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It has come to the notice of the Commission that the practice of linking agricultural services (Subsidized category) with the services of other categories of consumers is still prevalent despite a specific prohibition about it in clause 4.8.1 of the Supply Code. The said clause is reproduced below for ready reference:

“Disconnection due to non-payment: Where a consumer neglects to pay any consumption charge for electricity or any other sum due from him to a Licensee, by the due date mentioned in the bill, in respect of supply of energy to him, the licensee may, after giving not less than fifteen (15) clear days' notice in writing to such person and without prejudice to his rights to recover such charge, cut off supply of electricity and for that purpose disconnect any electric supply line or other works being the property of such licensee or the generating company through which electricity has been supplied, and may discontinue the supply until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply are paid.

In cases of all supply connections, where disconnection date for non-payment of electricity charges is mentioned in the bill, a separate disconnection notice is not required.

Where any consumer defaults in payments of Charges for the supply of electricity, and/or any other sums payable to the Company under the contract of supply agreement, the Company, may, without prejudice to its other rights cause to disconnect
all or any of the other services of the consumer within the area of supply of the Licensee, though such services be distinct and are governed by separate agreements and though no default occurred in respect thereof.

In case of default on customer charges payable by agricultural consumers, other category of services of such agricultural consumers shall not be disconnected.”

The Commission notes with displeasure the continuation of the unapproved practice. Further, in case of Agricultural Services (Subsidized Category) Reconnection Charges cannot be levied / collected whenever customer charges accrued over several months are being collected.

These instructions shall be brought to the knowledge of all the field officers of the DISCOMs and it should be ensured that they are strictly complied with.

(By order of the Hon’ble Commission)

Sd/
C. Ramakrishna
Director (Admn.)