

**Chhattisgarh State Electricity Regulatory Commission**  
**“Vidyut Niyamak Bhawan”**  
**Irrigation Colony, Shanti Nagar, Raipur (C.G.) – 492001**

**Raipur, Dated April 09, 2024**

**NOTIFICATION**

No. 109/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 Principal Code or Supply Code) and its first, second and third amendments.

The CSERC, in exercise of the powers vested in it under Clause 1.10 of the Supply Code, after considering the comments and suggestions, 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 They shall come into force from 01<sup>st</sup> April 2024
- 1.3 Provisions of this code shall be applicable to all the consumers with smart prepaid meters.
- 1.4 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. 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;

**3. Regulation 2.1 (d) of the Principal code is substituted by the following:**

2.1 (d) ‘**Applicants**’ means an owner or occupier of any premises who files an application form with a distribution licensee for supply of electricity, increase or decrease in sanctioned load or contract demand, change in title or mutation of name, change in consumer tariff category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, rules and regulations made thereunder;

4. **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;
5. **Regulation 2.1 (q) of the Principal code is substituted by the following:**
  - 2.1(q) ‘**Consumer**’ means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Electricity Act, 2003 or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a distribution licensee, the Government or such other person, as the case may be;
6. **New Regulations 2.1 (q) (a) shall be added after Regulation 2.1 (q) of the Principal Code:**
  - 2.1 (q) (a) ‘**Prosumer**’ means a person who consumes electricity from the grid and can also inject electricity into the grid of distribution licensee, using same point of supply;
7. **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;
8. **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 which will be levied on the consumers despite any consumption by the consumer in their premises, as specified in prevailing tariff order passed by the Commission.
9. **New Regulations 2.1 (u) (a) shall be added after Regulation 2.1 (u) of the Principal Code:**
  - 2.1 (u) (a) ‘**days**’ means clear working days;
10. **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;
11. **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;

**12. 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 reasonable security, as may be determined by the Commission, which a distribution licensee may require from any person who requires supply of electricity as per provisions of clause (a) of sub-section (1) of section 47 of the Act.

Provided a distribution licensee shall not be entitled to require any security if supply to the person is given through a prepaid/prepayment meter.

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 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;

**13. 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;

**14. 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.

**15. New Regulation 4.1 (d) shall be added after Regulation 4.1 (c) of the Principal Code:**

4.1 (d) I. The distribution licensee shall prominently display on its website and on the notice board in all designated offices, the following; namely:-

(i) Detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer tariff category, enhancement of load, reduction of load or change in name, transfer of

- ownership, shifting of premises and consumer grievances redressal mechanism etc;
- (ii) Address and landline or mobile contact numbers of designated offices where filled-up application forms and complaints can be submitted;
  - (iii) Address of website for online submission of application form and related complaints;
  - (iv) Complete list of copies of the documents required to be attached with the application;
  - (v) All applicable charges to be deposited by the applicant.
- II. Application forms for all type of connections as well as modification in existing connection shall be available at all the local offices of the distribution licensee free of cost as well as on its website for free download.
  - III. The distribution licensee shall create a web portal and a mobile app for submission of online application forms.
  - IV. The applicant shall have an option to submit an application form in hard copy or through an electronic means such as online an authorised web portal or mobile app of distribution licensee.
  - V. In case hard copy of the application form is submitted, the same shall be scanned and uploaded on the website soon as it is received acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.
  - VI. In case of online application form through an authorised web portal or mobile. App of distribution licensee, the acknowledgement with the registration number shall be generated on submission of application
  - VII. An application, complete in all respect, shall be deemed to be received on the date of generation of acknowledgement with registration number. In case of hard copy submission, the acknowledgement with registration number shall be generated within twenty-four hours, of receipt of the application, complete in all respect.
  - VIII. 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, site inspection, issuance of demand note, external connection, meter installation and electricity flow.
  - IX. In case, an agreement is required to be executed between distribution licensee and the consumer, the same shall become the part of the application form and there shall not be any requirement of a separate agreement form.
  - X. If a distribution licensee fails to supply electricity within the period as specified, it shall be liable to a penalty as may be determined by the Commission, which shall not exceed Five hundred rupees for each day of default.
  - XI. For already electrified areas, connections up to 150 kW the connection charges for new connection shall be fixed on the basis of the load, category of connection sought and average cost of connection of the distribution licensee so as to avoid site inspection and estimation of demand charges for each and every

case individually. For already electrified the demand charges, as specified by the Commission may be paid at the time of application for new connection.

XII. Within the area covered under an Association:

- (a) The distribution licensee shall provide either a single point connection for the Association or individual connections for each and every owner, on the basis of choice of the majority of the house or flat owners in such Association and the choice shall be ascertained by means transparent ballot to be held by the distribution licensee;

Provided that if more than fifty percent of the owners prefer individual connection then individual connection shall be given to each owner.

- (b) the metering, billing, and collection shall be done separately for
- (i) individual electricity consumption sourced from the distribution licensee;
  - (ii) individual consumption of backup power supplied by the Association; and
  - (iii) electricity consumption for common area of such Association sourced from the distribution licensee.
- (c) In the case of a single point connection, the Association shall be responsible for metering, billing, and collection and for individual connections, these responsibilities shall vest with the distribution licensee.
- (d) In the case of a single point connection:
- (i) the charges deducted through pre-payment meters or bills raised by the Association for individual electricity consumption shall be on no-profit-no-loss basis.
  - (ii) the distribution licensee's tariff for single point connection to Associations shall not exceed the average billing rate for low tension domestic category.
  - (iii) the total billing done by Association for the electricity supplied by the distribution licensee shall not exceed the overall tariff paid to the distribution licensee.
  - (iv) an additional amount as prescribed by the Commission may be charged towards the sub-distribution network cost incurred for providing electricity up to the premises of the individual consumer."

- XIII. On the request of an Association or an owner of the flat or house in an Association or any other consumer, the distribution licensee shall provide separate connection for supply of electricity for Electric Vehicle charging system;

**16. Regulation 4.6 of the Principal code is substituted by the following:**

- 4.6 When the licensee is ready to give supply after extension, it shall serve a notice to the applicant intimating that supply has been made available up to his premises and the consumer may avail connection within one month, in case of LT consumers, and three months, in case of HT or EHT consumers. The notice

shall be sent through registered post/ E-mail as provided by the applicants during the application or by hand duly acknowledged. If the consumer fails to avail connection within the notice period, he shall be liable to pay charges due thereon as per the provisions of this code at the rate specified in prevailing tariff order from the day following the end of the notice period.

**17. Regulation 4.7 of the Principal code is substituted by the following:**

4.7 An applicant for electricity supply shall have to lay the service line of specifications approved by the licensee. The length of such service line from the distribution mains to the point of supply where meter is to be installed should not normally be more than 30 meters. The service line may be overhead or underground cable, and no joint in the service line shall be allowed. Apart from laying of service line, the consumer shall be required to pay security deposit, service connection charges and all other charges as specified under miscellaneous and general charges and its amendments time to time. The consumer shall carryout augmentation in size of service connection cable wherever required due to enhancement of load.

**18. Regulation 4.10 of the Principal code is substituted by the following:**

4.10 In cases where consumer intends to get the line work executed by licensed electrical contractor, the consumer himself may procure the materials of approved make and from approved vendors list of licensees and the responsibility of replacement in on consumer. The material should, conform to relevant BIS specification or its equivalent and should bear IS/ mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used. The transformer sub-station installed should be in accordance with provision in clause 5.10 to 5.17 of this Code.

**19. Regulation 4.22 of the Principal code is substituted by the following:**

4.22 Application can be submitted through Online/Mor Bijlee App/ Offline in hardcopy at licensee designated offices;

**20. Regulation 4.24 of the Principal code is substituted by the following:**

4.24 The service line shall be laid at an accessible location and the meter shall be fixed at the entry point of the premises in such a manner that it is protected from elements like rain etc. and is easily accessible for reading purpose without getting the premises unlocked or opened in accordance with clause 8.9 and 11.64 of this Code;

**21. Regulation 4.28 of the Principal code is substituted by the following:**

4.28 In case it is possible to extend supply from the existing mains i.e., within 30 meters or without any augmentation of existing network then the licensee will issue an advice (demand note) to the applicant on the date of application itself containing all the charges i.e., supply affording charges, security deposit, service connection charges any other charges as applicable. The consumer shall have to pay the amount of demand charges in full within 07 days. After receipt of the payment as per demand note from the applicant, the supply will be

extended to the applicant within 07 days in urban areas and 15 days in rural areas as the case may be.

**22. Regulation 4.29 of the Principal code is substituted by the following:**

4.29 In case it is necessary for extension or enhancement of existing network or distribution system giving supply to the consumer, the licensee will issue to the consumer, within 07 days in urban areas and within 14 days in rural areas, an advice (demand note) containing the charges for extension of the distribution line, the amount of supply affording charges, security deposit, service connection charges and any other charges as applicable and will also intimate additional formalities, if any, to be carried out by the consumer. The amount shall be payable in full within 15 days. After receipt of payment, work for laying the distribution lines can be taken up.

**23. Regulation 4.31 of the Principal code is substituted by the following:**

4.31 On payment of necessary charges including security deposit and execution of agreement the licensee shall take up the work of extension of distribution line. The extension work shall be completed within maximum period of 90 days for the LT consumer, 90 days for HT consumers and 180 days for EHT consumers. For agriculture pump permissible period for extension is 90 days where access to field is available and 180 days where access to field is not available. The responsibility of way leave clearance (Right of way) shall rest with consumer. The licensee after completion of extension of mains up to consumer's premises, and after being ready to release the connection, shall issue a notice as per clause 4.6 of this Code.

**24. Regulation 4.33 of the Principal code is substituted by the following:**

4.33 In case the consumer prefers to execute the line extension work by himself after paying the supervision charge to the licensee, the consumer shall give advance intimation in writing to the licensee about commencement of extension work for taking up necessary supervision of the work by licensee. The consumer shall have to obtain necessary statutory clearance in advance before commencement of the work. The consumer shall also complete the extension work within the time schedule prescribed in clause 4.58 of this Code, and shall intimate the date of completion of extension work in writing to licensee. In case the applicant fails to complete the construction of extension work within the time schedule prescribed in clause 4.58 of this Code, the licensee shall give a notice to the applicant to complete the extension work within next 15 days, failing which, his application of supply shall be cancelled under intimation to consumer thereafter the consumer shall have to apply afresh for the connection.

**25. Regulation 4.34 of the Principal code is substituted by the following:**

4.34 On receipt of test report and document related to other necessary statutory clearances as the case may be and intimation that the installation work in consumer's premises and service line work have been completed, the licensee shall inform the consumer, within 3 working days, the date of inspection/testing of the consumer's installation, if inspection is required to be carried out. In such case, the licensee shall inspect and test the consumer's installation as required

of him under regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 (hereafter CEA Safety Regulation) in the presence of the applicant or his authorized representative and his Licensed Electrical Contractor. If on inspection, the licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), he shall intimate the same to the applicant preferably on the spot under proper receipt.

**26. 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, as approved by the Commission, 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.

**27. Regulation 4.58 of the Principal code is substituted by the following:**

**4.58 Schedule for completion of various activities relating to new connection and increase of load**

The licensee shall process and give supply of electricity to various consumers within the time specified in the table below. For the purpose of this code urban area means area of Nagar Nigam, Nagar Palika and Nagar Panchayat and other than urban area means rural area:

Sl. No.	Type of Service	Time Limit for Rendering the Service (excluding payment period)
1 a)	<b>LT connection</b> Normal connections (all category)	Urban areas - 7 days (including class-A cities) Rural areas - 15 days



<b>Sl. No.</b>	<b>Type of Service</b>	<b>Time Limit for Rendering the Service (excluding payment period)</b>
	(where no addition / augmentation / up-gradation of existing distribution mains is required)	
b)	All category (i) Where power supply requires extension of distribution mains, including distribution sub-station	Urban areas & Rural areas – 90 days (including class-A cities)
<b>2</b>	<b>LT Agriculture Connection</b>	
i)	Agricultural connection during season when clear access to fields is available	90 days, after full cost of extension is paid
ii)	Agricultural connection during season when no clear access is available	180 days, after full cost of extension is paid
<b>3</b>	<b>High Tension (HT) Connection</b>	
a)	Informing feasibility after receipt of the application	07 (Seven) days
b)	Issue of demand note of estimated charges	30 (Thirty) days
c)	Completion time for extension of works after payment and finalization of agreement	90 (Ninety) days
d)		
(i)	Issue of three months' notice after completion of extension works by the licensee with installation of meter and metering equipment.	7 (Seven) days
(ii)	Release of load after completion of extension work by licensee and submission of clearance from Electrical Inspector by the applicant.	7 (Seven) days
<b>4.</b>	<b>Extra High Tension (EHT) Connection</b>	
a)	Informing feasibility after receipt of the application form including connectivity consent required if any	30 days
b)	Issue of demand note of estimate charges after issue of notice of feasibility	60 days
c)	Completion time of extension work after payment	180 days
d)	Serving of connection after payment necessary charges and execution of agreement by the applicant subject to receipt of clearance from Chief Electrical Inspector after completion of extension work	30 days

**28. 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.

**29. 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 then surcharge will be applicable on the balance amount as per practice in vogue.

**30. 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.

**31. 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 day
- In 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.

**32. 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 and charges would be the cost of meter.
- (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, Advanced Metering Infrastructure Service Provider (AMISP) to ensure replacement on an urgent basis so that it may be ensured that the assumption-based daily calculations be limited to 24 hours in urban areas and 72 hours in rural areas.

However, during replacement period assessed billing as per Supply Code.

**33. 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.

**34. New Regulation 9.10 (a) shall be added after Regulation 9.10 of the Principal Code:**

- 9.10 (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.

**35. 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.

**36. 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.

**37. 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.

**38. 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**