

BANGLADESH RURAL ELECTRIFICATION BOARD
DHAKA, BANGLADESH.
PBS INSTRUCTION: 300-30

SUBJECT: TERMS AND CONDITIONS OF ELECTRIC SERVICE.

Date of Approval : 06-04-1980
Last Revision : 19-02-2020

GENERAL:

These terms and conditions shall be adopted by each PBS, printed in Bengali and supplied to each member at the time the meter is connected. No Director, officer or employee can make an exception to the application rates and of these instructions for service.

TERMS AND CONDITIONS:

1. MEMBERSHIP AND SECURITY DEPOSIT

To the electric service from the Palli Bidyut Samity, each application must first sign-up as a consumer-Member/Consumer and pay membership/connection fee (as the case may be), and before obtaining connection to his/her Meter, must pay a Security-Deposit (refundable) at the relevant rates given afterwards in this section.

For determining the connected load following assumptions will be made:-

- Average 70 watts shall be considered for each holder points, ceiling rose, 2-pin socket outlets; However, it is general assumption that one should calculate the load on actual basis.

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- Average 500 watts for each 3-pin socket; However, it is general assumption that one should calculate the load on actual basis.
- Actual load for other appliances.

However, for loads above 2 KW a Diversity Factor of 1.33 shall be considered.

The Security Deposit shall be as under :

a) Consumer Security Deposit for new connection & approved load revision:

Category	Approved load (K.W)	Security Deposit (Taka/K .W.)
1 LT-A & LT-B	Up to 2 K.W.	400.00
2 LT-A & LT-B	Above 2 K.W.	600.00
3 LT-C1, LT-C2, LT-D1, LT-D2, LT-E & LT-T	All	800.00
4 MT, HT & EHT	All	1,000.00

- b) Security deposit shall not be applicable for new connection with pre-paid Meter.
c) If existing Meter is replaced with pre-paid meter, previous security deposit shall be returned to the respective consumer(s).

d) ব্যাটারী চার্জিং স্টেশন :

ব্যাটারী চার্জিং স্টেশন এলটি-ডি ২ (রাস্তার বাতি, পানির পাম্প ও ব্যাটারী চার্জিং স্টেশন) এর অন্তর্ভুক্ত করা হয়েছে। তবে এলটি-বি সেচ/কৃষিকাজে ব্যবহৃত পাম্প), এলটি-ডি ১ (শিক্ষা, ধর্মীয় ও দাতব্য প্রতিষ্ঠান এবং হাসপাতাল) এবং সকল এমটি, এইচটি ও ইএইচটি গ্রাহক আঙিনা ব্যতিত অন্যান্য নিম্নচাপ স্থাপনায় ব্যাটারি চার্জিং করা হলে ব্যবহৃত বিদ্যুৎ উক্ত সংশ্লিষ্ট স্থাপনার শ্রেণীতে ব্যবহৃত হয়েছে মর্মে গণ্য হবে।

এলটি-ডি ২ঃ (রাস্তার বাতি, পানির পাম্প ও ব্যাটারি চার্জিং স্টেশন)

৫০ কিলোওয়াট পর্যন্ত অনুমোদিত চাহিদাসম্বলিত সকল রাস্তার বাতি, পানীয় জলের পাম্পিং এর উদ্দেশ্যে জনস্বাস্থ্যে স্থাপিত সকল পানির পাম্প/নলকূপ এবং যথোপযুক্ত কর্তৃপক্ষ কর্তৃক অনুমোদিত যানবাহনের জন্য ব্যাটারি চার্জিং স্টেশনের বিদ্যুৎ ব্যবহার এ গ্রাহক শ্রেণির অন্তর্ভুক্ত হবে।

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2. **METER PER COMPOUND AND WIRING:**

Each consumer signing as a member under domestic category must be responsible for the wiring to service the household and the payment of electricity bills. Joint families living in the same compound, and using one kitchen, will be permitted only one meter. The head of the joint family who applies for membership will be responsible for the wiring to serve the individual households and for the payment of electricity bills. In the event, more than one in a joint family (having one kitchen) has signed as a member, all membership, except one (at their option) must be canceled and the membership fee refunded.

3. **RIGHT OF ENTRY:**

The PBS has right of entry (on the basis of Rural Electrification Board Act, 2013) to the consumer's premises at reasonable hours to install, read, inspect, repair or remove meters or PBS owned other equipment used to furnish service.

4. **BILLING AND TERMS OF PAYMENT:**

A. **ELECTRICITY BILL:**

- i) Bills for Electric Services shall be rendered each month.
- ii) Each consumer-member shall be billed monthly at the rate and charges as specified in the approved rate schedules applicable to the respective consumer classification under which Electric Services has been made available.
- iii) Each Electric Service Bill is due and payable upon the date as specified on the bill and may be paid on or before the said date at the PBS designated collection center.
- iv) All Electric Service Bills is due date as specified on the bill will be required to pay Late Payment Charges (LPC) at the rate of **5% (five percent)** on the NET Bill. In case bills are paid in cheque/pay-order by the consumer on or before the due date, but on presentation the cheque are not in cash within the due date, the General Manager may extend the due date up to a maximum of 15 (Fifteen days). If the cheque are dishonored after the expire of the extended due date, a penalty of 3% (three percent) on the bill up to a maximum limit of **Taka 1000.00 (one thousand)** in addition to **5% (five percent)** L.P.C will be imposed on the

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consumer. However, if the Consumer-member fails to pay his Electric Services shall be subject to disconnection on the 31st (thirty-first) day from the date of the bill.

- v) In order to best implement the above stated guidelines, all Bills for Electric Services rendered shall there-upon list and incorporate the following information:
- Date of issue of the Bill;
 - Date of Electricity Bill due and payable;
 - Date when **5% (five percent)** late payment charge shall be added if the bill is not paid on or before the due date;
 - Date of Disconnection of service if the Electricity Bill including LPC is not paid within the specified date;
 - At the bottom of each Bill, a notice in **RED INK** stating that if Electricity Bill including LPC is not paid within the specified time, the services of the consumer shall be subject to disconnection on the date as specified on the bill without serving any further notice.

B. TERMS OF PAYMENT:

- Consumer-member receiving electric services under Classifications viz. Domestic, Commercial, Charitable institution, Batary charging Station, Irrigation, Street-Light, Water Pump, Battery charging station services shall be allowed 20 (twenty) days from the date of Bill to make payment. If such Consumer fails to make payment within the specified 20 (twenty) days period as shown on the bill, he will be required to pay an additional charges of **5% (five percent)** on the NET Bill as LPC.
- Consumer-members receiving Electric service under Classification of all Types of Industry, Construction, Temporary service shall be allowed 25 (twenty five) days from the date of Bill to make payment. If such Consumer fails to make payment within the specified 25 (twenty Five) days period as shown on the bill, he will be required to pay an additional charges of **5% (five percent)** on the NET bill shall be charge as LPC.

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- iii) If the Consumer, under the classification as stated above in 4.B(i) & 4.B(ii) fails to pay the Electricity Bill including the **5% (five percent) LPC** within the 30 (thirty) days from the date of bill, the electric services of such consumers shall be subject to disconnection on the 31st(thirty first) day from the date of bill. For such disconnection due to non-payment of bill within specified time, the notice as specified in the Electricity Bill will be considered as a final notice for disconnection of services.
- iv) The PBS General-Manager, upon receipt of a written application, may accord approval for extension of the due date (date without LPC/date with LPC, as the case may be) for payment of bill as specified in the Electricity Bill for a period of maximum **24 (twenty four)** months, only to Government, Semi-Government, Autonomous Bodies, Boards-Corporations, installations (excluding Industrial units, residential quarters/ accommodations) having no disbursement authority.
- v) After disconnection the following Reconnection and Disconnection fee/charges will be applicable with the bill including 5% late payment charge (LPC):

	Description	Class of Consumer/ Applicable		Disconnection Fee (Tk)	Reconnection Fee (Tk)
1	Consumer disconnection for non -payment (DC) Charge/ Reconnection for disconnected consumer (RC) charge	LT	1 Phase	600.00	600.00
			3 Phase	1500.00	1500.00
		MT & HT		6000.00	6000.00
		EHT		10000.00	10000.00
2	Disconnection/Reconnection for Consumer request, then DC/RC fees	LT	1 Phase	200.00	200.00
			3 Phase	400.00	400.00
		MT & HT		1000.00	1000.00
		EHT		2000.00	2000.00

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