

Item No. 5

**Rules & Regulations of the
Company**

RULES & REGULATIONS OF THE COMPANY

The Rules & Regulations, instructions, manuals and records held or used by employees for discharging its functions.

The following Regulations are framed by KERC to be followed by all ESCOMs in discharge of duties in respect of Distribution/Sale of power.

Sl. No.	Particulars	Contents
1	KERC (conditions of license to ESCOMs) Regulations – 2004.	It contains duties and other activities of the licensee, conditions of supply, payment of license fees, Dispute resolution.
2	Tariff book.	Contains rate schedule for different category of consumers and conditions of tariff.
3	KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2004. Amended on 14.06.2007 for nomination of members to the CGRF.	Contains the procedure of redressal of grievances falling within the purview of Sec 126, 135 to 139 and accident in the distribution, supply or use of electricity as provided under sec 161 of Electricity Act, 2003.
4	KERC (consumer complaints handling procedure) Regulations 2004.	Contains the procedure for lodging consumer complaints with respect to interruption/failure of power supply, voltage variations, Load shedding, Metering complaints, Disconnection and reconnection complaints. Additional load and any other complaints covered in Annexure – 1 to these Regulations.
5	KERC (Licensees' standards of performance) Regulations 2004.	Contains the standards of performance for certain functions/ duties of licensees and penalty for non-performance.
6	KERC (Duty of the licensee to supply Electricity on request) Regulations 2004.	Contains provisions for supply of electricity on request and consequences on default.
7	KERC (Recovery of expenditure and for supply of Electricity) Regulations, 2004. Amended on 13.09.2007.	Contains provisions for recovery of expenditure towards arranging power supply to different category of consumers.

8	KERC (Electricity Supply) Code 2004.	Contains provisions for recovery of charges for supply, billing procedures, Disputes in the bills, action for tampering, distress or damage to electrical plant, electric lines or meter, entry of licensee to consumer premises, Disconnection and re-connection.
9	KERC (Interest on Security Deposit) Regulations 2005	Contains provisions for payment of interest on security deposit.
10	KERC (Procedure for filing appeal Before the appellate authority) Regulation 2005.	Contains provisions for filing appeals and relevant procedure for the dispute under section 127 of EA-2003.
11	Safety Manual.	This contains standard guidelines for safety practices in Distribution system.
12	Manual for maintenance of Distribution system.	Contains Maintenance schedule for Distribution system involving transformers, lines, service connections. It also contains list of tools required and list of consumer materials required.
13	KERC (Security Deposit) Regulations 2007.	The Security deposit payable by applicant / consumer to the distribution licensee for the power supply arranged.
14	KERC (Manner of payment of subsidy) Regulations 2008.	Contains the rules laid by KERC for the subsidy payable in advance by State Govt. towards the class of consumers in the tariff determined by KERC.

Other Regulations used by Employees:

Sl. No.	Particulars	Contents
1	Employees Regulations.	Contains Service conditions of the employees.
2	Conduct Regulations.	Contains provisions regarding omission and commission constructed as misconduct.
3	Classification, Disciplinary (Control) & Appeals Regulations.	Contains provisions regarding disciplinary actions against erring employees and nature of penalties to be imposed.
4	Accounts Vol. 1,2,3 and Audit Manual.	Contains procedures regarding Accounting of Transactions, Accounting Principles being followed, chart of Account heads, Audit procedures.

Records kept:

Sl. No.	Particulars	Contents
1	Consumers ledgers Accounts	Contains particulars of Name of the registered consumer, consumption, bills raised, payment received & outstanding balance. Other information like sanctioned load, meter constant, details of deposit held etc.
2	Cash Book.	Contains daily account of payments received, remittances to banks and related matters.
3	Records relating to Accounts	Details of transactions of the Company, their classification are classified, recorded and analyzed and consolidated on monthly basis in the form of trial balance. A no. of schedules are prescribed to record and exercise control over the balances depicted in Accounts Eg: Power Purchase schedule/Register etc.