

## **BIHAR STATE ELECTRICITY BOARD**

### **Modification in “General Terms and Conditions” of supply**

The ‘**General Terms and Conditions**’ of supply of electricity to all categories of consumers have been modified by Board’s notification no. 477 dated 29-10-2002 to be made effective from 1st November, 2002. It has been published as news items in all the leading news papers of Bihar on 1st Nov., 2002. The following important points of this modification is being published for the general information of consumers and public at large.

1. The **average power factor (monthly)** of the supply shall be arranged by the consumer to be not less than 0.90. In case the average power factor in a month falls below 0.90, then surcharge at tariff rate shall be leviable.
  2. All categories of consumers except DS and NDS-I have to pay their **energy bills in cash or through bank draft**, if it exceeds Rs. 10,000/- (Ten Thousand). The Board shall bear the cost of commission payable to the bank @ Rs. 2.00 per thousand of rupees or fraction thereof.
  3. For any **dispute/complaint related to energy bill**, the consumer may first apply to the billing authority i.e., A.E.E., Executive Engineer or ESE (as the case may be) within 15 days of the date of issue of the bill. In case of non-satisfaction of the consumer, he will have the right of first appeal and second appeal within the prescribed period and under the prescribed conditions. The first appellate authority would be EEE/ESE / G.M.-cum-C.E. (as the case may be) and the 2nd appellate authority would be ESE/G.M.-cum-C.E./Board.
  4. In case of a **Govt. residential premises**, it will be the liability of the new occupant to inform the concerned Asstt. Electrical Engineer (Supply) within one month of the date of occupancy, for mutation, along with copies of letter of allotment and proof of date of occupancy. In such cases the mutation shall be allowed from the date of occupancy.
  5. For **enhancement/reduction of contract demand/sanctioned load/change of voltage**, an application in the prescribed form along with requisite fees shall be deposited by the consumer, at least 3 (three) months in advance. The balance compulsory availing period, if any, of the preceding agreement will stand waived and the compulsory availing period shall begin afresh from the date of new agreement, which will be six months.
  6. If any consumer **terminates his agreement** within the minimum statutory period of the agreement or the supply is disconnected on default of payment etc., he shall be liable to pay the minimum energy charges/demand charges for the remaining statutory period.
  7. In case a consumer has **more than one connection**, the Board reserves the
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right to realise the dues of any one connection standing in the name of the said consumer by transferring such dues to the account of the other connection/s in his name.

8. Under the new notification, **malpractices** by consumers of the Board and **theft or pilferage** of electrical energy by consumers or by other persons has been separately defined and provided punishment for. Under the new notification, the methodology for computation of compensation payable by a consumer to the Board in case of malpractices or theft has been modified and compensation would be without prejudice to the right of the Board to disconnect the supply.
9. In case of any **meter of a consumer being defective/damaged/burnt**, the consumer has to inform the A.E.E. (Supply) within 20 days in writing and get a receipt. In the event of Board's inability to supply the consumer with a new meter, the consumer shall make available a new meter to the Asstt. Electrical Engineer within next 20 days and it would be the liability of A.E.E. concerned to ensure testing and installation of the new meter in the premises within the next 40 days. In the intervening period, which can not be more than 3 months, the consumption will be assessed and billed on average consumption of previous 3 months from the date of meter being out of order, or the average consumption for the corresponding 3 months of the previous year, or the monthly minimum charge which ever is the highest.

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