

SECTION – VI PREPARATION AND DELIVERY OF BILLS

INSTRUCTION NO. 6.1

Issue, Presentation and due dates of bill:

The Nigam is required to render to the consumer on monthly/bi-monthly basis bill for the energy and other charges, incidental to the supply of electric energy to him. These charges are payable within the specified date or the due date as mentioned on the bill, failing which the consumer is liable to be disconnected after 15 days notice without prejudice to the rights of the Nigam to recover the amount of the bill by suit.

2. Date of issue is the date on which the bills are issued. This date should appear on the bills. All the bills should be dispatched or handed over to the bill distributor on the date of issue.

The bills are expected to be delivered to the consumers within 2 days through the Bill Distributor or by dak, where necessary. Every effort must be made to see that the delivery of bills does not take more than 2 days. The consumers are required to be given 7/10/15 clear days for making the payment after the date of presentation.

3. Date of Presentation, means the second day after the date of any bill rendered by the Nigam to the consumer.

4. Grace Period :

The normal period of seven days, 10 days and fifteen days allowed in the case of H.T. Industrial Supply, L.T. Industrial Supply (above 20 kW) and other categories of consumers respectively to pay off their bills is called the "Grace Period." The period of grace starts from the next date of the date of presentation so that 7/10/15 clear days are available to the consumers for making the payment. All such consumers who liquidate their bills within this period have only to pay the 'net amount' of the bill.

5. Due date is the date on which the period of grace expires and by which day the consumers are required to pay their bills at net rate. Thus if the date of issue of a bill is 11th September, the 15 days of grace would commence from the day after 13th September, and the due date would be 28th September. If while fixing the due date on bill it is known that on date there would be a holiday, the next working day should be fixed as the due date. If a consumer fails to make the payment by the due date, surcharge as specified in the schedule of Tariffs, would be leviable.

6. As against the normal period of 7/10/15 days of grace, the

following categories of consumers should be allowed a grace period of 30 days:-

- | | |
|---|--|
| (i) Street Lighting. | (ii) Railways. |
| (iii) M.E.S. | (iv) Pumping load of Irrigation Deptt. |
| (v) Central Govt. connections. | (vi) MITC tubewell. |
| (vii) All Govt. offices & Govt. Institutions. | |

Further the reading of these connections is to be taken/bills are to be issued in such a manner that the last date of payment without levy of surcharge falls on last working day of the following month.

INSTRUCTION NO. 6.2

Payment of Bills:

Hours of Receiving Cash:

Hours for receiving cash from the consumers in respect of payment of Nigam's Bill etc. are fixed to give the cashier ample time to close his cashbooks daily and tally the amount of total realization during the day with the total of the entries made in the Consumer Cash Receipt Book.

2. A notice, for the information of the consumer, giving the timings of receiving cash should be hung on the notice board in each office where the cash is collected. The notice should also show the dates on which the office receiving cash is to remain closed on account of Holiday in every month.

INSTRUCTION NO. 6.3

Rounding of Electricity Bills:

The net amount as well as gross amount of the Electricity Bill payable by the consumer shall be rounded off to the nearest rupee. However, wherever, the billings have been computerized the difference shall be carried forward in the next billing cycle.

INSTRUCTION NO. 6.4

Procedure to be followed when issue of bill is delayed :

In order to ensure that all the consumers are afforded the full period of grace, the Ledger Clerk should see while preparing the bill that the date given to that bill should be the date on which it is intended to be issued so that it could be presented to the consumer on the correct date.

2. The date of every consumer's bill in the same group should be

the same every month during the period he remains connected to the Nigam's supply so that he knows his due date without reference to each month's bill. The bill should be rendered regularly and punctually to each consumer on the same date as far as possible. Normally no change should be made in the meter reading or billing programme.

3. Should for unavoidable reasons a bill is issued on a date later than that actually given on it, the date of the bill and the due date must be corrected as illustrated below before actually issuing that bill. If through an oversight the correction is not made in the bill before issuing it and the consumer asks for such correction or makes the payment on a date which falls within the corrected due date, the request of the consumer should be acceded to, if his complaint about the late delivery of the bill is corroborated by the peon book or the stamp register. The correction in the dates of the bill should be made under dated initials of the SDO/CA concerned.

Example:

Date of bill (Say)	10.09.84	Date actually appearing on the bill
Due date	27.09.84	
Actual date of the issue of the bill	13.09.84	
Correct due date which should have been quoted in the bill.	30.09.84	

INSTRUCTION NO. 6.5

Delivery of Bills to consumers:

It may some times happen that the Bill Distributor is unable to deliver the Nigam's bill (E.B. Form RO=3) to a consumer for any of the following reasons:

- i) Premises are found locked and no body is present to take delivery of the Bill.
- ii) Consumer is not present and none of his representatives is ready to take delivery of the bill.
- iii) Consumer is present but refuses to take delivery of the bill.

2. The following procedure may be adopted in case any of the above contingencies arise:-

As soon as it is reported by the Bill Distributor that he has been unable to deliver the bill to a certain consumer, a notice (Form E.B.C.S.-25) "Bill for the month of _____ for Rs. _____" should be prepared and sent through Nigam's Bill Distributor to the consumer and the Bill Distributor should

obtain the initials of the consumer in the Peon Book in token of his having received the notice. If, however, the consumer refuses to take the Bill or he is not available the notice should be sent under Postal Certificate. If the notice is returned undelivered or the SDO concerned has reason to believe that the consumer is deliberately refusing to accept the notice, then it should be sent under Registered Acknowledgement Due letter.

3. If the letter is received back undelivered, efforts should be made to find out the whereabouts of the consumer through some of the officials or from the neighbours so that the Registered A.D. letter should be redirected at the new address. The expenditure incurred in sending such notice should be debited to office contingency.

4. In case, the bill is not delivered even after above exercise, the same shall be pasted on the consumer's premises, which would be deemed as delivered. If no response is elicited by the due date of the bill the supply of the consumer shall be disconnected.

INSTRUCTION No. 6.6

Sending of bills to consumers by post-Recovery of Postage Charges:

No postage charges in respect of rendering bills to Consumer are recoverable, it is the duty of the Nigam to render bills to consumers monthly and the rates on which the bills are based, already include postage and other contingent charges.

INSTRUCTION No. 6.7

Bill of consumer whose premises are found locked at the time of meter reading:

As soon as it is reported by the Meter Reader that the premises of certain consumer is found locked and the meter reading for rendering the bill to the consumer could not be taken a notice in form E.B.C.S.-26 "Access to consumer premises" should be prepared and sent to the consumer through Nigam's Bill Distributor who shall obtain the initials of the consumer in the Peon Book in token of his having received the notice. In the notice, it should be pointed out that for the period the premises remains locked, the consumer in accordance with the provisions of Abridged Condition of supply, will be charged MMC, meter rent and service rental whether or not any energy is consumed during the period.

2. If, however, the Bill Distributor is unable to locate the consumer,

the notice should be sent under Postal Certificate. If the notice is returned undelivered or the SDO concerned has the reason to believe that the consumer is deliberately refusing of the notice, then as last resort the notice should be sent under Registered letter Acknowledgement due. If the Registered letter is also received back undelivered, efforts should be made to discover (say from his neighbourers) the whereabouts of the consumers and the Registered Acknowledgement Due letter sent at his new address. The expenditure incurred in sending such notices should be debited to the office contingency and not to the consumer in question.

3. After the expiry of the notice period if no reply is received from the consumer, some official, say JE or Meter Reader, may be deputed to visit the premises and verify the facts on the spot. If all efforts to get access to the meter fail, the premises should be disconnected from the "tee" or pole.

4. In order to ensure that the report of the Meter Reader in respect of the premises being locked is genuine whenever a premises has been shown to be locked for two consecutive months, the matter should be promptly brought to the notice of the SDO/JE incharge Sub Office who should get the facts verified through the Meter Inspector or some other responsible official.

5. (i) The billing of the DS/NDS categories of consumers during the period in which premises is found locked should be issued on provisional average charges as under :-

(a) Consumers fed through urban Feeders:

Category	No. of units per month
DS	50 Units per kW of the Connected Load or part thereof.
NDS	60 Units per kW of the connected Load or part thereof.

(b) Consumers fed through rural feeders

DS	40 Units per kW of the Connected Load or part thereof.
NDS	50 Units per kW of the Connected Load or part thereof.

The above provisional average charges are applicable for a maximum period of 6 months (i.e. 3 billing cycle) and if the problem continues thereafter the above charges would be levied at double the rates mentioned above. The provisional average charges so billed should be adjusted as and when the premises are unlocked and the meter is read by the representative of the Nigam provided the meter working is found O.K. The cases in which meter is found defective the

provisional average charges can only be adjusted after charging the average charges as prescribed under SMI-4.13.

(ii) The billing in respect of other categories of consumers should be made on MMC basis plus rentals etc. The MMC so charged can only be adjusted after approval of XEN (OP) concerned, who while granting the approval should ensure himself and certify that the "premises locked" on the date of reading was on genuine reasons and that during the billing month in question the consumer has used supply at least to the extent of MMC.

(iii) There may be such cases where consumers do not normally live in their premises because they reside elsewhere or overseas. Such consumers can inform in writing to the SDO (OP) that he will not utilize the supply for a particular period of time, subject to maximum of one year and that during this period, he is ready to pay the monthly minimum charges. The amount in question can be paid in advance also. The billing to such consumers should be issued on MMC basis instead of provisional average basis and such bills should be stamped as under :-

"The bill has been raised on MMC basis since the consumer has reported staying out of the premises. The Nigam should be informed as and when the premises is occupied promptly."

In other cases where premises are reported locked at the time of meter reading but no such request is received from the consumer, such bills issued should bear the stamp as under: -

"The bills have been raised on average basis as access to the meter has not been provided for meter reading. Your next meter reading is due between _____ to _____ (dates). You are requested to provide access to the meter for taking the readings."

INSTRUCTION NO. 6.8

Procedure to be followed in finally disconnecting the consumers and payment of bills by them:

The following procedure should be followed in finally disconnecting the consumers at their own request and payment of bills by them:-

As soon as a consumer puts an application for disconnection, a disconnection order in E.B. Form CS-16 should be prepared and the JE should visit the consumer's premises at the earliest possible time if no particular date and time for disconnection is specified in the consumer's letter. If on the other hand, the consumer has specified

particular date and time, efforts should be made to comply with his wishes. On reaching consumer's premises he would take the readings, disconnect the premises and remove the meter in order to ensure that no more energy is consumed. The final bill based on the final reading recorded by the JE, should be prepared and handed over to the consumer for payment. The grace period in such cases is to be allowed 7 days only. If a consumer is finally disconnected before the due date of his previous month's bill, the grace date of the final bill should either be fixed at the 7th day from the date of disconnection or at the grace date of the previous month's bill, whichever is earlier.

Note :- In case of M.E.S., Railways, Pumping load of Irrigation Deptt. Central Govt. connections, MITC tube-well, all Govt. offices/ Govt. institutions and Street Lighting connections the period of grace allowed in respect of final bill shall be 15 days.

INSTRUCTION NO. 6.9

Bill procedure for part period of a month:

The Nigam's standard Schedules of Tariff are applicable when the billing is done for a full month. However, cases often arise where a bill is required to be prepared for part period of a meter reading month i.e. :

- (i) When the 1st meter reading date becomes due before a normal period of 30 days after giving a new connection, or when a disconnection takes place before the next meter reading date is due, or
- (ii) When there is change in the meter reading programme etc.

Following procedure should be adopted while rendering bills for periods other than the full period of a month :-

(a) New connection or disconnection at consumer's request:

- (i) The MMC should be increased/decreased on pro rata basis depending upon the number of days for which billing is required to be made for all categories of consumers except DS & NDS.
- (ii) In case of DS & NDS categories, the consumption slab as well as MMC shall be reduced to 50% in case billing period is 15 days or less. If the billing period is more than 15 days but less than a month billing is to be done on normal tariff. For the period more than a month the same procedure may be allowed for the period in excess of one month.

(b) Disconnection as a result of violation of the "Condition of Supply" and reconnection thereafter.

- (i) The cases in which supply is disconnected for a specific period

on account of any violations of the instruction or restriction imposed by the Nigam, the billing should be made as normal and as if there was no disconnection.

- (ii) In case the disconnection and reconnection takes place in the same month the billing should be made as normal and as if there was no disconnection.
- (iii) In case supply is disconnected for non-payment of dues and reconnection is not sought within same month, the billing for the month of disconnection should be made on normal tariff. No billing should be made thereafter. In case, the consumer approaches the Nigam for reconnection within a period of 3 months of disconnection after payment of defaulting amount, reconnection should be allowed and billing for the intervening period should be made on MMC, cost of energy meter, ACD and RCO fee at prevailing rates should also be recovered from the consumer.
- (iv) The cases in which reconnection is not sought within 3 months of disconnection shall be regulated under SMI-35.
- (c) **Change of Meter Reading Programme:**
If the acceleration/retardation in date is upto four days, the normal tariff is applicable. If it is in excess of four days, MMC and /or consumption slabs be decreased/increased proportionately in respect of all categories of tariffs including “DS, NDS.”
- (d) **Temporary Connections:**
In case of temporary supply, the MMC will be recovered for each 30 days or less and not proportionately. However, for flood dewatering pumping sets given supply on temporary, no MMC shall be chargeable.

INSTRUCTION NO. 6.10

Payment of an incorrect bill:

In accordance with direction printed on the back of the bills presented by the Nigam, the consumer is liable to make payment of the bill received by him within 7/10/15 days as the case may be from the date of presentation notwithstanding any difference, or dispute which may arise as to its accuracy. In the event of an error in the bill being admitted the excess amount charged, is adjustable by the Local Offices in the next monthly bills rendered to the consumer.

2. As per ‘Code of practice for payment of Electricity bills by the consumers and procedure for disconnecting consumers for non-payment’ approved by the HERC in the event of dispute in billed amount, the consumer may lodge a complaint before the SDO (OP) and pay the average of the last 6 months consumption within due date

pending settlement of the dispute. The SDO shall resolve the dispute or communicate final decision with reasons within a maximum period of 2 months. The following procedure should be followed in such case.

- (i) In case no further verification is required and the bill is found to be incorrect, the bill may be corrected and without getting deposited the bill challenge fee prescribed under the schedule of General & Misc. charges and the revised bill should be rendered to the consumer for making payment.
- (ii) Where any further verification etc. is required the consumer may be asked to deposit the requisite bill challenge fee prescribed under the schedule of General and Misc. charges. If on investigation the bill is found to be incorrect, 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 adhoc payment to the date of making the refund. In case refund is made through 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. The challenge fee deposited by the consumer shall also be refunded.
- (iii) Likewise if investigation established 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.
- (iv) As under the computerized billing system the surcharge is automatically levied on the amount remained as unpaid on due date and even the revised due date is not taken into account of levy of surcharge, all adjustment of surcharge may be made through SC&AR.

INSTRUCTION NO. 6.11

Accounting procedure of charges of issuing duplicate bill.

In case a bill is lost by the consumer, a duplicate bill may be prepared and rendered to him after he has deposited the charges as prescribed in the schedule of General & Misc. charges. Since the charges on this account are to be credited to the Revenue of the Nigam, the following accounting procedure should be adopted to exercise effective control on the correct recovery of these charges in case recovery of charges is made through energy bill.

“After the written request of the consumer for the issue of duplicate copy of the bill has been accepted by the incharge of the office, a Sundry job order should be prepared for the issue of the duplicate copy of the bill and the duplicate bill issued. The charges should then be accounted for through the Sundry Charges and

Allowance Register simultaneously transferring the entries to the consumer's account concerned for including in energy bills. The charges when realized should be credited to the consumer's account in the ledger."

INSTRUCTION NO. 6.12

Rendition of Electricity Bills :

Sometimes the various particulars prescribed in the consumer's bill form RO-3 are not filled in properly with the result the consumers are put into lot of inconvenience as they have to visit local office time and again to get the particulars. The Space provided for the date of reading is invariably left blank and the consumer thus does not know whether the bill is for one month, less or more. It is, therefore, desired that the bills are prepared carefully in future and all the prescribed particulars are filled in properly. In addition the following details should also be given in the bill :-

- (a) In case any debit or credit is given for an amount other than normal bill, the details of the same must be incorporated to enable the consumer to satisfy himself about the debit/credit so allowed.
- (b) The demand in kVA/kW on the basis of which the bill is prepared in respect of industrial consumers should invariably be mentioned in the bill.

INSTRUCTION NO. 6.13

Un-metered supply of Power to MITC/I.B. tube-wells billing thereof:

The billing of energy, for the period during which the meter becomes defective either from date of installation or subsequently where the metered supply is given and in case where un-metered supply is given to MITC/I.B. tube-wells, should be done on the following basis.

- (i) Actual number of working hours as recorded in the Log Register
Or
- (ii) Sixteen hours daily working of the full load in case log register is not maintained/made available by the MITC/I.B. authorities.

INSTRUCTION NO. 6.14

Settling of consumer's account whose sites are not available or meter is not at site:

To avoid accumulation of outstanding dues for energy charges and levy of surcharge thereon in respect of such cases whose sites are not available or meters do not exist at site. Such cases are required to be identified and finalized. After identification of such cases the concerned SDO is required to make investigations and prepare a detailed proposal containing all aspects of the case viz. total amount outstanding in the account, the period for which reading has not been recorded, last date on which payment was made by the consumer, site verification report etc. etc. He further should conclude his report with evidences/documents, available if any, and put up the same dully recommended for action to be taken.

1. A committee consisting of XEN (OP) / SDO (OP) and Internal Auditor concerned will review and finalize the cases within 3 months.
2. The cases of difference of opinion shall be put up to the Supervisory Committee consisting of SE (OP), XEN (OP) and Sr.AO/RA to be nominated by the Chief Auditor. The supervisory committee shall finalize all such cases within one month.

INSTRUCTION NO. 6.15

Meter Reading and billing of Domestic/Non-domestic and Bulk Supply consumers having load above 70 kW.

The electricity supply to the Domestic/Non-domestic and Bulk Supply consumers having load above 70 kW is available on 11KV and above.

2. Billing of all such consumers is to be made on the monthly basis and the reading of the same shall be taken through CMRI. Till the meters having facility for recording of reading through CMRI are not installed, reading shall be taken by the SDO (OP) and bill shall be rendered to the consumer on the spot.
3. Such consumer shall be given a period of 7 days for the payment of bills failing which the surcharge @ 2% per month shall be leviable on the unpaid amount.

INSTRUCTION NO. 6.16

instruction regarding recovery of arrears from the consumers in view of provisions of Electricity Act, 2003.

In view of the provisions of the Electricity Act, 2003 the following guidelines are laid down for strict compliance to avoid any loss of revenue to the Nigam.

1. The supply of electricity to the consumer should not be disconnected in case where consumer deposits any of the following amounts; whichever is less, under protest, pending disposal of any dispute between him and the Nigam.
 - (a) Amount equal to sum claimed from him.
 - (b) The electricity charges due from the consumer for each month calculated on the basis of average charge paid by him during the preceding six months.
2. The arrears of electricity charges should be regularly and continuously indicated in the bills. It is clarified that under the new act, no sum due from any connected consumer, shall be recoverable after a period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied.
3. Any amount of arrears assessed in respect of any consumer, which could not be recovered being assessed after two years, when they became first due, will be the liability of the officers/officials responsible for delay.
4. The amended provisions for recovery of arrears will be applicable for the arrears, which will be due for payment from the date of enforcement of the Act i.e. 10.12.2003 onwards. All the arrears due to be recovered from the consumers prior to 10.12.2003 will be recovered by the Nigam as per earlier instruction.
5. In case of disconnected consumers, the existing provisions for recovery of electricity dues would continue to apply.
