

Code of practice for payment of bills

And

Procedure for disconnecting consumers for non-payment

Pursuant to Clause 21.1 (a), of the Distribution & Retail Supply License, the Licensee hereby lays down the following Code of Practice for the payment of electricity bills and procedure for disconnecting consumers for non-payment.

1.0 PERIODICITY OF BILLS:

- 1.1 Bills shall be issued at a periodicity of not more than 2 months.
- 1.2 The Licensee shall send bills to the consumer either by post or by courier.

2.0 BILL PARTICULARS:

The Bill shall have the following details:

- 2.1 Account number
- 2.2 Name and address of the consumer
- 2.3 Bill number
- 2.4 Name of the sub-division
- 2.5 Issue date
- 2.6 Type of tariff
- 2.7 Connected load
- 2.8 Reading date-- new and old
- 2.9 period (months)
- 2.10 Meter reading -new and old
- 2.11 Units consumed or attributed to unmetered connections
- 2.12 Credit **
- 2.13 Rentals-- meter-service & equipment
- 2.14 Current cycle charges-- Supply Of Power (SOP), Fuel surcharge, Electricity Duty (ED) and Municipality Tax (MT)
- 2.15 Arrears-- SOP, ED and MT
- 2.16 Sundry charges/ allowances with details.
- 2.17 Total charges
- 2.18 Amount payable by due date (rounded off)
- 2.19 Surcharge
- 2.20 Amount payable after due date (rounded off)

**This includes the money value of free units for Licensee's Employees

- 2.21 Due date for payment (dd/mm/yy)
- 2.22 Notice under section 24 of the Indian Electricity Act 1910
- 2.23 Applicable tariff on the date of billing
- 2.24 The authority in whose favour cheque/ bank draft is to be issued.
- 2.25 Area specific information :

The following information would be provided to the consumer as an attachment to the bills or as stamped on the bills from time to time

- a) The name(s)/address(s) of collection centers and working hours for collection of bills.
- b) Designation/address of the authority with whom grievance pertaining to bills can be lodged.
- c) Address(es) of Complaint centers.

The bill may contain additional information in respect of consumers covered under two-part tariff.

3.0 PAYMENT:

- 3.1 The payment of bill shall normally be made at the collection centers of the Licensee during normal working hours on any working day.

The Licensee may however, specify additional collection centers for making payments of bills by way of stamping on /attachment with the bill from time to time.
- 3.2 If due date indicated in the bill for payment of amount is a non-working day or a public holiday, succeeding working day shall be treated as the due date.
- 3.3 The Bill amount shall be paid by the consumer either in cash or by Bank Draft or Bankers Cheque or by local Cheques or credit card where specifically allowed by the Licensee.
- 3.4 The Licensee shall issue a receipt to the consumer in token of having received the payment.
- 3.5 The consumer shall be required to pay the billed amount within a period of 7 days in case of large supply consumers, 17 days in case of all other categories of consumers (except Govt. Department and local bodies who shall pay within 30 days as per the present practice) after the date of issue of bill.

3.6 Delayed payment Surcharge

All categories of consumers committing default in the payment of the billed amount in time shall be liable to pay delayed payment surcharge at the rate of 5% for consumers billed on bimonthly basis and 2% for all other categories of consumers billed on monthly basis.

3.7 Instalment facilities

Licensee will lay down a policy for the grant of the instalment facility for the purpose of recovery of dues subject to the approval of the Commission. The said policy shall designate the officer(s) authorised to grant instalment facilities and would lay down the merit order for the recovery of various outstanding dues viz. Current/Arrears of electricity charges/ miscellaneous charges/ delayed payment charges etc. etc.

3.8 Disputed/Erroneous Bills

3.8.1 In the event of dispute in the billed amount, the consumer may lodge a complaint before the designated officer/agency as prescribed in the Licensee's Complaint Handling Procedure and pay the average of the last 6 months consumption within due date pending settlement of the dispute. The licensee shall resolve the dispute or communicate its decision with reasons within a maximum period of two months.

3.8.2 If on investigation the Licensee finds the bill to be erroneous, a revised corrected bill shall be furnished to the consumer indicating the revised due date. Excess amount paid by the consumer, if any, shall be refunded with interest rate @ 2% per month or part thereof for any period reckoned from the date of making ad-hoc payment to the date of making the refund. In case refund is made by adjustment in the subsequent bill, the date of issue of the bill in which the amount is adjusted would be treated as the date of refund.

3.8.3 Likewise, if investigations establish that the original bill was correct, the consumer shall be intimated accordingly and notified to pay the balance, if any, with surcharge as applicable within 7 days.

4.0 Disconnection due to non-payment:

4.1 Where a consumer fails to pay any charges / dues in respect of supply of electricity and other charges by the due date, the supply of the consumer would be liable to be disconnected on temporary basis. For disconnection a separate NOTICE of 7 days would be served by the licensee. However, before

disconnecting, an adult member of the family should be informed. And if proof of removal of cause of disconnection has been produced to the satisfaction of Licensee's employee deputed for disconnection, the supply shall not be disconnected.

4.2 The supply shall be restored only after the consumer pays the outstanding charges/dues along with re-connection charges.

5.0 Termination of Agreement:

5.1 In case where the supply remains disconnected on account of non-payment of the charges/dues, the Licensee will issue a show cause notice to the consumer for the settlement of the outstanding dues within 30 days failing which he would be permanently disconnected.

5.2 After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as a fresh application for connection which would be entertained only after all outstanding dues have been cleared.

5.3 In addition to other modes of recovery under the law, the Licensee shall be entitled to take recourse to proceedings under the Haryana Government Electrical Undertakings (Dues Recovery) Act 1970 for realization of Licensee's dues.