

HARYANA ELECTRICITY REGULATORY COMMISSION

Notification

The 10th August, 2004

Regulation No: HERC/ 05 /2004

Electricity Supply Code

Where as the Electricity Act, 2003 provides that the Commission shall specify an Electricity Supply Code to be adopted by the Licensees. Section 50 of the Act, specifies that the supply code shall provide for

- (1) recovery of electricity charges,
- (2) intervals for billing of electricity charges,
- (3) disconnection of supply of electricity for non-payment thereof,
- (4) restoration of supply of electricity,
- (5) tampering, distress or damage to electrical plant, electric lines or meter,
- (6) entry of distribution Licensee or any person acting on his behalf for disconnecting supply and removing the meter, entry for replacing, altering or maintaining electric lines or electrical plant or meter etc

In exercise of the powers conferred under Section 50 of the Act read with Section 181 (2) (x) of the Act, the Haryana Electricity Regulatory Commission hereby makes the Regulation on **Electricity Supply Code**.

1 Short title, commencement and interpretation

- (1) These Regulations may be called the Haryana Electricity Regulatory Commission (Electricity Supply Code), Regulation 2004.
- (2) These Regulations shall be applicable to all Distribution Licensees (including those exempted under section 13 of the Act) in their respective licensed / supply areas, in the State of Haryana.
- (3) These Regulations shall come into force on the date of their publication in the Haryana Gazette.

- (4) The Punjab General Clauses Act 1898(1 of 1898), as applicable to the state of Haryana shall apply to the interpretation of these Regulations.

2 Definitions

In these Regulations, unless the context otherwise requires: -

- (1) “Act” means The Electricity Act, 2003;
- (2) “Additional Surcharge” means surcharge determined by the Commission under Section 42(4) of the Act;
- (3) “Agreement” means an agreement specified in the Conditions of Supply approved by the Commission and entered into by the Licensee and Consumer for the services including supply of electricity by the Licensee to such Consumer;
- (4) “Area of Supply” means the area within which a distribution licensee is authorised by his licence to supply electricity;;
- (5) “Billing cycle” means period between two consecutive meter reading dates;
- (6) “Commission” means the Haryana Electricity Regulatory Commission;
- (7) “Consumer” means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be;
- (8) “Consumption charges” means the consumption of electrical energy in KWh multiplied by appropriate tariff rates and also includes demand charges, fixed charges, Fuel Surcharge Adjustment (FSA) and customer charges etc. which ever applicable;
- (9) “HT (high tension) consumer” means a consumer who is supplied electricity at a voltage higher than 440 volts
- (10) "HT rates" means the consumption charges payable by HT consumers;
- (11) “LT (low tension) consumer” means a consumer who is supplied electricity at a voltage up to 440 volts;

- (12) "LT rates" means the consumption charges payable by LT consumers;
- (13) "Licence" means Distribution licence under the Act;
- (14) "Licensee" means a Distribution Licensee under the Act;
- (15) "Month" means the calendar month;
- (16) "Occupier" means the owner or person in occupation of the premises where the Licensee is providing electricity supply;
- (17) "Ombudsman" means the authority created in pursuance to the Section 42(6) of the Act;
- (18) "Premises" means the area/ portion of the building, shed, field etc., for which electricity has been supplied for or sanctioned for a single consumer;
- (19) "Surcharge" means surcharge determined by the Commission under Sections 39(2)(d)(ii), 40(c)(ii), and 42(2) of the Act;
- (20) "Tariff" means a schedule of standard prices or charges for specified services approved by the Commission, which are applicable to all such specified services provided to the consumers;
- (21) "Wheeling Charges" means charges for wheeling of electricity as determined by the Commission;
- (22) All other expressions used herein but not specifically defined herein but defined in the Act shall have the meaning assigned to them in the Act. The other expressions used herein but not specifically defined in these Regulations or in the Act but defined under the Haryana Electricity Reform Act, 1997 shall have the meaning assigned to them under the said Act, provided that such definitions in the Haryana Electricity Reform Act, 1997 are not inconsistent with the provisions of the Electricity Act, 2003.

3 Recovery of Electricity Charges from consumers

- (a) The distribution Licensee shall recover the electricity charges for the electricity supplied to the consumer as per the tariff determined by the Commission from time to time in accordance with the provisions of the Act.

Provided that where there are more than one Licensee in the same distribution area, the Licensees may recover the charges, as it may

consider appropriate, subject to the maximum ceiling of tariff fixed by the Commission.

- (b) The consumer shall pay to the Licensee within the time specified for the purpose under Regulation 4 after every billing cycle at the appropriate office of the Licensee or any other place as specified by the Licensee, charges for the electrical energy supplied to the consumer during the preceding billing cycle at the tariff in force.
- (c) The consumer shall pay following charges, in addition to the charges for the electrical energy supplied, as approved by the Commission from time to time:-
 - 1. All surcharges, Additional Surcharges
 - 2. Additional charge for delayed payment
 - 3. Wheeling charges
 - 4. FSA (Fuel surcharge adjustment) Charge
 - 5. Rental, if any, towards meters & other electric plant and equipment of the Licensee
 - 6. Miscellaneous charges such as penal charges for exceeding sanctioned demand,
 - 7. Any other charges applicable
- (d) The consumers shall also pay all the amounts chargeable by the Government by way of tax/duty etc. to the appropriate authority as specified by the Government.
- (e) When supply to a new consumer is commenced in the middle of a billing cycle, the demand charges, minimum charges and / or any other similar fixed charges shall be levied pro-rata for the number of days for which supply is given during the billing cycle. In the cases where the tariff structure contains slabs, the consumer shall be allowed the benefit for the full energy under the relevant slab(s) without applying pro-rata principle.
- (f) Consumer shall pay on prorata basis in case any tariff/other charges are made applicable in the middle of the billing cycle.

4 Intervals for Billing of Electricity Charges

- (1) The periodicity of the meter reading for various categories of consumers is given below.

Periodicity of the meter reading for various categories of consumers

Consumer Category	Periodicity of Meter Reading
Agriculture – Metered and Un-metered (flat rate)	Monthly
Domestic/Non Domestic	Bimonthly
Bulk Supply	Monthly
HT Industry	Monthly
LT Industry	Monthly
Street light, Public Waterworks	Monthly
Temporary Metered Supply	Monthly
Railways Traction.	Monthly

- (2) The consumer shall be informed, at the time of releasing the connection, the periodicity of billing for his service, date in the calendar month when his meter will be read, bill issue date in the calendar month and due date for payment in the calendar month. It shall be obligatory on the part of Licensee to take meter reading of a consumer within two days of the prescribed date.
- (a) The bill issue date shall be the date of meter reading for spot billing system and in other cases it shall be within two weeks in case of Domestic and Non Domestic where the billing cycle is bimonthly and one week in all other cases where the billing cycle is monthly from the date of the meter reading. Licensee should reduce this time to ‘one week’ within one year of the notification of this regulation.
- (b) The bill shall be served to a consumer immediately after the meter reading in case of spot billing system and in other cases within a period of one week from the bill issue date.
- (c) The Licensee shall obtain acknowledgement of receipt of bill from the consumer as far as possible but it is a must in case of HT Industry.
- (3) Bills shall be sent to the consumers, other than HT category, either by post or by hand delivery or by electronic mail and in case of HT consumers, by hand delivery or by electronic mail. The fact regarding dispatch of bills to the consumers of a particular area will be displayed by appropriate notice on the notice board of the Licensee's Revenue office of the area concerned. Loss of the bill in transit, if sent by post, shall not be the responsibility of

the Licensee. However in case of hand delivery, proof of service of the bill shall be maintained at the concerned Revenue Office of the Licensee. It shall be the responsibility of the Licensee to ensure prompt delivery of bills to the consumer. However, if the consumer does not receive the bill within 10 days from the bill issue date, he should approach the Revenue Office concerned to obtain a duplicate copy of the bill.

- (4) The Licensee shall issue the first bill for all services energised during a billing cycle before end of the next billing cycle. In case, the consumer does not receive the first bill before end of the next billing cycle, he may report to the designated Officer of the Licensee who shall arrange for issue of the bill within next 14 days failing which the licensee shall pay penalty of Rs 5/- per bill per day of default to the consumer which should be adjusted in the bill.
- (5) Change of occupancy / vacancy of premises
 - (a) It shall be the responsibility of the consumer to get a special reading done by the Licensee at the time of change of occupancy or on the premises falling vacant.
 - (b) The consumer may request in writing to the Licensee for special reading at least 7 days in advance of the said vacancy of the premises by the existing user or change of the occupancy, as the case may be.
 - (c) The Licensee shall arrange a special reading to be done and deliver the final bill, including all arrears till the date of billing, at least 4 days before the vacancy of the premises. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.
 - (d) Once the final bill is raised, the Licensee shall not have any right to recover any charge(s), other than those in the final bill, for any cycle prior to the date of such bill.
 - (e) The Licensee may charge reasonable fee for the above service, subject to the approval by the Commission.

5 Information to be printed on Bill

The following information shall be provided on the body of the bill:

- (1) Bill Number, Cycle and Group No

- (2) Date of the bill
- (3) Consumer/Account No., name and address of the Consumer
- (4) Name of Sub-division
- (5) Type of supply (i.e. single phase, three-phase LT or HT)
- (6) Contract demand (if applicable)
- (7) Connected load
- (8) Category of consumer (i.e. domestic, non-domestic etc.)
- (9) Status of meter (OK/defective/missing/Door Lock etc.)
- (10) Meter No and meter make. - In case replacement of energy meter is involved during the billing cycle, the meter numbers of old and the new meters, date of replacement, final reading of old meter and initial reading of new meter at the time of replacing the meter shall also be indicated on the bill.
- (11) Multiplying Factor of the meter
- (12) Billing cycle
- (13) Initial meter reading of the billing period/cycle with date
- (14) Final meter reading of the billing period/cycle with date
- (15) Number of units consumed during the billing cycle or attributed to un-metered connection
- (16) Energy / Monthly Minimum Charges (Supply of Power –SOP)
- (17) Credit (money value of free units for Licensee's employee)
- (18) Fixed Charges
- (19) Rentals-meter service & Equipment
- (20) Capacitor Surcharge
- (21) Electricity Duty (ED)
- (22) Municipality Tax (MT)

- (23) FSA (Fuel Surcharge Adjustment) charges
- (24) Charge for low power factor
- (25) Interest on instalments due
- (26) Total current month demand (where applicable and the consumer has been provided with MDI facility on the meter)
- (27) Arrears (Break up of SOP and Additional charge for delayed payment, ED, MT)-Preceding financial year. (SOP and Additional charge for delayed payment should be separately aggregated)
- (28) Arrears (Break up of SOP and Additional charge for delayed payment, ED, MT)-Current financial year (SOP and Additional charge for delayed payment should be separately aggregated)
- (29) Others (sundry charges) with brief explanation
- (30) Total amount due
- (31) Adjustment
- (32) Net Amount payable by due date (rounded off)
- (33) Additional charge for delayed payment
- (34) Amount payable after due date (rounded off)
- (35) Due Date for payment
- (36) Security Deposit and Interest thereon (once in a year in the month of April)
- (37) Applicable tariff on the date of billing
- (38) Mode of payment
- (39) Amount, date and Bill receipt number of the last payment received
- (40) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn
- (41) Notice under section 56 of the Electricity Act 2003(for defaulters only and for others it may be treated as information)
- (42) Area specific information:

The following information would be provided to the consumer as an attachment to the bills or as stamped on the bills from time to time

- a) The name(s)/address(s) of collection centers and working hours for collection of bills.
 - b) Designation/address and telephone number(s) of the authority with whom grievance pertaining to bills can be lodged.
 - c) Address(es) and telephone number(s) of Complaint centers.
- (43) Address and telephone numbers of the Forum and the Ombudsman constituted under section 42 of the Act
- (44) Compensation paid (under standard of performance, regulation 2004)

The bill may contain additional information in respect of consumers covered under two-part tariff.

6 Payment of Electricity Bill

- (1) The payment of the bill shall normally be made at the specified local collection centres of the Licensee on any working day during prescribed hours, or through any other facilities like banks, post offices, collection drop boxes, Electronic Clearing System (ECS), internet etc. as may be provided by the Licensee.
- (2) The Licensee may, however, specify any collection centre for making payment for a group of consumers in addition to the concerned Revenue Office of the Licensee, where arrangement shall be made by Licensee to accept payment of Bills both by cash and DD / Cheque.
- (3) If due date indicated in the bill for payment of the amount is a Sunday or a Public Holiday, the next working day shall be treated as the due date.
- (4) If disconnection date for default indicated in the bill is a Sunday or a Public Holiday, the next working day shall be treated as the disconnection date for default.
- (5) The consumer shall present his bill at the time of payment without which payment will not be normally accepted. However if the consumer is unable to present his bill due to non-receipt of the same and if the consumer

applies for duplicate bill at the concerned Electricity Revenue Office to enable him to make payment of his electricity bill, the Licensee shall arrange to accept payment of bill either by issuing duplicate bill on the spot or by accepting the amount due to him directly. In other cases, if the consumer applies for a duplicate bill it shall be supplied within 3 days of receipt of application in writing in the office of issue. Non-receipt of the bill shall not entitle the consumer to delay the payment beyond the due date.

- (6) The Licensee shall provide the details of payment status, arrear status etc. to any consumer, if he discloses his Consumer/Account number and address. If the consumer makes a request for supply of above information prior to period of the previous billing cycle, the Licensee may claim reasonable service charges.
- (7) The Bill amount shall be paid by the consumer either in cash or by Bank Draft or Banker's Cheque or by local Cheque or credit/ Debit card where specifically allowed by the Licensee.
- (8) The Licensee shall issue a receipt to the consumer for the payment of electricity bills made by way of cash or DD / Banker's Cheque drawn on any scheduled bank or any other mode allowed by the licensee. In case of payment made by way of personal cheques, the Licensee shall issue an acknowledgement to the consumer for the receipt of cheque. Bank certificate that money is transferred to Licensee's account is sufficient proof of payment.
- (9) The due date of payment of the billed amount (as mentioned in the bill) will be 10 days where the billing is monthly, and 17 days where the billing is bimonthly, from the date of issue of bill. However it would be 17 days in case of Agriculture Pump set consumers and 30 days in case of Government department and local bodies as per present practice.
- (10) The Licensee will ensure that bills are dispatched on the bill issue date so that the consumers receive the bills at least 7 days before the due date of payment.
- (11) In case a cheque issued by the consumer is dishonoured and alternate payment is not made, action may be initiated by the Licensee for disconnection, treating it as a case of non-payment as detailed in Regulation 12. The Licensee may not accept payment through cheques from such consumer for a period of six months from the billing month for which the

cheque issued by the consumer has been dishonoured. For subsequent six months, the consumer may be required to pay his bill in cash / by DD only. This shall be without prejudice to any other rights of the Licensee to proceed against the consumer for dishonour of the Cheque.

7 Advance payment of anticipated bills by consumer

The consumer shall have the facility to make advance payment towards the Consumption Charges and require the Licensee to adjust the amount against bills that may be raised by the Licensee from time to time. Such advance payments shall not attract any interest.

8 Additional Charges for delayed payment of bills

In case the consumers do not pay the bill by the due date mentioned in the bill, additional charge for delayed payment of bill shall apply as per tariff orders issued by the commission from time to time.

9 Adjustment of amount paid

The amount paid by the consumer shall first be adjusted as per the priorities stated hereunder:

- (a) Arrears as on 31st March of previous financial year
- (b) Arrears accrued from 1st April of the current financial year till the date of bill
- (c) Current month Consumption charges

The amount paid by the consumer against the arrears should be adjusted in the following order of priority:

- a) Arrears pertaining to the aggregated amount of SOP charges
- b) Arrears pertaining to the aggregated amount of additional charge on delayed payment on SOP charges only.
- c) Arrears pertaining to the amount of ED and M. Tax

10 Payment in Instalments

- (1) The Licensee may at its discretion grant, the facility of payment of arrears of bills by instalments.
- (2) Grant of instalment facility shall not affect the liability of the consumer to pay additional charges for delayed payment as per tariff notifications issued from time to time, till full clearance of arrears.
- (3) The Licensee shall designate and notify the authorities, which may grant instalment facilities from time to time.

11 Erroneous / Disputed Bills

- (1) The consumer shall deposit under protest –
 - (a) an amount equal to the sum claimed from him, or
 - (b) the electricity charges due from him for each month calculated on the basis of average of amounts for electricity paid by him during the preceding six months,

whichever is less, pending disposal of any dispute between the consumer and the licensee.

- (2) On review of the complaint, if the Licensee finds that the consumer has paid any excess amount, the overcharged amount along with the interest at bank saving rate of State Bank of India, shall be adjusted in the subsequent bill or refunded as agreed by the consumer after the review. Provided further that amount to be refunded exceeds the electricity charges due for next 6 months calculated on the basis of average consumption for previous 6 months, it will be refunded through cheque.
- (3) If the Licensee finds the bill to be correct, the consumer shall be intimated accordingly to pay the amount with additional charges for delayed payment from the due date, if applicable.
- (4) If the Licensee establishes that it has under-charged the consumer either by review or other wise, the Licensee may recover the undercharged amount from the consumer by issuing a bill and in such cases at least 30 days shall be given to the consumer to pay the bill.
- (5) While issuing bill under Regulation 11(4), the Licensee

- (a) shall specify the amount to be recovered as a separate item in the consumer's next bill or as a separate bill with an explanation for the amount.
 - (b) shall not charge interest on the undercharged amount
 - (c) may allow instalment option
- (6) While communicating the decision on the review of the bill, the Licensee shall advise the consumer in writing his right to prefer an appeal against the decision of the Licensee to Consumer Grievance Redressal Forum and further to Ombudsman for lodging the appeal against the Licensee's decision.
- (7) In case of death of a consumer or change of name of the company, the legal heir/successor shall be liable to pay the dues of such consumer. The legal heir/successor shall also take steps to get the connection changed in his name within a period of three months, which may be extended in case of circumstances beyond control of the legal heir, on producing the relevant documents in support of his claim.

12 Disconnection of Supply

- (1) Disconnection of supply due to non-payment - Where a consumer neglects to pay any consumption charge for electricity or any other amount due from him to a Licensee, by the due date mentioned in the bill, in respect of supply of energy to him or in respect of supply, transmission or distribution or wheeling of electricity 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 or other sum by suit, cut off the supply of electricity and for that purpose cut or disconnect any electric supply line or other works being the property of such Licensee or the generating company through which electricity may have been supplied, transmitted, distributed or wheeled 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, but no longer.

Provided that the supply of electricity shall not be cut off if such consumer deposits under protest –

- (a) an amount equal to the sum claimed from him, or

(b) the electricity charges due from him for each month calculated on the basis of average of amounts for electricity paid by him during the preceding six months,

whichever is less, pending disposal of any dispute between the consumer and the licensee.

- (2) However, before disconnecting supply, an adult member of the family should be informed. If proof of removal of cause of disconnection has been produced to the satisfaction of Licensee's employee deputed for disconnection, the supply shall not be disconnected.
- (3) Disconnection will normally be effected in the forenoon and in any case not after 6 P.M.
- (4) Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer shall be recoverable after a period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the Licensee shall not cut off the supply of the electricity.
- (5) In case of continued default in payment of electricity charges and any sum due to Licensee by any consumer, the Licensee shall be entitled to terminate the agreement executed by the consumer as per the terms and conditions of supply of the Licensee as approved by the Commission.
- (6) On termination of agreement and permanent disconnection, if the consumer wishes to revive the connection, he would have to apply afresh and the application would be considered only after all outstanding dues have been cleared.

The reconnection shall be allowed without reckoning as new case provided the consumer (except Agriculture pumpsets consumers in whose case the period allowed shall be 2 years) applies within 6 months of termination of agreement and permanent disconnection.

- (7) On receiving a request from the consumer to disconnect his supply temporarily for a period up to six months, the disconnection shall be done within 24 hours of receiving such request in writing from the consumer provided he has paid all the charges. The consumer shall be liable to pay

disconnection / reconnection charges and any other charges as approved by the Commission to avail the facility of temporary disconnection. The period of disconnection can be extended on receipt of a written request from the consumer and necessary charges being deposited in advance.

13 Restoration of supply of electricity

- (1) Where a wrongful disconnection has taken place, the supply should be restored within 6 hours of lodging the complaint.
- (2) If any service is disconnected on account of non-payment of electricity charges or any other charges due to Licensee, the consumer shall pay all such charges before reconnection. The Licensee shall restore the electrical supply in not more than 6 hours in the cities and towns & within 12 hours in rural area after the consumer has produced the proof of payment of charges.

14 Tampering, distress or damage to electrical plant, lines or meter

- (1) If the equipment i.e. electrical plant, lines or meter etc. of the Licensee placed in the consumer premises is found tampered, distressed/damaged, the Licensee shall be entitled to recover the expenses incurred for restoration of such plant, line, meter etc., without prejudice to his right to take action under appropriate provisions of the Act, including disconnection of supply under section 56 of the Act for non-payment of the cost for replacement/rectification.
- (2) Wherever un-authorized use of electricity is involved, the provision of section 126 of the Act shall apply and where theft of electricity is involved, the provisions of section 135 of the Act shall apply.
- (3) Wherever un-authorized use of electricity is detected and a final order is issued by the assessing officer, the consumer shall be entitled to file an appeal to the appellate authority under section 127 of the Act.

15 Entry of Licensee in consumer's premises

- (1) A Licensee or any other person duly authorised by him may, at any reasonable time, and on informing the occupier of his intention, enter any premises in which the electric supply – lines or other works have been lawfully placed by him for the purpose of –

- (a) inspecting, testing, repairing or altering the electric supply-lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Licensee; or
 - (b) ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
 - (c) removing any electric supply-lines, meters, fittings, works or apparatus belonging to the Licensee where a supply of electricity is no longer required, or the Licensee is authorised to take away and cut off such supply; or
 - (d) Disconnection of Supply under Regulation 12 and or
 - (e) Delivery of bills
- (2) A Licensee or any person authorised as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than twenty four hours notice in writing to the occupier enter: -
- (a) any premises or land referred to in Regulation 15 (1) for any of the purpose mentioned therein, or
 - (b) any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.
- (3) Where a consumer refuses to allow a Licensee or any person authorised as aforesaid to enter his premises or land in pursuance of the provisions of Regulation 15(1) or Regulation 15(2), refuses to allow him to perform any act which he is authorised by those regulations to perform, or fails to give reasonable facilities, the Licensee may after expiry of twenty four hours from the service of a notice in writing on the consumer, disconnect the supply to the consumer till such refusal or failure continues.
- (4) The authorised personnel visiting the consumer premises must follow the following codes/procedure
- (a) Each and every person entering in to the premises should have identity card issued by the licensee with him. The identity card must be placed in a manner so that the consumer can easily see the same.

- (b) Each and every Member of staff including officers entering in to the premises should wear the nameplate with the designation and must carry instruction sheet/job sheet in respect of the job which he is required to execute and will show to the consumer.
- (c) Site report of the job shall include date and time of completion of the job and will be signed by the consumer.
- (d) Consumer shall cooperate with the Licensee's personnel and make the premises available to them for carrying out their duty to enable Licensee to provide better service.

16 Service of notice

- (1) Any order/ notice to the consumer by the Licensee including the notice under section 56 of the Electricity Act, 2003 shall be deemed to be duly served by the Licensee if it is:
 - (a) Sent by registered post, by courier, or printed on the bill (for defaulters only) or other similar means, or
 - (b) Delivered by hand to the person residing at the address notified to the Licensee by the consumer, or
 - (c) Affixed at a conspicuous part of such premises in case there is no person, to whom the same can with reasonable diligence, be delivered.
- (2) Documents or notices so posted under Regulation 16(1) above shall be presumed to have been duly received by the consumer on the date on which he could be reasonably expected to receive the same.

17 Interpretation

These Regulations shall be read and construed in all respects as being subject to the provisions of the Electricity Act 2003 and Haryana Electricity Reform Act 1997, the provisions of any other law relating to supply of electricity for the time being in force and nothing contained in these Regulations shall abridge or prejudice the rights of the Licensee and the consumer under any Central or State Act or rules made there under.

18 Savings

Nothing contained in these Regulations shall affect the rights and privileges of the consumer under any other law for the time being in force, including the Consumer Protection Act, 1986 (68 of 1986).

19 Powers to remove difficulties

If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may by general or special order, direct the Distribution Licensee, the Forum and the Ombudsman to take suitable action, not being inconsistent with the Electricity Act, 2003, which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

20 Power to amend

The Commission may, at any time vary, alter, modify or amend any provision of these Regulations.

21 Repeal

The HERC document on “Code of practice for payment of bills and procedures for disconnecting consumers for non payment” is hereby repealed.

By order of the Commission

Secretary, HERC