

**Chhattisgarh State Electricity Regulatory Commission**  
Irrigation Colony, Shanti Nagar, Raipur (C.G.) – 492001

**Raipur, Dated February 07, 2024**

No. D-15/CSERC/2024 - In exercise of powers vested under section 50, Section 181(2)(t) read with 181(2)(x) and the provisions of Section 43(1), 46, 47(1) and 47(4) read with Section 181(1), 181(2)(v) and 181(2)(w) of the Electricity Act 2003 the Chhattisgarh State Electricity Regulatory Commission (herein after, the Commission) has notified "Chhattisgarh State Electricity Supply Code-2011" (herein after, the Supply Code) and its first, second and third amendments.

With the advent of technology and introduction of prepaid smart meters (with online recharge facilities) which can allow consumers to monitor and manage their energy consumption, leading to more informed decisions on energy usage, improving payment reliability and distribution efficiency for the distribution licensee, certain amendments in these codes have become necessary.

Ministry of Power (GoI) has also launched Revamped Distribution Sector Scheme (RDSS). The installation of prepaid smart meters are proposed to be installed in this scheme for which REC and PFC are the agencies for ensuring installation of these meters by the DISCOMs.

The CSERC, in exercise of the powers vested in it under Clause 1.10 of the Supply Code, and in view of the above, amend the Supply Code.

**Chhattisgarh State Electricity Supply Code (Fourth Amendment), 2024**

**1. Short title and commencement:**

- 1.1 This Code shall be called the “Chhattisgarh State Electricity Supply Code (Fourth Amendment) 2024.
- 1.2 Provisions of this code shall be applicable to all the consumers with smart prepaid meters.
- 1.3 All other words and expressions used in this Code, but not defined, shall have the same meaning as is in the Chhattisgarh State Electricity Supply Code, 2011 (herein after referred to as the principal code).

2. **Regulation 2.1 (g) of the Principal Code is substituted by the following:**
  - 2.1 (g) ‘Area of supply’ means the area within which a licensee is authorized to supply electricity and shall include such areas where a franchisee(s) may be deployed;
3. **New Regulations 2.1 (a) (i) shall be added after Regulation 2.1 (a) of the Principal Code:**
  - 2.1 (a) (i) ‘Advance Metering Infrastructure (AMI)’ means an integrated system of smart meters, communication networks and data management systems that enables two-way communication between the utilities and energy meters, and the functional blocks of Advanced Metering Infrastructure typically include Head end system, Wide area network, Neighbourhood area network, Data concentrator unit and Home area network;
4. **New Regulations 2.1 (r) (i) shall be added after Regulation 2.1 (r) of the Principal Code:**
  - 2.1 (r) (i) ‘Consumption Charges’ means the consumption of electrical energy in kWh or kVAh multiplied by applicable energy charges including demand charges / fixed charges, fuel surcharge adjustment (FSA), and peak load exemption charges, whichever is applicable. These exclude all types of duties and taxes, service charges and rentals. Consumption charges may also be called Sale of Power (SOP) charges;
5. **New Regulations 2.1 (w) (i) shall be added after Regulation 2.1 (w) of the Principal Code:**
  - 2.1 (w)(i) ‘Disconnection’ means the non-continuance of the electricity supply to the consumer from the licensee’s system;
6. **New Regulations 2.1 (ss) (i) shall be added after Regulation 2.1 (ss) of the Principal Code:**
  - 2.1 (ss)(i) ‘Minimum Charge’ means the minimum monthly charges as specified in prevailing tariff order passed by the Commission;

7. **New Regulations 2.1 (vv) (i) shall be added after Regulation 2.1 (vv) of the Principal Code:**
- 2.1 (vv) (i) **‘Prepaid/Prepayment Meter’** means a smart meter conforming to relevant IS which facilitates the use of electricity only after advance payment;
8. **New Regulations 2.1 (xx) (i) and 2.1 (xx) (ii) shall be added after Regulation 2.1 (xx) of the Principal Code as follows:**
- 2.1 (xx) (i) **‘Security Deposit (SD)’** means a deposit prescribed to cover the estimated power consumption charges for sixty days cycles in case of consumers with the post-paid metering connection;
- 2.1 (xx) (ii) **‘Smart Meter’** means an AC static watt-hour meter with time-of-use registers, internal connect and disconnect switches (latch relays) with two-way communication capability. It is designed to measure the flow of forward (import) or both forward (import) and reverse (export), store and communicate the same along with other parameters defined in relevant standards. It shall be remotely accessed for collecting data/events, and programming for select parameters that are to be provided by the distribution utility for supplying electricity to premises;
9. **New Regulations 2.1 (yy) (i) shall be added after Regulation 2.1 (yy) of the Principal Code:**
- 2.1 (yy) (i) **‘Tariff’** means a schedule of prices or charges including fixed charges and monthly minimum charges for the supply of electrical energy and services as approved by the Commission, which apply to all such services provided to the consumers by the licensee;
10. **Regulation 2.2 of the Principal Code is substituted by the following:**
- 2.2 (a) Consumer Data Protection as per CEA guidelines, Information Technology Act 2000 or any other GoI guidelines/regulation in force should be incorporated and ensured from time to time by the licensee.
- (b) All other expressions used herein but not specifically defined, but defined in the Act, shall have the meaning assigned to them in the Act. The other expressions used herein but not specifically defined in this Code or in the Act but defined under any law passed by the Parliament applicable to electricity industry in the state or stated in the tariff order passed by the Commission, under section 62 of

the Act shall have the meaning assigned to them in such law. Subject to the above, the expressions used herein but not specifically defined in this Code or in the Act or any law passed by the Parliament shall have the meaning as is generally assigned to them in the electricity supply industry.

**11. New Regulation 4.55 (a) shall be added after Regulation 4.55 of the Principal Code:**

**4.55 (a) Supply to Prepaid Smart Meter Consumers**

- (i) Prepaid smart meter consumers shall cover all categories of consumers, other than agriculture consumers, in the area of supply of the distribution licensee(s) in the State of Chhattisgarh.
- (ii) The distribution licensee, on an application made by a consumer covered under '4.55 a(i)' above shall provide electricity supply through a prepaid smart meter subject to the feasibility of providing a prepaid smart meter in that area in accordance with the relevant provisions of Principal Code and its subsequent amendments.
- (iii) The provisions of Section 56 of the Act which apply to the supply of electricity through a post-payment mechanism shall not be applicable to supply through prepaid smart meters.
- (iv) Migration from post-paid to pre-paid and new connection on pre-paid shall be as per the Standard Operating Procedure (SOP) decided by the licensee. This will include detailed procedures essential to the pre-paid smart meter project covering all the aspects related to removal of old meters, returning back to the stores, issuance of bills, etc.

Licensee will submit the SOP to the Commission within one month of the notification of this codes.

**12. New provisos shall be added after Regulation 6.1 of the Principal Code:**

Provided that in case of a new connection with a prepaid smart meter, the distribution licensee shall not require any security, in pursuance of clause (a) of sub-section (1) and sub-section (5) of Section 47 of the Electricity Act, 2003. The consumer shall not be required to deposit any Security Deposit (SD) as part of security.

Provided further that for existing consumers shifting to smart prepaid metering arrangement who do not have any arrears included in the last bill, the SD deposited

with the licensee shall be credited against the initial recharge after adjustment of the current bill at the date of installation of the prepaid meter.

For the consumers who have a balance payable to the licensee shall be adjusted as per the arrear adjustment methodology given in clause 6.22, 6.23, 6.24, 6.25, 6.26 & 6.27 or already in force under Section 56, 57 and Section 135 of the Indian Electricity Act 2003 as per specific procedures and guidelines for the recovery of electricity dues.

**13. New Regulations 6.22, 6.23, 6.24, 6.25, 6.26 and 6.27 shall be added after Regulation 6.21 of the Principal Code:**

**Arrear Adjustment methodology for prepaid smart meter consumer**

6.22 The arrears, if any, shall be first adjusted against the Security Deposit (SD) lying with the licensee. Balance SD amount, if any, shall be credited as a top-up amount in the consumer account.

6.23 The licensee will recover the entire amount of arrears, over and above the already adjusted amount of the SD, either 300 equal daily instalments or 25% of the average daily billing based on the consumption of last 3 months, whichever is higher.

The recovery of the arrears so determined for a month may be carried out over all the days of the month in equal daily instalments, which shall be deducted from the recharge balance available with the consumers.

6.24 For the prepaid consumer, in case of any revision in the consumer account due to any additional demand/refund discovered at a later stage including by Audit or else, the revised billing account notice be sent to the consumer on mobile app/SMS/email etc. in advance at least 15 days before its actual implementation date in prepaid billing system by the licensee.

After 15 days of notice, the amount of arrears or refund (if any) payable by/to the consumer shall be adjusted to pre-paid balance of the consumer in the following manner:

6.24.1 The complete refund amount be added to pre-paid balance.

6.24.2 In all other cases, payment advice shall be sent separately and the Executive Engineer of the respective division shall only be able to add or withhold the additional demand after resolving the issues if the consumer contests the payment advice sent to him as per the supply code provision, allowing 07 days

for payment of final assessment bill and thereafter 15 days' notice, is given before disconnection of supply.

- 6.24.3 In case of non-payment, the amount shall be added to the regular bill. This is applicable for cases where malpractice/irregularity is found during connection checking. In case of theft cases, the line shall be disconnected immediately.
- 6.24.4 In case the consumer contests/appeals within 30 days from the final order, to the concerned authority/court, the concerned authorized official shall withhold the additional demand.
- 6.24.5 The disconnection process as applicable under the supply code shall be done by the respective Executive Engineer of the area.
- 6.24.6 Arrears should be deducted from the pre-paid balance as per the prevailing arrear adjustment methodology.

Provided that licensee is required to complete the exercise of audit of the relevant consumer's account within two years from the date of the consumer switching over from post-paid to prepaid facility.

- 6.25 Consumers may be routinely advised on the amount recovered as arrears through notification/SMS.
- 6.26 Consumers could also be provided an option to opt-in for a one-time recovery, or part payment of the recovery, if he decides to opt for the same.
- 6.27 Surcharge: There will be no surcharge levied on the balance of instalments owned by a consumer as of a specific date, subject to the condition that the consumer pays the daily instalments without fail. If the consumer fails to pay the instalment than surcharge will be applicable on the balance amount as per practice in vogue.

**14. Regulation 8.8 of the Principal Code is substituted by the following and new sub-Regulation (a) shall be added after Regulation 8.8:**

- 8.8 Consumer meter shall generally be owned by licensee. Any consumer, if he so desires, can purchase and provide his own meter/prepaid smart meter and metering device of the specifications from the vendor list as approved by the licensee. In such case the consumer shall maintain the meter in accurate working condition. Scheduled testing of meter/metering device will be conducted by licensee on payment of approved testing fees. In case of prepaid smart meter the licensee or approved labs shall test the meter within seven days and install the

meter outside the consumer premises. Such consumers shall not be required to pay the monthly meter-rent.

- (a) After the installation of smart meters, no penalty shall be imposed on the consumer, based on the maximum demand recorded by the smart meter, for the period before the installation date.

**15. New sub-Regulation (a), (b), (c), (d), (e), (f), (g), (h), (i), (j), (k), (l), (m), (n) and (o) shall be added after Regulation 8.16 of the Principal Code:**

- (a) Licensee shall ensure the availability of prepaid smart meters for new connections and replacement of such defective meters in the areas where prepaid smart metering is done and to ensure prepaid smart meters certification as per the relevant IS16444 as amended from time to time.
- (b) The licensee/consumer shall install prepaid smart meters conforming to the technical requirement of relevant regulations/guidelines of CEA as amended from time to time.
- (c) The prepaid smart metering system shall have a facility for recharge of the credit in the consumer's account through various online recharge modes to be provided by the distribution licensee on a real-time basis and also send notification/alert to the consumer on a registered mobile phone in case of minimum/low credit (negative balance). The consumer can recharge his prepaid smart meter account as and when required in multiple of Rs.50/- as per the multi-recharge facilities/options being provided by the DISCOMs. There shall be no maximum limit for the recharge amount.
- (d) The prepaid smart meter shall be communicative and compatible with AMI applications.

Provided further that the meter shall have an adequate number of registers and the facility for Time of Day (TOD) and kVAh-based tariff application.

- (e) The electricity charges (such as energy charge, fixed charge, duty, cess, FPPAS etc.) as per the tariff order shall be deducted daily from the consumer's recharge amount. Final billing for the month, for electricity charges shall be done every month (as maximum demand charges, power factor surcharge/incentive, solar billing etc. cannot be done daily) and shall be adjusted at the end of the month.

- (f) In case of non-communication of smart pre-paid meters, daily electricity charges shall be calculated based on estimated daily consumption based on previous recorded consumption. The meters shall be read manually at least once every month for all such cases and should comply with the appropriate regulations. The data regarding energy consumption shall be made available to the consumer, through various online services such as website and or mobile App or SMS, etc. The pre-paid balance shall be immediately updated based on actual consumption once the reading is retrieved from such prepaid smart meter.
- (g) Pre-paid balance will be updated against daily midnight consumption recorded at 00:00 hours; as and when the consumer's account balance goes down, the recharge/alert notification to the consumers shall be initiated at least at 3 stages of low balance. The system always maintains the average monthly consumption of respective consumers.
- (h) Accordingly, the SMS to be sent for "account balance low, please recharge your account to avoid disruption in power supply. Please ignore if already paid," once the account balance falls below the average consumption levels as defined below-
  - i) consumption of seven days
  - ii) consumption of three days
  - iii) consumption of a dayIn case, the consumer fails to recharge his prepaid meter account and his balance runs out, the meter shall cut off the supply of the consumer.
- (i) The AMI application should initiate auto reconnection after successful recharge of the meter so that the connection is restored immediately (applicable only during the period of temporary disconnection). AMI application initiates auto reconnection after successful recharge of the meter in 60 minutes, but not later than 6 hours where manual intervention is required.
- (j) The software solution of the licensee shall be capable of implementing the tariff as per the tariff order approved by the Commission from time to time.
- (k) The check meters shall be installed by DISCOMs for a minimum of 5% of the total smart meters which will be deployed henceforth, under any of the on-going schemes.
- (l) Where complaints are received from consumers related to excess reading/billing, check meters are to be compulsorily installed.



- (m) The existing non-smart meters already functioning correctly at consumer's premises may be used for the purpose of check meters.
- (n) The check meters shall be installed for a continuous period of not less than three months and the reading, so registered, should be reviewed for every billing cycle against the reading of the smart meter for the same period. Corrective action if required is to be ensured without any delay.
- (o) Cost for installation of these check meters shall not be passed on the consumers, but shall be borne out of the savings.

**16. New sub-Regulation (a), (b), (c) and (d) shall be added after Regulation 8.24 of the Principal Code:**

- (a) In case the prepaid smart meter installed by the licensee gets damaged due to overloading or any other reasons attributable to the consumer, the same shall be replaced at the cost of the consumer.
- (b) In case of damage of prepaid smart meter is due to any technical reasons attributable to licensee such as voltage fluctuations, transients etc. the licensee shall not charge the cost of meter.
- (c) In case the existing consumer converted for prepaid connection where the meter under the post-paid arrangement is owned by the consumer, the licensee shall replace the existing meter with a new meter (with prepayment facility) at its own cost & shall not return the old meter to the consumer.
- (d) For billing purpose, AMISP to ensure replacement on an urgent basis so that it may be ensured that the assumption-based daily calculations be limited to 7 days in urban areas and 12 days in rural areas.

**17. New proviso shall be added after Regulation 9.1 of the Principal Code:**

Provided that in the case of smart meters, the meters shall be read remotely at least once every month. The data regarding energy consumption shall be made available to the consumer, through various online services such as website and or mobile App or SMS, etc.

**18. New Regulation 9.15 (a) shall be added after Regulation 9.15 of the Principal Code:**

9.15 (a) In case of prepaid smart meter, bill shall be prepared for each consumer on the basis of prevailing tariff order of the Commission mentioning details of the recharge amount during the billing cycle.

**19. New Regulation 10.17 (a) shall be added after Regulation 10.17 of the Principal Code:**

10.17 (a) In case of prepaid smart meter, if the consumer fails to recharge his prepaid meter account and his balance runs out to zero, the meter shall disconnect the supply of the consumer except for non-office hours (5:30 pm to 10 am next day or holidays/gazetted holidays/local holidays). The disconnection process shall be scheduled only between 10 AM to 2 PM of immediate next working day to avoid discomfort to the consumer (till each time the reconnection on a real-time basis is implemented by the licensee). Disconnection on a zero balance shall be deemed to be temporary disconnection.

**20. New Regulation 10.19 (a) shall be added after Regulation 10.19 of the Principal Code:**

10.19 (a) In case of prepaid smart meter, after temporary disconnection, consumer shall be notified through SMS/Whatsapp or any other mode about the same along with the details of the zero/negative balance amount.

In case of temporary disconnection, the consumer can recharge the meter and restore the electricity supply with the applicable surcharge. The consumer can recharge his prepaid meter account online through the mobile application, web application or digital payment system such as UPI, e-wallet, V-wallet, web portal etc. facilities to be provided by the licensee. AMI application should initiate auto reconnection after successful recharge of the meter.

**21. New sub-Regulation (c), (d), (e), (f) and (g) shall be added after sub-Regulation (b) of Regulation 10.22 of the Second Amendment Regulation:**

**Permanent disconnection of prepaid smart meter consumer**

(c) In case, the consumer does not recharge his/her account after temporary disconnection as elaborated in clause 10.17 (a) & 10.19 (a), the account may reach a negative balance on account of the applicability of monthly minimum charges or any other similar charge as decided by the Commission, even if there is no electricity consumption by the consumer.

(d) The notification/alert shall be considered as notice for recharging the account & the licensee may disconnect the supply on failure to recharge the account by a consumer without any further notice. The supply to the consumer will remain

disrupted for the period till the respective amount is recharged by the consumer within the permitted timelines.

- (e) The temporary disconnection can be restored within the stipulated time period specified in the prevailing supply code including amendments only after recharging with an amount sufficient to recover the monthly minimum charges/fixed charges or any other charges decided by the Commission, even if there is no consumption by the consumer during temporary disconnection.
- (f) The connection shall be disconnected permanently, and the meter shall be physically removed from the consumer premises if the consumer fails to recharge the account within the stipulated time period specified in the prevailing supply code including amendments.
- (g) After permanent disconnection, the fresh connection to such consumer shall be as per the provisions of Principal Code and its subsequent amendments.

**22. New Regulation 13.29 shall be added after Regulation 13.28 of the Principal**

**Code:**

**Other:**

13.29 The Commission is empowered to regulate and oversee the implementation of prepaid smart meters in the state of Chhattisgarh and shall have the authority to set standards, procedures and guidelines for the deployment, operation, and maintenance of prepaid smart meters.

The Commission shall have the authority to monitor the performance of prepaid smart meters, including the accuracy and reliability of meter readings, and take necessary action in case of any discrepancies.

The Commission shall have the power to enforce penalties, including fines, for any violation of regulations and guidelines related to prepaid smart meters. For this purpose, the Commission shall seek information, regularly, conduct inspections, and carry out audits of the operations of prepaid smart meters as deemed necessary.

**(Sudhir Kumar Kale)**  
**Dy. Secretary**