments specified/ reference to Commission's order	Applicable charges mentioned for late payment related matters or there is a reference to the Tariff Order or any other schedule of charges
(viii)	Specifying the priorities for adjustment of amount paid by the consumer	Priority in which the payments made by the consumer would be adjusted eg. Electricity duty,

Sr. No.	Parameters	Definition/ Explanation
		arrears, delayed payment surcharge, current billed amount
(ix)	Process for payment of arrears bills through instalment	Policy for recovery of dues through instalment facility
(x)	Process for treatment of erroneous/ disputed bills	Clearly specified steps to be followed by consumer & licensee in case of disputed/ erroneous bills
(xi)	Provision of self assessment of bills by consumer specified	Provision and process defined for payment of self assessed bills in case of non receipt of bill etc.
(xii)	Process for treatment of cheques issued by consumers which are not honoured	Defined steps applicable in case of bounced cheques
(xiii)	Process applicable for raising bills in case of theft of electricity	Method of assessing electricity charges defined in case of theft of electricity
3	Disconnection of service	
(i)	Conditions for temporary disconnection	Separate conditions are mentioned under which temporary disconnection of supply can take place
(ii)	Conditions for permanent disconnection	Conditions are mentioned under which disconnection/ permanent disconnection of supply can take place
(iii)	Timelines for disconnection (Notice period etc.)	
(iv)	Provision of lock-in period for the agreement	Whether the agreement between consumer and licensee specifies the minimum time period before which consumer cannot ask for disconnection from the date of agreement
4	Restoration of supply of electricity	
(i)	Conditions to be met by consumer clearly specified	In case of disconnection of electricity, conditions to be met by the consumers before restoration of supply
(ii)	Time period for restoration of supply after production of the proof of payment of charges by consumer	
5	Measures for preventing tampering, distress or damage to electric plants, electric lines and meters	
(i)	Treatment for damaged electrical plants, lines and meters within consumer premises	Measures the licensee shall take in case of any damage to electrical plants, lines and meters within consumer premises

Sr. No.	Parameters	Definition/ Explanation
(ii)	Treatment for damaged electrical plants, lines and meters outside consumer premises	Measures the licensee shall take in case of any damage to electrical plants, lines and meters outside consumer premises
(iii)	Process applicable in case of unauthorised use of electricity	Method of assessing penal charges & process defined in case of unauthorized use of electricity
(iv)	Process applicable in case of theft of electricity	Method of assessing penal charges & process defined in case of theft of electricity
(v)	Process for voluntary disclosure of tampered meters	Provision for voluntary disclosure of tampered meters for consumers
6	Right of licensee to enter consumer premises and to remove fittings or other apparatus of licensee	
(i)	Purpose governing the entry of authorized personnel clearly specified	
(ii)	Special provisions by which the authorized personnel can enter the premises	Provision of Judicial/ Magistrate order for allowing entry of authorized personnel into the consumer premises
(iii)	Specifying the authorized person who can enter the premises of a consumer	
(iv)	Specifying the time when authorized can enter the premises of a consumer	Provision like entry allowed only during daytime etc.
(v)	Specifying time period and the consequences of the failure to allow entry of authorized personnel	Steps applicable in case of consumer's refusal to allow the licensee's access to the consumer's premises
7	Meter	
(i)	Option to consumer for procurement of meter	Whether option is given to the consumer for procurement of meter on his own
(ii)	Terms for selection of meters purchased by consumers clearly specified	Applicable in case of meters installed by consumers
(iii)	Provision of Third party testing of meters installed by consumers	Whether there is a provision for testing of meter purchased by the consumer on his own through a Third party agency approved by the Commission
(iv)	Applicable charges for meters procured by consumers (Testing fees etc.)	Charges to be levied on the consumer purchasing the meter on his own
(v)	Applicable charges for meter	

Sr. No.	Parameters	Definition/ Explanation
	installed by Licensee specified or not (meter security, monthly rent etc)	
(vi)	Treatment of cost of new meter installed by licensee against lost, burnt or defective & inoperative meter specified	Clearly defined steps for the apportionment of cost of lost, burnt/defective meter between consumer and the licensee
(vii)	Process for replacement of lost meter clearly specified	Steps applicable to consumer and licensee in case of lost meter replacement clearly specified
(viii)	Process for testing and maintenance of meters clearly specified by licensee	
(ix)	Process for testing, replacement & charges in case of defective meters	Steps to be followed for testing in case of defective meters and applicable charges
(x)	Option for placement of meter (consumer premises/ pole)	Whether consumer has the option of installing meter within his premises or outside the premises
(xi)	Provision of requirement for meter particulars sheet for new meters	Applicable in case of new connection / installation of new meters
8	Wiring of consumer premises	
(i)	Applicable standards for consumer premises specified	Standards to be followed by the consumer for wiring within his premises.
9	Formats provided for consumers	
(i)	Application form for new connection	
(ii)	Application for temporary connection	
(iii)	Format for inspection report of premises for new connection	
(iv)	Application for Change of Consumer's name due to change in Ownership/occupancy of the property	
(v)	Application for Change of Category	
(vi)	Application for disconnection on consumer's request/ permanent disconnection	
(vii)	Format for transfer of connection/mutation of name	
(viii)	Meter related complaints or Testing of Meter	
(ix)	Format for application of self assessed bill	

Sr. No.	Parameters	Definition/ Explanation
(x)	Format for application of advance payment	
(xi)	Format for inspection report for mis-use/ unauthorized use/ theft	
(xii)	Application for load enhancement/ reduction	
(xiii)	Format for agreement between consumer and licensee	
10	List of supporting documents specified along-with application	
(i)	For release of new connections	
(ii)	For change of ownership	
(iii)	For disconnection	

3.5 While doing the analysis, we have tried to analyse whether the above mentioned sub parameters (as per their explanation) find a place in the Supply Code of the respective 10 states or not. In the output of our analysis, we have marked “Yes”/ “No”/ “No*”/ “No**”/ “No***”/ “No[#]” against each sub-parameter for each state.

3.6 The explanation of these is as under:

- (a) Yes – a sub-parameter is marked “Yes” in case the sub-parameter (with meaning as explained in the table above) finds a place in the Supply Code of the respective state.
- (b) No – a sub-parameter is marked “No” in case the sub-parameter (with meaning as explained in the table above) does not find a place in the Supply Code of the respective state.
- (c) “No*”, “No**”, “No***” & “No[#]” - In cases where a sub-parameter for a particular state is not mentioned in the Supply Code but is present in other regulations namely - conditions of supply, distribution code or metering code, then the same has been shown “No” with an asterisk giving the reference of the regulation where such sub-parameter is defined/ mentioned.

A4: COMPARISON OF SUPPLY CODE FEATURES

Sr. No.	Parameters	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
Codes in promulgation											
1	Supply Code	Yes	Yes Yes	s	Yes	Yes Yes	s	Yes	Yes	Yes	Yes
2	Distribution Code	Yes	No Y	es	No	No No		Yes	No	No	No
3	Metering Code	Yes	No No		No	No No		No	No	No	No
4	Conditions of supply	No	No	No	No	Yes	No	No	Yes	No	No

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

1	Recovery of Electricity Charges	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(a)	New Connections										
(i)	Process defined for obtaining new connections	Yes Y	es	Yes	Yes	No**	Yes	Yes	Yes	No [#]	No
(ii)	Type of applicable charges specified for new connections	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	Yes	No [#]	Yes
(iii)	Amount of applicable charges specified/ reference to Commission's order	Yes Y	es	No*	Yes	No**	Yes	Yes	Yes	No [#]	Yes
(iv)	Timelines for providing new connection specified	Yes Y	es	No*	Yes	No**	Yes	Yes	Yes	No [#]	Yes
(v)	Is security deposit for new connection specified/ reference to Commission's order	Yes Y	es	Yes	Yes	No**	Yes	Yes	Yes	No	Yes
(vi)	Process for dealing with augmentation issues	Yes Y	es	Yes	Yes	No**	Yes	Yes	Yes	No [#]	Yes
(vii)	Charges applicable for augmentation issues/ reference to Commission's order	Yes	Yes	Yes	Yes	No**	Yes	Yes	Yes	No[#]	Yes

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

(b)	Existing connections	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Type of charges applicable to the consumer clearly specified/ reference to Commission's order	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
(ii)	Amount of applicable charges specified/ reference to Commission's order	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
(iii)	Time period for recovery of charges specified	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
(iv)	Point of supply for applicability of charges specified	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
(v)	Process for dealing with load enhancement/ reduction issues	Yes	Yes	Yes	Yes	No**	Yes	Yes	Yes	No	Yes
(vi)	Charges applicable for load enhancement/ reduction issues/ reference to Commission's order	Yes	Yes	No*	Yes	No**	Yes	Yes	Yes	No	Yes
(vii)	Provisions for treatment of previous dues	Yes	Yes	Yes	Yes	Yes	Yes	No	No***	Yes	Yes
(viii)	Process for change in consumer category/ voltage level	Yes	Yes	No	Yes	No**	Yes	No	Yes	No	No
(ix)	Process for conversion of system (single phase to 3 phase & vice versa)	No	Yes	No	Yes	No**	No	No	Yes	No	No

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

2	Billing of electricity charges	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(a)	Billing information										
(i)	Prior intimation to the consumer on billing process (periodicity of billing service, date of meter reading, bill date and due date for payment in calendar month etc)	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	Yes	No	Yes
(ii)	List of information to be included in the bill clearly specified	Yes	Yes N	o	Yes	Yes Ye	s	Yes	Yes	Yes	Yes
(iii)	Intervals for billing of electricity charges specified	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	Yes	Yes	Yes
(iv)	Meter status captured in bill	No	No	No	Yes	Yes	Yes	No	Yes	No	No

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

(b)	Metering & reading	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Mode of meter reading - Manual/Automated	Yes Y	es	Yes	No	No	No	Yes	Yes	Yes	No
(ii)	Mode of meter reading - Third party allowed	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	No***	Yes	Yes
(iii)	Provision of meter card/meter card passbook	No	Yes Ye	s	No	Yes N	o	Yes	Yes	Yes	No
(iv)	Mode of dispatch of the bills to the consumer (eg by hand/ by post)	Yes	Yes Ye	s	No	Yes Ye	s	Yes	Yes	Yes	No
(v)	Process in case of non-receipt of bills by consumer clearly specified	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	No***	Yes	Yes
(vi)	Process for billing - in case of faulty or defective (burnt/ stuck) meters	Yes Y	es	Yes	Yes	No**	Yes	Yes	No***	Yes	Yes
(vii)	Provision for provisional bill	Yes	Yes	Yes	Yes	No**	No	Yes	No***	Yes	No

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

(c)	Mode of payment & bill collection	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Bill collection facilities specified	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
(ii)	Mode of payment of electricity bills - cash, DD, cheque, credit card, internet, etc	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes
(iii)	Acknowledgment process of payment	Yes	Yes	No	No	Yes	Yes	No	Yes	Yes	No
(iv)	Advance payment of anticipated bills	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
(v)	Time period for payment of bills by consumer clearly specified	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
(vi)	Process for late payments specified	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
(vii)	Charges applicable for late payments specified/ reference to Commission's order	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
(viii)	Specifying the priorities for adjustment of amount paid by the consumer	Yes	Yes	No	No	Yes	Yes	No	Yes	No	No
(ix)	Process for payment of arrears bills through installment	Yes	No	Yes	Yes	Yes	Yes	No	No***	No	Yes
(x)	Process for treatment of erroneous/ disputed bills	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
(xi)	Provision of self assessment of bills by consumer specified	No	Yes	No	Yes	Yes	Yes	No	No	No	No
(xii)	Process for treatment of cheques issued by consumers which are not honoured	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No
(xiii)	Process for raising bills in case of theft of electricity specified	Yes	Yes	Yes	Yes	No**	No	Yes	Yes	No	Yes

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

3	Disconnection of service	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Conditions for temporary disconnection Y	es	Yes	No	Yes	No	No	No	No***	No	No
(ii)	Conditions for permanent disconnection	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
(iii)	Timelines for disconnection (Notice period etc.)	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	Yes	Yes	Yes
(iv)	Provision of lock-in period for the agreement	Yes	Yes	Yes	Yes	No**	No	No	No	No	No

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

4	Restoration of supply of electricity	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Conditions to be met by consumer clearly specified	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
(ii)	Time period for restoration of supply after production of the proof of payment of charges by consumer	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

5	Measures for preventing tampering, distress or damage to electric plants, electric lines and meters	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Treatment for damaged electrical plants, lines and meters within consumer premises	Yes	Yes Yes	s	Yes	Yes Yes	s	Yes	Yes	Yes	Yes
(ii)	Treatment for damaged electrical plants, lines and meters outside consumer premises	No Y	es	Yes	Yes	No	No	No	No	Yes	No
(iii)	Process applicable in case of unauthorised use of electricity	Yes	Yes Yes	s	Yes	Yes Yes	s	Yes	Yes	Yes	Yes
(iv)	Process applicable in case of theft of electricity	Yes	Yes Yes	s	Yes	Yes Yes	s	Yes	Yes	Yes	Yes
(v)	Process for voluntary disclosure of tampered meters	No	Yes	No	Yes	No	No	Yes	No	No	No

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

6	Right of licensee to enter consumer premises and to remove fittings or other apparatus of licensee	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Purpose governing the entry of authorized personnel clearly specified	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	Yes	Yes	Yes
(ii)	Special provisions by which the authorized personnel can enter the premises	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	Yes	Yes	Yes
(iii)	Specifying the authorized person who can enter the premises of a consumer	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	Yes	Yes	Yes
(iv)	Specifying the time when authorized can enter the premises of a consumer	Yes	Yes Ye	s	Yes	Yes Ye	s	Yes	No***	Yes	Yes
(v)	Specifying time period and the consequences of the failure to allow entry of authorized personnel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

Forum of Regulators
Analysis of Supply code

7	Meter	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Option to consumer for procurement of meter	No	Yes	Yes	Yes	No**	Yes	Yes	Yes	No	Yes
(ii)	Terms for selection of meters purchased by consumers clearly specified	No No		Yes	Yes	No**	Yes	No	Yes	No	Yes
(iii)	Provision of Third party testing of meters installed by consumers	No Y	es	Yes	Yes	No	Yes	No	Yes	No	No
(iv)	Applicable charges for meters procured by consumers (Testing fees etc.)	No Y	es	Yes	Yes	No	Yes	No	Yes	No	Yes
(v)	Applicable charges for meter installed by Licensee specified or not (meter security, monthly rent etc)	Yes Y	es	Yes	No	No**	Yes	Yes	Yes	No	Yes
(vi)	Treatment of cost of new meter installed by licensee against lost, burnt or defective & inoperative meter specified	Yes Y	es	Yes	Yes	No**	Yes	Yes	Yes	No	Yes
(vii)	Process for replacement of lost meter clearly specified	No Y	es	No	No	No**	Yes	No	Yes	No	Yes
(viii)	Process for testing and maintenance of meters clearly specified by licensee	Yes Y	es	Yes	Yes	No**	Yes	Yes	Yes	No	yes
(ix)	Process for testing, replacement & charges in case of defective meters	Yes Y	es	Yes	Yes	No**	Yes	Yes	Yes	No	Yes
(x)	Option for placement of meter (consumer premises/ pole)	Yes	No No		Yes	No No		No	No	No	No
(xi)	Provision of requirement for meter particulars sheet for new meters	Yes	No	No	Yes	No	No	No	No	No	No

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

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8	Wiring of consumer premises	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Applicable standards for consumer premises specified	Yes	Yes	No*	Yes	No**	Yes	Yes	No***	No	Yes

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

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9	Formats provided for consumers	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	Application form for new connection	Yes	Yes	No*	Yes	No**	No	Yes	No***	No	No
(ii)	Application for temporary connection	Yes	Yes	No	Yes	No**	No	Yes	No	No [#]	No
(iii)	Format for inspection report of premises for new connection	Yes	Yes	No	Yes	No	No	Yes	No***	No	No
(iv)	Application for Change of Consumer's name due to change in Ownership/occupancy of the property	Yes	Yes	Yes	Yes	No**	No	Yes	No	No	No
(v)	Application for Change of Category	Yes	Yes	Yes	Yes	No**	No	Yes	No	No	No
(vi)	Application for disconnection on consumer's request/ permanent disconnection	No	Yes	Yes	Yes	No	No	No	No	No	No
(vii)	Transfer of connection/ mutation of name	Yes	Yes	Yes	Yes	No**	No	Yes	No	No	No
(viii)	Meter related complaints or Testing of Meter	No	Yes	No	Yes	No**	No	No	No***	No	No
(ix)	Format for application of self assessed bill	No	No	No	Yes	No	No	No	No	No	No
(x)	Format for application of advance payment	No	Yes	No	Yes	No	No	No	No	No	No
(xi)	Format for inspection report for mis-use/ unauthorized use/ theft	No	Yes	Yes	Yes	No**	No	No	No***	No	No
(xii)	Load enhancement/ reduction	Yes	Yes	No*	Yes	No**	No	Yes	No	No	No
(xiii)	Format for agreement between consumer and licensee	Yes	Yes	No*	Yes	No**	No	Yes	No***	No	No

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

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10	List of supporting documents specified along-with application	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	For release of new connections	Yes Y	es	No*	Yes	No**	Yes	Yes	No***	No	Yes
(ii)	For change of ownership	Yes	Yes	No	Yes	No**	Yes	Yes	No	No	Yes
(iii)	For disconnection	No	Yes	No	Yes	No	No	No	No	No	Yes

* - This sub-parameter is getting covered under the Distribution Code for Tamil Nadu

** - This sub-parameter is getting covered under the Conditions of Supply regulations for Andhra Pradesh

***- This sub-parameter is getting covered under the Conditions of Supply regulations for Punjab

- This sub-parameter is getting covered under separate regulations – Recovery of expenditure for providing new connections 2005 for West Bengal

A5: SUMMARY OF FINDINGS

- 5.1 All the ten (10) states have issued the Supply Code regulations but there is a large variation across the states in terms of the degree of details covered under each broad parameter as mentioned in Section 50 of the Act.
- 5.2 As per the Section 50 of the Electricity Act 2003 and subsequent amendment in 2007, the parameters and sub-parameters analysed in this study have to be a part of the Electricity Supply Code to be issued by the respective state Commissions. It is observed that many of the states (Punjab, TN, AP, WB) are covering these parameters and sub-parameters under separate regulations/documents like Conditions of Supply, Distribution Code etc.
- 5.3 The analysis covered 84 sub-parameters related to the parameters dealt with in Section 50 of the Electricity Act 2003 and other parameters which were relevant to the consumer service related aspects.
- 5.4 Summary of the coverage of each state vis-à-vis comparative parameters is presented in a tabular format below. The percentage figure shown within brackets depicts the percentage coverage in its respective codes and regulations for the respective states. However, it needs to be mentioned that all the 84 parameters may not be strictly required under the provisions of the Act and include some of the recommended best practices.

Sr.	Coverage across various states	MP	UP	TN	Delhi	AP	Jharkhand	Assam	Punjab	WB	Maharashtra
(i)	In Supply Code	66 (79%)	78 (93%)	57 (68%)	74 (88%)	38 (45%)	59 (70%)	58 (69%)	53 (63%)	33 (39%)	48 (57%)
(ii)	In other regulations	0 (0%)	0 (0%)	8 (10%)	0 (0%)	33 (39%)	0 (0%)	0 (0%)	15 (18%)	7 (8%)	0 (0%)
(iii)	Not Covered anywhere	18 (21%)	6 (7%)	19 (23%)	10 (12%)	13 (15%)	25 (30%)	26 (31%)	16 (19%)	44 (52%)	36 (43%)
(iv)	Total	84	84	84	84	84	84	84	84	84	84

5.5 Key observations

- (a) States like Delhi and UP cover 74 and 78 sub-parameters respectively in their supply codes;
- (b) States like AP (33 of 84), Punjab (15 of 84), Tamil Nadu (8 of 84) & West Bengal (7 of 84) have tried to cover some of the sub-parameters under regulations/documents other than supply code regulations.

- (c) Non coverage across states like West Bengal (52%), Maharashtra (43%), Assam (31%) & Jharkhand (30%) is high and may require suitable revisions/modifications

5.6 The summary of our findings is as under:

- (a) In certain states the formats given to the consumers (eg. For new connection, reconnection, mutation, test reports, agreements etc.) are not separately given in the Supply Code. Either they form part of the conditions of supply (Punjab, AP), Distribution Code (Tamil Nadu) or they form part of a separate regulation (eg. in case of West Bengal a separate regulation exist for a new connection).
- (b) In Jharkhand, although the formats for the applications have been mentioned to be the part of schedules for the Electricity Supply Code, but these were not available on the Commission's website.
- (c) In Maharashtra and West Bengal (except for temporary connection), none of the formats are available in Supply Code or any other regulation covered under this study.
- (d) In certain states, the documents to be attached along with the application (eg. for new connection, reconnection, mutation, test reports, agreements etc.) are not clearly mentioned in the Supply Code.
- (e) Except for the states of MP, UP and Delhi, none of the other states have a clear distinction between temporary and permanent disconnection of services due to non payment of charges.
- (f) All the states have covered the process applicable in case of unauthorized use of electricity and theft of electricity.
- (g) Process applicable for voluntary disclosure of tampered meters has been covered only in case of UP, Delhi & Assam.

A6: WAY FORWARD

- 6.1 Taking into consideration the findings of the study and discussions during the FOR meeting held at Amritsar, a model Supply Code should be developed which should feature the suggested mandatory provisions in accordance with the provisions of the Electricity Act, 2003 and also desirable features based on the best practices on customer service being followed in various states.

Development of Model Supply Code should consist of the following aspects:

- (i) Coverage of parameters required under Section 50 of the Act;
- (ii) Inclusion of best practices currently adopted by various State Commissions in their supply codes;
- (iii) Consolidating relevant features across various codes and regulations detailing on the aspect of – process, timelines, responsibility and applicable charges; and
- (iv) Development of various application forms that should be included.

A7: ANNEXURE 1 - NOTIFICATION OF SUPPLY CODE AND OTHER DOCUMENTS

Madhya Pradesh

- 7.1 MPERC in exercise of powers conferred by section 43 (1) read with section 181 (t), section 44, section 46 read with section 181 (1), section 47 (1) read with section 181 (v), section 47 (4) read with section 181 (w), section 47 (2, 3, and 5), section 48 (b), section 50 read with section 181(2x) and section 56 of the Electricity Act 2003 (No. 36 of 2003), section 9 (j) of Madhya Pradesh Vidyut Sudhar Adhiniyam 2000 (No 4 of 2001) has framed the Electricity Supply Code to be known as 'Madhya Pradesh Electricity Supply Code, 2004' on 27.03.2004
- 7.2 The Commission has over the years issued amendments to the Supply Code as under :
- (a) 1st Amendment in Supply Code'2004, No. 1662/MPERC/05 dated 12th July, 2005
 - (b) 2nd amendment in Madhya Pradesh Electricity Supply Code, 2004 No.2471/MPERC/2005 dated 18th Oct'2005
 - (c) 3rd Amendment in Madhya Pradesh Electricity Supply Code, 2004, No.3051/MPERC/2005, dated 20th Dec'2005
 - (d) 4th Amendment / Addendum to MP Electricity Supply Code '2004, No.252/MPERC/2006, dated 24th Jan' 2006
 - (e) 5th Amendment to Madhya Pradesh Electricity Supply Code, No.301/MPERC-2006, dated 28th Jan'2006
 - (f) 6th Amendment In Madhya Pradesh Electricity Supply Code 2004 (Sixth Amendment) , No. 1524-MPERC-2006, dated 15th Jun'2006
 - (g) 7th Amendment In Madhya Pradesh Electricity Supply Code, 2004, No.1740 & MPERC & 2006, dated 12th Jul'2006
 - (h) 8th Amendment to MP Electricity Supply Code, 2004, Sec 44 , 46 No.1907& MPERC &2006, dated 28th July' 2006
 - (i) 9th Amendment to MP Electricity Supply Code, 2004, Sec 43, 44 , 46,181 No.2012&MPERC&2006, dated 11th Aug'2006
 - (j) 10th amendment to Madhya Pradesh Electricity Supply Code, 2004,Section 43(1) read with Section 181(2)(t), Section 50 read with Section 181(2)(x) No. 2377-MPERC-06, dated 25th Sep, 2006

- (k) 11th amendment to Madhya Pradesh Electricity Supply Code, 2004, Section 43(1) read with Section 181(2)(t), Section 50 read with Section 181(2)(x) No.144-MPERC-2007, dated 27th Jan, 2007
 - (l) 12th Amendment Madhya Pradesh Electricity Supply Code, 2004 (Fourteenth Amendment) (AG-1 (xii) of 2007)", Section 43(1) read with Section 181(2)(t), Section 46 read with Section 181(1) No.850-MPERC-2007, dated 17th May, 2007
 - (m) 13th Amendment to Madhya Pradesh Electricity Supply Code, 2004, Section 43(1) read with Section 181(2)(t), Section 46 read with Section 181(1) No. 1068 -MPERC-07, dated 12th June, .2007
 - (n) 14th Amendment to Madhya Pradesh Electricity Supply Code, 2004, Section 43(1) read with Section 181(1), 181(2)(x) and Section 56 of the EA' 2003 No. 1142 -MPERC-07 20th June, 2007
 - (o) 15th Amendment to Madhya Pradesh Electricity Supply Code, 2004, Section 181 of the EA , 2003
 - (p) 16th Amendment to Madhya Pradesh Electricity Supply Code, 2004, Section 181(2) (x) read with Section 50 of the Electricity Act, 2003 2098/MPERC/2009 Dtd. 25th September, 2009, dated 9th October, 2009
- 7.3 Madhya Pradesh Electricity Regulatory Commission has specified a "Distribution code" to be followed by the Distribution Licensee (including deemed licensee) in discharge of its functions under Electricity Act, 2003 and under M.P. Vidyut Sudhar Adhinyam 2000 dated 4th January, 2006.
- 7.4 The Commission has over the years issued amendments to the distribution code as under:
- (a) 1st Addendum /Amendment to the "Condition of Distribution license for Distribution licensee (including deemed licensee)" 2004, No. 2559 /MPERC/2005 ,Dtd. 28-Sep-05, dated 28th Oct'2005
 - (b) 2nd Amendments in "The Conditions of Distribution License for Distribution Licensee (including deemed Licensee), 2004, No.2315 /MPERC/2005 dated 26th Sep'2005
 - (c) 3rd Addendum / amendment to Conditions of Distribution License for distribution licensee (including deemed licensee, (Third Amendment) , No.283/MPERC-2006 dated 27th Jan'2006

Uttar Pradesh

- 7.5 UPERC in exercise of powers conferred by section 50 and 181 read with sections 43 to 48, 50, 55 – 59, of the Electricity Act 2003 (Act 36 of 2003), has framed .The Electricity Supply Code 2005, inclusive of 3rd Amendment, dated 11th August 2006

7.6 The Commission has since carried out following amendments to the Supply Code:

- (a) Electricity Supply Code (Fourth Amendment), 2005, dated 19th March 2008.

Tamil Nadu

7.7 Tamil Nadu Electricity Commission has issued supply code Regulation in July 2004. TNERC has latter amended these regulations from time to time. List of the amendments issued is given below.

- (a) The Tamil Nadu Electricity Supply (Amendment) Code, 2005 dated.22.11.2005
- (b) The Tamil Nadu Electricity Supply (Amendment) Code, 2006 dated.19.05.2006
- (c) The Tamil Nadu Electricity Supply code (Amending Regulation) dated.20.09.2006
- (d) The Tamil Nadu Electricity Supply (Amendment) Code, 2007 dated.10.04.2007
- (e) The Tamil Nadu Electricity Supply (Amendment) Code, 2007 dated.25.05.2007
- (f) The Tamil Nadu Electricity Supply (Second Amendment) Code, 2007 dated.23.08.2007
- (g) The Tamil Nadu Electricity Supply code, Distribution Code and Standard of Performance (Amendment) Regulations, 2007 dated.03.12.2007
- (h) The Tamil Nadu Electricity Supply (Second Amendment) Code, 2007 dated.14.12.2007
- (i) The Tamil Nadu Electricity Supply (Second Amendment) Code, 2008 dated. 06.06.2008
- (j) Amendment regarding disconnection of services for non payment of dues dated 31.07.2008
- (k) Amendment regarding amendment to Supply code for levy of additional charges dated 15.12.2008
- (l) Amendment to TNE Supply code dated 15.06.2009
- (m) Amendment to Regulation 27 of Supply code dated 29.06.2009

- (n) Amendment to Regulation 19, 20 & 23 of Supply code dated 09.10.2009
- 7.8 TNERC has issued “ Tamil Nadu Distribution Code” under section 86 of the Electricity Act, 2003, and under section 46 of the of the Act on 21.07.2004
- 7.9 The following amendments have been issued by the Commission shown as under:
- (a) The Tamil Nadu Electricity Distribution Code (TNEDC) (Notification No.TNERC/DC/8/1, dated 21.07.2004)
 - (b) The Tamil Nadu Electricity Distribution (Amendment) Code, 2005 (Notification No.TNERC/DC/8-1, dated 22.11.2005)
 - (c) The Tamil Nadu Electricity Distribution (Amending) Code, 2006 (Notification No.TNERC/DC/8-2, dated 23.02.2006)
 - (d) The Tamil Nadu Electricity Distribution (Amending) Code, 2006 (Notification No.TNERC/DC/8-2(1), dated 14.06.2006)
 - (e) The Tamil Nadu Electricity Distribution (Amending) Code, 2006 (Notification No.TNERC/DC/8-3, dated 31.05.2006)
 - (f) The Tamil Nadu Electricity Distribution (Amendment) Code, 2006 (Notification No.TNERC/DC/8-4, dated 22.06.2006)
 - (g) The Tamil Nadu Electricity Distribution (Amendment) Code, 2006 (Notification No.TNERC/DC/8-5, dated 20.07.2006)
 - (h) The Tamil Nadu Electricity Distribution (Amendment) Code, 2007 (Notification No.TNERC/DC/8-6, dated 10.09.2007)
 - (i) The Tamil Nadu Electricity Supply Code, Distribution Code and Standard of Performance (Amendment) Regulations, 2007
(Notification No.TNERC/SC/7-6, dated.03.12.2007)
(Notification No.TNERC/DC/8-7, dated.03.12.2007)
(Notification No.TNERC/SPR/9/1-8, dated.03.12.2007)
 - (j) The Tamil Nadu Electricity Distribution (First Amendment) Code, 2008 (Notification No.TNERC/DC/8-8, dated 08.02.2008)
 - (k) The Tamil Nadu Electricity Distribution (Second Amendment) Code, 2008 (Notification No.TNERC/DC/8-9, dated 22.05.2008)

(l) Tamil Nadu Electricity Regulatory Commission, Notification No. TNER C/DC/8-11 dated 29-06-2009

(m) Tamil Nadu Electricity Regulatory Commission, Notification No. TNER C/DC/8-12 dated 24-08-2009

Delhi

7.10 DERC in exercise of the powers conferred by section 50 of the Electricity Act 2003, read with sections 57, 86 and 181 of the said Act, has framed the Delhi Electricity Supply Code and Performance Standards Regulations, dated 18th April, 2007.

Andhra Pradesh

7.11 Andhra Pradesh Electricity Regulatory Commission has issued Electricity Supply Code Regulation, 2004 under clause (x) of sub-section (2) of section 181 read with section 50 of the Electricity Act 2003 (36 of 2003).

7.12 APERC has amended the regulations as under:

(a) A.P. Electricity Regulatory Commission Electricity Supply Code (First Amendment) Regulation, 2006

7.13 "General Terms and Conditions of Supply of Distribution & Retail Supply Licensees in AP, is formulated as envisaged under clause 21 and other relevant provisions of the Company's Distribution and Retail Supply Licence. It was issued in 06.01.2006.

Jharkhand

7.14 Jharkhand State Electricity Regulatory Commission issued (Electricity Supply Code) Regulations 2005 on 28.07.2005 under Clause (x) of sub-section (2) of Section 181 read with Section 50 of the Electricity Act 2003 (36 of 2003).

7.15 JSERC has amended the regulations and the amendments have been incorporated in the regulations as under:

(a) Amendment issued by Jharkhand State Gazette Notification No. - 2 14 Dated - 16/04/2007.

(b) Amendment issued by Jharkhand State Gazette Notification No. - 348 dated - 29/04/2008

(c) Amendment issued by Jharkhand State Gazette Notification No. 579 date - 08/08/2008

Assam

7.16 Assam Electricity Regulatory Commission has issued Electricity Supply Code and Related Matters Regulations, dated 30th August 2004, under subsection(1) and clauses t, v, w, and x of subsection (2) of Section 181 of the Electricity Act, 2003 (to be mentioned as 'Act' herein after) read with Sections 43(1),47(1),47(4) and 50 of the Act respectively and also in exercise with powers conferred by Subsection(1) of Section 181 of the Act, generally to carry out the provisions of the Sections 44,46, 47(2,3,5),48,55 and 56 of the Act.

7.17 AERC has amended the regulations as under:

(a) Electricity Supply Code and Related Matters Regulations, 2004 (First Amendment), 2007 dated 8th May 2007.

7.18 AERC has in exercise of powers under Sections 181 of the Electricity Act, 2003 read with Section 42(1) framed Assam Electricity Regulatory Commission (Distribution Code) Regulations, 2004 on 6th August 2004.

Punjab

7.19 PSERC in exercise of the powers conferred under Section 181 read with Sections 43, 44, 45, 46, 47, 48, 50, 55, 56, 57, 58, 59, 126, 127, 135, 152, 154 & 163 of the Electricity Act, 2003 (Central Act 36 of 2003) read with Electricity (Amendment) Act, 2007 (No. 26 of 2007) and in compliance of Electricity (Removal of Difficulties) Order, 2005, issued by the Ministry of Power, Government of India bearing No.S.O.790 (E), the Punjab State Electricity Regulatory Commission has issued the Regulations on Electricity Supply Code and Related Matters dated 29th June, 2007.

7.20 PSEB has issued conditions of supply - "Electricity Supply Regulations" dated 31.12.2004.

West Bengal

7.21 WBERC in exercise of the powers conferred by subsection (1) and clause (x) of sub-section (2) of section 181 read with section 50 of the Electricity Act, 2003 (36 of 2003) and the Electricity [Removal of Difficulties] Order, 2005 issued under notification No. SO 790(E) dated 8th June, 2005 in terms of section 183 of the Electricity Act, 2003 and in supersession of Notification No. 13/WBERC dated 5.2.2004 published on February 19, 2004 in the Kolkata Gazette, Extraordinary, West Bengal Electricity Regulatory Commission has framed the West Bengal Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2007, dated 12.09.2007.

7.22 WBERC in exercise of the powers conferred by section 46 read with subsection (1) of section 181 of the Electricity Act, 2003 (36 of 2003) has framed the West Bengal Electricity Regulatory Commission (Recovery of Expenditure for Providing New Connections) Regulation 2005.

Maharashtra

7.23 MERC in exercise of the powers conferred by clause (a) of subsection (2) of Section 45 read with clause (u) of sub-section (2) of Section 181, sub-section (5) of Section 45, Section 46, sub-section (1) and sub-section (4) of Section 47 read with clause (v) and clause (w) of sub-section (2) of Section 181 and Section 50 read with clause (x) of sub-section (2) of Section 181 and clause (zp) of sub-section (2) of Section 181 of the Electricity Act, 2003 has framed "Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005" on 20th January, 2005