

MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION
BHOPAL

Sub: Notice under Section 142 of the Electricity Act, 2003 for non-compliance with Electrical Safety Norms in violation of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023, and MPERC Regulations.

ORDER

(Date of Order: 30th April, 2026)

1. **The Managing Director**
MP Madhya Kshetra Vidyut Vitran Co. Ltd. (Central Discom)
Nishtha Parisar, Govindpura,
Bhopal – 462023
2. **The Managing Director**
MP Poorv Kshetra Vidyut Vitran Co. Ltd. (East Discom)
Shakti Bhawan, Rampur,
Jabalpur – 482008
3. **The Managing Director**
MP Paschim Kshetra Vidyut Vitran Co. Ltd. (West Discom)
GPH Compound, Polo Ground,
Indore – 452015
4. **The Chief Electrical Inspector**
Electrical Safety, Govt. of MP
Satpura Bhawan, Arera Hills,
Bhopal – 462004

Respondents

Shri Harpreet Singh Gupta, Advocate, Shri Ravi Choubey, CGM and Shri Pradeep Chauhan, SE (City) appeared on behalf of the Central Discom.

Shri Khushiya Shivwanshi, SE, Chhindwara, Shri Neelabh Shrivastava, SE, Narsinghpur, and Shri Ravi Kumre, EE, Balaghat, appeared on behalf of the East Discom.

Shri Suresh Chandra Verma, ACE, and Shri Manoj Yadav, Manager (HR) appeared on behalf of West Discom.

Shri Rajesh Patidar, SE and Md. Imran EE, appeared on behalf of the office of Chief Electrical Inspector, GoMP.

2. The Commission has registered a Suo Motu petition, vide notice dated 05.08.2025, against the Distribution Companies of the State viz. East, West and Central DISCOMs under Section 142 of the Electricity Act, 2003, for non-compliance with electrical safety norms in violation of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023, and the MPERC Regulations taking cognizance of the followings:
 - (i) Occurrence of some electrical accidents during the period from May 2025 to July 2025, underscoring the failure of the Distribution Companies to comply with the mandatory safety norms prescribed by the competent authority

- (ii) The Commission, on perusal of the MIS reports submitted by the Distribution Companies, observed that in FY 2024-25, East Discom reported 979 fatal electrical accidents (342 human fatalities and 637 animal fatalities) and 103 non-fatal human accidents; West Discom reported 967 fatal electrical accidents (440 human fatalities and 527 animal fatalities) along with 133 non-fatal human accidents; Central Discom reported a total of 648 fatal electrical accidents (320 human fatalities and 328 animal fatalities) along with 93 non-fatal human electrical accidents; all of which underscore grave and systemic safety deficiencies across the Discoms, necessitating immediate remedial measures to enhance electrical safety standards.
 - (iii) The Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023, notified under Section 53 of the Electricity Act, 2003, ensure the safe design, installation, operation, and maintenance of electrical works to protect human life and property. These Regulations are sub-ordinate legislation and the Distribution Companies are mandated by law to abide by these Regulations. Collectively, these regulations establish a comprehensive safety framework mandating essential measures to prevent accidents and safeguard the public.
 - (iv) Madhya Pradesh Electricity Distribution Code, 2024 notified by the Commission under Section 86(1)(i) of the Electricity Act, 2003 provide to ensure adherence to safety measures, conduct safety/technical audit, prepare Standards Operating procedures (SOP) and checklist to identify technical deficiencies in the system, provision of portal for reporting safety violations in public areas along with other provisions related to Electrical safety which need to be complied by Distribution Licensees.
3. The Commission issued notice(s) dated 05.08.2025 to the three Distribution Companies and the Chief Electrical Inspector, Government of Madhya Pradesh and sought their response on the non-compliance of the following regulatory provisions:-
- (i) Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 – Regulations 5, 8, 14, 18, 35, 36 and 44;
 - (ii) Madhya Pradesh Electricity Distribution Code, 2024 – Regulations 3.1.2, 3.1.3, 3.1.4, 5.1.2, 5.3.1, 5.3.3, 5.3.4, 6.1.2, 6.3 and 6.5;
 - (iii) Madhya Pradesh Intimation of Electrical Accidents (Form and Services of Notice) Rules, 2016;
 - (iv) Madhya Pradesh Electricity Supply Code, 2021 – Clauses 6.1 and 6.3;
 - (v) MPERC (Conditions of Distribution Licensee) Regulations, 2004 – Regulation 15.1 and 15.2.
4. At the hearing held on 12.11.2025, the Commission observed the following:
- (i) Vide letters dated 03/09/2025, 23/10/25, and 06/11/2025, West Discom submitted its reply.

- (ii) Vide letter dated 07/11/2025, Central Discom submitted its reply.
- (iii) Vide letter dated 11/11/2025, East Discom submitted its reply.
- (iv) Vide letter dated 10/11/2025, Chief Electrical Inspector submitted its reply.

While submitting the status on issues, Ld. Counsel appeared for Central Discom requested a date when he would physically appear to apprise the Commission of the factual status of compliance in this matter. The representatives of the East and West Discom stated the present status of compliance. Having considered the submissions made by the parties, the Commission directed that the Electrical Safety Officers appointed by the Discoms should apprise the Commission about the status of compliance along with the remedial/preventive measures taken in the matter.

5. At the hearing held on 16.12.2025, the Commission observed following:-
- (i) Vide letter dated 15/12/2025, Central Discom submitted its reply;
 - (ii) Vide letter dated 01/12/2025, East Discom submitted its reply;
 - (iii) Vide letter dated 12/12/2025, West Discom submitted its reply.

The Commission heard the parties on various safety measures taken by them in compliance with the provisions of the CEA (Measures Relating to Safety and Electricity Supply) Regulations, 2023 notified by CEA and the MP Electricity Distribution Code, 2024. The Commission observed that the status of compliance reported by the DISCOMs was not satisfactory and deficient on various aspects. Ld. Advocate appeared for Respondent No.1 (Central Discom) sought 15 days' time to report the compliance.

The Commission directed the DISCOMs to submit a comprehensive compliance report on all mandatory provisions under CEA (Measures Relating to Safety and Electricity Supply) Regulations, 2023 notified by CEA and Madhya Pradesh Electricity Distribution Code, 2024, as referred to in paras 3 and 9 of the notice under the subject SMP. The Commission also emphasized on appointing Electrical Safety Officer in each Distribution Company. Further, the Electrical Safety Officer(s) so appointed by each Discom were directed to make presentation on aforesaid compliance report before the Commission on 19th January 2026 at the office of the Commission.

6. In pursuance of the above directions of the Commission vide order dated 16.12.2025, a presentation was made by DISCOMs on 19.01.2026 at the office of the Commission, wherein the representatives of East Discom and Central Discom appeared and presented their respective compliance status in the matter. However, representatives/OIC of West Discom did not appear before the Commission despite due notice. This constituted non-compliance of the Commission's directions. In aforesaid presentation, representatives of Chief Electrical Inspectorate, GoMP were also present.

7. Subsequently, upon considering the apology submitted by the Officer-in-Charge of West Discom vide their letter dated 05/02/2026 for non-appearance during the aforesaid presentation, the Commission vide letter dated 18/03/2026 directed Electrical Safety officer and OIC of West Discom to make a comprehensive presentation on status of compliance in the matter on 10.04.2026 Accordingly, a presentation was made by Electrical Safety officer and OIC of case of West Discom.
8. The status of compliance submitted by East, Central and West Discom which is relevant to the petition in this matter is broadly as under:
 - (i) The East Discom submitted its compliance status as under:
 - a. Electrical Safety Officer (Regulation 5.3.1 of Distribution Code and Regulation 5 of CEA Regulations, 2023 and Clause 5.3.1, and 5.3.3 of Distribution Code):. The Superintending Engineer of Circles have been appointed as Electrical safety officers.
 - b. Training (Regulation 8 of CEA Regulations, 2023): The Discom regularly organizes various training programs for all Engineers and Supervisors involved in operation and maintenance of distribution systems at their recognized institutes.
 - c. Safety and Technical Audit Reports (Regulation 3.1.3 of Distribution Code): The Discom has been conducting safety training programs for field-level employees and officers on a regular basis. Monthly safety drills are organized at distribution center level, including training as well as auditing of past accidents. Safety audits are carried out by designated officers at various levels, in accordance with the format prescribed under Rule 3(1) of the Madhya Pradesh Electrical Accidents Reporting (Forms and Service of Notice) Rules, 2016.
 - d. Standard Operating Procedures (Regulation 3.1.3 of Distribution Code): Comprehensive SOP has been printed and circulated up to distribution center level.
 - e. Safety Violation Reporting and Public Complaint Redressal Portal (Regulation 3.1.4, 6.1.2 and 6.3 of Distribution Code): A dedicated 'Safety Tab' on the company's official portal is proposed to be developed. This section will host all safety related circulars and instructions for access by the general public and consumers. Complaint registration mechanism will be provided for safety-related grievances, permitting upload of supporting photographs.
 - f. Every instance of accident is being investigated thoroughly. All field staff is being cautioned to properly use appliances. Citizen are being made aware through press, media and social media regularly.

- (ii) The Central Discom submitted their compliance status as under:
- a. Electrical Safety Officer (Regulation 5.3.1 of Distribution Code and Regulation 5 of CEA Regulations, 2023): For the city area of Bhopal, a total of 5 Divisional Electricity Safety Officers have been appointed vide order dated 12/12/2025 and 01 District Electrical safety officer has been appointed vide order dated 11/12/2025.
 - b. Training (Regulation 8 of CEA Regulations, 2023): Regular training programs are being organized through NPTI/PDTC on subjects such as operational safety and disaster management, safety and electrical safety training, techno-commercial improvements and DTR repairing, etc.
 - c. General Safety Requirements (Regulation 14 of CEA Regulations, 2023): Before energization of any new electrical installations, inspection is carried out through Electrical Safety Officer appointed at Govt. level. Additionally, continuous field-level audits are being carried out to ensure safety.
 - d. Earthed Terminal (Regulation 18 of CEA Regulations, 2023): Before granting any new connection, inspection reports prepared through licensed B-Class contractors are obtained by the consumer. If defective earthing is found, the consumer is advised to rectify the same.
 - e. Residual Current Device (Regulation 44 of CEA Regulations, 2023): RCDs are being installed so that supply is automatically cut off when current exceeds the safe limit to strengthen electrical safety.
 - f. As per Regulation 3.1.2 and 3.1.4 of Distribution Code continuous strengthening and augmentation of distribution infrastructure is being carried out, including replacement of defective lines, enhancement of conductor capacity and modernization of substations and feeder systems to ensure public safety and reliability.
 - g. Standard Operating Procedures (Regulation 3.1.3 of Distribution Code): Formulated and implemented SOPs governing electrical safety, emergency response and fault handling. Regular safety trainings are undertaken at divisional and headquarters level through PDTC. Updated safety manuals and guidelines are made accessible to field staff through official website.
- (iii) The West Discom has submitted their compliance status as under:
- a. Electrical Safety Officer (Regulation 5.3.1 of Distribution Code 2024 and Regulation 5 of CEA Regulations, 2023): The Discom has designated ESOs at Corporate, Circle and DC Level. The list of safety officers appointed by the Discom is available on their website along with their contact details and email IDs for accessibility and transparency.
 - b. Training (Regulation 8 of CEA Regulations, 2023): 56 officers were sent to Tata Power Delhi for specialized safety training in two batches (30 and 26

officers). Safety training sessions were conducted for 5,170 employees in FY 2025-26 across 15 circles (753 contract employees, 1,653 regular employees and 2,764 outsourced employees). The training includes basic first aid, CPR and usage of safety equipment.

- c. Safety Initiatives: The Discom has initiated 'Roko Toko Abhiyaan' and 'Ghar se Ghar tak Abhiyaan' wherein officers at all levels, including JEs and clerical staff, are empowered to identify unsafe practices such as non-usage of safety gear and impose penalties. 'Line Man Diwas' is being celebrated annually since the last 4 years across all circles, during which safety equipment is distributed and high-performing personnel are recognized.
- d. Safety Audit (Regulation 3.1.3 of Distribution Code): A team of 4 members including technical members like EE/AE/JE and HR has been formed for monitoring and conducting safety audits. The audits cover employee safety, safety equipment and its usage, guarding of lines, maintenance of lines, distribution boxes, fencing, etc. Monthly safety drills have been initiated at DC level since May 2025.
- e. Standard Operating Procedures (Regulation 3.1.3 of Distribution Code): The West Discom has prepared SOP which includes accidents that occur in a distribution system and its preventive measures, safety tools, permit to work and its format, grievance redressal of complaints as well as guidelines for line staff.
- f. Safety Violation Reporting and Public Complaint Redressal Portal (Clauses 3.1.4, 6.1.2 and 6.3 of Distribution Code): The West Discom has developed a 'Safety Tab' and public complaint redressal portal known as 'URJAS' which is available on their website. A consumer complaint enhancement feature allowing upload of up to two photographs per complaint has been introduced.
- g. Advanced Safety Equipment: The Discom has procured advanced safety tools including sensor-enabled helmets with light and sound alerts for live cables, safety discharge rods, and modern line tools. These tools are being distributed in phases to improve field-level safety.
- h. Cross-Boundary Safety Protocols (Regulation 5.3.4 of Distribution Code): The company is developing a procedure for Cross-Border Safety, which includes guidelines for obtaining work permits from EHV Substations located beyond its operational boundary. Electrical networks across these boundaries are subject to regular joint inspections by authorized officers from both sides.
- i. Infrastructure Improvements: The Discom is benchmarking practices from Tata Power, focusing on achieving zero tripping in industrial areas through infrastructure improvements such as replacement of 90 km of cables and addition of 350 DTRs. Insulated conductors are being used in theft-prone

areas to prevent hooking and ELCBs are being installed for reducing leakage-related complaints.

Commission's observations :

9. The Commission has considered the submissions, compliance status, and presentations made by the Distribution Licensees in the matter. The issue wise observations and directions are as under: -

Issue I: Appointment of Electrical Safety Officers (ESOs)

10. **Commission's Observations:** Regulation 5 of the CEA Safety Regulations, 2023 and Regulation 5.3.1 and 5.3.3 of the MP Distribution Code mandate appointment of ESO. Central Discom has appointed 5 Divisional ESOs and 1 District ESO, in respect of Bhopal City, however the said order has not been issued by Corporate level of Discom falling short of comprehensive coverage at Company level. East Discom has appointed ESO at Circle level while West Discom has designated ESOs at Corporate, Circle, and DC/zone levels and published their details with contact information on their website.

Directions:

- (i) East and Central Discom shall ensure appointment of ESOs at Corporate, Circle/ District and DC level to provide comprehensive coverage at all organisational levels. The names, designations, contact numbers, and email IDs of all ESOs so appointed shall be published on the official website of the respective Distribution Licensee and shall be updated within 15 days of any change in incumbency.

Issue II: Mandatory Safety Training and Capacity Building

11. **Commission's Observations:** Regulation 8 of the CEA Safety Regulations, 2023 mandates safety training for all personnel engaged in the operation and maintenance of electrical installations. The Commission observed that although the Discoms are providing Training to their staff as per their training programme, however, the same needs inclusion of curriculum specified by the CEA. Further, training of contract and outsourced workers who constitute a high-risk category is not uniformly addressed across all Discoms.

Directions:

- (i) Distribution Licensees shall update their Training curriculum for personnel engaged in operation and maintenance of Distribution System by incorporating the syllabus specified under Regulation 8 of the CEA Safety Regulations, 2023.
- (ii) Further Annual Training Calendars shall be prepared by Discoms within 30 days of issue of this order.

Issue III: Standard Operating Procedures (SOPs) and Safety Checklists

12. **Commission's Observations:** Regulation 3.1.3 of the MP Distribution Code, requires Distribution Licensees to frame and operationalize comprehensive SOPs governing electrical safety, emergency response, fault handling, and permit-to-work systems.

Although, Discoms have circulated their maintenance manual as SOP to their DC level, however none of the Discoms have placed on record a comprehensive safety checklist addressing common and recurring causes of electrical accidents.

Directions:

- (i) Comprehensive SOPs and safety checklists covering proactive actions, preventive measures, emergency response, permit-to-work systems, accident investigation procedures, and monsoon-specific safety protocols shall be prepared, regularly updated, and made accessible at all operational levels as well as on official websites. All SOPs shall also be made accessible to field staff in Hindi in physical form at each Distribution Center. Wherever the need arises, video tutorials comprising expert lectures in Hindi and/or English may be uploaded on the official website and also disseminated to field staff. Distribution Licensees shall prepare a consolidated 'Safety Checklist' addressing the most prevalent causes of accidents as identified from earlier accident data and submit a copy of the same to the Commission along with Regulatory Compliance Report.

Issue IV: Safety and Technical Audits

13. **Commission's Observations:** Regulation 3.1.3 of the MP Electricity Distribution Code, mandates conduct of Safety/Technical Audits within specified timelines for disclosure. The Commission observed that, while all three Discoms have indicated that safety audits are being carried out, none has shared or uploaded the said reports on their official websites; therefore, they have failed to serve the intended objective as an effective tool for compliance monitoring.

Directions:

- (i) The Distribution Licensees shall conduct Safety and Technical Audits in a standardized and common format, to be developed by DISCOMs for uniform adoption. Such audits shall, inter alia, assess the safety adequacy of Distribution Licensee's network including Transformers, Feeders, Service lines, Pole and Distribution Box etc. that could endanger the human or animal safety, and may cause a fire or property damage. The Annual Audit Reports shall be uploaded on the official website of DISCOMs within the stipulated timeline as specified under the Distribution Code. Further, monthly safety drills shall be institutionalized at all Distribution Centre levels across all Distribution Licensees.

Issue V: Safety Violation Reporting Portal

14. **Commission's Observations:** Regulation 3.1.4 of the MP Distribution Code mandates the establishment of digital platforms for reporting and redressal of safety violations. West Discom has reported the development of a 'Safety Tab' on the 'URJAS' portal. However, East and Central Discoms have not yet developed such a platform.

Directions:

- (i) Digital platforms/Portal for safety violation reporting be fully operationalised with features for complaint registration, tracking, resolution, and consumer notification. A

dedicated escalation mechanism shall be built into each portal for critical emergency safety complaints such as fallen live wires and exposed conductors for ensuring field response. Adequate awareness shall be created among consumers through appropriate communication channels including mass media, bills, SMS, email etc.

Issue VI: Cross-Boundary Safety Protocols

15. **Commission's Observations:** Regulation 5.3.4 of the MP Distribution Code, mandates for framing and operationalisation of cross-boundary safety protocols governing work on electrical networks spanning operational boundaries. The Commission expressed concern that this is the most underdeveloped area of compliance across all three Discoms. West Discom has acknowledged that it is 'developing' such a procedure, which remains incomplete. East Discom and Central Discom have not adequately addressed this requirement. The absence of finalised cross-boundary protocols creates a serious safety vacuum in contiguous operational boundary areas where joint maintenance activities are required.

Directions:

- (i) Cross-boundary safety protocols shall be finalised, documented, and implemented by all three Distribution Licensees in coordination, within 90 days from the date of this Order. The protocol shall include procedures for obtaining work permits, joint inspection schedules, communication channels for boundary-area incidents, and identification of boundary-area high-risk installations.
- (ii) A Joint Coordination Committee at the ESO level comprising representatives of all three Discoms shall be constituted and shall meet at least twice in a year. The finalised protocols shall be uploaded on official websites of all Discoms.

Issue VII: Safety concerns and risks due to Ageing Infrastructure

16. **Commission's Observations:** A significant portion of the fatal accidents reported involving fallen high-voltage wires, snapped conductors, and damaged poles can be attributed to ageing and deteriorating distribution infrastructure, especially in rural areas. While West Discom has undertaken the replacement of 90 km of cables and installed 350 DTRs, however, the compliance status of East Discom and Central Discom does not reflect a structured programme for asset life-cycle assessment, prioritisation of replacements, and financial provisioning for infrastructure upgradation. Issues relating to ageing infrastructure, particularly in rural areas, necessitate a structured approach for asset identification, prioritisation, and replacement with adequate financial provisioning.

Directions:

- (i) A proactive and preventive approach to electrical safety shall be adopted, including prioritisation of infrastructure upgradation. All Distribution Licensees shall prepare a Safety-Focused Asset Management Plan, identifying ageing distribution infrastructure at high-risk locations with a prioritised replacement and upgradation plan. Distribution Licensees shall accord priority to replacement of bare conductors with insulated conductors in accident-prone areas. A statement of distribution infrastructure ageing (percentage of lines/transformers/poles beyond design life) shall be submitted as part

of the regulatory Compliance Report.

Issue VIII: Accident Reporting, Investigation, and role of the Chief Electrical Inspector

17. **Commission's Observations:** The Madhya Pradesh Intimation of Electrical Accidents (Form and Service of Notice) Rules, 2016 cast a mandatory obligation on Distribution Licensees to report all electrical accidents to the Electrical Inspector within prescribed timelines. The Commission noted that the Electrical Inspector, GoMP, has a statutory role in supervising compliance with electrical safety norms and investigating accidents.

Directions:

- (i) Distribution Licensees shall ensure strict compliance with the Madhya Pradesh Intimation of Electrical Accidents (Form and Service of Notice) Rules, 2016.
- (ii) The Chief Electrical Inspector, Government of Madhya Pradesh, shall coordinate with the Distribution Licensees in organizing requisite safety training programmes on regular interval preferably on quarterly basis and shall ensure that the Distribution Licensees are updated with the latest safety standards norms, guidelines and regulatory requirements on a continual basis.

Issue IX: Compliance of CEA Advisory in regard to adoption of new emerging technology and best practices.

18. **Commission's Observations:** The Commission has taken note of the Advisory issued by the Central Electricity Authority (CEA), Ministry of Power, Government of India, vide letter dated 12.12.2025, to the Distribution Companies (DISCOMs) across the country, for ensuring compliance with the CEA (Measures Relating to Safety and Electricity Supply) Regulations, 2023, with the intent to achieve the target of zero accidents across all power utilities and among consumers of electricity as well. The Advisory further directed DISCOMs for the wider dissemination of awareness programmes regarding electrical safety, so as to safeguard human and animal life, prevent electrical and fire accidents due to short circuits, and promote a culture of safety in the installation, operation, and maintenance of electrical systems, including adoption of new and emerging technologies.

Directions:

- (i) The Distribution Licensees are directed to comply with the CEA Safety Regulations, 2023 and all advisories issued by CEA from time to time and also to implement the directions contained therein as part of their mandatory safety obligations. The Distribution Licensees shall review and align their Standard Operating Procedures (SOPs), safety manuals, and field-level work instructions with the requirements of CEA Safety Regulations, 2023 and advisories issued by CEA from time to time. The Licensees are directed to incorporate emerging technologies including smart metering, IoT-based monitoring and control systems, sensor-enabled safety equipment, arc-flash protection, and voltage detection devices into their safety framework and operational practices, in consonance with national and international best practices, so as to proactively mitigate electrical hazards and ensure enhanced protection of life and infrastructure.

19. Distribution Licensees shall submit a compliance report on the aforesaid directives of the Commission in comprehensive manner along with their forthcoming Regulatory Compliance Report. Discoms shall ensure that safety awareness campaigns be institutionalized and conducted on a regular basis across all operational areas of Discoms henceforth.
20. Non-compliance of the above directions may attract appropriate penal action under Section 142 of the Electricity Act, 2003.

With the above observations and directions, this Petition stands disposed of.

(Gajendra Tiwari)
Member

(Gopal Srivastava)
Acting Chairman