

Policy for Electricity Charges for In-House Commercial and Domestic Users of the Mahila Engineering College, Ajmer

1. Introduction:

This policy outlines the electricity charges for both commercial and domestic users within the premises of Mahila Engineering College, Ajmer. It aims to provide a clear structure regarding the rates, billing, and payment for electricity usage to ensure fairness and efficient usage of electricity on the campus.

2. Scope:

The policy applies to all in-house users within the campus, including:

- **Domestic Users:** Faculty, staff, residing in residential areas.
- **Commercial Users:** All commercial activities or facilities operating within the college campus, including cafeterias, canteens, stores, and any other revenue-generating services.

3. Electricity Charges for Domestic Users:

- **Rate Structure:** Domestic users (faculty/staff residences, etc.) will be charged based on the following categories:
 - **Flat Rate:** A flat monthly charge will be applied to each residential unit or individual user based on the standard usage, as determined by the college.
 - **Metered Usage:** Alternatively, electricity usage may be metered individually where applicable. Users will be charged based on their actual consumption (kWh) as per the prevailing tariff rates set by the local electricity board or government regulations.
- **Billing Cycle:**
 - The billing cycle for domestic users will be on a **monthly basis**.
 - Bills will be issued at the end of each month and must be paid by the 10th of the following month.
- **Subsidies:**
 - A subsidy may be provided for employees in the form of a discounted rate for residential users in case of financial hardship, subject to approval from the administration.
- **Penalty for Late Payment:**
 - A **penalty** of 2% per month will be charged for any delayed payment beyond the due date.
 - If the payment is overdue for more than 60 days, the electricity supply may be **disconnected** until all dues are cleared.

4. Electricity Charges for Commercial Users:

- **Rate Structure:**
 - Commercial users will be charged based on **actual consumption** as measured by the meter, at a rate set by the local electricity authority or the prevailing government policy for commercial establishments.

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- A **minimum monthly charge** will apply to all commercial users, regardless of actual consumption, to cover fixed infrastructure costs.
- **Billing Cycle:**
 - Commercial users will be billed **monthly**.
 - The billing cycle will end on the last day of each month, and payment must be made by the 10th of the following month.
- **Penalty for Late Payment:**
 - A **penalty** of 2% per month will be charged for any delayed payment beyond the due date.
 - If the payment is overdue for more than 60 days, the electricity supply may be disconnected until all dues are cleared.

5. Electricity Tariff (Summary as per the AVVNL current tariff)

DOMESTIC USERS

1. Fixed Charges (based on total monthly units):

- < 50 units: Rs. 125
- 50 – 150 units: Rs. 230
- 150 – 300 units: Rs. 275
- 300 – 500 units: Rs. 345
- > 500 units: Rs. 400

2. Energy Charges (progressive slab-wise):

- 0 – 50 units: Rs. 4.75 per unit
- 50 – 150 units: Rs. 6.50 per unit
- 150 – 300 units: Rs. 7.35 per unit
- Above 300 units: Rs. 7.65 per unit (used here for 300–500 and above 500)

COMMERCIAL USERS

1. Fixed Charges (based on total monthly units):

- 0 – 200 units: Rs. 300
- 200 – 500 units: Rs. 380
- > 500 units: Rs. 460

2. Energy Charges (progressive slab-wise):

- 0 – 100 units: Rs. 7.55 per unit
- 100 – 200 units: Rs. 8.50 per unit
- 200 – 500 units: Rs. 8.85 per unit
- Above 500 units: Rs. 8.95 per unit

6. Energy Conservation and Efficiency Measures:

- All users are encouraged to adopt energy-efficient practices, including switching off electrical appliances when not in use, utilizing LED lighting, and using energy-efficient appliances.
- The college may implement periodic **energy audits** to assess consumption patterns and provide recommendations for energy conservation.

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7. Consumer Complaint Resolution:

To ensure transparency, accountability, and timely action, the following procedure will be followed for addressing electricity-related complaints:

1. Lodging a Complaint:

- Users may submit complaints related to billing errors, metering issues, and electricity supply disturbances (such as power cuts or voltage fluctuations), or other electricity service-related concerns.
- Complaints should be submitted in writing, either via email or in person, to the **College Electricity Committee** or the **Electric Estate Office**.
- **Note:** Complaints related to personal or household appliances (e.g., fans, geysers, refrigerators, ACs etc.) will **not** be entertained by the college's Electrical Estate. Users are responsible for the maintenance and repair of their own appliances.

2. Response Time:

- For electricity supply disturbances, such as outages or fluctuations, a **prompt response** will be initiated **within 24 hours** of receiving the complaint.
- For other complaints (e.g., billing or metering), an acknowledgment will be sent **within 3 working days**, and a preliminary response or resolution will be provided **within 7 working days**, depending on the issue.

3. Investigation and Resolution:

- The Electric Estate Office will investigate the issue, which may include physical inspection, meter verification, or a review of consumption records.
- Standard issues will be resolved **within 15 working days**. In cases requiring external agency involvement (e.g., local electricity board), users will be kept informed of progress and timelines.

4. Escalation Process:

- If the user is not satisfied with the initial resolution, they may escalate the issue to the **Principal's Office**.
- A final decision will be provided **within 10 working days** of escalation.

5. Record Maintenance:

- All complaints and their resolutions will be documented and maintained by the Electric Estate Office to ensure accountability and future reference.

a. Tampering Penalties:

- **Tampering with the meter** (including, but not limited to, breaking the seal, altering the meter, or interfering with the reading process) is a **serious offense**.
- If it is found that the meter has been tampered with, the following penalties will apply:

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- The user (employee or commercial user) responsible will be charged a penalty as determined by the college administration, based on the extent of the tampering and potential energy loss.
- In addition to the penalty, the electricity connection will be disconnected immediately, and the user will be required to restore the meter to its original condition at their own expense.
- Repeated offenses may result in further disciplinary actions, including the termination of electricity services and other administrative actions as deemed appropriate.

b. Dispute Resolution:

- Any discrepancies in the billing or complaints regarding the electricity charges should be addressed in writing to the College Electricity Committee.
- In case of unresolved disputes, the matter may be referred to the higher authority of institute for further investigation.

c. Modifications to the Policy:

- This policy may be revised periodically based on changes in government regulations, energy tariffs, or infrastructure developments within the campus.
- Any changes to the policy will be communicated to the users in advance through official channels.

d. Contact Information:

- For queries related to electricity charges, billing, or payments, users can contact:
 - College Electric Estate
 - Email: pappusain@gweca.ac.in
 - Phone: 9509929994

This policy is designed to ensure fairness and transparency in electricity usage and charges, promoting responsible consumption while meeting the needs of both domestic and commercial users within the Mahila Engineering College, Ajmer.

P. Tripathi
Principal

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