1 Procedure for Disconnection of Supply

The supply may be disconnected temporarily or on a permanent basis as per the procedure described below:
(i) The Licensee shall remove service line, meter etc after permanent disconnection.
(ii) However, the Licensee may not remove service line, meter etc in case of temporary disconnection.
(iii) The licensee may remove service line / cable if he has sufficient reason of unauthorized use of electricity in case of temporary disconnection. However meter shall not be removed in such cases.

2 Temporary Disconnection

The supply shall be disconnected temporarily only after due diligence, and if the cause of the disconnection is not removed within the number of days indicated in notice served in the manner as described in Section 171 of the Act, in each of following cases, within:

(a) The disconnection date indicated in the notice served to the consumer, but not less than 15 days, if electricity bills on account of charges of electricity, or any sum other than a charge for electricity, are not paid, provided further that the amount of bill indicated in notice is not stayed by any court of law, else, the supply shall not be disconnected.

Provided that the supply shall not be disconnected, if such person deposits under protest, an amount equal to the sum claimed by licensee, or the electricity charges for each month calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of any dispute between him and the licensee.

(b) After a minimum period of seven days, if of a particular business / industry, any activity being carried out becomes unlawful due to lack of necessary permission or withdrawal of permission from the authority competent in law.

(c) After a minimum period of seven days, if the power factor of consumer’s installation other than the following categories of consumer is less than 0.75, unless otherwise specified in the tariff order, during any billing period

(i) Domestic having connected load up to 10 KW

(ii) Non-domestic having connected load up to 5 KW

(d) Within 48 hours,

• if the wiring, apparatus, equipment or installation at the premises of any consumer is found to be defective,
• if there is leakage of electricity,
• if the consumer is found to have altered the position of the meter and related apparatus,
• if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the Licensee,
• if the limits of Maximum current demand at the consumer installation is exceeded beyond the limits indicated in table under clause 4.24,
• if it is found that consumer is using electricity in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.

(e) The disconnection date indicated in the notice served to the consumer, but not less than 15 days, if consumer defaults in making payment of the assessed amount as a result of unauthorized use or theft of electricity as per the procedure specified in clause 6.8(e) or 8.1(c). Provided that serving of notices before disconnection shall not be essential in cases of theft or UUE where the licensee has a prima facie evidence and in such other cases wherever express provisions for disconnection have been made.

(f) At least 30 days, if the consumer fails to deposit the additional security or the security has become insufficient.

(g) After a minimum period of 24 hours, if the consumer fails to give the Licensee or his authorized person reasonable facility for such entry or performance as specified in clause 4.30 to 4.34 of the Code.
(h) After a minimum period of seven days, in case of dishonoring of the cheque by the bank (non-encashment of cheque)

(3) The Licensee shall, after a connection is temporarily disconnected, bill a consumer on minimum charges, and also issue a notice, as per format given in Annexure 4.9, to the consumer, to remove the cause of disconnection failing which, the supply shall be disconnected permanently after six months. Such connections shall be treated as dormant connections (awaiting final account), and the billing shall be stopped after carrying out inspections and duly informing the consumer, and final account of the consumer shall be prepared.

(b) Wherever licensee discovers that connection has been re-connected unauthorisedly after temporary disconnection, licensee may initiate action as per provisions of Section 138 of the Act.

3 Permanent Disconnection

(i) The supply shall be disconnected permanently in following cases:
   (a) With the termination of the agreement.
   (b) If the cause for which the supply was temporarily disconnected is not removed within six months period.

   3 (1) (c) [On request of consumer as described under section 4.14(g)].
   3 (2) (ii) [If the dues are not paid by the consumers the surcharge payable by the consumer on dues shall be levied upto the period of issue of section-5 notice, or for maximum eight months only.

   (iii) The security amount shall be adjusted first and after adjusting the security amount the net arrear shall be calculated on which surcharge shall be payable by the consumer.]