

TRIPURA STATE ELECTRICITY CORPORATION LIMITED

(A Govt. of Tripura Enterprise)



F.No.1.25(1)/AGM(DP&C)/SM/2025-26/ 865-918

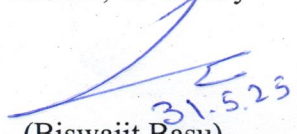
Dated: 31/05/2025

MEMORANDUM

Tripura State Electricity Corporation Limited (TSECL) is implementing the Revamped Distribution Sector Scheme (RDSS), sponsored by the Government of India, and the Power Distribution Strengthening Project, funded by the Asian Development Bank (ADB), to enhance operational efficiency and ensure the financial sustainability of the power distribution sector. These initiatives aim to provide quality and reliable power supply across the state of Tripura.

Prepaid consumer metering has been identified as a key reform measure under both projects. Approximately 6 lakh consumer smart meters and 1 lakh standalone prepaid meters are planned to be installed throughout the state.

To ensure the effective implementation of smart metering under these two projects, a **Standard Operating Procedure (SOP)** for the installation of consumer smart meters in prepaid mode, and for the conversion of existing smart meters from postpaid to prepaid mode under TSECL, is hereby notified in **Annexure-I** for strict compliance by all concerned.

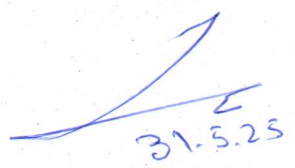

(Biswajit Basu)
Managing Director

To:

- 1-9. The AGM, EC-I/II, Agartala/ Khowai/ Dhalai/ Unakoti/ Dharmanagar/ Sepahijala/ Gomati/ Belonia
- 10-17. The DGM (Project), North Tripura/ Unakoti/ Dhalai/ Khowai/ West Tripura/ Sepahijala/ Gomati/ South Tripura
- 18-19. The DGM, Revenue/ Govt. Revenue, TSECL
- 20-43. The DGM, ED-I, Banamalipur/ II, Bardowali/ Capital Complex, Agartala/ Jirania/ Ranirbazar/ Teliamura/ Khowai/ Kamalpur/ Kumarghat/ Dharmanagar/ Panisagar/ Kanchanpur/ Bishalgarh/ Jampuijala/ Sonamura/ Udaipur/ Amarpur/ Belonia/ Shantirbazar
44. The person concerned.

Copy to:

1. PS to the Secretary (Power), Govt. of Tripura
2. PS to the Addl. Secretary, Power Department, Govt. of Tripura
3. The Director (Finance), TSECL
4. The General Manager, Technical, TSECL
5. The General Manager, Finance, TSECL
6. The AGM(DP&C), Nodal Officer, RDSS & ADB Project, TSECL
7. The DGM (Corporate), TSECL
- 8-10. The DGM, MMD/ C&T/ TCD, TSECL


Managing Director



Standard Operating Procedure (SOP)
Implementation of Smart Metering in Prepaid Mode

1. Conversion and Installation Protocol:

- 1.1 Smart meters installed in postpaid mode shall be converted to prepaid mode upon successful integration of the MDM (Meter Data Management)-TRMS (Tripura Revenue Management System) and associated applications (Smart Consumer App and Bidyut Bandhu App).
- 1.2 On Post-integration, all new smart meters shall be installed exclusively in prepaid mode.
- 1.3 AGMs of the concerned Circle shall arrange meetings with public representatives and officials to discuss the transition of consumers from postpaid to prepaid mode.

2. Priority for Installation:

- 2.1 Priority shall be given to installations in government establishments, including urban and rural local bodies, autonomous bodies, and government residential colonies.

3. Emergency Credit and Disconnection Alerts:

- 3.1 For Govt. consumers, an **emergency credit** of ₹1000 to be provided to the consumers after exhaustion of recharge amount before disconnection.
- 3.2 For private consumers, an **emergency credit** of ₹300 shall be provided before disconnection **for the 1st time** after conversion to prepaid mode.
- 3.3 Thereafter, an **emergency credit** of ₹100 shall be provided upon exhaustion of the recharge amount, prior to disconnection.
- 3.4 Consumers shall be disconnected only after the complete exhaustion of this emergency credit.
- 3.5 A minimum **3 (three) advance notifications or alerts** shall be sent to the consumer via SMS, App Notification, WhatsApp/alerts on the meter for recharge to avoid automatic disconnection of power supply. These alerts shall be sent at the following balance thresholds:
 - When the balance reaches ₹50
 - When the balance reaches ₹0 (Zero)
 - When the emergency credit falls to -₹50
- 3.6 Emergency credit shall be automatically adjusted from the next recharge amount.
- 3.7 The notification/alert shall be considered as a **formal notice** for recharging the account. The Distribution Licensee shall automatically disconnect the power supply if the consumer fails to recharge the account after the exhaustion of the emergency credit, without any further notice.

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4. Recovery of Outstanding Dues:

- 4.1 The **outstanding amount** of the consumer **shall be frozen** as of the date of conversion to prepaid mode for prepaid meters. No further surcharge shall be added to the outstanding amount after the conversion.
- 4.2 **Recovery of outstanding** dues shall be carried out through a monthly recovery schedule, with daily equal instalments deducted in addition to the consumer's daily consumption. However, the monthly recovery of arrears/outstanding **shall be capped at 20%** of the average monthly billing/consumption over the last three months. No discount on the Outstanding Amount shall be provided to consumers in case of monthly arrear recovery.

5. Security Deposit Adjustment:

- 5.1 For postpaid consumers converted to prepaid mode, the **Security Deposit** to be adjusted against the last bill, including any arrears. Any remaining balance payable to the consumer shall be adjusted in the next recharge.
- 5.2 **No security deposit** is required for new connections provided in prepaid mode.

6. Recharge Guidelines:

- 6.1 **Online recharge:** 24x7 access via App or Web Portal, no minimum amount.
- 6.2 **Offline recharge:** Minimum **₹200** by visiting Electrical Sub-Divisions during office hours.
- 6.3 No maximum recharge limit for prepaid meters.
- 6.4 Complete process of recharging, post successful transaction by consumer, to be completed and recharge amount to be reflected in the consumer's account within **15 minutes**. In case of recharge done after disconnection, meter to automatically reconnect within **15 minutes** after successful transaction.

7. Disconnection and Reconnection Protocol:

- 7.1 Disconnection only after full use of emergency credit.
- 7.2 Reconnection occurs when the account balance turns positive.
- 7.3 No disconnection even if exhaustion of emergency credit by the consumer during:
- Sunday and other National Holidays even if exhaustion of emergency credit by the consumer. In that case disconnection shall be done on next working day.
- Natural calamities/emergency periods, as declared.
- 7.4 No charges for prepaid disconnection/reconnection due to non-recharge. However, the same shall be applicable as per existing practice of TSECL in case of temporary/permanent disconnection on consumer request.
- 7.5 Post cut-off of supply, consumers shall be notified about the same along with the details of outstanding balance amount through SMS/App Notification/WhatsApp in case of Smart Prepaid meters.
- 7.6 Manual disconnection for non-communicative/defective meters.

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8. 24x7 Operation of NOMC:

8.1 The NOMC (Network Operation and Monitoring Centre) will operate continuously 24x7 Hrs under AMISP to ensure continuous monitoring and support of the AMI (Advanced Metering Infrastructure) system.

9. Sanctioned Load Violation:

9.1 Overload events trigger alerts to consumers and further action as per prevailing TERC Supply Code.

10. Recharge Infrastructure for Offline Access:

10.1 AMISP to provide infrastructure (kiosks, payment systems, etc.) for recharging via feature phones/offline.

10.2 Each bill payment centre to host at least one kiosk.

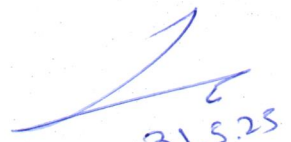
10.3 AMISP responsible for infrastructure maintenance for three years.

11. Mandatory Mobile Number:

11.1 The consumer's mobile number is mandatory for receiving notifications, alerts, and messages related to prepaid smart meter activities, and must be entered into the WFM portal by the AMISP.

12. Consumer Feedback Mechanism:

12.1 The nodal officers appointed by TSECL in the concerned districts, in coordination with the AMISP, shall implement an appropriate feedback mechanism to collect inputs from consumers regarding their experience with prepaid metering. This feedback shall be used to identify areas for improvement.


31.5.25
(Biswajit Basu)
Managing Director



TRIPURA STATE ELECTRICITY CORPORATION LIMITED

(A GOVERNMENT OF TRIPURA ENTERPRISE)

(CIN-U40101TR2004SGC007434)

GSTN - 16AACCT2964MIZY

EXTRACT OF MINUTES OF THE 121ST MEETING OF THE BOARD OF DIRECTORS OF THE TRIPURA STATE ELECTRICITY CORPORATION LTD. HELD ON 20TH DAY OF MAY, 2025 AT 04.30 P.M. AT THE OFFICE CHAMBER OF THE SECRETARY (POWER), GOVT. OF TRIPURA, NEW SECRETARIAT COMPLEX, AGARTALA, TRIPURA (WEST).

(AGENDA NOTE NO – 18)

PROPOSAL FOR APPROVAL OF POLICY FOR CONVERSION OF CONSUMER METERS FROM POSTPAID TO PREPAID.

RESOLVED THAT, following proposals related to prepaid/Smart Prepaid Meter roll out is hereby perused and approved by the Board:

- i. For private consumers, an **emergency credit** of Rs. 300/- to be provided to the consumers before disconnection for the 1st time after conversion to Prepaid Mode. Thereafter, emergency credit of Rs. 100/- to be provided after exhaustion of recharge amount before disconnection.
- ii. For Govt. consumers, an **emergency credit** of Rs. 1000/- to be provided to the consumers after exhaustion of recharge amount before disconnection.
- iii. Minimum 3 (three) advance notification or alert shall be sent to the consumer through SMS/App Notification/WhatsApp/alerts on the meter for recharge to avoid automatic disconnection of the power supply from time to time. First notification/alerts to be given to the consumers when the balance reached to Rs.50/-, Second when the balance goes to Rs. 0/-(Zero) and final alert when the emergency balance reached to Rs. -50/-.
- iv. **Outstanding** of the consumer shall be frozen from the date of conversion to prepaid mode for Prepaid Meters. There shall be no further addition of outstanding surcharge amount after conversion to prepaid mode.
- v. **Recovery of outstanding** to be done through a monthly recovery schedule, which shall be deducted in daily equal instalments in addition to the consumer's daily consumption. However, monthly recovery of arrears/outstanding shall be capped to 20% of the average monthly billing/consumptions of the last three months. No discount on Outstanding Surcharge Amount shall be provided to the consumers in case of monthly recovery of arrear outstanding.
- vi. In case of existing postpaid consumers converted to prepaid mode, **Security Deposit** to be adjusted against the last bill including arrears (if any) and the balance (if any) payable to the consumer shall be adjusted in next recharge. No Security Deposit is required to be submitted by the consumer in case of new connections to be provided in Prepaid mode.
- vii. **Minimum recharge amount** for consumers by visiting Electrical Sub-Divisions at Office working hours shall be Rs. 200/- for Prepaid Meters. There shall be no minimum recharge amount for the consumers recharges through Online mode, applicable to both government and private consumers. There shall be no maximum limit of recharge amount for Prepaid Meters.
- viii. There shall be no disconnection during **Sunday and other National Holidays** even if exhaustion of emergency credit by the Consumer. In that case disconnection shall be done on next working day.

RESOLVED FURTHER THAT, the Board is hereby empowers the Managing Director of Tripura State Electricity Corporation Limited to do minor changes over and above the Board Resolution, if necessary".

Certified to be true copy


(Alok Kumar Srivastava)
Company Secretary, T.S.E.C.L.,
Agartala, Tripura (W)

Alok Kumar Srivastava
Company Secretary
T.S.E.C.L., Agt.

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(CIN-U40101TR2004SGC007434)

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No. F. 1.5-CS/BM/ TSECL/ 2019/ 19,451-55

Dated, Agartala, the 28/05/2025

Copy to:-

1. P. S. to the Managing Director, TSECL, Tripura, Agartala.
2. The Director (Technical), TSECL, Tripura, Agartala.
3. The Director (Finance), TSECL, Tripura, Agartala.
4. The General Manager (Tech.), TSECL, Tripura, Agartala.
- ✓ 5. The Dy. General Manager (Corporate), TSECL, Tripura, Agartala.

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Corporate Office, Bidyut Bhavan, North Banamalipur, Agartala - 799 001, Tripura (W)

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