TRIPURA ELECTRICITY REGULATORY COMMISSION
(Directions under Section 23 of the Electricity Act, 2003)

Order No. : 15 (SM/TERC) of 2020

Dt of Order : 04-08-2020

In the matter of:

INVITEES :-

1. Managing Director , TSECL , Bidyut Bhavan , Agartala
2. Managing Director , TPGL , Bidyut Bhavan , Agartala
3. Any stake holder.

CORAM

Sri D. Radhakrishna , Chairman
Sri Jiban Krishna Sen , Member

Direction

The Commission in exercise of Power Conferred under Section 23 of The Electricity Act 2003 after hearing all invitees present on 04.08.2020 and the Notification issued by the State Government regarding Unlock Measures 1 due to COVID 19 to bring back normalcy and to maintain efficient supply, security and equitable distribution of electricity the following directions are issued:-

1. Licensee is directed to maintain Automated meter reading facility as being in force as per TERC Regulation (Supply Code Regulation, 2011 read with Standard of Performance Regulation, 2004).
2. Now with Unlock - 1 is in progress Distribution Licensee is directed to make efforts to bring back the system in normal mode.
3. Distribution licensee is directed to start Normal Meter reading, Billing, Offline Bill collection at Bill centres, release of new service connection etc. and this may be restored as usual as per Regulation in force.

4. In case, any consumer expresses inability to make onetime payment for the actual bill based on physical Meter reading then it is directed that for such cases the Licensee may consider relaxation of giving 03 (three) monthly interest free installments to such consumers from August 2020 onwards. However, in case of onetime payment the Distribution Licensee may allow rebate as per Regulation in force.

5. Licensee is directed for wide publicity regarding installment and reduction facility of Electricity bill as to be provided, to the consumers of Tripura State for getting financial benefit in payment of Electricity bill for the Pandemic situation created due to COVID-19 through social media, electronic media and print media.

6. The Licensee shall try to bring Normalcy in Business as Usual manner as fast as possible.

7. Secretary is directed to forward this order to all concerned.

Sd/

( Jiban Krishna Sen )
Member
TERC, Agartala

Sd/

( D. Radhakrishna )
Chairman
TERC, Agartala

Certified True Copy

Sd/

04-08-2020

( Er. H. K. Das )
Secretary
TERC, Agartala