

MANUAL - V

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	Electricity Supply and Distribution Code	Contains conditions of supply of power supply by Licensee, charges/fee for different services
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	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 ES Act,2003
4	KERC(consumer complaints handling procedure) Regulations 2004.	Contains the procedure for lodging consumer complaints with respect to interruptions/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 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.	Contains provisions for recovery of expenditure towards arranging power supply
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 payment of interest on security deposit.
10	KERC(Procedure for filing appeal	Contains provisions for

	before the appellate authority)Regulation,2005	filing appeals and relevant procedure.
11	Safety Manual	This is prepared by HESCOM containing 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 tools required and list of consumer materials required.

Other Regulations used by employees:

SI No.	Particulars	Contents
1	KEB Employees Regulations	Contains service conditions of employees
2	Conduct Regulations	Contains provisions regarding omissions and commissions construed as misconduct
3	Classification, Disciplinary (Control) & Appeals Regulations	Contains provisions regarding disciplinary actions against erring employees and nature of penalties to be imposed.

