



OFFICE OF THE MANAGING DIRECTOR
MANIPUR STATE POWER DISTRIBUTION COMPANY LIMITED
(3rd Floor, New Directorate, Near 2nd MR Gate, Imphal Dimapur Road, Manipur-795001)

OFFICE ORDER

Imphal, dated 1st September, 2021

No. MSPDCL/LT Cell/Office Order/01(Part-1)/ 1796 -1000 : In order to increase the MSPDCL revenue collection, installation of pre-paid meters at all feasible consumers of Manipur is a must. While installing single phase prepaid meters at consumer premises, the standard Guidelines as enclosed herewith shall be strictly followed by the meter installing team with immediate effect.

(Ng. Subhachandra Singh)
Managing Director, MSPDCL

Copy to:

1. The Executive Director(Comml/Tech), MSPDCL
2. GM (EC-I/II/III/Comml), MSPDCL
3. DGMs of all revenue divisions, MSPDCL
4. All SD Managers, MSPDCL
5. Concerned Turnkey Firm (M/S Shyama Power India Limited); for strict compliance
6. File

**GUIDELINES FOR SINGLE PHASE PREPAID METER INSTALLATION AT
CONSUMER PREMISES**

1. Only those consumers whose data are already migrated to MSPDCL Billing website (**billing.mspdcl.info**) shall be installed of pre-paid meters. For new consumers, Sub-division office shall mandatorily migrate/register the consumers to MSPDCL Billing website (**billing.mspdcl.info**) and only then the Turnkey Firm shall go for prepaid meter installation.
2. Pre-paid meter shall be issued by the consignee (DGM - IED I) from the store of the Turnkey contractor in presence of the firm's representative with prior approval of the General Manager (Commercial).
3. If any post-paid consumers is found to have payable outstanding dues, the due amount shall be correctly uploaded to the pre-paid meter database at the time of meter activation.
4. The Consumer meter shall be installed at the Consumer premises at accessible location and meter installation site/point shall be determined by the Turkey Firm such that meter and other equipments like MCB, kit kat, etc. are always accessible to MSPDCL for inspection without infringing upon the Consumer's privacy or without getting the premises unlocked or opened.
5. If supply is provided to different categories of consumers in the same premises, all categories shall be registered as separate consumers and separate meter(s) shall be installed for each such category.
6. Where a consumer refuses to enter his premises or land for meter installation, a written notice shall be served by the concerned Sub-Divisional Manager to the consumer and after the expiry of 24 hours from the service of the notice, the supply to the consumer shall be cut off for so long as such refusal continues.
7. The site for installation of meter shall consider the following points:-
 - (a) Meter installation site shall be protected from excessive dust and moisture, exposure to direct sunlight, rain and water seepage and insects/vermin.
 - (b) The height of meter display shall be between 3.5 feet and 6 feet and easily visible to the consumer for observation. In case, the meter is provided with a secondary display unit, this requirement applies to the secondary display unit only.
8. In order to avoid fire hazards, it is advised that metering point should not be below any staircase, toilet etc. or near any inflammable objects or in congested space for safety and accessibility purposes.
9. Consumers shall either buy or bear the cost of service line wire or any additional devices such as MCB, kit-kat, etc. at the time of pre-paid meter activation.

10. The service line/wire from the point of supply to meter shall be clearly visible and joint free incoming cable without any diversion to any other consumer/load. The consumer shall ensure that there is common line connection to any other consumer on consumer's side of the wiring. If found, the consumer shall be informed of the same and corrected before meter installation.
11. The sanctioned load shall be 1 kW to 5 kW for single phase pre-paid consumers for safety of the meters. The size of the Service Line wire shall be
 - (a) 6 sq. mm & above for 1-3 kw
 - (b) 10 sq.mm & above for 3 kw to 5 kw
12. The consumer shall be responsible for the safe custody of the meter(s), MCBs, etc. if they are installed within the consumer's premises.
13. For connections who are not yet a consumer, the premise/establishment owner shall be applied for new connection by the Turnkey Firm on behalf of the consumer using MSPDCL mobile app and pre-paid meter shall be installed at the premise/establishment after completion of consumer registration process along with necessary documents.
14. Wherever the consumer details modifications are requested/needed, the meter installing team shall upload the new changes to be made in the MSPDCL mobile app. After the approval of the concerned sub-divisional Manager, the uploaded consumer data change will be updated in MSPDCL database. However, the consumer mobile number can be updated by the metering team without the sub-division Manager approval.
15. Prepaid meter shall be activated on spot through mobile app (Prepaid Meter Installation Management App) by the concerned Turnkey Firm.
16. The meter installing team shall strictly comply to the above mentioned guidelines and shall take photograph of the meter installation site and upload to the MSPDCL mobile app for verification by MSPDCL. GPS Co-ordinate of consumer premise shall be automatically recorded and uploaded for the mapping consumer by the MSPDCL mobile app.
17. The allocated prepaid meter serial numbers of particular division will be uploaded in the MSPDCL Billing website. The prepaid meter will be allowed to install at the premises of the Consumers of that particular division only. In case of requirement for re-allocation of new prepaid meters, requisition shall be submitted to the GM (Commercial).
18. After completion of meter installation, the Turnkey Firm shall get prior approval/verification from GM(Comm) before the consignee (IED-I) put up the meter installation bill for payment. All bills submitted for payment of installation works shall be inspected and verified by the General Manager(Commercial), MSPDCL before initiating the payment process.