**Section 4(1)(b) of RTI Act 2005 Point - 5**

**5. 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.

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| **Sl. No.** | **Particulars** | **Contents** |
| 1 | Conditions of Supply of Electricity of Distribution Licensee | Contains conditions for Supply of Power by Licensee, charges/fees for different services. |
| 2 | Tariff Book | Contains the Rate Schedule for different Category of Consumers and Conditions of Tariff. |
| 3 | KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2004 | Contains the procedure for handling grievances falling within the purview of:   * Sec 126,135 to 139 * 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 of Electricity on request) Regulations, 2004 | Contains provisions for supply of Electricity on request and consequences on default. |
| 7 | KERC (Recovery of Expenditure 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’s premises, dis-connection and re- connection. |
| 9 | KERC (Interest on Security Deposit) Regulations, 2005 | Contains provisions for payment of interest on security deposit. |
| 10 | KERC ( Procedure for filing appeal before the Appellate Authority) Regulations, 2005 | Contains provisions for filing appeals and relevant procedure. |
| 11 | Central Electricity Authority Guidelines on Installation and Operation of Meters | Issued by Central Electricity Authority regarding procedure for Installation, Operation and Maintenance of Energy Meters. |
| 12 | Safety Manual | This is prepared by BESCOM containing standard guidelines for safety practices in Distribution system. |
| 13 | Manual for Maintenance of  Distribution system | Contains maintenance schedule for Distribution System involving transformers, lines, service connections. It also contains list of tools required and list of consumer materials required. |

**Other Regulations concerning employees:**

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| **Sl. No.** | **Particulars** | **Contents** |
| 1 | KEB Employees service Regulations | Contains service Conditions of employees. |
| 2 | Conduct Regulations | Contains provisions Regarding omissions and commissions construed as mis-conduct. |
| 3 | Classification, Disciplinary Control & Appeals Regulations | Contains provisions regarding disciplinary actions against erring employees and nature of penalties to be imposed. |
| 4 | Accounts Volume No.1, 2, 3 and Audit Manual IV | Contains procedures regarding Accounting of Transactions, Accounting principles being followed, Chart of Account Heads and Audit procedures. |

**Records Maintained:**

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| **Sl. No.** | **Particulars** | **Contents** |
| 1 | 1. Customer master 2. Consumers profile 3. Customer billing and collection tree 4. Customer history | Contains particulars of Name of the registered consumer consumption, tariff, billing date, bills raised, payments received and outstanding balance. Other information like sanctioned load, Meter constant, details of deposits held etc. |
| 2 | Cash book | Contains Daily Account of payments received/remittances to banks and related matters. |
| 3 | Records relating to Accounts | Details of transactions of the Company, their classification, classified, recorded and analyzed and consolidated on monthly basis in the form of trial balance. A no. of schedules are prescribed to record and exercise control over the balances depicted in Accounts. eg. Power purchase  schedule/Register, etc. |