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***JSERC***  
***(Electricity***  
***Supply Code)***  
***Regulations, 2015***  
**Consultation Paper**



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# Introduction

## Objective

The JSERC (Electricity Supply Code) Regulations, 2005 were issued in July 2005. Thereafter, amendments were issued vide the Jharkhand State Gazette in April 2007, April 2008, August 2008 and September 2010.

The Supply Code aims to detail the obligations of the Distribution Licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the Distribution Licensee to provide efficient, cost-effective and consumer friendly service to the consumers. It specifically details the following:

- (a) the procedure for connection, disconnection, reconnection, assessment of load, changes in existing connections (load modifications, change of name, change of tariff category, etc.);
- (b) practices relating to consumer metering, billing, intervals for billing of electricity charges and payment of bills; and
- (c) recovery of electricity charges, measures for preventing tampering, distress or damage to electrical plant, or electrical line or meter, entry of Distribution Licensee or any person acting on his behalf for disconnecting supply and removing the meter; entry for replacing, altering or maintaining electric lines or electrical plants or meter and such other matters.

This consultation paper details the aspects on which the Commission wishes to generate discussion among stakeholders, and the Annexure contains the draft JSERC (Electricity Supply Code) Regulations, 2015 (hereinafter referred to as “the draft Supply Code 2015”) for stakeholder comments. The draft Supply Code 2015 incorporates all the changes that have been made in the existing JSERC (Electricity Supply Code) Regulations, 2005 (hereinafter referred to as “the existing Supply Code”), as amended from time to time. These changes have been made based on the Model Supply Code Regulations brought out by the Forum of Regulators (FOR) in 2011 as well as a brief analysis of Supply Codes of other states.

## Legislative mandate

Section 50 of the Electricity Act, 2003, substituted by an amendment in June 2007, mandates State Electricity Regulatory Commissions to specify an electricity supply code for the state, in line with the following:

*“The State Commission shall specify an electricity supply code to provide for recovery of electricity charges, intervals for billing of electricity charges, disconnection of supply of electricity for non-payment thereof, restoration of supply of electricity; measures for preventing tampering, distress or damage to electrical plant, or electrical line or meter, entry of Distribution Licensee or any person acting on his behalf for disconnecting supply and removing the meter; entry for replacing, altering or maintaining electric lines or electrical plants or meter and such other matters.”*

Further, the Hon’ble Appellate Tribunal for Electricity, subsequent to its judgment in Appeal No. 181 of 2008, directed the Secretary of the Forum of Regulators to study the Standards of Performance and the Supply Code notified by all the State Commissions in order to evaluate variations and any specific gaps that need to be rectified. To this end, the FOR prepared a ‘Model Supply Code’ in 2011. The intention of the Model Supply Code was to incorporate the suggested mandatory provisions in accordance with the provisions of the Electricity Act, 2003 and also desirable features based on the best practices on customer service being followed in various states.

The Supply Code is issued by the State Commission in exercise of the powers conferred under Section 181 read with Sections 43–48, 50, 55–59, 126, 127, 135, 152, 154 & 163 of the Electricity Act, 2003.

This draft Supply Code 2015 has referred at various places to these regulations/regulatory guidelines (including all amendments thereafter):

- The Electricity Act, 2003
- JSERC (Electricity Supply Code) Regulations, 2005
- Model Supply Code prepared by the Forum of Regulators
- CEA (Measures relating to Safety and Electricity Supply) Regulations, 2010
- CEA (Installation & Operation of Meters) Regulations, 2006
- CEA (Grid Standards) Regulations, 2010
- CERC (Indian Electricity Grid Code) Regulations, 2010

## ***Focus areas***

The annexed draft Supply Code 2015 seeks to address the lacunae in the existing JSERC Supply Code and amend the same based on stakeholder discussions, the Model Supply Code by the Forum of Regulators, as well as a study of other State Supply Codes.

The following aspects have been added to the existing JSERC Supply Code:

- (a) Process for conversion of existing supply (single phase to 3 phase & vice versa)
- (b) Mode of meter reading specified (Manual/Automated)
- (c) Provision of meter card/meter card passbook
- (d) Provision for provisional bill
- (e) Process for raising bills in case of theft of electricity
- (f) Conditions and process for temporary disconnection
- (g) Placement of meter (consumer premises/ pole); Treatment for damaged electrical plants, lines and meters outside consumer premises
- (h) Provision for voluntary disclosure of tampered meter
- (i) Provision of requirement for meter particulars sheet for new meters
- (j) Formats provided for consumer ease and uniformity of process:
  - (i) Application form for temporary connection
  - (ii) Application for change of consumer category
  - (iii) Application for load enhancement/ reduction
  - (iv) Application for disconnection on consumer's request/permanent disconnection
  - (v) Application for transfer of connection/ mutation of name
  - (vi) Meter related complaints or testing of meter

- (vii) Application for self assessed bill
- (viii) Application of advance payment
- (ix) Inspection report of premises for new connection
- (x) Inspection report for misuse/unauthorized use/ theft
- (xi) Format for agreement between consumer and licensee

## ***For stakeholder discussion***

Comments are invited from the general public on the draft Supply Code 2015 annexed herewith. In particular, comments from stakeholders as well as Distribution Licensees are invited on the following:

### **(a) Designated Class-I Cities**

Although the Census of India defines Class-I Cities as areas with population of more than 1 lakh, keeping in view the demographic particulars of Jharkhand state, it may be considered that for the sake of applicability of timelines set down in these regulations, only Ranchi, Dhanbad and Jamshedpur be classified as Class-I Cities. Class-I Cities are recommended to have the strictest timelines as per the draft Supply Code 2015 and draft Standard of Performance regulation. A distinction between Class-I Cities, Urban Areas and Rural Areas is needed because timelines are defined accordingly, to take into account aspects such as ease of access, travel/transportation time, availability of material for construction/repair, etc.

### **(b) Review Panel for annual review of the Supply Code**

Provisions have been additionally made for an annual review mechanism of the JSERC Supply Code, in order to ensure that the Code remains updated as per latest best practices relating to supply of electricity from across the country, and is also attuned to the changing demands and needs of the consumers.

Similar provisions for a review panel are provided in the Supply Codes of Gujarat, Punjab, Uttar Pradesh and Tamil Nadu. The composition of the Panel differs slightly from state to state. For e.g. Punjab includes one member nominated from the State Government, while different states designate the representatives of the Transco/SLDC/Consumer groups as either Members or 'representatives'. Also, the minimum designation of nominated representatives from the Transco/SLDC differs from state to state (should be above the level of CE/EE/etc.) and therefore, comments are invited from stakeholders on the composition of such a Review Panel.

### **(c) Distinction between 'application' and 'application form'**

A distinction has been made in the draft Supply Code 2015 between 'application form' and 'application', in order to remove any ambiguity in specifying timelines for several activities involved in the process of giving supply to an applicant.

For instance, timelines for activities such as inspection of premises and issue of demand note should be pegged to the date of submission of application form, while activities post-payment of charges as required by the applicant should be pegged to the date of payment of charges. As per the annexed draft regulations, an 'application form' qualifies as a valid 'application' after payment of such charges as may be required by the licensee for processing of the applicant's requisition for supply. This also helps in bringing clarity to timelines in instances/events where provision of supply to the applicant is delayed on account of delay by the applicant in paying the necessary charges.

In addition to the above, the voltage level has also been defined for various connected loads, in order to

bring down losses and improve system performances. The Distribution Licensee may be required to adhere to the same, as far as possible. This is also in keeping with the FOR Model Supply Code.

(d) **Voltage level for giving supply**

The specifics of the voltage wise system of supply, as given in section A4, may be commented upon. Also, in keeping with the voltage levels specified, the Commission may consider introducing Low Voltage Supply Surcharge, as currently provided in several states such as Maharashtra and Himachal Pradesh, to encourage taking supply at higher voltages in order to reduce technical losses. Stakeholder comments are also invited on the same.

(e) **Cost of application form**

The fee for procuring application forms has been done away with. The existing clause requires the Distribution Licensee to supply copies of the agreement format, applicable tariff schedule and the Electricity Supply Code to each applicant, along with the blank application form. Along with making application forms free of cost, the draft Supply Code 2015 removes the need for the Distribution Licensee to supply copies of the abovementioned documents, along with the blank application form provided to an applicant, thereby ensuring that the cost of procuring an application form is reduced to negligible and hence forms may be obtained free of cost or downloaded from the internet. For the applicant, the Distribution Licensee's duty to supply the abovementioned documents unduly increases the cost of obtaining a blank application form. If interested, applicants may obtain a copy of the Electricity Supply Code or existing tariff schedule from the Distribution Licensee's office, or download them from the Distribution Licensee's website.

(f) **Timelines**

Wherever possible, timelines for various processes/activities have been retained from the existing Supply Code if that activity is covered within the existing Code. However, some timelines have also been made tighter as compared to the existing Supply Code, to bring it in line with the timelines being followed in other states and prescribed in the Model Supply Code.

(g) **Fixing dates for inspection/testing in consultation with consumer**

The existing Supply Code sets a timeline for the Distribution Licensee to send notice to the applicant to be present for the inspection. However, it will be more convenient for the applicant if the inspection date is fixed with mutual consent at the time of submitting the application form itself. This would also do away with the hassle of the notice being received in time by the applicant, which may be an issue especially in rural areas. Moreover, consumer convenience/preference can also be taken into account at the time of fixing the date.

(h) **Timelines for providing temporary supply**

It may be discussed whether timelines for providing temporary supply to an applicant should be specified load-wise, e.g. up to 10 kW, 10-25 kW, etc. In the annexed draft Supply Code 2015, timelines for providing temporary supply have been specified voltage-wise. It may also be discussed whether these timelines should be specified separately for Class-I cities, urban and rural areas, in view of various factors such as applications already pending with the licensee, feasibility of providing supply for short durations by the licensee, etc.

(i) **Tatkal Yojana**

The annexed Draft Supply Code 2015 provides for temporary supply at a notice of 24 hours, if found technically feasible by the Distribution Licensee, on payment of an additional fee in accordance with the schedule of charges approved by the Commission from time to time.

(j) **Agreement between Licensee and consumers**

It may be discussed whether all service connections need an Agreement to be executed, or whether Domestic consumers may be exempted from signing an Agreement with the Distribution Licensee. The annexed draft Supply Code 2015 provides that for sanctioned load of less than 50 kW (67 HP / 63 kVA), signing an agreement shall not be required and the application form submitted and accepted shall constitute the agreement.

(k) **Annual Review of Contract Demand**

The draft Supply Code 2015 provides for an annual review of contract demand on the basis of actual maximum demand as recorded. In case of HT and EHT connections, if the maximum demand was recorded to be in excess of the contract demand by 5% or more at least four times during the last financial year, the Distribution Licensee shall issue a 30-day notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the Distribution Licensee shall start the procedure for enhancing the consumer's contract demand to the average of four recordings of maximum demand shown by the consumer's MDI meter in the last financial year. In case of LT connections, similar review shall be carried out for connections equipped with an MDI meter. If the consumer feels aggrieved by the Distribution Licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.

The Distribution Licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection and issuance of demand note for the estimated cost of works in accordance with the clauses of the draft Supply Code 2015.

(l) **Amount of security deposit**

As per existing Supply Code, security amount shall be equal to three months' average billing amount. However, to adequately cover the Distribution Licensee in the event of non-payment or late payment, the security amount has been revised to cover one entire billing cycle plus forty-five days thereafter, in order to also cover the time for dispute redressal or timelines provided to the consumer in case of late payments. It is important to cover the Distribution Licensee's need for funds adequately in order to reduce the Licensee's requirement for working capital.

(m) **Refund of security deposit after disconnection**

The existing Supply Code provides 60 days' time to the Distribution Licensee for refund of security deposit after permanent disconnection, after which the Licensee is required to pay penal interest @ 2% higher than the Bank Rate, in case of delay in refund of security after disconnection.

The draft Supply Code 2015 annexed herewith provides that the security deposit, after recovery of all amounts due, shall be returned to consumer upon termination of Agreement within thirty (30) days of adjustment of all dues. In case of delay, interest equivalent to the State Bank of India Base Rate on the 1<sup>st</sup> of April of the year shall be payable to the consumer.

(n) **Provisional bill**

In the draft Supply Code 2015, the provisional bill for a month when no meter reading was taken shall be on the basis of consumption of the 'previous three billing cycles in which the meter reading was taken' instead of the 'last billing period in which the meter reading was taken' as mandated in the existing Supply Code. Further, the clause has been added that more than two provisional bills shall not be generated for a consumer during one financial year.

(o) **Advanced payment of bills**

As per the draft Supply Code 2015, bills of consumers opting for this arrangement shall show the amount deposited by the consumer, amount adjusted against the electricity dues after each billing cycle and the balance left. On the amount remaining outstanding from such advance deposits, interest shall

be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This interest computation will be done quarterly. The existing Supply Code does not provide for payment of interest on the excess amount deposited in advance by consumers, and hence this has been addressed in the current draft in order to protect the rights of the consumer.

(p) **Schedule of Charges**

The existing Schedule of Miscellaneous Charges has been attached with the draft Supply Code 2015. The Commission invites views of all the stakeholders, including consumers and licensees, on the revised charges to be notified for various services relating to provision of supply.

(q) The following definitions have been modified from the existing regulations: 'Authorised Representative', 'premises', 'Low Tension', 'High Tension', and 'Extra High Tension'.



# Draft Jharkhand State Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2015

## **A1: Short Title, Extent and Commencement**

- 1.1 These Regulations may be called the Jharkhand State Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2015.
- 1.2 These Regulations detail the obligations of the Distribution Licensee and consumers vis-à-vis each other and specify the set of practices that shall be adopted by the Distribution Licensee to provide efficient, cost-effective and consumer friendly service to the consumers, in particular the following matters:
  - (a) procedure for connection, disconnection, reconnection, assessment of connected load, changes in existing connections (load modifications, change of name, change of tariff category, etc.);
  - (b) practices relating to consumer metering, billing, intervals for billing of electricity charges and payment of bills; and
  - (c) recovery of electricity charges, measures for preventing tampering, distress or damage to electrical plant, or electrical line or meter, entry of Distribution Licensee or any person acting on his behalf for disconnecting supply and removing the meter; entry for replacing, altering or maintaining electric lines or electrical plants or meter and such other matters.
- 1.3 All the forms and formats annexed to the Code set out the minimum requirements that shall be met by the Distribution Licensees in their forms and formats made available to consumers. The Distribution Licensee may make suitable amendments in the forms/formats retaining the prescribed minimum level of information and may include anything over and above the minimum after seeking prior approval of the Commission. Such amended forms/formats would be posted on the website of the respective licensees for the consumers' information/use.
- 1.4 These Regulations shall be applicable to all Distribution Licensees in their respective licensed areas, in the State of Jharkhand.
- 1.5 These Regulations shall come into from the date of publication in the Jharkhand State Gazette.
- 1.6 Electricity Supply Code Review Panel**
  - 1.6.1 The Commission shall set up an Electricity Supply Code Review Panel (ESCRP). The ESCRP shall perform the following functions and shall meet at least once in a year:
    - (a) To consider views from licensees, consumers and other interested parties about the

implementation of the Code;

- (b) To assess compliance by licensees with Conditions of Supply;
- (c) To protect consumer interests and ensure/monitor overall performance of licensees;
- (d) To review the Code due to any operational problems faced by Distribution Licensees in implementation of the Code.

1.6.2 ESCRP shall consist of the following Members:

- (a) The Chairperson/Member of the Commission shall be Ex-officio Chairperson of ESCRP;
- (b) One representative of the rank not below Chief Engineer from each Distribution Licensee (having 10,000 or more consumers) of the State to be nominated by the Distribution Licensee;
- (c) One representative of the rank not below Chief Engineer from STU and transmission licensee (optional);
- (d) Representative of the rank not below Chief Engineer from SLDC (optional);
- (e) Representatives of the consumers to be nominated by the Commission. Of these, three representatives shall be from LT consumers, two from HT /EHT consumers and one each from registered consumer rural and urban bodies. At least two representatives from the above shall be from the category of the domestic consumers;
- (f) Secretary of the ESCRP shall be an officer of Commission nominated by Chairman of the ESCRP;
- (g) And any other member as nominated by the Chairman.

Provided that the maximum number of members in the ESCRP will be fifteen;

Provided also that if eight members are present, the quorum of the panel shall be considered complete for holding the meeting of the panel.

## **1.7 Manner of reviewing the Code**

- 1.7.1 Any licensee, consumer or other interested persons desiring any change in these Regulations shall send the proposal in writing to the Secretary of the Panel in one soft copy, accompanied with 4 hard copies specifying the reasons for such change and setting out the attendant circumstances.
- 1.7.2 The Secretary of the Panel shall prepare comments and place before the Members prior to the date of meeting.
- 1.7.3 The Secretary shall consider the comments of the members during the meeting, and if

necessary, may invite and hear the person who had submitted suggestions requiring changes.

- 1.7.4 The Panel may, in considering the suggestion and the comments of the members thereon, set up sub committees to study the related issues.
- 1.7.5 The Panel shall, after finalizing its views on the modifications to the Code, submit the same to the Commission.
- 1.7.6 The Commission may approve the changes with or without modification as it may deem fit and follow the procedure as per Regulation 1.8 for amendment of these Regulations.

## **1.8 Amendment in the Code**

- 1.8.1 The Commission may amend the Code suo moto or on the recommendations of ESCRP. However, before any amendment is made in the Code, comments on the proposed changes shall be obtained from all the supply licensees and public.
- 1.8.2 Any change in the Code shall be placed on the website of the Distribution Licensee and the Commission website, and the extracts of the changes shall be published by the Distribution Licensees in at least two newspapers having wide circulation in their area of supply apart from keeping the copies of changes in all local offices.

## **1.9 Repeal and Savings**

- 1.9.1 Save as otherwise provided in these Regulations, the earlier Regulations namely “Jharkhand State Electricity Regulatory Commission (Electricity Supply Code) Regulations 2005” read with all amendments thereto, as applicable to the subject matter of these Regulations are hereby repealed.
- 1.9.2 Notwithstanding such repeal:
- (a) Anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under these Regulations to the extent that same were not inconsistent with the Act.
  - (b) The Commission may, at any time and on such terms as it may think fit, amend, alter or modify any provision of these Regulations or remove any error or defect in these Regulations.

## **A2: Definitions and Interpretations**

- 2.1 Words, terms and expressions defined in the Electricity Act, 2003 as amended from time to time and used in these Regulations shall have and carry the same meaning as defined and assigned in the said Act. Expressions used herein but not specifically defined in the Act but defined under any law passed by a competent legislature and applicable to the electricity industry in the state shall have the meaning assigned to them in such law. Subject to the above, expressions used herein but not specifically defined in these Act or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry.

- 2.2 In the interpretation of these Regulations, unless the context otherwise requires:
- (a) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
  - (b) References to any statutes, regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, regulations or guidelines, as the case may be, referred to;
  - (c) Terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import.
- 2.3 In these regulations, unless the context otherwise requires:
- (a) “**Act**” means the Electricity Act, 2003, read in conjunction with its latest revisions;
  - (b) “**agreement**” means a written agreement with specific terms entered into by the Distribution licensee and the consumer;
  - (c) “**Appellate Authority**” means the authority prescribed under sub-section (1) of Section 127 of the Act;
  - (d) “**applicant**” means an owner or occupier of any land/premises who files an application form with a licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Code, rules and regulations made thereunder or other services;
  - (e) “**application**” means an application form complete in all respects in the appropriate format, as required by the Distribution licensee, along with documents showing payment of necessary charges and other compliances;
  - (f) “**application form**” means an application form complete in all respects in the appropriate format, as required by the Distribution licensee, before any payment of applicable charges;
  - (g) “**area of supply**” means the area within which a licensee is authorised by his License to supply electricity;
  - (h) “**Assessing Officer**” means an officer of a State Government or Board or licensee or supplier, as the case may be, designated as such by the State Government as per provisions of Section 126 of the Act;
  - (i) “**Authorized Officer**” means an officer of the Distribution Licensee or supplier as the case may be, authorized in this behalf by the State Government as per provisions of Section 135 of the Act;
  - (j) “**Authorised Representative**” refers to all officers, staff or representative of the

Distribution licensee discharging function under general or specific authority of the Distribution Licensee;

- (k) “**billing cycle or billing period**” means the period for which regular electricity bills as specified by the Commission, are prepared for different categories of consumers by the Distribution Licensee;
- (l) “**calendar year**” means the period from the first day of January of a year to the thirty first day of December, of the same year;
- (m) “**check meter**” means a meter connected to a separate Current Transformer (CT) and Voltage Transformer (VT) than the which to which the main meter is connected;
- (n) “**Class-I cities**” are as defined in the latest Census of India (areas with population of more than 1 lakh) OR the cities of Ranchi, Dhanbad and Jamshedpur.
- (o) “**Commission**” meansthe Jharkhand State Electricity Regulatory Commission;
- (p) “**conductor**” means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
- (q) “**connected load**” expressed in kW, kVA or BHP, means aggregate of the manufacturer’s rated capacities of all energy consuming devices or apparatus connected with the Distribution licensee’s service line on the consumer’s premises which can be simultaneously used and shall be determined as per the procedure laid down in these Regulations;
- (r) “**connection point**” means a point at which the consumer’s installation and/or apparatus are connected to Distribution Licensee’s distribution system;
- (s) “**consumer**” means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be;
- (t) “**consumer installation**” or “**consumer’s installation**” means any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the consumer’s premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected;
- (u) “**Consumption charges**” means charges payable for the consumption of electrical energy in kWh multiplied by appropriate tariff rates, along with Demand /Fixed charges, Fuel Surcharge Adjustment (FSA) and customer and other charges etc, wherever applicable.

- (v) “**Contract Demand**” means demand in Kilowatt (kW) or Kilo Volt amperes (kVA) or H.P (Horse Power) mutually agreed between the Distribution Licensee and the consumer as entered into agreement or agreed through other written communication.
- (w) “**cut-out**” means any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include fusible devices;
- (x) “**date of commencement of supply**” is the date when the Distribution Licensee energizes the consumer installation by connecting to the Distribution mains;
- (y) “**dedicated distribution facilities**” means such facility not including a service line, forming part of distribution system of the Distribution Licensee which are clearly and solely dedicated to the supply of electricity to a single consumer or group of consumers on the same premises or on contiguous premises;
- (z) “**demand charge**” for a billing period refers to a charge levied on the consumer based on the contracted/sanctioned load or maximum demand (reference to relevant sub-section of these Regulations), whichever is higher, and shall be calculated as per the procedure laid down in the Tariff Order approved by the Commission;
- (aa) “**disconnection**” means the physical separation of user or consumer from the system;
- (bb) “**distribution mains**” means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (cc) “**distribution system**” means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

Explanation: Any system consisting mainly of overhead lines, underground cables, service lines, electrical plant, control switchgear and meters having design voltage of 33 kV and below and shall also include any other system of higher voltage as the Commission may specifically recognise. The Distribution System shall not include any part of the Transmission System except the terminal equipment (metering system, CT and PT) connected at consumer end and used for the supply of electricity to extra high voltage (66 kV and above) consumers.

- (dd) “**earthed**” means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger;
- (ee) “**electric line**” means any line which is used for carrying electricity for any purpose and includes:
  - (i) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended;
  - (ii) any apparatus connected to such line for the purpose of carrying electricity;

- (ff) “**emergency rostering**” means load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment;
- (gg) “**energy charge**” refers to a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied;
- (hh) “**Extra High Tension (EHT)**” means a voltage exceeding 33000 Volts.
- (ii) “**financial year**” means the period beginning from first of April in an English calendar year and ending with the thirty first of the March of the next year;
- (jj) “**feeder**” means a LT, HT or EHT distributor, emanating from a sub station, to which a distribution sub station or LT, HT or EHT consumers are connected;
- (kk) “**fixed charges**” shall be as per the provisions of the prevailing Tariff Order issued for the Distribution Licensee by the Commission;
- (ll) “**High Tension (HT)**” means a voltage level between 650 Volts and 33000 Volts;
- (mm) “**independent feeder**” means a feeder constructed at the cost of a consumer or a group of consumers and supplying electricity to only that consumer or group of consumers;
- (nn) “**licence**” means a licence granted under Section 14 of the Act;
- (oo) “**Licensed Electrical Contractor (LEC)**” means a contractor licensed under regulation 29 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010;
- (pp) “**licensee**” or “**Distribution Licensee**” means a person granted a license under Section 14 of the Act authorising him to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- (qq) “**load factor**” is the ratio of the total number of units consumed during a given period to the total number of units which have been consumed had the load been maintained throughout the same period and shall usually be expressed as the following percentage:
- $$\text{Load factor in percentage} = \frac{\text{Actual units consumed in a given period} \times 100}{\text{Contracted load in kW} \times \text{No. of hours in the period}}$$
- (rr) “**Low Tension (LT)**” means a voltage that does not exceed 250 volts between phase and neutral or 440 volts between any two phases;
- (ss) “**maximum demand**” means the highest load measured in average kVA or kW at the point of supply of a consumer during any consecutive period of 30 (thirty) minutes or as specified by the Commission, during the billing period;
- (tt) “**meter**” means an equipment used for measuring, indicating and recording electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive

- energy in kVAR hours etc. including accessories like Current Transformer (CT), Voltage Transformer (VT) / Potential Transformer (PT) / Capacitor Voltage Transformer (CVT) etc. where used in conjunction with such meter. It shall also include any seal or sealing arrangement and other measures provided by the Distribution Licensee for sealing, reliability and for preventing theft/unauthorised use of electricity;
- (uu) “**minimum charge**” shall be as approved by the Commission in the prevailing tariff order for the Distribution Licensee;
  - (vv) “**month**” means the calendar month. The period of about 30 days between two consecutive meter readings shall also be regarded as month for purpose of billing, wherever applicable;
  - (ww) “**Occupier**” means the person in occupation of the premises where energy is used or is proposed to be used;
  - (xx) “**overhead line**” means any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;
  - (yy) “**phased contract demand**” means contract demand agreed to be availed in a phased manner;
  - (zz) “**point of supply**” means the point at the incoming terminals of switchgear installed by the consumer;
  - (aaa) “**power factor**” is the cosine of the electrical angle between the voltage and current vectors in an AC electrical circuit;
  - (bbb) “**premises**” means land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity;
  - (ccc) “**rural areas**” means the areas covered by Gram Panchayats;
  - (ddd) “**sanctioned load**” means the load in kW, kVA or BHP, which the Distribution Licensee has agreed to supply from time to time subject to the governing terms and conditions in the absence of an Agreement between the Distribution licensee and the consumer;
  - (eee) “**seasonal consumer**” means a consumer who normally uses electricity supply for a purpose which operates for a particular part of the year not exceeding nine (9) months.
  - (fff) “**service line**” means any electric supply line through which electricity is, or is intended to be, supplied:
    - (i) to a single consumer either from a distributing main or immediately from the Distribution licensee’s premises; or



- (ii) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- (ggg) “**supplier**” means any entity authorised to supply electricity to consumer under the provisions of the Act;
- (hhh) “**tariff order**” in respect of a licensee means the most recent order issued by the Commission for that licensee indicating the rates to be charged by the Distribution Licensee from various categories of consumers for supply of electrical energy and services;
- (iii) “**tariff schedule**” means the most recent schedule of charges for supply of electricity and services issued by the Distribution Licensee as per the provisions of the Tariff Order for that licensee;
- (jjj) “**temporary supply**” means supply of electricity for a temporary period, not exceeding one year, as may be agreed between the Distribution Licensee and the applicant.
- (kkk) “**theft**” shall mean theft of electricity as defined in Section 135 of the Act;
- (lll) “**transmission licensee**” means a person who has been granted a license under Section 14 of the Act authorising him to establish or operate transmission lines;
- (mmm) “**transmission system**” means the system consisting of extra high voltage electric lines being operated at EHV (excluding generator interconnection facilities) owned and/or operated by the Transmission licensee for the purposes of the transmission of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection equipment up-to the interconnection with the distribution system and includes the plant and apparatus and meters owned or used by the transmission licensee in connection with the transmission of electricity, but shall not include any part of any licensee’s distribution system;
- (nnn) “**urban areas**” means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships, excluding the areas covered under Class-I Cities;
- (ooo) “**user**” means any person having electrical interface with, or using the distribution system of the Distribution Licensee to whom these Regulations is applicable. Any Distribution Licensee, transmission licensee and generating units connected to the distribution system and the person availing Open Access in transmission or distribution system are also included in this term.

### A3: Recovery of Charges

- 3.1 The Distribution Licensee shall be authorized to recover charges for the supply of electricity from any person requiring such supply in accordance with the provisions of the Act and these Regulations and such charges shall include:

- (a) Recovery of such expenses as may be reasonably incurred by the Distribution Licensee in providing electric line or electrical plant used for giving such supply in accordance with these Regulations;
- (b) Charges for electricity supplied by licensee in accordance with the tariff order issued by the Commission;
- (c) Any other charges as may be approved by the Commission from time to time.

### **3.2 Cost of Service Connection/Extension/Upgradation**

- 3.2.1 The Distribution Licensee shall be authorized to recover from the applicant all expenses reasonably incurred in laying the service line from the distribution mains to the point of supply based on the schedule of charges approved by the Commission from time to time.
- 3.2.2 Where the provision of supply to an applicant requires works of installation of dedicated distribution facilities, the Distribution Licensee shall be authorized to recover all expenses reasonably incurred on such works from the applicant based on the schedule of charges approved by the from time to time.
- 3.2.3 Where the provision of supply to an applicant entails works, not being works referred to in clause 3.2.1 and 3.2.2 above of these Regulations, for augmentation/upgradation of the distribution system, the Distribution Licensee shall be authorized to recover from the applicant such portion of the expenses reasonably incurred on such works as the load or additional load applied for bears to the incremental capacity that will be created by augmentation of the distribution system as per the schedule of charges approved by the Commission from time to time.

Provided that where the load or additional load applied for by the applicant does not exceed one third of the capacity that will be created by augmentation of the distribution system, the Distribution Licensee shall not be entitled to recover any expenses under this clause 3.2.3 of these Regulations from such applicant.

- 3.2.4 Where the Distribution Licensee permits the applicant to carry out works of laying service line and/or dedicated distribution facilities for the power supply requisitioned by him, the Distribution Licensee shall not be entitled to recover expenses relating to such portion of work so carried out by the applicant.

Provided however that the Distribution Licensee shall be entitled to recover from the applicant, supervision charges as per schedule of charges approved by the Commission from time to time, not exceeding 15 percent of the labour cost that would have been incurred by licensee in carrying out such work.

Provided further that the applicant shall have to get the works carried out by licensed electrical contactor as per the estimate and lay-out approved by the Distribution Licensee. The material purchased by the applicant in such cases should conform to relevant BIS specification or its equivalent and should bear its mark where applicable. The Distribution Licensee may ask for documentary evidence to verify the quality of material.

- 3.2.5 The service line and /or the dedicated distribution facility, notwithstanding that it has been paid for by the consumer, shall remain the property of the Distribution Licensee who shall maintain it and who shall have the right to use the same for supply of electricity to any other person provide that such supply should not adversely affect the supply to the consumer who has paid for it.

### **3.3 Charges for Electricity Supplied**

- 3.3.1 The Distribution Licensee shall recover electricity charges for the electricity supplied to the consumer as per the tariff determined by the Commission from time to time in accordance with the provisions of Electricity Act 2003.

Provided that in case of distribution of electricity in the same area by two or more Distribution Licensees, the Commission may fix only the maximum ceiling of tariff for retail sale of electricity.

- 3.3.2 Unless otherwise specified, all HT and LT charges refer to one point of supply and each separate establishment shall be given separate point of supply.
- 3.3.3 The charges for electricity supplied may include fixed charges, energy charges, minimum charges and all other surcharges including fuel price adjustment surcharge, delayed payment surcharge as per tariff in force from time to time.
- 3.3.4 The Distribution Licensee is also authorized to recover such surcharge and charges for wheeling as may be specified under provisions of Sub-Sections (2) and (3) of Section 42 of the Act and such additional surcharge as may be specified under provisions of Sub-Section(4) of Section 42 of the Act.
- 3.3.5 In addition to the charges fixed by the Commission, the consumer shall also pay all taxes, duties and statutory charges as required under any law for the time being in force.

## **A4: System of Supply**

- 4.1 The Distribution Licensee shall supply power within the frequency band specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010 as amended from time to time. At the point of commencement of supply, except with the written consent of the consumer or with the previous sanction of the Commission, a supplier shall not permit the voltage to vary from the declared voltage more than the limit specified in the Central Electricity Authority (Grid Standards) Regulations, 2010, as amended from time to time.
- 4.2 Electricity shall be supplied on AC system with a frequency of 50 cycles per second on the following voltage levels and number of phases:
- (a) Low Tension
    - (i) Single Phase: 230 volts between phase and neutral
    - (ii) Three Phase: 440 volts between phases

- (b) High Tension (HT) - Three Phase: 6.6 kV or 11 kV or 33 kV between phases.
- (c) Extra High Tension (EHT) - Three Phase: 66 kV or 132 kV or 220 kV between phases.
- (d) For Railway Traction, two phase HT supply with 25 kV between phases and EHT supply with 132 kV supply between phases may be given.

4.3 Supply shall generally be given at the following voltages on the basis of contracted load:

| Category  | System of Supply                  |
|---|-----------------------------------|
| <b>Low Tension</b>  |                                   |
| For installed Domestic load up to 4 kW  | Single phase at 230 V             |
| For all Non-Domestic installed load (and installed Domestic load exceeding 4 kW) up to 85.044 kW / 114 HP / 100 kVA | 3 Phase, 4 wire at 440 V          |
| <b>High Tension</b>   |                                   |
| Contract demand exceeding 100 kVA up to 2000 kVA  | 3 Phase at 6.6 kV / 11 kV / 33 kV |
| <b>Extra High Tension</b>   |                                   |
| Contract demand exceeding 2000 kVA up to 10 MVA   | 3 Phase at 66 kV                  |
| Contract demand exceeding 10 MVA  | 3 Phase at 132 kV / 220 kV        |

- 4.4 Load for energy intensive consumers such as arc/induction furnaces, rolling mills, re-rolling mills and mini steel plants shall be released only through an independent feeder wherever feasible and all necessary charges shall be paid by the consumer. Supply may be given at independent feeder in other cases at the request of the consumer if he is willing to bear all applicable charges.
- 4.5 Consumers availing supply at lower voltage than above classification will be required to pay Low Voltage Supply Surcharge as prescribed the Commission from time to time. Similarly consumers availing supply at voltage higher than above classification will get High Voltage Supply Rebate as prescribed by the Commission from time to time.
- 4.6 All 3-phase HT and EHT consumers taking three-phase supply shall balance their load in such a way that the difference in loading between each phase does not exceed 5% of the average loading between the phases.
- 4.7 The Distribution Licensee may, depending upon the technical conditions of the distribution system, give supply at a voltage and phase other than the classification of supply in clauses 4.3 and 4.3 of these Regulations, subject to the Commission's approval.

## **A5: Requisition for Supply**

### **5.1 Licensee's obligation to supply**

5.1.1 The Distribution Licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in these Regulations, provided:

- (a) the supply of power is technically feasible;

- (b) the applicant has observed the procedure specified in these Regulations; and
- (c) the applicant agrees to bear the cost of supply and services as specified in the Code.

5.1.2 The system of supply and voltage shall depend on the category of the consumer and the load as per details given in section A4 of these Regulations, subject to clause 4.7 of these Regulations.

## **5.2 Licensee's obligation to extend the distribution system and consumer's share in the cost**

5.2.1 The Distribution Licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.

5.2.2 The Distribution Licensee shall meet the cost for strengthening / up-gradation of the system to meet the demand of the existing consumers through its annual revenues or funds arranged by the Distribution Licensee and this cost shall be recovered from the consumers through tariff. A part of such expenses shall be met by system strengthening/ capacity building charges if any.

5.2.3 The cost of extension and up-gradation of the system for meeting demand of new consumers shall be recovered from the new consumers through system loading charges as approved by the Commission. The cost of extension of distribution mains and extension / up-gradation of the system up to the point of supply for meeting demand of new consumers shall be payable by the consumer or any collective body of the consumers or otherwise as may be directed by the Commission as per the provisions of Section 46 of the Act.

5.2.4 In case of new connection, the consumer shall bear Service Connection Charges, i.e. the cost of extension of service connection from the distribution mains to the point of supply, and shall pay the security deposit (except in case of prepaid meters) as detailed in Annexure 18 to these Regulations.

## **5.3 Conditions for Grant of Connection**

5.3.1 The Distribution Licensee shall prominently display on its website and wherever feasible, in its offices, the updated status of applications for new connections in that area/circle, detailed procedure for grant of new connection and the complete list of documents required to be furnished along with such applications. Normally no document, which has not been so listed, will be required for processing application forms for new connection. Security amount and cost of service line to be deposited by applicant in accordance with Annexure 18 to these Regulations shall also be prominently displayed.

5.3.2 Connection to unauthorised colonies/areas shall not be granted in case of a restraining/prohibition order by the government or competent authority.

5.3.3 **Purchase of existing property:** Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the Distribution Licensee and obtained a "no-dues certificate" from him. In case such "no-dues certificate" has not been obtained by the previous owner before change in ownership of property, the new owner may approach the Distribution Licensee for such a certificate. The Distribution Licensee shall acknowledge receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or

issue a “no-dues certificate” within 1 month from date of receipt of such application. In case the Distribution Licensee does not intimate the outstanding dues or issue a “no-dues certificate” within this time, new connection to the premises shall not be denied on grounds of outstanding dues of the previous consumer. In such an event, the Distribution Licensee shall have to recover his dues from previous consumer as per provisions of law.

- 5.3.4 **Sub-divided property:** Where a property has been legitimately sub-divided, outstanding dues for consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property. A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the Distribution Licensee demand record of last paid bills of other portion(s) from such applicants.
- 5.3.5 **Reconstruction of existing property:** In case of demolition and reconstruction of the entire premises or building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the agreement shall be terminated. The security deposit of the consumer shall be duly returned by the Distribution Licensee in accordance with clause A5:8.2.15 of these Regulations. A new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Temporary power supply from existing connection shall not be allowed for construction purpose in such cases.

#### 5.4 Point of Supply

- 5.4.1 For the purpose of these terms and conditions of supply, the following shall be deemed as separate establishments:
- (a) Establishments/premises having distinct set up and staff, or
  - (b) Establishments/premises owned or leased by different persons, or
  - (c) Establishments/premises covered by different licensee or registrations under any law where such procedures are applicable, and
  - (d) Establishments/premises for domestic category households having relevant document from the local authorities, identifying the premises as separate.

Each separate establishment will be given a separate point of supply.

- 5.4.2 An application for single point supply of electricity for residential purposes can be made by:
- (a) a registered Co-operative Group Housing Society (Housing Society), for making electricity available to the members of such Society residing in the same premises.

Provided that it shall not in any way prejudicially affect the right of a person residing in the housing unit, sold or leased by such housing society, to demand electricity supply directly from the Distribution Licensee of the area;

- (b) a person (employer) for making electricity available to his employees residing in the same premises.

5.4.3 The terms and conditions for a single point supply under clause 5.26 above shall be as under:

- (a) the housing society/employer shall apply to the Distribution Licensee for the entire connected load / contract demand of the colony and its additions from time to time;
- (b) the land/ accommodation reasonably required for installation of metering at the point of supply shall be provided by the housing society / employer free of cost to the Distribution Licensee:

Provided that if any dispute arises with reference to the requirement of the land/ accommodation including the area which has been requisitioned by the Distribution Licensee, for safe, and secure operations, such dispute shall be referred under the Consumer Grievance Redressal Regulations to the concerned forum;

- (c) the quality and system of supply shall be as per relevant regulations, as in force from time to time;
- (d) the system of wires and associated facilities from the single point of connection to the installation for making electricity available to the members of such society residing in the same premises of the housing society/employer along with the electrical installations of individuals shall conform to the safety requirements of the Act, and all Rules and Regulations made there under. The electrical installation shall be wired as provided in the Rules/Regulations and shall be tested before releasing connection through single point supply;
- (e) all individual connections shall be metered;
- (f) the infrastructure after the point of supply shall be laid by the applicant housing society / employer and the housing society / employer shall retain the ownership of all such assets;
- (g) the housing society/ employer shall be fully responsible for the maintenance of complete infrastructure network beyond the point of supply;
- (h) the housing society / employer shall be fully responsible for various commercial and technical activities for distribution of electricity to the members of such society residing in the same premises;
- (i) the housing society/employer shall not charge more than the slab-wise electricity tariff determined by the Commission for residential consumers located in the area of supply of the Distribution Licensee, where such housing society/premises is located;
- (j) electricity supply by the Distribution Licensee to the housing society /employer shall be governed by these Regulations and the terms and conditions for supply of electricity of the Distribution Licensee for its consumers;

- (k) electrical energy supply to the housing society / employer shall not be utilized by the housing society / employer in any manner pre-judicial to the Distribution Licensee and all usage shall be in accordance with the provisions of the contract entered into in this regard and the statutory provisions applicable thereto. The housing society /employer shall not extend the supply beyond its premises other than that for which it was sanctioned by the Distribution Licensee.

## **5.5 Requisition for New Electricity Service Connection**

5.5.1 The applicant shall apply for release of new connection in the following format as given in the Annexure to these Regulations:

- (a) Application form for release of new connection (Low Tension) – Annexure 1
- (b) Application form for release of new connection (High Tension/ Extra High Tension) – Annexure 2
- (c) Format for declaration/undertaking to be signed at the time of receiving electricity supply – Annexure 3

5.5.2 Application forms shall be available at all local offices of the Distribution Licensee free of cost. The Distribution Licensee shall also put up a copy of all application forms, agreement formats, existing tariff schedule and Electricity Supply Code on its website for free download. Legible photocopies of a blank form may be made by the consumer which shall be accepted by the Distribution Licensee.

5.5.3 The Distribution Licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The Distribution Licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. The same shall also be clearly mentioned behind each application form. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the Distribution Licensee.

5.5.4 The Distribution Licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centres, etc. which minimise the applicant's interface with the utility during the process.

5.5.5 Requisition for new supply of electricity shall be made in duplicate in the prescribed format of application form. Application forms must be accompanied with a photograph of the applicant (one each on the duplicate copies), identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises for which new connection is being sought, proof of applicant's current address, and in specific cases, certain other documents as detailed in clauses 5.5.7 – 5.5.12 of these Regulations. The applicant shall also provide the name, address, licence number and contact number of the Licensed Electrical Contractor who will certify the wiring works pertaining to the premises. The applicant is also required to mention whether he/she wants to carry out the works of laying service line and/or dedicated distribution facility for the electricity supply requisitioned.



5.5.6 Registration-cum-processing fees of Rs. 10,000/- for HT and EHT connections shall be levied while applying for new connection. These charges shall be adjusted by the Distribution Licensee while issuing the demand note.

5.5.7 Any of the following documents shall be considered as acceptable proof of identity:

- (a) If the applicant is an individual:
  - (i) Electoral identity card;
  - (ii) Passport;
  - (iii) Driving license;
  - (iv) Ration card;
  - (v) Photo identity card issued by Government agency;
  - (vi) PAN card;
  - (vii) Photo Certificate from village Pradhan or any village level Government functionary like Patwari/ Lekhpal/ in-charge of primary health centre etc.
- (b) If the applicant is a company, trust, educational institution, government department etc, the application form shall be signed by a competent authority (e.g. Branch Manager, Principal, Executive Engineer, etc) along with a relevant resolution/ authority letter of the institution concerned.

5.5.8 Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:

- (a) Copy of sale deed or lease deed or in the case of agricultural connections a copy of khasra / khatauni / khata nakal
- (b) Registered General Power of Attorney;
- (c) Municipal tax receipt or Demand notice or any other related document;
- (d) Letter of allotment.
- (e) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (a) to (d) above, also furnish a No Objection Certificate from owner of the premises.

5.5.9 Any of the following documents shall be considered as acceptable proof of current address for communication:

- (a) Electoral identity card;

- (b) Passport;
- (c) Driving license;
- (d) Ration card;
- (e) Photo identity card issued by any Government agency;
- (f) Statement of running Bank Account;
- (g) Most recent Water / Telephone / Electricity / Gas connection Bill;
- (h) Income Tax assessment order

5.5.10 In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement;

5.5.11 In case of Public and/or Private limited Company – The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;

5.5.12 Other documents applicable only for select consumer categories:

- (a) Industrial consumers: Valid Industrial License, if applicable;
- (b) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required;
- (c) Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the nagar nigam / nagar palika / nagar panchayat / gram sabha / gram panchayat / land development authority / land owning agency.

Provided that for all consumer categories, the Distribution Licensee may, at its discretion, give supply by scrutinizing alternative documents provided by the applicant:

Provided further that the applicant shall provide any additional documents as required from the applicant under any statute for the time being in force.

## **A6: Procedure for providing fresh electricity connection**

6.1 It shall be duty of the Distribution Licensee to:

- (a) Issue a duly authorized acknowledgement of each application form accepted, or
- (b) Inform an applicant upon request of the status of his application and the reasons if any, for non-disposal of the application.

6.2 For all application forms pertaining to release of supply to new connections, the Distribution Licensee shall verify the application form along with enclosed documents and if found

incomplete, shall issue a written note on the spot specifying shortcomings in the application form. If the application form is complete, then the Distribution Licensee shall acknowledge the submission of application form in writing on the spot to the consumer.

Note: ‘Acknowledgment’ on part of the Distribution Licensee means a written slip/receipt issued to the applicant at the Distribution Licensee’s office. Acknowledgment on part of the applicant, e.g. on test / inspection reports, means a signature by the applicant or his authorised representative on the form prepared / being carried by the Distribution Licensee’s official / representative.

- 6.3 The Distribution Licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Unless the Act or the Rules and Regulations framed there under or any other law for the time being in force requires otherwise, the Distribution Licensee shall deal with application forms in each tariff category on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained. The Distribution Licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form till energization of service connection and allotment of consumer number.
- 6.4 An **application form** shall be deemed to be received on the date of receipt of consumer’s requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 6.5 An **application** shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure 18 of these Regulations, after receipt of the application form.
- 6.6 The Distribution Licensee shall, at the time of receipt of application form, stipulate a date for inspection of applicant’s premises in mutual consultation with the applicant, under written acknowledgment. The Distribution Licensee shall send its Authorised Representative to:
- (a) study the technical requirements for giving supply; and
  - (b) inspect the premises to which supply is to be given.
- 6.7 The date of the inspection shall be scheduled not later than:
- (a) five (5) days in case of LT connection in Class-I cities; seven (7) days in case of LT connection in Urban areas and ten (10) days in case of LT connections in rural areas
  - (b) fifteen (15) days in case of HT and EHT connections,
- from the date of receipt of application.
- 6.8 If the applicant and his licensed electrical contractor or his authorised representative are not present at the site on the date of inspection, the application may be rejected by the Distribution

Licensee. In case the application is rejected, written information in this respect shall be sent by the Distribution Licensee to the applicant, within 3 days of the stipulated date of inspection.

6.9 The Distribution Licensee shall inspect and test the applicant's consumer installation as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, in force from time to time, in the presence of the applicant and his Licensed Electrical Contractor or his authorised representative. The Distribution Licensee shall maintain a record of test results in the format given in Annexure 9 as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, in force from time to time. If on inspection, the Distribution Licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), he shall intimate the same to the applicant on the spot under proper receipt in the format given in Annexure 9.

6.10 During the inspection, the Distribution Licensee shall:

- (a) verify that there is no outstanding due in the applicant's name or for the premise for which the new connection is being applied for;
- (b) fix the point of supply, the place where the meter and MCB etc. shall be installed, and layout of the service line, in consultation with the consumer:

Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the premises in such a manner that it is protected from elements like rain, etc. and is easily accessible without getting the premises unlocked or opened for this purpose;

- (c) record the correct full address of the premises, if not provided in the application form, note down landmarks near the property and the pole number from where service connection is proposed to be given and consumer number of the neighbours or nearest consumer;
- (d) verify the load/ demand, purpose of usage of electricity and consumer category as indicated in the application form; and
- (e) verify all other particulars mentioned in the application form, as required.

6.11 When the applicant's premises has no frontage on a street and the service line from the Distribution Licensee's mains has to go upon, over or under the adjoining premises of any other person (whether or not the adjoining premises is owned jointly by the applicant and such other person), or in any other case the consumer shall bring at his own expense any necessary way-leave, consent or license for laying of distribution mains and service line upon, over or under such premises and furnish to the Distribution Licensee. The Distribution Licensee shall not arrange supply of power until the way-leave, consent or license is received. Any extra expense incurred in placing the supply line in accordance with the terms of the way-leave, consent or sanction shall be borne by the consumer. In the event of the way-leave, consent or sanction being cancelled or withdrawn, the consumer shall, at his own cost arrange for or in case the work is carried out by the Distribution Licensee at the consumer's request pay full

cost of, any diversion of the service line or the provision of any new service line thus rendered necessary. It shall not be incumbent on the Distribution Licensee to ascertain the validity or adequacy of way-leave, consent or sanction obtained by the consumer.

- 6.12 Where in the opinion of the Distribution Licensee, the provision of supply requires installation of a distribution transformer within the applicant premises, the applicant shall make available to the Distribution Licensee a suitable piece of land or a suitable room within such premises for the period of supply for installation of the distribution transformer.
- 6.13 If there are any outstanding dues in the applicant's name or against the premises for which the requisition of supply has been made, new connection shall not be given till the time such dues are paid in keeping with the proviso of clause A5:12.3 of these Regulations.
- 6.14 If on inspection the Distribution Licensee finds any defect (e.g. consumer's installation not complete, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), the Distribution Licensee shall intimate the defects to the applicant on the spot under proper receipt in the format given at Annexure 9.
- 6.15 The applicant shall get all defects removed within ten (10) days from receipt of intimation of defects as specified in clause 6.14 of these Regulations and inform the Distribution Licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the Distribution Licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The Distribution Licensee shall grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within ten (10) days from receipt of intimation of defects.
- 6.16 On receipt of information from the applicant about removal of defects, the Distribution Licensee shall on the spot stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The Distribution Licensee shall complete the re-inspection of the premises related to an application for supply of electricity not later than seven (7) days in Class-I cities and Urban areas and within ten (10) days in Rural areas from the date of receipt of application.
- 6.17 If on re-inspection the defects pointed out earlier are found to persist, the Distribution Licensee shall again record the same in the format given in Annexure 9 to these Regulations and hand over a copy of the same to the applicant or his authorised representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement:

Provided that if the applicant feels aggrieved by the Distribution Licensee's action or omission, the applicant may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance:

Provided further that in case the Distribution Licensee does not carry out site inspection/re-inspection within seven (7) days in Class-I cities and Urban areas and ten (10) days in Rural areas from the date of receipt of application form or information about removal of site defects, the load applied for shall be deemed to have been sanctioned and the Distribution Licensee shall not deny grant/modification of connection on these grounds.

- 6.18 If during inspection no defects are found, or during re-inspection the defects noticed earlier are found to be removed, the Distribution Licensee shall sanction the load/demand determined at the time of inspection in accordance with Annexure 8 to these Regulations or the load/demand applied for, whichever is higher. The Distribution Licensee shall also determine the tariff category applicable as on date with reference to the latest Tariff Order issued by the Commission from time to time and issue a demand note in writing, under acknowledgment, within the following time limit:
- (a) where LT supply to an applicant is to be given from an existing network of the Distribution Licensee, the Distribution Licensee shall intimate the charges to be borne by the applicant within three (3) days from the date of receipt of application for supply;
  - (b) where LT supply to an applicant requires extension or augmentation/upgradation of distributing mains or commissioning of a new sub-station, the Distribution Licensee shall intimate the charges to be borne by such applicant within ten (10) days from the date of receipt of application for supply;
  - (c) where HT or EHT supply to an applicant is to be given from an existing network of the Distribution Licensee, the Distribution Licensee shall intimate the charges to be borne by the applicant not later than twenty (20) days from the date of receipt of application for supply;
  - (d) where EHT supply is to be given or HT supply requires extension or augmentation/upgradation of distributing mains or commissioning of a new sub-station, the Distribution Licensee shall intimate the charges to be borne by such applicant within thirty (30) days from the date of receipt of application for supply;
  - (e) where an applicant seeks dedicated distribution facilities to his premises, the Distribution Licensee shall intimate the charges to be borne by such applicant within forty five (45) days from the date of receipt of application for supply:

Provided that the time taken by the applicant in removing any defects/deficiencies found at the applicant's premises shall not be included in the timeline specified above:

Provided further that wherever the transmission licensee's involvement is required in the process for time and cost estimation, the time taken by the transmission licensee shall not be included in the timeline specified above.

- 6.19 The demand note as specified in clause 6.18 of these Regulations shall contain details of the following:

- (a) details of the works (including service line) to be undertaken for providing electricity supply;
- (b) charges for the abovementioned works to be paid by the applicant in accordance with the schedule of charges approved by the Commission from time to time:

Provided that, if the applicant wishes to carry out the works himself, he shall be permitted to do so under supervision by the Distribution Licensee's official. Adhering

to the estimate and layout approved by the Distribution Licensee, the applicant can get the work of drawing of service line from the Distribution Licensee's distribution mains up to his premises through a 'C' or higher-class Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, distribution or HT substation and LT line only through an 'A' class Licensed Electrical Contractor. In such case the consumer himself shall procure the materials. The material should conform to relevant BIS specifications or its equivalent and should bear the ISI mark wherever applicable. The Distribution Licensee may ask for documentary evidence to verify the quality of materials used:

Provided further that if the applicant chooses to get the extension work (extension of distributing mains which may include the extension of HT and/or LT lines and/or new distribution transformer) done on his/her own, he shall bear only supervision charges equivalent to 10% of the estimated cost of the works, as per the schedule of charges approved by the Commission from time to time:

Provided further that if the applicant chooses to get the extension work done on his own, he shall get the work done within the timeframe specified in clause 6.26 of these Regulations, failing which the Distribution Licensee may, on giving fifteen (15) days' notice, treat the application form for supply as cancelled.

- (c) amount of security deposit to be deposited by the applicant as specified in Annexure 18 to these Regulations.

- 6.20 The applicant shall make the payment within fifteen (15) days from the receipt of demand note, failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The Distribution Licensee's obligation to energize the connection shall arise only after receipt of full payment. The Distribution Licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the fifteen (15) days payment period. Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.
- 6.21 Upon receipt of a duly complete application accompanied with the required charges, security deposit and availability of suitable piece of land/room/distribution transformer as required by the Distribution Licensee, the Distribution Licensee shall sanction and carry out or permit to be carried out the works to give supply to the applicant.
- 6.22 After completion of the works, receipt of inspection report of the electrical installation and permission of the Electrical Inspector if applicable and permission of the Inspector of Mines in case of mines, the applicant shall submit written information to the Distribution Licensee regarding the same. The Distribution Licensee shall on the spot stipulate a date for testing the consumer installation through mutual consultation, under written acknowledgment. From the date of receipt of information, the date of testing must be scheduled within five (5) days in Class-I cities, seven (7) days in Urban areas and ten (10) days in Rural areas. The applicant or his authorised representative shall remain present during the testing along with the Licensed Electrical Contractor or his authorised representative who had undertaken the installation.
- 6.23 On testing of the installation by the Distribution Licensee or his representative, if the same is found satisfactory the Distribution Licensee shall arrange to install meter and accessories and

seal the meter, meter box and other accessories in the presence of the consumer and provide electricity supply within two working days of the date of testing.

- 6.24 If the Distribution Licensee is not satisfied, the applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant shall get all defects removed within ten (10) days from receipt of intimation of defects. After rectification of the defects, the applicant will intimate the Distribution Licensee in writing after which the Distribution Licensee shall again follow the procedure as laid down in clauses 6.22 and 6.23 of these Regulations. In case the applicant fails to remove such defects within ten (10) days or fails to inform the Distribution Licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The Distribution Licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within ten (10) working days from receipt of intimation of defects.
- 6.25 After re-testing of the installation and on receiving of the prescribed fee (no fee shall be charged by the Distribution Licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the installation is found satisfactory by the Distribution Licensee, the Distribution Licensee shall provide electricity supply after fixing the meter & accessories and sealing the same in the presence of the applicant within two (2) days of such re-testing.
- 6.26 The overall timeline for releasing new electricity connection, including energization, shall be as follows:
- (a) the Distribution Licensee shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one (1) month after receipt of the completed application and payment of charges for requiring such supply if the supply to an applicant is to be given from an existing network of the Distribution Licensee;
  - (b) where the supply of electricity to a premise requires extension or augmentation of distributing mains, the Distribution Licensee shall give supply to such premises within forty five (45) days in Class-I Cities and Urban areas and within sixty (60) days in Rural areas, from the date of receipt of application and payment of charges. The extension or augmentation of distributing mains may include the extension of HT, LT lines and new or augmentation of distribution transformer;
  - (c) where the supply of electricity to a premise requires commissioning of a new sub-station forming part of the distribution system, the Distribution Licensee shall give supply to such premises within six (6) months from the date of receipt of application and payment of charges. The commissioning of new sub-station forming part of distribution system will include substation having transformation from EHV to HT or HT to LT or switching station from where HT distribution lines originate.

Provided that the Distribution Licensee may approach the Commission for extension of time specified above, in specific cases where the extension of distribution mains requires more time, along with the details. In such cases, licensee shall inform the consumer about the likely time of release of connection.



Provided also that the Distribution Licensee shall not be held responsible for the delay, if any, on account of problems relating to statutory clearances, right of way, acquisition of land or the delay in consumer's obligation.

## **6.27 Procedure for Providing Temporary Supply**

6.27.1 Temporary connection shall be granted for a period up to 1 year at a time, which can be further extended depending upon the requirements. For extension of the period of temporary supply, the procedure detailed in clause 6.27.10 of these Regulations shall be applicable.

6.27.2 For LT connections, temporary connection may be granted through prepaid meters wherever technically feasible.

6.27.3 The applicant shall apply for temporary supply in the format prescribed in Annexure 1 or 2 (as applicable) to these Regulations along with the documents prescribed in clauses 5.5.7 to 5.5.12 of these Regulations as well as a No Objection Certificate (NOC) from the local authority if the supply is required at a place owned by the local authority:

Provided that in case temporary supply is required in premises/place where 100 or more persons are likely to assemble, applicant shall comply with the provisions of Section 54 of the Act:

Provided further that if any permit/NOC is withdrawn, by the competent authority after energization of connection, then the supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.

6.27.4 The Distribution Licensee shall process the application form as per the procedure given in clauses 6.2 to 6.18 of these Regulations.

6.27.5 During the inspection, the Distribution Licensee shall examine the technical feasibility of the connection applied for. If the connection is not found technically feasible, the Distribution Licensee shall inform the applicant in writing within seven (7) days for LT and fifteen (15) days for HT/EHT connections after receipt of application form, specifying reason(s) for the same. However, no connection up to 10 kW shall be rejected on technical grounds.

6.27.6 If on inspection/re-inspection the connection is found feasible, the Distribution Licensee shall sanction the load applied for and issue a demand note in accordance with clause 6.19 of these Regulations and within the timeline specified in clause 6.18 of these Regulations. Both the Distribution Licensee and applicant shall follow the procedure and timelines as laid down in clauses 6.20 to 6.25 these Regulations.

6.27.7 After deposit of estimated cost and advance charges for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation, the temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timelines specified below:

(a) For LT supply without extension, within 7 days

(b) For LT supply with extension, within 15 days

- (c) For HT supply without extension, within 15 days
- (d) For HT supply with extension, within 25 days
- (e) For EHT supply, within thirty (30) days

6.27.8 If there are outstanding dues on the premises, temporary connection shall not be given till such dues are paid by the consumer.

6.27.9 After the period of temporary supply is over and supply has been disconnected, the Distribution Licensee shall prepare the final bill on the basis of actual consumption. Consumption security or advance charges, after adjusting unpaid dues, shall be refunded by the Distribution Licensee. Material security shall also be refunded after deducting any damage to material (meter, transformer, isolator etc) and dismantling charges, which shall not be more than 10% of the material security. Refund of these securities shall be made within fifteen (15) days from the date of disconnection, failing which the Distribution Licensee shall be liable to pay interest at a rate equivalent to the late payment surcharge as per the prevailing Tariff Order issued by the Commission.

Provided that where the works for such temporary supply are carried out by the applicant requiring such supply, then the applicant shall be entitled to retain such works at the time of termination of supply.

6.27.10 For extension of the period of temporary supply, the consumer shall apply to the Distribution Licensee in writing at least seven (7) days before the date of expiry of temporary supply. The Distribution Licensee may grant extension and send to the consumer a demand note of advance electricity charges for the period of extension within seven (7) days of receiving the written request.

6.27.11 The applicant may get the date of availing temporary supply amended to a date not later than ninety (90) days from the date of original sanction, by applying to the Distribution Licensee at least four (4) days before the originally sanctioned date of commencement of supply in Class-I cities and Urban areas, and at least eight (8) days in advance in Rural areas.

6.27.12 Grant of temporary connection shall not create a right in favour of the applicant for claiming a permanent connection, which shall be governed by provisions of the Act and relevant Regulations.

## **6.28 Tatkal Yojana**

6.28.1 The Distribution Licensee shall give temporary supply at a notice of 24 hours, if it is technically feasible, on payment of an additional fee in accordance with the schedule of charges approved by the Commission from time to time.

## **A7: Procedure for Modification in Existing Connections**

7.1 The applicant shall apply for change in existing connection in the following format as given in the Annexure to these Regulations:

- (a) application format for change in name of registered consumer due to change in ownership/occupancy – Annexure 4;
- (b) application format for transfer of ownership to legal heir – Annexure 5;
- (c) application format for Conversion of Services / Change of Consumer Category / Shifting of Premises – Annexure 6;
- (d) application format for load enhancement/reduction – Annexure 7.

7.2 Application forms in Hindi and English shall be made available at each office of the Distribution Licensee where such applications are accepted:

Provided that the Distribution Licensee shall also make available an electronic media version of such application form on the internet website of the Distribution Licensee for free download:

- 7.3 The application form shall be accepted at the concerned office of the Distribution Licensee. The Distribution Licensee shall clearly display on its website and at its local offices the address and telephone numbers of all offices where filled-up application forms are accepted. Any assistance or information required by the applicant while filling up the application form shall be provided at the local office of the Distribution Licensee.
- 7.4 The Distribution Licensee may also provide new avenues for applying for new connection or modification in existing connection through internet, call centres, etc. which minimise the applicant's interface with the utility during the process.
- 7.5 All application forms for change in existing connection must be accompanied with an identity proof of the applicant in accordance with clause 5.5.7 of these Regulations, if the connection is registered in the name of the applicant; or a No Objection Certificate (NOC) from the person in whose name the connection is registered, if the connection is not registered in the name of the applicant.
- 7.6 The Distribution Licensee shall verify the application form along with enclosed documents and if found incomplete, shall issue a written note on the spot, specifying shortcomings in the application form. If the application form is complete, the Distribution Licensee shall acknowledge its receipt on the spot.
- 7.7 The Distribution Licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained by the Distribution Licensee. The Distribution Licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. Unless the Act or the Rules and Regulations framed there under or any other law for the time being in force requires otherwise, the Distribution Licensee shall deal with application forms in each tariff category on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database.

7.8 An application form referred in clause 7.6 shall be deemed to be received on the date of receipt of consumer's requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.

7.9 The application for modification in existing connection shall be accompanied by such charges as are required under the approved schedule of charges of the Distribution Licensee.

7.10 Where the Distribution Licensee disallows or refuses to carry out the modification in existing connection, it shall do so after providing the consumer concerned a reasonable opportunity of being heard in the matter:

Provided further that the Distribution Licensee shall communicate the reasons for such refusal in writing to the consumer.

7.11 The Distribution Licensee shall process application forms for change in existing connections as detailed further in this section.

#### **7.12 Transfer of Connection (Change of name)**

7.12.1 The consumer shall not without prior consent in writing of the Distribution Licensee assign, transfer or part with the benefit of the Agreement executed with the Distribution Licensee nor shall part with or create any partial or separate interest there under in any manner.

7.12.2 Subject to clause 7.12.1, a connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in either Annexure 4 or 5 (as applicable) for change of name by the new owner or occupier:

Provided that such change of name shall not entitle the applicant to require shifting of the connection from the present location.

7.12.3 The Distribution Licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

(a) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 4 to these Regulations, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A No Objection Certificate from the registered consumer/ authorised person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The Distribution Licensee shall process the application form in accordance with clauses 7.6 to 7.11 of these Regulations;

(b) In case the No Objection Certificate from the registered consumer/ authorised person/ previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in these Regulations is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a

claim is preferred by the concerned person;

- (c) Change of consumer's name shall be effected within thirty (30) days from receipt of complete application along with payment of necessary charges, if any.

7.12.4 The Distribution Licensee shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below:

- (a) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 5 to these Regulations, along with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship. The Distribution Licensee shall process the application form in accordance with clauses 7.6 to 7.11 of these Regulations;
- (b) Change of consumer's name shall be effected within thirty (30) days from receipt of complete application along with payment of necessary charges, if any;
- (c) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the Distribution Licensee as due from such legal representative or successor-in-law or new owner/occupier of the premises as the case may be.

### **7.13 Conversion of Services**

7.13.1 The applicant shall apply for conversion of the nature of his existing connection from single phase to three phase & vice-versa or from low voltage to high voltage & vice versa, in the format given in Annexure 6 to these Regulations.

7.13.2 The Distribution Licensee shall process the application form in accordance with clauses 7.6 to 7.10 of these Regulations. For site inspection and issuance & payment of demand note for the estimated cost of works, both the Distribution Licensee and applicant shall follow the procedure as laid down in clauses 6.6 – 6.17 and 6.19 – A5:6.25 of these Regulations:

Provided that licensee shall examine the technical feasibility upon receipt of such application and inform the consumer the feasibility/charge within seven (7) days of receipt of application.

7.13.3 After payment of requisite charges by the applicant, the Distribution Licensee shall give effect to applications for conversion of existing services from single phase to three phase or vice-versa, within thirty (30) days from receipt of application along with payment of necessary charges, if any, and completion of work.

7.13.4 After payment of requisite charges by the applicant, the Distribution Licensee shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, within thirty (30) days from receipt of application along with payment of necessary charges, if any, and completion of work.

- 7.13.5 The Distribution Licensee shall, within the time limit specified for conversion in services, seek the Commission's approval for extension of time limit whenever the above schedule cannot be met.

#### **7.14 Shifting of Meter / Existing Connection**

- 7.14.1 The applicant shall apply for shifting the meter in existing premises or for shifting of existing service connection in the format prescribed in Annexure 6 to these Regulations. The Distribution Licensee shall process the application form in accordance with clauses 7.6 to 7.11 of these Regulations. For site inspection and issuance & payment of demand note for the estimated cost of works, both the Distribution Licensee and applicant shall follow the procedure as laid down in clauses 6.6 – 6.17 and 6.19 – A5:6.25 of these Regulations.
- 7.14.2 Wherever the consumer requests for shifting the meter in the existing premises or for shifting of the existing service connection, licensee shall inspect, examine the technical feasibility upon receipt of application and inform the estimated cost to the consumer within seven (7) days in Class-I cities, within ten (10) days in Urban areas and fifteen (15) days in Rural areas after of receipt of application.
- 7.14.3 The Distribution Licensee shall complete the shifting of meter / service line within seven (7) days after payment of necessary charges and receiving necessary clearances, if required.
- 7.14.4 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.

#### **7.15 Reclassification of Consumer Category**

- 7.15.1 If it is found that a consumer has been wrongly classified in a particular category, or the purpose of supply as mentioned in Agreement has changed, or the consumption of power has exceeded the limit of that category as per the Commission's order, the Distribution Licensee may consider reclassifying the consumer under appropriate category:

Provided that the Distribution Licensee shall not create any tariff category other than those approved by the Commission.

- 7.15.2 The consumer shall be informed of the proposed reclassification through a notice and duly given a thirty (30) day notice period to file objections, if any. The Distribution Licensee after due consideration of the consumer's reply, if any, may alter the classification. In case of any dispute, the matter shall be referred to the Consumer Grievance Redressal Forum.
- 7.15.3 If a consumer wishes to change his consumer category, he shall submit an application form to the Distribution Licensee in the format given in Annexure 6 to these Regulations. The Distribution Licensee shall process the application form in accordance with clauses 7.6 to 7.11 of these Regulations. For site inspection and issuance & payment of demand note for the estimated cost of works, both the Distribution Licensee and applicant shall follow the procedure and timelines as laid down in clauses 6.6 – 6.17 and 6.19 – A5:6.25 of these Regulations. The Distribution Licensee shall also note down the meter reading at the time of inspection.

- 7.15.4 If on inspection the consumer's request for reclassification is found valid, change of category for use of supply in reference of Tariff schedule shall be effected within thirty (30) days of payment of charges, if any, and completion of formalities.
- 7.15.5 If the Distribution Licensee does not find the request for reclassification valid, it shall inform the applicant in writing, specifying reason(s) for the same, within ten (10) days from date of inspection.
- 7.15.6 For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorised use of electricity.

## **7.16 Load Enhancement**

- 7.16.1 Applicants shall apply for load enhancement to the Distribution Licensee in the format prescribed in Annexure 7 to these Regulations. The Distribution Licensee shall process the application form in accordance with clauses 7.6 to 7.11 of these Regulations. For site inspection and issuance & payment of demand note for the estimated cost of works, both the Distribution Licensee and applicant shall follow the procedure and timelines as laid down in clauses 6.6 – 6.17 and 6.19 – A5:6.25 of these Regulations.
- 7.16.2 The Distribution Licensee's written intimation sent along with the demand note to the consumer shall cover the following:
- (a) whether the additional power can be supplied at existing voltage or at a higher voltage;
  - (b) addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;
  - (c) amount of additional security deposit, cost of additional infrastructure and the system strengthening charges or capacity building charges, if any, to be deposited; and
  - (d) change in classification of the consumer and applicability of tariff, if required.
- 7.16.3 The application form for enhancement of load shall not be accepted if the consumer is in arrears of payment of the Distribution Licensee's dues. However, the application form may be accepted if such payment of arrear has been stayed by a Court of law, or the Commission or an authority appointed by the Commission.
- 7.16.4 If supply of enhanced load is feasible, the consumer shall:
- (a) pay additional security deposit, cost of addition or alteration required to be made to the system, if any, and system strengthening charges/capacity building charges, if any, within fifteen (15) days of receipt of the demand note; and
  - (b) execute a revised Agreement.
- 7.16.5 Supply of enhanced load shall be provided in adherence to the timeline specified in clause 6.26 of these Regulations.

- 7.16.6 If the consumer feels aggrieved by the Distribution Licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.
- 7.16.7 If the application is not decided by the Distribution Licensee within the timeline as specified in clause 6.26 of these Regulations, the applicant may, by a written notice to the Distribution Licensee, draw its attention to the matter and yet if no decision is communicated to him within a further period of fifteen (15) days, the permission for enhancement of contract demand shall be deemed to have been granted.

## **7.17 Load Reduction**

- 7.17.1 The applicant shall apply for load reduction to the Distribution Licensee in the format prescribed in Annexure 7 to these Regulations, along with the following documents:
- (a) details of alteration/modification/removal of electrical installation with work completion certificate and test report from a Licensed Electrical Contractor where alteration of installation is involved;
  - (b) any other reason(s) for reduction of contract demand;
  - (c) Details of generator, if any, installed by the consumer with safety clearance certificate form competent authority as applicable:

Provided that no reduction of load shall be allowed by the Distribution Licensee before expiry of the initial period of agreement, unless agreed to by the Distribution Licensee.

- 7.17.2 The Distribution Licensee shall process the application form in accordance with clauses 7.6 to 7.11 of these Regulations. For site inspection, both the Distribution Licensee and applicant shall follow the procedure and timelines as laid down in clauses 6.6 to 6.17 of these Regulations.
- 7.17.3 The Distribution Licensee shall consider the grounds stated in the application, verify the same during inspection and decide the application within a period of thirty (30) days from inspection by a reasoned speaking order. If the consumer feels aggrieved by the Distribution Licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.
- 7.17.4 The Distribution Licensee shall issue a demand note to the consumer in writing, under acknowledgment, in accordance with the timeline specified in clause 6.18, and thereafter both the Distribution Licensee and applicant shall follow the procedure and timelines as laid down in clauses 6.6 – 6.17 and 6.19 – 6.25 of these Regulations.
- 7.17.5 If the application is not decided by the Distribution Licensee within the above-mentioned period of 30 days from the date of receipt of request, the applicant may, by a written notice to the Distribution Licensee, draw its attention to the matter. If no decision is communicated to the consumer within a further period of fifteen (15) days, permission for reduction of contract demand shall be deemed to have been granted.



- 7.17.6 Upon receipt of a request by a consumer for reduction of contract demand / sanctioned load of such consumer, the Distribution Licensee shall, unless otherwise agreed, so reduce the contract demand / sanctioned load of such consumer within thirty (30) days from the receipt of such a request:

Provided that licensee should execute fresh agreement for such revised load within thirty (30) days from the receipt of such request.

- 7.17.7 Any difference in security deposit arising out of load reduction shall be adjusted in the subsequent two bills of the consumer.

## **7.18 Annual Review of Contract Demand**

- 7.18.1 In case of HT and EHT connections, if the maximum demand was recorded to be in excess of contract demand by 5% or more at least four times during the last financial year, the Distribution Licensee shall issue a thirty (30) days notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the Distribution Licensee shall start the procedure for enhancing the consumer's contract demand to the average of four recordings of maximum demand shown by the consumer's MDI meter in the last financial year. In case of LT connections, similar review shall be carried out for connections equipped with an MDI meter.

- 7.18.2 The Distribution Licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection and issuance & payment of demand note in accordance with clauses 6.6 to 6.17 and 6.19 to A5:6.25 of these Regulations. Enhanced supply shall be released in accordance with clause 6.26 of these Regulations.

- 7.18.3 If the consumer feels aggrieved by the Distribution Licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.

## **A8: Execution of Agreement and General Conditions of Supply**

### **8.1 Execution of Agreement**

- 8.1.1 The Distribution Licensee may require the applicant to execute an agreement for obtaining new connection, for change of name, and for enhancement or reduction of sanctioned load before commencement of supply:

Provided that for sanctioned load of less than 50 kW (67 HP / 63 kVA), the agreement provided for in this clause 8.1.1 shall not be required and the application form submitted and accepted shall constitute the agreement.

- 8.1.2 A copy of the agreement shall be given to the consumer upon execution of the same. An electronic media version of the form of agreement shall be made available on the internet website of the Distribution Licensee in downloadable format.

- 8.1.3 If there is no separate written agreement between the Distribution Licensee and the consumer, the latter, after supply of electricity has commenced, shall be deemed to be bound by terms and

conditions of these Regulations.

8.1.4 An agreement shall include the following:

- (a) name and address of the consumer/applicant;
- (b) address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed;
- (c) sanctioned load/ contract demand;
- (d) purpose of usage of electricity;
- (e) declaration by the applicant/consumer:
  - (i) to abide by provisions of Act and these Regulations;
  - (ii) to pay for the supply of electricity based on prevailing tariff rates;
  - (iii) to pay for all other charges as become due in accordance with these Regulations and the approved schedule of charges of the Distribution Licensee;
  - (iv) to deposit such security as the Distribution Licensee may be entitled to require from him under the Act and these Regulations.

8.1.5 The agreement shall be deemed to be terminated upon permanent disconnection of the consumer or where the consumer remains disconnected for a period of more than 6 months:

Provided that the termination of agreement is without prejudice to the rights of the Distribution Licensee or the consumer under the Act for recovery of any amounts due under the agreement.

8.1.6 A consumer may terminate the agreement after expiry of the initial period of the agreement after giving a notice of thirty (30) days to the Distribution Licensee. However, if the agreement is to be terminated before expiry of the initial period of agreement, the consumer shall be liable to pay charges as per tariff for the balance period of the initial period of agreement, unless the termination is mutually agreed to by the Distribution Licensee:

Provided whenever an agreement is terminated by notice given by the consumer, the Distribution Licensee shall give a written intimation to the consumer within five (5) days after termination failing which it shall be construed that such intimation has been given to the consumer.

## **8.2 General Conditions of Supply**

### **Connected Load**

8.2.1 The method of determination of connected load is given in Annexure 8 to these Regulations.

**Demand Note**

- 8.2.2 The demand note shall be prepared as per the provisions of these Regulations and on the basis of schedule of charges approved by the Commission from time to time. The Distribution Licensee shall submit a proposal to the Commission for approval of various charges to be charged by the Distribution Licensee in demand notes as per these Regulations. The demand note, once made for an applicant, shall be valid for the time period as mentioned in clause 6.20. Disputes regarding the demand note may be referred to the Consumer Grievance Redressal Forum (CGRF) for adjudication.

**Point of Supply**

- 8.2.3 Subject to clause 5.4 of these Regulations, supply shall normally be given at a single point in the premises at the incoming terminals of switchgear installed by the consumer. The point of supply shall be determined by the Distribution Licensee such that meters and other equipment are always accessible to the Distribution Licensee for inspection without infringing upon the consumer's privacy. All HT & EHT consumers shall provide independent entry to the meter or metering cubical. However, in special cases, the Distribution Licensee may agree to give supply at more than one point in the consumer's installation on account of the physical layout of the installation and the requirements of the consumer.
- 8.2.4 At the point of commencement of supply, the consumer shall provide a main switch/circuit breaker. In addition, HT & EHT consumers shall also provide suitable protective devices as per the provisions of clause 35 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, in force from time to time. The system of protection shall have to be approved by the Distribution Licensee before commencement of supply.
- 8.2.5 HT and EHT consumers shall install step-down transformers with a vector group with delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.
- 8.2.6 The meter, meter boards, service mains, MCB/CB, load limiters etc., must on no account be handled or removed by anyone who is not an authorised employee/representative of the Distribution Licensee. Seals which are fixed on the meters/metering equipments, load limiters and the Distribution Licensee's apparatus, must on no account be tampered with, damaged or broken. It is the consumer's responsibility to keep in safe custody the Distribution Licensee's equipments and seals on the meters/metering equipments within the consumer's premises.
- 8.2.7 In the event of any damage caused to the Distribution Licensee's equipments within the consumer's premises by reason of any act, neglect or default of the consumer or his employees, the cost thereof as claimed by the Distribution Licensee shall be payable by the consumer. If the consumer fails to do so after demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the electricity supply is liable to be disconnected.

**Security Deposit**

- 8.2.8 A security deposit shall be made by the applicant for new connection to cover:

- (a) the estimated power consumption for the billing cycle period plus forty five (45) days; and
- (b) payment due to the Distribution Licensee for any electric line or electrical plant or electric meter that is to be provided for supplying electricity to person.

Provided that in the case of seasonal consumers, the average of the billing for the season for which supply is provided shall be calculated.

- 8.2.9 The estimated security deposit amount for different categories while releasing new connections shall be calculated as per the methodology given in Annexure 18 to these Regulations. In case of enhancement of load, only additional security to cover the additional consumption shall need to be deposited, estimated as per the methodology given:

Provided that for consumers who have opted for availing phased contract demand, revision of security deposit for the existing load shall be based on actual consumption of the previous financial year, while security deposit for additional load released during the year shall be estimated on the basis of the methodology given in Annexure 18 to these Regulations.

- 8.2.10 Subsequently, the security deposit shall be revised as per the procedure defined in clause 8.2.17 of these Regulations. The security deposit available with the Distribution Licensee in respect of each consumer shall be shown in the bill issued to the consumer.

- 8.2.11 Any shortfall in the security amount shall be adjusted by the Distribution Licensee either through a maximum of two electricity bills sent to the concerned consumer, or by asking the consumer to make a direct payment to the Distribution Licensee. The Distribution Licensee shall be entitled to serve notice to the consumer to deposit the amount of shortfall in security from the calculated security amount within thirty (30) days and if the consumer fails to deposit the intimated amount by the due date, the procedure for disconnection may be initiated by the Distribution Licensee in keeping with the provisions of these Regulations.

- 8.2.12 Refund of excess security deposit to the consumer by the Distribution Licensee, as and when arises, shall be made through maximum of two electricity bills without any other formalities:

Provided that in case of refund on account of consumer switching to prepayment meter, the Distribution Licensee may follow the guidelines specified in clause 8.2.13 with regard to treatment of such consumer's security deposit.

- 8.2.13 Where a consumer who has deposited a security amount subsequently opts to receive supply through a prepayment meter, the amount of such security deposit shall, after deduction of all monies owing from such consumer, be either refunded to such consumer or treated as a part of the value of the prepayment credit to the account of such consumer, from which the value of his future consumption is to be deducted.

- 8.2.14 The Distribution Licensee may apply any security so deposited, towards satisfaction of any amount which is due or owing from the consumer. The Distribution Licensee may adjust and debit any amount which is due or owing from the consumer against the security deposited by that consumer.

- 8.2.15 The security deposit, after recovery of all amounts due, shall be returned to consumer upon termination of Agreement within thirty (30) days of adjustment of all dues. In case of delay, interest equivalent to the State Bank of India base rate on the 1<sup>st</sup> of April of the year shall be payable to the consumer.

#### **Interest on Security Deposit**

- 8.2.16 The Distribution Licensee shall pay interest to the consumer at the State Bank of India base rate prevailing on the 1<sup>st</sup> of April for the year, payable annually on the consumer's security deposit with effect from date of such deposit in case of new connections energized after the date of this notification, or in other cases, from the date of notification of these Regulations. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year.

#### **Review of Security Deposit**

- 8.2.17 The Distribution Licensee shall recalculate the amount of security based on the actual billing of the consumer once in each financial year:

Provided that where the amount of security deposited by the consumer is more than 110% of such calculated security for the financial year, the licensee shall refund the excess amount over the calculated security amount to the consumer by way of adjustment within 2 successive bills of the consumer:

Provided that in case where the amount of security deposited by the consumer is less than 90% of the such security calculated for the financial year, the licensee shall be entitled to serve notice to the consumer to deposit the amount of shortfall in security from the calculated security amount within two billing cycles and if the consumer fail to deposit the security amount within the due date, his service connection may be disconnected.

- 8.2.18 Any excess / deficient amount of security deposit shall be refunded / recovered in the manner detailed in clauses 8.2.11 to 8.2.13 of these Regulations.

#### **Mode of Payment of Charges**

- 8.2.19 All payments shall be made by way of Cash Banker's Cheque, Demand Draft or Money Order. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located.

#### **Resale of Energy**

- 8.2.20 The consumer shall not supply any energy supplied to him by the Distribution Licensee to another person or other premises unless he holds a suitable sanction or licence for distribution and sale of energy granted by the Commission/State Government or has been exempted from obtaining the licence or has been appointed as a franchisee.

#### **Access to Consumer's Premises**

8.2.21 Subject to the provisions contained in Part XII, Part XIV and Section 163 of the Act, the Distribution Licensee shall not seek entry to the consumer's premises beyond the point of supply.

8.2.22 The Distribution Licensee or any person duly authorised by the Distribution Licensee may, on informing the occupier of his intention, enter any consumer premises to which electricity is, or has been, supplied by him, or any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of:

- (a) inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Distribution Licensee;
- (b) ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
- (c) removing where a supply of electricity is no longer required, or where the Distribution Licensee is authorised to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the Distribution Licensee:

Provided that no inspection of any domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises, or an adult male representative:

Provided further that while seeking entry into the consumers' premises, the Authorised Representative shall visibly display his name-tag and produce for scrutiny, proof of identity or authorization of the Distribution Licensee and shall inform the consumer of his reason for entry into the premises. The Authorised Representative shall also carry the job sheet or work order setting out the work required to be done at the premises and show the same to the consumer before entering the premises.

8.2.23 A licensee or any person authorised as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than 24 hours' notice in writing to the occupier:

- (a) enter any premises or land referred to in clause 8.2.21 for any of the purposes mentioned therein; or
- (b) enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.

8.2.24 Where a consumer refuses to allow the Distribution Licensee or any person authorised as aforesaid to enter his premises or land in pursuance to the provisions of above Regulations, or when such licensee or any person has so entered, refuses to allow him to perform any act which he is authorised by those Regulations to perform, or fails to give reasonable facilities for such entry or performance, the Distribution Licensee may, after the expiry of 24 hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues.

- 8.2.25 Where there is reason to believe that electricity has been, is being or is likely to be used un-authorisedly in place of premises, an officer authorized by the State Government under Section 135 of the Act may
- (a) Enter, inspect break open and search any place or premises in which he has to believe that electricity has been, is being, or is likely to be, used un-authorisedly;
  - (b) Search, seize and remove all such devices, instrument, wires and any other facilitator or article which has been, is being, or is likely to be, used for unauthorized use of electricity;
  - (c) Examine or seize any books of account or documents which in his opinion shall be useful for or relevant to any proceedings in respect or the offence under sub-section (1) and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts there from in his presence.
- 8.2.26 The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list.

#### **Wiring of Consumer Premises**

- 8.2.27 The work of electrical wiring and electrical installation at the consumer premises beyond the point of supply shall be carried out by the consumer and shall conform to the standards and specifications as prescribed in Indian Electricity Rules 1956 until the rules and regulations for the same are notified under the provisions of the Act.

#### **Tampering, distress or damage to electrical plant, lines or meter**

- 8.2.28 No person other than the authorized representative of the Distribution Licensee or any other person authorised under the Act and rules and regulations made there under shall be authorized to operate, handle, remove or interfere with any electrical plant, electric lines, meters, equipment etc. of the Distribution Licensee or break remove erase or otherwise interfere with the seals, name plates and identification numbers or marks affixed on such property of the Distribution Licensee, placed in the consumer premises.
- 8.2.29 If any consumer adopts any electrical appliance which is likely to affect injuriously the supply of other consumers or uses the energy supplied or deals with it in any manner so as to unduly or improperly interfere with the efficient supply of energy to any other person by the Distribution Licensee; the Distribution Licensee may discontinue the supply so long as such an appliance is so adopted or the energy is so used or dealt with.
- 8.2.30 If the equipment i.e. electrical plant, lines or meter etc. of the Distribution Licensee placed in the consumer premises is found tampered, distressed/damaged, the Distribution Licensee shall be entitled to recover the expenses incurred for restoration of such plant, line, meter etc., without prejudice to his right to take Action under appropriate provisions of the Act, including disconnection of supply under Section 56 of the Act for non-payment of the cost for replacement/rectification.

- 8.2.31 Wherever un-authorized use of electricity is being indulged in, the Distribution Licensee may discontinue the electricity supply so long as such unauthorized use of electricity is being done without prejudice to the right of licensee to take action under law including Section 126 of the Act. Section 126 of the Electricity Act, 2003 is for assessment of charges for unauthorized use of electricity. This provision would also be applicable to those cases where action is taken for offences under Section 135 of the Electricity Act 2003 and the situation of alleged commitment of offence is covered under the provisions of Section 126 of the Electricity Act 2003.

### **Failure of Supply due to Fuse Failure**

- 8.2.32 Should at any time the Distribution Licensee's service fuse or fuses fail, notice thereof should be sent to the Distribution Licensee's local office or call centre or, if there are sub-stations, to the nearest sub-station. Only authorised representatives of the Distribution Licensee are permitted to replace these fuses in the Distribution Licensee's cut-outs. Consumers are not allowed to replace these fuses and they will render themselves liable to penalty if the Distribution Licensee's seals placed to protect the Distribution Licensee's apparatus are broken. The Distribution Licensee should not allow his employees to carry out any repair or replacement of fuses beyond the outgoing terminal of meter at the consumer's installation:

Provided that individual fuse-off calls at consumer premises, wherever the fault is of such nature that it requires shutting down the power supply affecting other unaffected consumers also, shall not be attended to between 6 PM and 8 AM except in case of essential services like water supply, hospitals, Defence Establishments, Airports, Broadcasting Establishments, etc, and other important Government services.

### **Installation of AC Motors**

- 8.2.33 No AC motor shall be connected to the low or medium voltage system of the Distribution Licensee unless the motor and the installation thereof has a suitable device to limit the starting current in accordance with the requirement indicated below.
- (a) Power supply shall not be given to any applicant at low or medium voltage for utilizing induction motors of 3 HP capacity or above or welding transformers of 1 kVA capacity or above, unless shunt capacitors of appropriate rating are installed by the consumer across the terminal of such motors and welding transformers to achieve an average monthly power factor that is specified in this Code.
- (b) Motors of low or medium voltage shall be provided with control gear to satisfactorily prevent the maximum current demand from the consumer's installation exceeding the limits given in the following schedule under all possible conditions:

| <b>Nature of Supply</b>      | <b>Size of Installation</b>                     | <b>Max. Current Demand</b>                 |
|------------------------------|---|--|
| Single phase/<br>three phase | (a) Up to and including 1 BHP.                  | Six times full load current                |
|                              | (b) Above 1 BHP and up to and including 10 BHP  | Three times full load current              |
|                              | (c) Above 10 BHP and up to and including 15 BHP | Two times the full load current            |
|                              | (d) Above 15 BHP                                | One and a half times the full load current |



Failure to comply with these requirements shall render the consumer liable to be disconnected. The Distribution Licensee may, depending on the location and condition of working, relax the starting current limit.

- (c) A triple pole linked switch protected by a no-volt release shall control the motor circuit and triple pole fuses (or overload release). It is important that the release shall be maintained in good working order. Wiring for motors shall be run with all three-phase wire bunches in a metallic/PVC conduit, which shall be effectively earthed throughout and shall be connected to the frame of the motor from which two separate earth wires shall run. The minimum permissible size of the earth wire permitted shall be No. 14 SWG. Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, as amended from time to time, shall be complied with in every respect.
- (d) Total harmonic voltage distortion shall not exceed the limits mentioned below:
  - EHT = 4%
  - HT = 10%
  - LT = 15%
- (e) In addition, synchronous motors shall also be provided with an apparatus to control watt-less current.

### **Installation of Irrigation/Agriculture Pump Set**

8.2.34 All new pumping set connection/reconnections shall have the following:

- (a) Friction less foot valve
- (b) HDPE piping suction and delivery
- (c) ISI marked energy efficient monobloc pump set.
- (d) Capacitor of adequate rating for the pump set.

### **Parallel Operation with the Supply System of licensee**

8.2.35 The consumer shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode, with the consent of the Commission, for capacity above 50 kW. Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the Distribution Licensees system. The Distribution Licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For parallel operation with the grid, the consumer shall have to follow the provisions of the Jharkhand State Electricity Regulatory Commission (State Grid Code) Regulations, 2008 and other relevant regulations and shall pay synchronizing charges as approved by the Commission. The actual operations shall be carried out in coordination with the STU and the Distribution Licensee.

- 8.2.36 If it is brought to the notice of the SLDC/licensee that a particular consumer is using electricity during emergency rostering by unauthorised or irregular means, the feeder feeding such a consumer shall be opened to de-energise it from the source grid sub-station, on instructions from the SLDC, for which the consumer shall be solely responsible.

## **A9: Metering**

### **9.1 Requirement of Meters**

- 9.1.1 No new connection shall be given without a correct meter of prescribed specification as per the Electricity Act.
- 9.1.2 All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 issued under Section 55 of the Act. The Distribution Licensee shall comply with the abovementioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.
- 9.1.3 For LT loads Miniature Circuit Breakers (MCBs) and for HT/ EHT loads Circuit Breakers (CBs) of appropriate rating and specifications shall be installed along with the meter.
- 9.1.4 At the time of seeking a new connection the consumer shall have the option to either:
- (a) Purchase the meter, MCB/CB and associated equipment himself from a vendor(s) provided the equipments are of a make and specification approved by the Distribution Licensee from time-to-time; or
  - (b) Require that the meter, MCB/CB and associated equipment be supplied by the Distribution Licensee.

The consumer shall indicate this option in the application form and licensee shall supply him with the list of approved vendor(s) and make(s). Once the consumer has procured the meter, the Distribution Licensee shall test, install and seal the meter.

The Distribution Licensee shall make available on its website an updated list of makes and specifications of meters and other equipments, as approved by the Distribution Licensee.

- 9.1.5 The Distribution Licensee is authorised to review the status of meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises. The Distribution Licensee may install remote metering device in the consumer's premises as per the technical requirements of the specific device. The Distribution Licensee may also install maximum demand (MD) meter having maximum demand recording feature or such additional features.
- 9.1.6 The meters for new connections shall be of following type(s):
- (a) For LT connections – Electronic Meters with MDI
  - (b) For HT/EHT consumers – 3 Phase Tri-vector meters with MDI. The meters shall have

a facility for “Time of the Day” metering and storage of at least 45 days. The consumer shall have the option to install meter having facility to record peak hours MDI in addition to above features

- 9.1.7 In a situation where the Distribution Licensee is facing problems in collection of energy dues, the Distribution Licensee may install pre-paid meters. The meters shall conform to the technical requirements as prescribed in Central Electricity Authority (Installation and Operation of meters) Regulations 2006.
- 9.1.8 If supply is provided by the Distribution Licensee to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.
- 9.1.9 If supply to an HT/EHT consumer is given on an independent feeder for his exclusive use the metering arrangement shall be installed at the consumer’s premises or, if mutually agreed, the metering arrangement at the sub-station of the Distribution Licensee may be used for billing and no meter need be installed at the premises of the consumer.

## **9.2 Supply and Installation of Meters and MCBs/CBs**

- 9.2.1 LT, HT and EHT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weatherproof enclosure of a design approved by the Distribution Licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the Distribution Licensee.
- 9.2.2 If the meter is supplied by the Distribution Licensee, the recovery of the meter cost and associated equipment shall be made in one or more instalments as per the terms approved by the Commission. In case of connections where cost of the meter has been borne by the consumer, no meter rental shall be charged from the consumer.
- 9.2.3 The consumer shall provide suitable and adequate space for installation of the meter supply in such a manner that it is always accessible to the Distribution Licensee or its representatives. In case of multi-storeyed buildings, it shall be fixed preferably on the ground floor/rising mains having proper air ventilation & adequate illumination.
- 9.2.4 Initial installation or replacement of the meter shall be done by the Distribution Licensee’s engineer in the presence of the consumer or his authorised representative, after giving a notice period of 7 days.
- 9.2.5 The Distribution Licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meter at the time of initial installation or replacement. The Distribution Licensee shall retain one copy and the second copy, duly signed by the authorised representative of the Distribution Licensee, shall be given to the consumer under proper acknowledgment. The consumer or his authorised representative shall also sign the Meter Particulars sheet. Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered into the Meter Particulars Sheet by the Distribution Licensee or his authorised representative.
- 9.2.6 Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed

in the presence of the consumer. The seal, name plates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer. Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and all subsequent amendments.

- 9.2.7 The consumer shall be responsible for safe custody of meter(s), MCB/CB etc. if the same are installed within the consumer's premises. The consumer shall promptly notify the Distribution Licensee about any fault, accident or problem noticed with the meter.
- 9.2.8 It shall be the responsibility of the Distribution Licensee to maintain the meter and keep it in working order at all times. The Distribution Licensee may also have a provision for such metering system where the display unit is at the consumer premises and the metering unit is outside the premises such as on a pole etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the Distribution Licensee.
- 9.2.9 A consumer may install a check meter of appropriate make and conforming to the technical specifications as laid down in Central Electricity Authority (Installation and Operation of meters) Regulations 2006. These check meters may be calibrated by the Distribution Licensee upon payment of prescribed fee as per the schedule of charges approved by the Commission from time to time.. However, check meter readings shall not be used for billing purpose by the Distribution Licensee.

### **9.3 Reading of Meters**

- 9.3.1 The meter shall be read once in every billing cycle and the consumer shall extend all facilities to the Distribution Licensee or his authorised representatives to read the meter.
- 9.3.2 The meter shall be read by an authorised representative of the Distribution Licensee. The Distribution Licensee shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading.
- 9.3.3 The meter reader may use hand held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the Distribution Licensee.
- 9.3.4 It shall be the duty of the meter reader to check the condition of LEDs (light emitting devices) on electronic meters. In case the E/L LED indicator provided on electronic meters is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the concerned officials of the Distribution Licensee about the leakage.
- 9.3.5 Status of the meter and/or its seal along with the meter reading details for last six billing cycles of each consumer shall be made available on the Distribution Licensee's website.
- 9.3.6 In case, for any reason, the meter is not read during a billing cycle the Distribution Licensee shall prepare a provisional bill based on the average consumption of last three billing cycles

when readings were taken. Such provisional billing shall not continue for more than two billing cycles at a stretch, and the Distribution Licensee shall not generate more than two provisional bills for a consumer during one financial year. The amount paid as per the provisional bill shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.

- 9.3.7 If the meter is rendered inaccessible on two consecutive meter reading dates, a notice shall be issued to consumer to keep the meter accessible for reading on the date (at least 7 days after the date of notice) and time specified in the notice.
- 9.3.8 If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to get the meter read by the Distribution Licensee after payment of a penalty charge which shall be 5% of the average billing amount for the last 12 months, within the next 7 days. Failing this, supply shall be disconnected.
- 9.3.9 The provisions of clauses 9.3.7 and 9.3.8 of these Regulations shall not apply in case of a domestic consumer who has given an advance intimation to the Distribution Licensee of the inaccessibility of his meter for reading due to the consumer being out of station and has also deposited an amount in accordance with clause A5:10.6 of these Regulations.
- 9.3.10 When a domestic consumer gives prior information in writing about inaccessibility of the meter to the Distribution Licensee due to continued absence from residence, the Distribution Licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up all outstanding dues.
- 9.3.11 If the consumer desires to have a special reading taken, the same shall be arranged by the Distribution Licensee and the charge, determined as per the Schedule of Charges approved by the Commission from time to time, shall be included in the next bill of the consumer.

#### **9.4 Testing of Meters**

- 9.4.1 It shall be the Distribution Licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the Distribution Licensee may test them for this purpose. The Distribution Licensee shall conduct periodical inspection/testing and calibration of the meters as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006.
- 9.4.2 The Distribution Licensee shall conduct periodical inspection/testing of the meters as per the following schedule:
- (a) Single phase meters: Once every five (5) years
  - (b) LT 3-phase meters: Once every three (3) years
  - (c) HT meters including MDI: At least once every year

Wherever applicable, CT and PT shall also be tested along with meters

9.4.3 Test results shall be maintained as per the format given in Annexure 9 to these Regulations.

## **9.5 Replacement of Meters**

### **Testing of Defective Meters**

9.5.1 The Distribution Licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about accuracy of the meter. The consumer shall provide the Distribution Licensee necessary assistance in conduct of the test.

9.5.2 A consumer may request the Distribution Licensee to test the meter on his premises if he doubts its accuracy, by applying to the Distribution Licensee in the format given in Annexure 10 to these Regulations, along with the requisite testing fee. On receipt of such request, the Distribution Licensee shall follow the procedure as detailed in clauses 9.5.4 to 9.5.7 of these Regulations.

9.5.3 The meter may be tested for accuracy at a third party facility approved by the Commission, if so desired by the consumer. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the Distribution Licensee:

Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as determined by the Commission from time to time in the Schedule of Charges;

Provided further that if the meter is found to be defective / burnt due to technical reasons attributable to the Distribution Licensee viz. voltage fluctuation, transients etc., the Distribution Licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.

9.5.4 The Distribution Licensee shall inspect and check the correctness of the meter within 4 working days of receiving the complaint in Class-I cities, within 7 working days of receiving the complaint in urban areas and within 12 working days of receiving the complaint in rural areas.

9.5.5 Before testing a consumer's meter, the Distribution Licensee shall give 2 days' advance notice in case of Class-I cities, 4 days' advance notice in urban areas and 7 days' advance notice in rural areas intimating the date, time and place of testing so that the consumer or his authorised representative may be present at the testing.

9.5.6 The consumer/authorised representative present during testing will sign the test report as a token of witness. In case the consumer / authorised representative is not present, the Distribution Licensee's representative and the testing laboratory official shall sign on the test report.

9.5.7 The Distribution Licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 15 working days of the date of testing. In case of faulty meter, rectification for a maximum period of six months or from the date of last testing, whichever is shorter, on the basis of the test report, shall be adjusted in the subsequent bill.

- 9.5.8 If a consumer disputes the results of testing, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter and give its decision within one month of the application.

#### **Cost of Replacement of Defective/ Burnt/ Lost Meters**

- 9.5.9 If, as a result of testing it is established that the meter became defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the Distribution Licensee, the cost of the meter shall be borne by the Distribution Licensee.
- 9.5.10 If, as a result of testing, it is established that the meter was rendered defective/burnt due to reasons attributable to the consumer such as defect in consumer installation, connection of unauthorised load by the consumer etc., the cost of the meter shall be borne by the consumer as specified below:
- (a) If the meter was owned by the consumer, the Distribution Licensee shall inform the consumer to replace the meter and associated equipment as per provisions of clauses 9.1.1 to 9.1.5 of these Regulations within 7 days, after which the Distribution Licensee may be empowered to install a new meter and start charging meter rent, if applicable.
  - (b) If the meter was owned by the Distribution Licensee, the Distribution Licensee shall install a new meter at its own cost:

Provided that in both the scenarios detailed in sub clauses 9.5.10 (a) and 9.5.10 (b), the Distribution Licensee shall recover the cost of the meter from the consumer in proportion of the remaining useful life of the meter (useful life of the meter as per the depreciation schedule of the Commission – no of years after date of first instalment of the aforesaid meter) that was rendered defective/burnt:

Provided further that if, as a result of testing, it is established that the meter was rendered defective/burnt due to tampering or any other deliberate act by the consumer to interfere with the meter, the consumer shall be assessed as per clause A5:11.51 of these Regulations and action as permissible under law shall be taken against the consumer for pilferage and tampering.

- 9.5.11 If a consumer disputes the results of testing, the meter shall be tested at a third party facility selected by the consumer from the list of third party testing facility approved by the Commission. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the Distribution Licensee:

Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as determined in the Schedule of Charges approved by the Commission from time to time:

Provided further that if the meter is found to be defective / burnt due to technical reasons attributable to the Distribution Licensee viz. voltage fluctuation, transients etc., the Distribution Licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.

- 9.5.12 In case of loss of meter, the cost of new meter and other apparatus shall be borne by the consumer unless the meter was installed in the Distribution Licensee's office or sub-station. The Distribution Licensee shall recover the cost of the meter from the consumer in proportion of the remaining useful life of the meter that was lost.

#### **Replacement of Meters (including MDI) Not Recording**

- 9.5.13 The consumer is expected to intimate the Distribution Licensee as soon as he notices that the meter has stopped or is not recording.
- 9.5.14 If during periodic or other inspection any meter is found to be not recording by the Distribution Licensee, or a consumer makes a complaint in this regard, the Distribution Licensee shall follow the procedure detailed in clauses 9.5.4 to 9.5.7 of these Regulations.
- 9.5.15 If the meter is actually found to be not recording, the Distribution Licensee shall replace the non working (stuck, running slow, fast or creeping) meter within 3 working days in Class-I cities, within 5 working days in urban areas and within 15 working days in rural areas.

#### **Replacement of Burnt Meters**

- 9.5.16 In case a meter is found burnt either on consumer's complaint or upon inspection by the Distribution Licensee, the Distribution Licensee shall restore the supply immediately bypassing the burnt meter after ensuring that necessary preventive action at site is taken to avoid future damage.
- 9.5.17 If the meter is burnt due to causes attributable to the Distribution Licensee, the Distribution Licensee shall replace the burnt out meter within 3 working days of receiving the complaint in Class-I cities, within 5 working days of receiving the complaint in urban areas and within 15 working days of receiving the complaint in rural areas.
- 9.5.18 If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorised additional load etc., the procedure laid down in clause 9.5.10 shall be followed with respect to cost of meter. The Distribution Licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 working days of detection and shall replace the meter within 15 working days of receiving payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

#### **Replacement of Lost Meters**

- 9.5.19 Complaints regarding lost meters shall be entertained by the Distribution Licensee only if they are accompanied by a copy of the FIR lodged by the consumer with police. In all such cases, the Distribution Licensee shall also conduct an inquiry.
- 9.5.20 Supply in such cases shall be restored after installation of a new meter, payment of electricity charges for the period in which meter was not available and any other prescribed charges that may be approved by the Commission. Electricity charges for the period in which the meter was not available shall be assessed as per these Regulations.



## **A10: Billing**

### **10.1 General**

10.1.1 The Distribution Licensee shall intimate the consumer, at the beginning of the financial year, of the following:

- (a) Periodicity of billing for his service (monthly or bimonthly);
- (b) Period in the calendar month when his meter will be read;
- (c) Address of the billing office and collection centre;
- (d) Probable week in which bill shall be issued by the Distribution Licensee in every billing cycle;
- (e) Probable due dates for payment of bill; and
- (f) Rebates applicable to consumers, if any:

Provided that the due date for bill payment through cheques shall be 3 days in advance of the normal due date for bill payment, and the due date for bill payment through online bank transfer/credit card shall be 1 day in advance of the normal due date for bill payment.

10.1.2 The Distribution Licensee shall also intimate the consumer of bill dispatch through SMS and/or email, if the consumer has furnished requisite details. The billing details of last six bills (including the latest bill) for all consumers shall also be made available on the Distribution Licensee's website along with payment receipt details.

10.1.3 The Distribution Licensee shall arrange to get the name of the bill distributor rubber-stamped and the bill distributor shall write down the delivery date of the bill on the body of the bill before it is handed over to the consumer or left on consumer premises. The Distribution Licensee may give an option of Spot Billing to domestic and commercial consumers in a notified distribution area.

10.1.4 Bills shall be issued at periodicity of not more than 2 months in respect of meter reading based billing of domestic, commercial, agricultural services and other category of services.

10.1.5 The due date for payment shall be minimum 15 days after the issue date of the bill. The Distribution Licensee shall ensure distribution of bill within 5 days of the issuance of bill. The Distribution Licensee shall obtain acknowledgement of the receipt of bill by the consumer. The bill will be delivered to the consumer immediately in case of spot billing under acknowledgment by the consumer.

10.1.6 If a consumer does not receive the bill within 5 days of the bill issue date, he may obtain a duplicate bill from the concerned billing office of the Distribution Licensee. The Distribution Licensee shall issue a duplicate bill within 3 days of receipt of application. Non-receipt of the bill shall not entitle the consumer to delay payment beyond the due date.

- 10.1.7 The Distribution Licensee shall issue the first bill within two billing cycles of energising a new connection. In case the consumer does not receive the first bill within two billing cycles from the date of energisation of the connection, he shall complain, in writing, to the Distribution Licensee's office and the Distribution Licensee shall issue the bill within the next 14 days.

## **Procedure for Billing under Special Circumstances**

### **10.2 Billing when Meter Not Accessible**

- 10.2.1 In all cases not covered by the Spot Billing system, if for any reason the meter is not accessible and hence has not been read during any billing period the Distribution Licensee shall send the provisional bill on the basis of consumption of the previous three billing cycles in which the meter reading was taken. No such bill on average basis due to non-availability of reading shall be issued for more than two consecutive billing cycles, and more than two provisional bills shall not be generated for a consumer during one financial year. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.
- 10.2.2 If the meter remains inaccessible for reading for two consecutive billing cycles, the Distribution Licensee shall serve 7 days notice to the consumer to make meter accessible on the days stipulated in the notice. If the consumer fails to keep the meter accessible on the days stipulated in the notice, the same shall be treated as refusal of entry under provision of sub section (3) of Section 163 of the Act and service line of the consumer may be disconnected under provisions of this section.
- 10.2.3 Without prejudice to the provisions of the Act, nothing in clause 10.2.2 of these Regulations shall apply where consumer has provided prior information to the Distribution Licensee, with cogent reasons for temporary inaccessibility to the meter and has agreed to make payment on the basis of consumption estimated by the Distribution Licensee.

### **10.3 Billing in the event of Defective/stuck/stopped/burnt meters**

- 10.3.1 Subject to the provisions of Part XII and Part XIV of the Electricity Act, 2003 in case of a defective meter not recording accurately (slow or fast) the bill of the consumer shall be adjusted on the basis of the test report of the meter for the period of the meter was defective subject to a maximum period of three months prior to the date on which the defect was detected.

Provided that before testing the meter licensee shall give 7 days notice to the consumer to be present during testing of meter intimating date, time and place of testing and if the consumer or his representative is present the testing shall be done in his presence and he will sign the report as a token of witness.

Provided further that in case the meter is defective or burnt or stuck and has stopped recording, the consumer shall be billed on the basis of the average consumption of the last three months immediately preceding the month in which meter was last read (including that month) for the period for which meter was stopped recording subject to maximum period of 3 months.

Provided that in case of tampering the assessment shall be carried out as per provisions of Section 126 or Section 135 of the Act, depending on the circumstance of each case.

- 10.3.2 In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also not available, the average maximum demand as available for lesser period shall be considered.
- 10.3.3 In case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:
- (a) As per clause A5:11.51 of these Regulations, if it is established in the Distribution Licensee's enquiry that the loss of meter was due to a deliberate act of the consumer and/or with his connivance
  - (b) As per clauses 10.3.1 and 10.3.2 of these Regulations, in other cases.

#### **10.4 Change of Occupancy/ Vacancy of Premises**

- 10.4.1 For the reason of change of occupancy or otherwise if the premises is to be unoccupied for long period the consumer or occupier of the premises may seek final bill for payment of the charges till the date of occupancy and temporary disconnection thereafter. In such cases consumer or the occupier of the premises shall inform in writing to the billing officer of the Distribution Licensee at least 30 days before the date of vacation to take final reading and issue final bills for payment.
- 10.4.2 The Distribution Licensee shall arrange to take final reading at least 15 days before vacation of the premises and issue final bill at least 7 days before vacancy date including the charge for the period from final reading (15 days) to vacancy date on prorata basis along with arrears if any, and disconnection charges. The consumer or occupier of the premises shall pay the final bills before the date of vacancy and the Distribution Licensee shall disconnect the service connection on the date next to vacancy date.
- 10.4.3 The line may be reconnected only after written request for the same after payment of reconnection charges along with fixed charges/minimum monthly charges if any for the period from date of disconnection to the date of reconnection. After payment of final bills the Distribution Licensee shall not have right to recover any charges for any period prior to the date of disconnection or date of vacancy.

#### **10.5 Payment on Self Assessment by the Consumer**

- 10.5.1 In case of non-receipt of bill the consumer may deposit self-assessed bill in the format prescribed in Annexure 12 to these Regulations for the period for which bill has not been received, provided that it is not less than the average consumption during the billing cycle over the last six months. The excess/deficient payment so made by the consumer shall be adjusted in the next bill.
- 10.5.2 In case of dispute regarding levy of surcharges, the Distribution Licensee shall settle the dispute within one billing cycle from the date of protest by the consumer after giving him an opportunity for reply and a personal hearing.

## **10.6 Advance Payment of Bills**

- 10.6.1 In case a consumer's premises remains vacant for some duration and he intends to make advance lump sum payments from which the billed amount may be deducted periodically, he can apply to the Distribution Licensee in the format prescribed at Annexure 13 to these Regulations.
- 10.6.2 In such cases the consumer shall deposit an amount that covers the fixed charges for the duration of the proposed absence. Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading.
- 10.6.3 Bills of the consumers opting for this arrangement shall show the amount deposited by the consumer, amount adjusted against the electricity dues after each billing cycle and the balance left. On the amount remaining outstanding from such advance deposits, interest shall be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This interest computation will be done quarterly.

## **10.7 Billing in case of Disputed Bills**

- 10.7.1 The Distribution Licensee shall acknowledge the consumer's billing complaint on the spot, if received in person or by e-mail and within 1 day, if received by post, stating therein clearly the serial no. and date of complaint. The Distribution Licensee shall also give a complaint number for reference.
- 10.7.2 If no additional information is required from the consumer, the Distribution Licensee shall resolve the consumer's complaint and dispatch the result to the consumer within 2 days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result despatched to the consumer within 7 days of receipt of the complaint. However, if the consumer does not provide information on time, the Distribution Licensee shall not be held liable for the consequent delay. Till the complaint on the bill is resolved, the consumer shall pay the amount equal to the sum claimed from him or based on average consumption of last three consecutive undisputed bills, whichever is less. Amount so recovered shall be subject to final adjustment on resolution of the complaint.
- 10.7.3 If the complaint is found to be correct by the Distribution Licensee, a revised bill shall be issued within 5 working days of despatch of intimation of the same to the consumer. The consumer shall make the payment within 15 days from receipt of the revised bill. The consumer shall not be charged any late payment surcharge if the payment is made by the revised due date.
- 10.7.4 If the consumer has paid any excess amount, it shall be refunded to the consumer within 15 days or, if consumer opts, be adjusted within two subsequent bills. The Distribution Licensee shall pay to the consumer interest charges at the rate equivalent to the delay payment surcharge as per tariff on the excess amount outstanding on account of such wrong billing from the date of payment till the date of refund or adjustment in subsequent bills.
- 10.7.5 If the complaint was found to be incorrect the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment surcharge if the payment is made after the due date of the original bill.

## **10.8 Billing in case of Excess Load**

10.8.1 In cases where MDI is installed the assessment for billing shall be made as per the provisions of the Tariff order. In cases where no MDI is installed, the excess load shall be billed as per the formula given in Annexure 19 but at two times the rate applicable in the tariff order. The 'L' in the formula shall be computed as per below:

- (a) In domestic category, 50% of the difference between the actual connected load and two times the contracted load;
- (b) In commercial category, 75% of the difference between the actual load and 1.33 times the contracted load; and
- (c) In other cases difference between the connected load and the contracted load.

## **10.9 Information to be included in the bill**

10.9.1 The following information shall be included in the bill:

- 1) Address and telephone number of the billing office / distribution centre;
- 2) Service Connection Number;
- 3) Bill Number and Period of Bill;
- 4) Consumer Number, Name and Address;
- 5) Pole Number from which connection is served / Name of sub-division or centre;
- 6) Date of issue of Bill;
- 7) Tariff category of consumer (i.e. domestic/ commercial etc.);
- 8) Tariff, rate of electricity duty and cess applicable;
- 9) Status of meter (OK/defective/not available);
- 10) Billing Status (Regular/ Assessed/ Provisional Bill with reason)
- 11) Supply details:
  - a. Type of supply (i.e. single phase, three-phase LT or HT)
  - b. Contracted load/ Connected load
- 12) Meter number and identification details of meter (in case the meter was replaced during the billing period, the bill must indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter)
- 13) Initial meter reading with date;
- 14) Final meter reading with date;
- 15) Multiplying Factor of the meter if any;
- 16) Units consumed;

- 17) Maximum demand;
- 18) Due date of payment (separately specified for payment by cash, cheque, ECS, NEFT, Credit/Debit Card, etc. if necessary);
- 19) Billing details: Item-wise details for the current month as well as past arrears shall be furnished in the bill. A representative list is given below:
  - i. Energy Charges
  - ii. Fixed Charges
  - iii. Meter rent, if any
  - iv. Capacitor surcharges
  - v. Other Charges, if any
  - vi. Electricity Duty
  - vii. Fuel Cost adjustment charges
  - viii. Power factor adjustment charges, if any
  - ix. Reactive Energy Charges, if any
  - x. Time of Use charges, if any
  - xi. Surcharge for delay, if any
  - xii. Interest on instalments due
  - xiii. Total current month demand
  - xiv. Arrears (with details)
  - xv. Details of Subsidy, if any, under Section 65 of the Act
  - xvi. Others (with details)
  - xvii. Total amount due
  - xviii. Adjustment
  - xix. Net amount to be paid
- 20) Modes of payment accepted;
- 21) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn;
- 22) Security Deposit held and required;
- 23) Interest on security deposit earned till date;
- 24) Details of last six readings.

10.9.2 The following information shall be provided on the reverse of the bill or stamped on the bill or be sent in an annexure accompanying the bill at least twice a year:

- (a) Address(es) of collection centre(s) and working hours for collection of bill payments,

including the date and time of presence of the mobile van, if any, at different venues for collection of bill payments;

- (b) Designation and address of the authority with whom grievance/complaints pertaining to bills can be lodged;
- (c) Complete address(es) with telephone number(s) of the complaint centers, if any;
- (d) Addresses and telephone numbers of the relevant Grievance Redressal Officers including Central Grievance Redressal Officers as well as the Ombudsman constituted under Section 42 sub-clause 6 of the Act;
- (e) Tariff Schedule applicable to the consumer; and
- (f) Advertisements, if any.

10.9.3 The bill may contain additional information, if any, as desired by the Distribution Licensee.

### **10.10 Payment of Electricity Bill**

10.10.1 Consumer may pay the bill by Cash (up to Rs 10,000), Cheque, Demand Draft or Money Order. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located. The date of payment by cheque shall be deemed to be the date on which the cheque is received or date of cheque whichever is later in the Distribution Licensee's office, provided that the cheque is not dishonoured.

10.10.2 The payment may be made:

- (a) In person at the designated collection offices of the Distribution Licensee during specified times; or
- (b) By post or courier; or
- (c) By deposit in the drop-boxes maintained by the Distribution Licensee at designated locations; or
- (d) By bank transfer through the internet; or
- (e) By any other scheme notified by the Distribution Licensee for acceptance of bill payment.

10.10.3 The Distribution Licensee shall establish sufficient number of collection centres at suitable locations with necessary facilities where consumer can deposit the bill amount with ease and without undue congestion. Wherever necessary a separate collection centres should be provided for senior citizens, physically challenged person and women.

10.10.4 All consumers shall pay the bills/charges for supply of electricity by due date failing which the Distribution Licensee may disconnect the electricity service subject to the provisions of

these Regulations. The Distribution Licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 clear days to pay the dues.

- 10.10.5 In case a cheque is dishonoured within the period prescribed in clause 10.10.1 of these Regulations, the Distribution Licensee shall inform the consumer and require him to pay the bill within 7 days in cash. The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque/non realization of the draft. If there are two instances of dishonour of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments in cash till the end of the following financial year. In addition the Distribution Licensee may initiate action against the consumer under Sections 138 and 142 of The Negotiable Instruments Act.
- 10.10.6 In addition to the mode of payments specified in clause 10.10.1 of these Regulations, the Distribution Licensee may notify schemes for acceptance of bill payment through Electronic Clearing System or at designated counters of a bank or through credit/debit cards or through any other means in a specified area and/or for a specified category of consumers, after due notice is given to consumers. However, any change in the mode of payment shall be more consumer friendly than the prevailing system.
- 10.10.7 Where the due date indicated for payment on the bill falls on a Sunday or a public holiday, the payment shall be due on the next working day.

### **10.11 Receipt of bill payment**

- 10.11.1 Receipt shall be given to the consumer for payment of bills made in person. In all cases, payments shall be acknowledged in the next bill.
- 10.11.2 Bank certificate that money is transferred to licensee's account is sufficient proof of payment. In case payment of by credit card, the statement of account of the said credit card may be accepted as proof of payment.

### **10.12 Utilization of the Amount Received**

- 10.12.1 All payments made by the consumer will be adjusted in the following order of priority:
- (a) Late payment surcharge;
  - (b) Arrears of electricity charges and corresponding arrears of electricity duty/ tax;
  - (c) Current electricity charges and corresponding current electricity duty/tax;
  - (d) Miscellaneous charges.

### **10.13 Late Payment Surcharge**

- 10.13.1 In case the consumers do not pay the bill by the due date mentioned in the bills, delay payment surcharge for delayed payment of bills shall apply as per tariff orders issued from time to time.



**10.14 Instalment Facility**

- 10.14.1 The Distribution Licensee may frame a scheme for providing facility of payment of bills in instalments for consumers who are for the time being under financial distress.
- 10.14.2 Grant of instalment facility shall not affect the liability of the consumer to pay surcharge for delayed payment as per tariff notifications issued from time to time, till full payment and clearance of arrears.
- 10.14.3 The Distribution Licensee shall designate and notify the authorities that may grant instalment facilities for different service category, (HT& EHT).

**10.15 Recovery of Arrears**

- 10.15.1 No sum due from any consumer, on account of default in payment shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied.

**A11: Theft and Unauthorised Use of Electricity****Theft of Electricity**

- 11.1 Whenever a case of theft of energy is detected, the Authorised Officer shall carry out assessment, in accordance with the procedure as laid down in the sections below:

**Procedure for booking a case of theft of electricity**

- 11.2 The Distribution Licensee shall publish the list of the Authorised Officers prominently in all the Offices and the Photo Identity Card issued to such officers shall indicate so.
- 11.3 An Authorised Officer, suo motu or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.
- 11.4 The inspection team of the Distribution Licensee or supplier, headed by such Authorised Officer shall carry along with them their Photo Identity Cards. Photo Identity Card should be shown to the consumer/consumer representative before entering the premises. Photo Identity Card of the Authorised Officer shall clearly indicate that he has been nominated as Authorised Officer as per provisions of Section 135 of the Act.
- 11.5 The Authorised Officer shall prepare a report giving details such as connected load, condition of meter seals, working of meter and mention any irregularity noticed (such as tampered meter, artificial means adopted for theft of energy).
- 11.6 The report shall clearly indicate whether sufficient evidence was found substantiating any theft of energy. The details of such evidence should be recorded in the report.
- 11.7 No case for theft shall be booked only on account of seals on the meter missing or tampered or breakage of glass window, unless corroborated by consumption pattern of consumer and such other evidence as may be available.

- 11.8 In case sufficient evidence is found to establish direct theft of electricity, licensee or Supplier as per Section 135 sub-clause (1A) of the Act shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises and shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within 24 hours from the time of such disconnection. The Authorised Officer of the Distribution Licensee or Supplier shall within 2 days from date of inspection, file a case against the consumer in designated Special Court as per the provisions of Section 135 of the Act.
- 11.9 The Authorised Officer shall assess the energy consumption as per the assessment formula given in Annexure 19 to these Regulations, for the entire period during which such theft of electricity has taken place. If, however, the period during which such theft of electricity has taken place can not be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection. The period of assessment may be arrived at after taking into consideration the following guidelines or any combination thereof or any other evidence which may be provided by the consumer:
- (a) Actual period from the date of commencement of supply to the date of detection of theft;
  - (b) Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of detection of theft;
  - (c) Actual period from the date of previous checking of installation to date of detection of theft;
  - (d) Meter Reading Instrument (MRI) data should be considered wherever available.
- 11.10 After establishing the duration period of theft, the Authorised Officer shall prepare an assessment order on applicable tariff as per the Electricity (Amendment) Act, 2007 and any subsequent amendments, and serve on the person under proper receipt.
- 11.11 In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the Distribution Licensee to the person during the period, for which the assessment is made, shall be duly credited to the consumer.
- 11.12 In case of suspected theft, the Authorised Officer shall remove the old meter under a seizure memo and seal it in the presence of the consumer or his authorised representative and the Authorised Officer and the consumer have to sign on the seal borne on the meter. The Distribution Licensee or supplier shall continue the supply to the consumer with a new meter. The old meter shall be tested in the presence of the consumer and the Authorised Officer at the Distribution Licensee's testing lab which shall give a test report, in writing, which along with photographs / videographs shall constitute evidence thereof. The Authorised Officer shall record reasons to suspect theft in the premises in his report:

Provided that if consumer insists, the testing of the meter will be carried out at a third party facility approved by the Commission.

- 11.13 The report shall be signed by the Authorised Officer and each member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his authorised representative to either accept or give a receipt, a copy of the inspection report must be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post/Speed Post on the day or the next day of the inspection:

Provided that in case of suspected theft, if the consumption pattern for last one year is reasonably uniform and is not less than 75% of the assessed consumption, no further proceedings shall be taken and the decision shall be communicated to the consumer under proper receipt within three days and connection shall be restored through original meter.

- 11.14 After detailed examination of the evidence and the consumption pattern of the consumer, if the Distribution Licensee or supplier is convinced that a prima-facie case is made out for the abstraction, consumption or use of electricity dishonestly against the consumer, the Distribution Licensee or supplier shall, within 7 days of inspection, serve a provisional assessment order assessed as per clause 11.24 of these Regulations along with show cause notice to the consumer, giving reasons, as to why a case of theft should not be booked against such consumer giving full details for arriving at such decision and points on which reply has to be submitted. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- 11.15 In case a show-cause notice is not served even after 30 days from date of inspection by the Distribution Licensee or supplier, the case of suspected theft shall be considered as dropped and no further action can be initiated against the consumer.
- 11.16 Theft shall not be limited to physical interference with the meter found during physical inspection. It shall also include theft committed by resorting to external methods such as remote control, high voltage injection etc. which interfere with the accurate registration of energy consumed. Theft of electricity may be established by analysis of metering data downloaded by a third party facility approved by the Commission. In case theft of energy is determined by way of meter down load, the provisional assessment order assessed as per clause 11.24 of these Regulations along with show cause notice will be sent to the consumer/user. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- 11.17 The person, on whom an order has been served under clauses 11.14 and 11.16 of these Regulations, shall be entitled to file objections, if any, against the provisional assessment before the Authorised Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.

#### **Submission of consumer's reply**

- 11.18 The consumer shall submit his/ her reply within 15 days of receipt of show cause notice to the concerned officer mentioned in clauses 11.14 and 11.16 of these Regulations.
- 11.19 In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per clauses 11.20 and 11.21 of these Regulations.

### **Hearing in case of suspected theft**

- 11.20 Within 5 days from the date of submission of consumer's reply, the Distribution Licensee or supplier shall arrange a hearing with the consumer. The consumer may be given another opportunity in case he fails to appear for the hearing. In case, the consumer fails to appear for the second time, the Distribution Licensee may proceed against the consumer.
- 11.21 During the hearing, the Authorised Officer shall give due consideration to the facts submitted by the consumer and pass, within 5 working days, a speaking order as to whether the case of theft is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.
- 11.22 In all cases where theft of electricity has been detected, the Distribution Licensee or supplier shall file the case with Appropriate Court for decision in the matter unless the offence is compounded under Section 152 of the Act.
- 11.23 In case of the decision based on the consumer's reply/hearing wherein the case of theft is not established, no further proceedings shall be required and electricity connection shall be restored through original meter.

### **Assessment**

- 11.24 In case of the decision based on the consumer's reply / hearing wherein the case of theft is not established, no further proceedings shall be required and electricity connection shall be restored through original meter.
- 11.25 Where it is established that there is a case of theft of energy based on the consumer's reply/hearing, the Authorised Officer shall assess the energy consumption as per the assessment formula given in Annexure 19 to these Regulations, for the entire period during which such theft of electricity has taken place and if, however, the period during which such theft of electricity has taken place can not be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection and prepare an assessment order on applicable tariff as per the Electricity (Amendment) Act, 2007 and any subsequent amendments, and serve on the person under proper receipt.
- 11.26 In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the Distribution Licensee to the person during the period, for which the assessment is made, shall be duly credited to the consumer.
- 11.27 The consumer shall be required to make the payment within 7 days of its proper receipt.
- 11.28 The Distribution Licensee or supplier, as the case may be, on deposit or payment of the assessed amount or electricity charges in accordance with the provision of these regulations, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to the clause (1A) of Section 135 of the Electricity (Amendment) Act, 2007, restore the supply line of electricity within forty eight hours of such deposit or payment.

- 11.29 If the person does not make payment within the stipulated time, the Distribution Licensee or supplier shall proceed to recover its dues against the assessment order.
- 11.30 In all cases where theft of electricity has been detected, the Distribution Licensee or supplier shall file the case with Appropriate Court for decision in the matter unless the offence is compounded under Section 152 of the Act.
- 11.31 In case of default by the person in payment of assessed amount, the person, in addition to the assessed amount, shall be liable to pay, on expiry of thirty days from the date of order of assessment, an amount of interest at the rate of sixteen per cent per annum compounded every six months pending adjudication by Appropriate Court.

#### **Default in payment of assessed amount or instalments thereof**

- 11.32 In case of default in payment of the assessed amount, the Distribution Licensee will, after giving a 15 days' notice, in writing, file a case against the consumer in the designated Special Court as per the provisions of Section 135 of the Act.

#### **Voluntary declaration of tampered meters**

- 11.33 In case a consumer comes forward and voluntarily declares tampering of meter and/or seals:
- (a) The tampered meter shall be replaced with a new meter by the Distribution Licensee at the consumer's cost or by the consumer, as the case may be, immediately and the Distribution Licensee shall raise the assessment bill at two times the normal tariff for the period of last six months reckoned from date of declaration.
  - (b) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.
  - (c) The Distribution Licensee shall not move the Special Court in case a consumer voluntarily declares the tampered meter and pays the requisite charges in time.
  - (d) In case of default in payment, the procedure for booking the theft case may be followed.

### **Unauthorised Use of Electricity (UUE)**

#### **Procedure for booking a case for Unauthorised Use of Electricity**

- 11.34 The Distribution Licensee shall publish the list of Assessing Officers, prominently in all the Offices and the Photo Identity Card issued to such officers shall indicate so.
- 11.35 An Assessing Officer, suo motu or on receipt of reliable information regarding unauthorised use of electricity shall promptly conduct inspection of such premises and shall be present at the time of conducting inspection of such premises.
- 11.36 The inspection team of the Distribution Licensee, headed by such Assessing Officer shall carry along with them their Visiting Cards and Photo Identity Cards. Photo Identity Card should be

shown and Visiting Card handed over to the consumer before entering the premises.

- 11.37 The Assessing Officer shall prepare a report giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for unauthorised use of electricity).
- 11.38 The report shall clearly indicate whether sufficient evidence substantiating the fact that unauthorised use of electricity was found or not. The details of such evidence should be recorded in the report and the material utilised for the purpose shall be kept as a proof.
- 11.39 The report shall be signed by the Assessing Officer, each member of the inspection team and by the consumer, if the consumer fails to sign the report then the same has to be recorded in the inspection report and the report must be handed over to the consumer or his/her representative at site immediately under proper receipt.. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post/Speed post on the day or the next day of the inspection.
- 11.40 Within three working days of the date of inspection, the Assessing Officer shall, analyze the case after carefully considering all the evidence including the consumption pattern, wherever available and the report of inspection. If it is concluded that no unauthorised use of electricity has taken place, no further action will be taken.

#### **Notice to consumer**

- 11.41 If the Assessing Officer suspects that the unauthorised use of electricity has taken place, he shall serve a provisional assessment order assessed as per clauses 11.50 and 11.51 of these Regulations along with show cause notice to the consumer, giving reasons as to why a case of unauthorised use of electricity should not be booked against such consumer. The show cause notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- 11.42 The person, on whom an order has been served under clause 11.41 of these Regulations, shall be entitled to file objections, if any, against the provisional assessment before the Assessing Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.
- 11.43 If the provisional assessment amount is deposited within 7 days of serving such provisional assessment order on the consumer, reply to the notice shall not be necessary.

#### **Submission of consumer's reply**

- 11.44 The consumer shall submit his reply within 15 days of receipt of show cause notice to the concerned officer mentioned in clause 11.41 of these Regulations.
- 11.45 In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per clauses 11.46 and 11.47 of these Regulations.

### **Hearing in case of suspected unauthorised use of electricity**

- 11.46 Within 5 days from the date of submission of consumer's reply, the Distribution Licensee shall arrange a hearing with the consumer.
- 11.47 During the hearing, the Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, within 5 working days, a speaking order as to whether the case of unauthorised use of electricity is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.

### **Assessment**

- 11.48 In cases where unauthorised use of electricity is not established based on consumer's reply submission/hearing, further proceedings shall be discontinued and case of unauthorised use of electricity shall be dropped immediately.
- 11.49 Where it is established that there is a case of unauthorised use of electricity based on consumer's reply submission/hearing, the Assessing Officer shall assess the energy consumption taking into consideration the following:
- 11.50 The Assessing Officer shall assess the energy consumption considering the following:
- (a) **Period of assessment:** If the Assessing Officer reaches to the conclusion that unauthorised use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorised use of electricity has taken place and if, however, the period during which such unauthorised use of electricity has taken place cannot be ascertained, such period shall be limited to a period of 12 months immediately preceding the date of inspection.
  - (b) **Assessment charge:** The assessment for units assessed as per clause 11.51 of these Regulations shall be done on the basis of applicable tariff and in accordance with the Electricity (Amendment) Act, 2007 and any subsequent amendments, excluding the consumption recorded by the meter or already billed during the assessment period at applicable tariffs.
  - (c) If a consumer is found indulging in more than one act of unauthorised use of electricity, the charges payable by the consumer in respect of each such unauthorised use shall be separately assessed and billed accordingly.
- 11.51 The methodology for assessment of consumption for unauthorised use of electricity shall be as follows:

Assessment shall be based on the data obtained from the meter (in case of electronic meter through MRI) and shall be given as:

**= Average Monthly consumption for the period of assessment (units) x Period of assessment (in months or fraction thereof), assessed as per clause 11.50 (a) of these Regulations**

Provided the meter has been in working condition for at least 9 months of the assessment period:

Provided further that the connection of the consumer has been energized for at least nine months prior to the date of inspection for unauthorised use of electricity.

If the above conditions are not satisfied then the assessment shall be as per the assessment formula given in clause of Annexure 19 to these Regulations.

- 11.52 The final assessment order shall be served on the consumer under proper receipt. The consumer shall be required to make the payment within 7 days of its proper receipt. A copy of the speaking order shall also be handed over to the consumer under proper receipt.
- 11.53 The order of final assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as prescribed by the State Government under section 126(2) of the Act.
- 11.54 Any person served with the order of final assessment, may, accept such assessment and deposit the assessed amount with the Distribution Licensee within 7 days of service of assessment order upon him.
- 11.55 In case of non-payment of bill amount within 7 days of serving the final assessment order, the connection will be disconnected by serving a 15 days notice, which will not be reconnected until the assessed amount is deposited. In case of non-payment, the amount will be shown as arrear in the regular bill.
- 11.56 When a person defaults in making payment of assessed amount, he, in addition to the assessed amount shall be liable to pay, on the expiry of 30 days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months.

#### **Appeal to Appellate Authority**

- 11.57 Any person aggrieved by the final order served by the Assessing Officer may, within thirty (30) days of the said order, prefer an appeal in such form, verified in such manner and be accompanied by such fee as specified by the State Commission, to an Appellate Authority.
- 11.58 No appeal against an order of assessment under section 11.57 above shall be entertained unless an amount equal to half of the assessed amount is deposited in cash or by way of bank draft with the Distribution Licensee and documentary evidence of such deposit has been enclosed along with the appeal.
- 11.59 The Appellate Authority will dispose of the appeal after hearing the parties and pass appropriate order within 90 days of appeal being admitted and send copy of the order to the Assessing Officer and the appellant. The order of the Appellate Authority shall be final and shall not be appeal-able.
- 11.60 The consumer will be served with a revised bill as per final order of the Appellate Authority to be paid in 7 days.



- 11.61 If a consumer defaults in making the payment within 7 days of serving the final order of the Appellate Authority, the connection will be disconnected after serving a 15 days notice which will not be reconnected until the bill amount is cleared. In case of non-payment, the amount will be indicated as arrear in regular bill and action will be taken for recovery.
- 11.62 An interest of 16% per annum will be charged on the amount as per final order of the Appellate Authority after thirty days from the date of final order, compounded every 6 months as per section 127(6) of the Act.
- 11.63 In case the Appellate Authority holds that no case of unauthorised use of electricity is established, no further proceedings will be initiated by the Distribution Licensee and the amount deposited by the appellant shall be refunded along with interest at the rate of 16% per annum compounded every six months for the period from the date of deposit till the amount recovered is adjusted through adjustment in the electricity bills of the immediately succeeding months. The appellant may also opt for cash refund of the amount deposited by the appellant along with interest at the rate of 16 percent per annum compounded every six months, till payment of such amount is made by the Distribution Licensee.
- 11.64 In case the amount payable as determined by the appellate authority is less than the amount already deposited by the person, the excess amount will be refunded by adjustment in the bills of the immediately succeeding months along with interest at the rate of 16% per annum compounded every six months from the date of such excess deposit till the date of actual adjustment.

## **A12: Disconnection and Reconnection of Service**

- 12.1 The supply may be disconnected temporarily or on a permanent basis as per the procedure described below. The Distribution Licensee shall remove service line, meter etc. after permanent disconnection. However, the Distribution Licensee may not remove service line, meter etc in case of temporary disconnection.
- 12.2 The charges for connection, reconnection and disconnection shall be in accordance with the Schedule of Charges given in these Regulations.

### **Temporary Disconnection**

- 12.3 The supply may be disconnected temporarily in following cases:
- (a) On non-payment of the Distribution Licensee's dues: Where a consumer neglects to pay any charge for supply electricity or any other sum due from him to the Distribution Licensee, by the due date mentioned in the bill, the Distribution Licensee may, after giving not less than fifteen (15) clear days' notice in writing to such person and without prejudice to his rights to recover such charge or other sum by suit, cut off supply of electricity and for that purpose disconnect any electric supply line or other works being the property of such licensee through which electricity may have been supplied, distributed or wheeled and may discontinue the supply until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid, but no longer:

Provided, notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer, under this section shall be recoverable after a period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the Distribution Licensee shall not cut off the supply of the electricity.

- (b) If the conduct/continuance of any business/industry/activity being carried out in any premises becomes unlawful due to lack of necessary permission or withdrawal of permission from the competent authority;
- (c) If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the Distribution Licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.
- (d) If at any time the consumer is found to be using energy for a purpose other than for which it was intended / provided or tampers with the meter and/or other apparatus of the Distribution Licensee on his premises or extends/allows supply of energy to any other premises from his connection.

12.4 The supply shall be disconnected after giving a notice period of minimum 15 clear days. The supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.

12.5 The Distribution Licensee shall, after the connection is temporarily disconnected as per clauses (b), (c) and (d), issue a notice to the consumer as per format given in Annexure 17 to these Regulations, to remove the cause of disconnection within 45 days failing which the supply shall be disconnected permanently.

12.6 The Distribution Licensee may take steps to prevent unauthorised reconnection of consumers disconnected in the manner as described above. Wherever the Distribution Licensee discovers that connection has been re-connected in a unauthorised manner, licensee may initiate action as per provisions of Section 138 of the Act. Further, in case the Distribution Licensee discovers that supply to such premises has been restored through another live connection, all pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per clause (a).

### **Permanent Disconnection**

12.7 The supply shall be disconnected permanently in following cases:

- (a) On the termination of the Agreement
- (b) If the cause for which the supply was temporarily disconnected is not removed within the notice period:

Provided that if the service of the consumer remains continuously disconnected for 180 days, not being a temporary disconnection upon request of the consumer, the Agreement shall be deemed to be terminated on the expiry of 15 days or after expiry of the initial period of agreement whichever is later without prejudice to the rights of the Distribution Licensee or of the consumer under the Act for recovery of any amount due under the Agreement.

### **Disconnection on Consumer's Request**

- 12.8 In case a consumer desires his meter to be permanently disconnected, he shall apply for the same in the format prescribed in Annexure 15 to these Regulations. The Distribution Licensee shall give a written acknowledgment of receipt of such request, on the spot.
- 12.9 The Distribution Licensee shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within 5 days from receipt of the request. Upon payment, the Distribution Licensee shall issue a receipt with 'Final Bill' stamped on it. This receipt shall be treated as a No Dues Certificate:

Provided that whenever an agreement is terminated on notice given by the consumer, the Distribution Licensee shall give a written intimation within five (5) working days after termination in the format given in Annexure 16 to these Regulations, failing which such intimation shall be deemed to have been given to the consumer.

- 12.10 In case of consumers who were sanctioned phased contract demand and supply was released for initial or intermediary phased demands, the consumer may seek deferment or cancellation of such of the phased demands which are scheduled beyond minimum period of Agreement, by giving 3 months' notice in advance or in lieu thereof pay 3 months' charges towards such deferment or cancellation of such phased demands.
- 12.11 Thereafter, the Distribution Licensee shall not have any right to recover any charge(s) for any period prior to this date of billing. The Distribution Licensee shall not raise any bill after disconnection.
- 12.12 HT/EHT consumers shall also bear the estimated expenditure on removal of the apparatus and service line. The Distribution Licensee shall issue a demand note to the consumer in writing, under acknowledgment, within 10 working days of receipt of request.

### **Reconnection**

- 12.13 If any service is disconnected on account of non-payment of electricity charges, or any other charges that may be due, by the consumer to the Distribution Licensee, the consumer has to pay the charges due from him in addition to charges for disconnection and reconnection, as may be approved by the Commission from time to time.
- 12.14 The Distribution Licensee shall restore the electrical supply after receipt of due charges along with disconnection and reconnection charges within 4 hours in Class-I cities and Urban areas, and within 12 hours in Rural areas.

## **A13: General Provisions**

## General

- 13.1 The Distribution Licensee shall monitor the progress of each case of new connection, billing, metering, disconnection, reconnection and theft on monthly basis and send MIS reports to the Commission every quarter, mentioning the performance standards achieved, violation of code in each category, penalty leviable, penalty adjusted etc.
- 13.2 The Distribution Licensee shall keep uploading the area-wise list and current status of new connection, billing, metering, disconnection, reconnection and number of theft cases on the website giving overall figure of such cases booked, decided and pending. The Distribution Licensee shall also upload at its website all the reports sent to the Commission in accordance with these Regulations.

## Provision for load shedding

- 13.3 Notwithstanding anything contained in any agreement or undertaking executed by a consumer with licensee or in the tariff applicable to him, the consumer shall restrict the use of electricity in terms of his maximum demand and/or stagger energy consumption in the manner and for the period as maybe specified in any order that may be made by the State Load Dispatch Centre or the State Government or the Distribution Licensee to maintain orderly grid operation. The Distribution Licensee shall inform bulk/ HT consumers about such restrictions as early as possible by any convenient communication mode for minimizing inconvenience.
- 13.4 In case of scheduled load shedding, prior intimation needs to be given to the Commission regarding availability of power vis-à-vis demand as well as the proposal for load shedding along with reasons, etc.

## Service of Notice

- 13.5 Any order/ notice on the consumer by the Distribution Licensee, including the notice under Section 56 of the Act shall be deemed to be duly served if it is:
- (a) sent by registered post at the correct postal address of the addressee; or
  - (b) delivered by hand to the person residing at the address notified to the Distribution Licensee by the consumer; or

Provided that in the case of an individual, service of notice to the consumer's spouse or his authorised representative, and in the case of a firm, company or corporation, service of notice on the Managing Director, Director or Principal Officer or an authorised person of such a concern, shall be taken as sufficient service for the purpose of these Regulations.

- 13.6 If a consumer refuses or avoids receiving the notice, the service may be effected by:
- (a) Affixing the notice at a conspicuous place on the consumer's premises in the presence of two witness and photographing the notice; or
  - (b) Publication of the notice in daily newspaper(s) commonly read in the concerned locality to be kept on record by the Distribution Licensee.

Either of the above shall be deemed as sufficient for service of notice.

### **Demand Side Management**

- 13.7 It shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the Distribution Licensee in implementation of the programs for Demand Side Management that may be launched by the Distribution Licensee.

### **Exemption**

- 13.8 The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the Distribution Licensee's installations and activities.
- 13.9 Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the Distribution Licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the Transmission licensee's network or on account of instructions given by State Load Dispatch Centre, over which the Distribution licensee has no reasonable control.

### **Repeal and Savings**

- 13.10 Save as otherwise provided in these Regulations, the earlier Regulations namely "Jharkhand State Electricity Regulatory Commission (Electricity Supply Code) Regulations 2005" read with all amendments thereto, as applicable to the subject matter of these Regulations are hereby repealed.
- 13.11 Notwithstanding such repeal:
- (a) Anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under these Regulations to the extent that same were not inconsistent with the Act.
  - (b) The Commission may, at any time and on such terms as it may think fit, amend, alter or modify any provision of these Regulations or remove any error or defect in these Regulations.

### **Power of Relaxation and Power to Remove Difficulties**

- 13.12 The Commission may, in public interest and for reasons to be recorded in writing, relax any of the provisions of these Regulations.
- 13.13 If any difficulty arises in giving effect to any of the provisions of these Regulations or there is a dispute regarding interpretation of any provision, the matter may be expeditiously referred to the Commission. The Commission shall pass necessary orders after consulting the parties concerned, provided that the Commission may refuse to entertain the reference filed beyond 3 months' delay without sufficient cause.



# Schedule for Miscellaneous Charges

| S.No.    | Purpose  | Scale of Charges                | Manner in which payment will be realized   |
|----------|--|---------------------------------|--|
| <b>1</b> | <b>Application fee</b>   |                                 |  |
|          | Agriculture  | 10                              | Application should be given in standard requisition form of the Distribution Licensee which will be provided free of cost. Payable in cash in advance along with the intimation  |
|          | Street light   | 20                              |  |
|          | Domestic   | 15 (Kutir Jyoti)<br>20 (Others) |  |
|          | Commercial   | 20                              |  |
|          | Other LT categories  | 50                              |  |
|          | HTS  | 100                             |  |
|          | HTSS, EHTS, RTS  | 100                             |  |
| <b>2</b> | <b>Revision of estimate when a consumer intimates changes in his requirement subsequent to the preparation of service connection estimate based on his original application</b>  |                                 |  |
|          | Agriculture  | 10                              | Payable in cash in advance along with the intimation for revision  |
|          | Domestic   | 30                              |  |
|          | Commercial   | 30                              |  |
|          | Other LT categories  | 50                              |  |
|          | HT Supply  | 150                             |  |
| <b>3</b> | <b>Testing of consumers Installation</b>   |                                 |  |
|          | First test and inspection free of charge but should any further test and inspection be necessitated by faults in the installation or by not compliance with the conditions of supply for each extra test or inspection | 100                             | Payable in cash in advance along with the request for testing  |
| <b>4</b> | <b>Meter test when accuracy disputed by consumer</b>   |                                 |  |
|          | Single phase   | 40                              | To be deposited in cash in advance. If the meter is found defective within the meaning of the Indian Electricity Rules 1956, the amount of advance will be refunded and if it is proved to be correct within the permissible limits laid down in the Rules, the amount will not be refunded. |
|          | Three phase  | 100                             |  |
|          | Trivector/ special type meter  | 650                             |  |
| <b>5</b> | <b>Removing/ Refixing of meter</b>   |                                 |  |
|          | Single phase   | 50                              | Payable in cash in advance along with the intimation for revision  |
|          | Three phase  | 100                             |  |
|          | Trivector/ special type meter  | 300                             |  |
| <b>6</b> | <b>Changing of meter /meter equipment/fixing of sub meter on the request of the consumer/fixing of sub meter</b>   |                                 |  |
|          | Single phase   | 50                              | Payable in cash in advance along with the intimation for revision  |
|          | Three phase  | 100                             |  |
|          | Trivector/ special type meter  | 300                             |  |
| <b>7</b> | <b>Resealing of meter when seals are found broken</b>  |                                 |  |
|          | Single phase   | 25                              | Payable with energy bill   |
|          | Three phase  | 50                              |  |
|          | Trivector/ special type meter  | 100                             |  |

| S.No. | Purpose   | Scale of Charges | Manner in which payment will be realized  |
|-------|---|------------------|---|
| 8     | Replacement of meter card, if lost or damaged by consumer | 10               | Payable with energy bill  |
| 9     | <b>Fuse call – Replacement</b>                            |                  |   |
|       | Board fuse due to fault of consumer                       | 15               | Payable with energy bill  |
|       | Consumer fuse   | 15               |   |
| 10    | <b>Disconnection/ Reconnection</b>                        |                  |   |
|       | Single phase  | 30               | Payable in cash in advance along with the request by the consumer. If the same consumer is reconnected/ disconnected within 12 months of the last disconnection/ reconnection, 50% will be added to the charges |
|       | Three phase   | 75               |   |
|       | LT Industrial Supply                                      | 300              |   |
|       | HT Supply   | 500              |   |
| 11    | <b>Security Deposit</b>                                   |                  | As per the JSERC (Electricity Supply Code) Regulations, 2015  |



# Annexure

## Annexure 1

### Application form – New Connection (Low Tension Service)

|      |   |   |
|------|---|---|
| 1    | Name of the Applicant/Organization:   |   |
| 2    | Name of father/husband/Director/Partner/Trustee:  |   |
| 3    | Address:  |   |
| (a)  | For communication   | House/Plot/Premise no.  |
|      |   | Street  |
|      |   | Area/Colony   |
|      |   | District  |
| (b)  | Where the new connection is applied for / existing connection is required to be shifted   | House/Plot/Premise no.  |
|      |   | Street  |
|      |   | Area/Colony   |
|      |   | District  |
|      | (Indicate landmarks to identify the location)   |   |
| 4    | Plot size: .....sq. feet  | Covered area: .....sq. feet   |
| 5    | Category of Supply: (list of categories attached)   |   |
| 6    | Purpose of Supply:  |   |
| 7    | Total Load applied for (in kW):   |   |
| 8    | Type of Supply (Permanent / Temporary):   |   |
| 8(a) | If Temporary supply, specify period of requirement:   | From (date):  |
|      |   | To (date):  |
| 9    | Please indicate whether you want to carry out the works of laying service line and/or dedicated distribution facility for the electricity supply requisitioned (Yes/No) |   |
| 10   | Please indicate whether you want to install your own CEA approved meter (Yes/No)  |   |
| 11   | List of documents attached:   |   |
| (a)  | Photograph to be affixed on application form (Yes/No)   |   |
| (b)  | Identity Proof submitted along with this application form:  |   |
|      | - If Applicant is a person<br>(Tick any one)  | (i) Electoral identity card; (ii) Passport;<br>(iii) Driving license; (iv) Ration card;<br>(v) Photo identity card issued by Government agency; (vi) PAN card;<br>(viii) Certificate from village Pradhan/ Patwari/ Lekhpal/ village level worker/ village chowkidar/ Primary school teacher/ in-charge of primary health centre etc. |

|     |   |   |
|-----|---|---|
|     | - If Applicant is an organization<br>(Tick any one)   | Signature of competent authority (e.g. Branch Manager, Principal, Executive Engineer, etc) along with relevant resolution/authority letter of the institution concerned   |
| (c) | Proof of ownership of occupancy of premises for which electricity connection is required<br>(Tick any one)  | (i) Copy of sale deed or lease deed or in the case of agricultural connections a copy of khasra / khatauni / khata nakal<br>(ii) Registered General Power of Attorney;<br>(iii) Municipal tax receipt or Demand notice or other related document;<br>(iv) Letter of allotment.<br>(v) An applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (i) to (iv) above also furnish a no objection certificate from owner of the premises |
| (d) | Proof of current address<br>(Tick any one)  | (i) Electoral identity card; (ii) Passport;<br>(iii) Driving license; (iv) Ration card;<br>(v) Photo identity card issued by any Government agency;<br>(vi) Statement of running Bank Account;<br>(vii) Water / Telephone / Electricity / Gas connection Bill;<br>(viii) Income Tax assessment order.   |
| (e) | Any other document as applicable (Please specify)   |   |
| 12  | Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No  |   |
| 13  | Any electricity dues outstanding for the premises for which connection applied for: Yes/ No   |   |
| 14  | Any electricity dues outstanding with the Distribution Licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No |   |
|     | (For questions 13, 14 & 15 if the answer is 'Yes' in any case please provide details on a separate sheet)   |   |

I/ We hereby declare that

- The information provided in this application is true to my knowledge.
- I/ We have read the ..... Electricity Supply Code and agree to abide by the conditions mentioned therein.
- I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
- I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date:  
Place:

Signature of the consumer/ Authorised Signatory  
Name:

**Note:** Apart from documents for identity proof, proof of ownership/occupancy of premises and proof of current address, the following documents shall be attached with the application form

In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement;

In case of Public and/or Private limited Company – The applicant shall furnish a Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;

Other documents applicable only for select consumer categories:

- Industrial consumers: Valid Industrial License, if applicable
- Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required
- Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the nagar nigam / nagar palika / nagar panchayat / gram sabha / gram panchayat / land development authority / land owning agency

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**Acknowledgement**

Application of ..... (name of applicant) for  
..... (purpose) is hereby received on ..... (date).  
In this regard, the applicant is given a reference no. .... to be used for all future correspondence.

Signature / Seal of licensee’s representative

Name and Designation:

## Annexure 2

## Application form – New Connection (High Tension / Extra High Tension Service)

|       |   |                                  |          |          |           |           |   |
|-------|---|----------------------------------|----------|----------|-----------|-----------|---|
| 1     | Name of the Applicant/Organization:   |                                  |          |          |           |           |   |
| 2     | Name of father/husband/Director/Partner/Trustee:  |                                  |          |          |           |           |   |
| 3     | Address for communication   |                                  |          |          |           |           |   |
| 4     | Address where the new connection is applied for / existing connection is required to be shifted                             |                                  |          |          |           |           |   |
|       | <i>(Indicate landmarks to identify the location)</i>  |                                  |          |          |           |           |   |
| 5     | Voltage at which supply is required (kV)<br><i>(Please tick the category applicable)</i>                                    | 11<br>kV                         | 33<br>kV | 66<br>kV | 110<br>kV | 132<br>kV | 220<br>kV                                 |
| 6     | Type of Supply (Permanent / Temporary):   |                                  |          |          |           |           |   |
| 6(a)  | If Temporary supply, specify period of requirement:   | From (date):                     |          |          |           |           |   |
|       |   | To (date):                       |          |          |           |           |   |
| 7     | Total Contract Demand applied for (in kW / kVA):  |                                  |          |          |           |           |   |
| 8     | Basis for projection of Contract Demand - Diversity Factor assumed:   |                                  |          |          |           |           |   |
| 9     | Phasing of Contract Demand required (Yes/No):   |                                  |          |          |           |           |   |
|       | If Yes, then provide the following details in the given format:   |                                  |          |          |           |           |   |
|       | <i>CD required (kVA) along with remarks, if any</i>   |                                  |          |          |           |           | <i>Tentative Date from which required</i> |
|       | (a)   |                                  |          |          |           |           |   |
|       | (b)   |                                  |          |          |           |           |   |
|       | (c)   |                                  |          |          |           |           |   |
| 10    | Purpose of Installation:  |                                  |          |          |           |           |   |
| 11    | Category of Tariff opted for:   |                                  |          |          |           |           |   |
| 12    | Production capacity:  |                                  |          |          |           |           |   |
| 13    | Category of Industry: <i>(Tick the applicable one)</i>  | SSI                              | MSI      |          |           |           | LSI                                       |
|       | Type of unit:<br><i>(viz. Ownership/Partnership/Private Ltd./Public Ltd./Society/<br/>Govt Dept./Govt undertaking)</i>      |                                  |          |          |           |           |   |
| 14    | Name of Institution developing Industrial Premises:   |                                  |          |          |           |           |   |
| 15(a) | Possession Letter or No-Objection Certificate   |                                  |          |          |           |           |   |
| 15(b) | Issued by the Institution <i>(attach a copy)</i>  | Number:                          |          |          | Date:     |           |   |
| 16    | Whether supply is needed through an independent feeder  |                                  |          |          |           |           |   |
| 17    | Whether the above unit ever operated at some other place or applied for connection? <i>(If Yes, please provide details)</i> | (a) Sanctioned Load:             |          |          |           |           |   |
|       |   | (b) Service Connection No.:      |          |          |           |           |   |
|       |   | (c) Arrears of payment (if any): |          |          |           |           |   |
| 18    | If electricity connection for the premises was requested in the past? <i>(If Yes, please provide details)</i>               | (a) Name of unit:                |          |          |           |           |   |
|       |   | (b) Service Connection No.:      |          |          |           |           |   |
|       |   | (c) Arrears of payment (if any): |          |          |           |           |   |
| 19    | Status of land acquisition:   |                                  |          |          |           |           |   |

|    |   |  |
|----|---|--|
|    |   |  |
| 20 | Expected date by which finance will be available:   |  |
| 21 | Whether the requisite consent / NOC (if applicable as per the list of Pollution Control Board) has been obtained from ..... as per statutory requirements<br>(If yes, attach a copy): |  |
| 22 | Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No  |  |
| 23 | Any electricity dues outstanding for the premises for which connection applied for: Yes/ No   |  |
| 24 | Any electricity dues outstanding with the Distribution Licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No   |  |
|    | (For questions 22, 23 & 24 if the answer is 'Yes' in any case please provide details on a separate sheet)   |  |

I/ We hereby declare that

- (a) The information provided in this application is true to my knowledge.
- (b) I/ We have read the ..... Electricity Supply Code and agree to abide by the conditions mentioned therein.
- (c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
- (d) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date: \_\_\_\_\_

Signature of the consumer/ authorised signatory

Place: \_\_\_\_\_

Name:

**Note:** The following documents shall be attached with the application form:

1. Proof of ownership of the premises
2. A map indicating the proposed location of the plant/office and the point where supply is required. The map should normally be of the scale of 1 cm representing 1200 cm.
3. Licence/NOC from statutory authority, if required or a declaration by the applicant that his connection does not fall under the requirement of NOC under any statute.
4. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, partnership deed.
6. In case of Limited Company, Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer and PAN Number, if any. If there is any change at a later date, the same shall be intimated by the consumer to the Distribution Licensee immediately.
8. Letter of intent for production/ enhancement in production may be furnished.
9. List of equipments proposed to be installed along with the expected load.
10. Resolution for authorised signatory.
11. Registration from Industries Department.
12. Extract of project report relevant to power and process requirements (in case of industries).
13. Copy of the relevant section of the current tariff order that provides details of the tariff category opted by the consumer and duly signed by him. This will be appended with the agreement after completion of formalities.

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**Acknowledgement**

Application of ..... (name of applicant) for  
..... (purpose) is hereby received on ..... (date).  
In this regard, the applicant is given a reference no. .... to be used for all future correspondence.

Signature / Seal of licensee’s representative  
Name and Designation:

**Annexure 3****Declaration / Undertaking**

I, \_\_\_\_\_ Son/Daughter of \_\_\_\_\_ Resident of \_\_\_\_\_ (hereinafter referred to as “Applicant”, which term shall mean and include executors, administrators, heirs, successors and assigns), do hereby swear and declare as under:

Or

The \_\_\_\_\_, a company incorporated under the provisions of the Companies Act, 1956 having its registered office at \_\_\_\_\_ (hereinafter referred to as “Applicant”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns), do hereby swear and declare as under:

THAT the Applicant is a lawful occupant of the premises at \_\_\_\_\_ in support of which the Applicant has enclosed a proof of occupancy.

THAT the Applicant has requested the Distribution Licensee to provide a service connection at the above-mentioned premises in the Applicants name for the purpose mentioned in the application form.

THAT in furnishing the Declaration, the Applicant has clearly understood that should the above statements prove to be false or incorrect at any later stage, the Distribution Licensee shall have every right to disconnect supply to the Applicant without any notice and above right to adjust dues against Consumer Security Deposit.

THAT the Applicant hereby agrees and undertakes:

1. To indemnify the Distribution Licensee against all proceedings, claims, demands, costs, damages, expenses that he licensee may incur by reason of a fresh service connection given to the Applicant.
2. That all Electrical Works done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 and have been carried out by a licensed electrical contractor (in case the Applicant is an owner and wiring in the premises is new)

Or

That all Electrical Work done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 to the best of our knowledge (where application is for reconnection or Applicant is occupier of the premises)

3. The Distribution Licensee is indemnified against any loss accrued to the applicant on this account. Further, Applicant agrees that if there is any harm/loss to the property of the Distribution Licensee due to the fault in Electrical work within the premises of Applicant, all the liabilities shall be borne by the Applicant.
4. To pay the electricity consumption bills and all other charges at the rates set out in the Distribution Licensee’s Tariff Schedule and miscellaneous charges for supply as may be in force from time to time, regularly as and when the same becomes due for payment.
5. To deposit the additional consumption deposit as revised by the Distribution Licensee from time to time based on the consumption of the Applicant in preceding year.
6. To abide by the provisions of the Electricity Act, 2003, \_\_\_\_\_ Electricity Supply Code, tariff orders and any other rules or regulations notified by the Commission, as applicable from time to time.
7. That licensee shall be at liberty to adjust the electricity consumption charges along with any other charges against the Consumer Security Deposit paid by the Applicant, in the event of termination of the agreement prior to expiry of the contracted period or in case of nay contractual default.
8. To be responsible for safe custody of Meters, CTs, Cables etc. provided by the Distribution Licensee and in case, there is any damage to equipment due to the reasons attributable to Applicant the same shall be chargeable to the Applicant. Further, all repercussions on account of breakage of seals of meters etc. or Direct/Dishonest Abstraction of energy shall be to the account of Applicant, as per the existing laws.
9. To allow clear and un-encumbered access to the meters for the purpose of meter reading and its checking etc.

10. That the Applicant would let the Distribution Licensee disconnect the Service connection under reference, in the event of any default, non-compliance of statutory provisions and in the event of a legally binding directive by Statutory Authority(ies) to effect such an order. This shall be without prejudice to any other rights of the Distribution Licensee including that of getting its payment as on the date of disconnection.
11. That the Distribution Licensee shall not be held responsible for any interruption or diminution of supply of Electricity.
12. All the above declaration given by the Applicant shall be construed to an Agreement between the Distribution Licensee and the Applicant.

Signature of the Applicant  
Name of the applicant

SIGNED AND DELIVERED  
In presence of witness

Name of Witness



**Annexure 4****Application form – Change in Name of Registered Consumer**

|   |   |                |
|---|---|----------------|
| 1 | Service Connection No.  |                |
| 2 | Name of Registered Consumer (at present)  |                |
| 3 | Consumer category   |                |
| 4 | Contracted load   |                |
| 5 | Address:  | Telephone no.: |
| 6 | Name of the person in whose name connection to be changed<br>(in CAPITAL LETTERS) |                |

**Note:** The following documents are attached with the application form:

(Tick whichever applicable)

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. No Objection Certificate from the existing consumer if available/possible.
4. Registered deed/ Succession certificate/ \_\_\_\_\_ (if any other document, please specify)

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name:

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### Acknowledgement

Application form of Service Connection No. \_\_\_\_\_ at present in the name of \_\_\_\_\_ (name of applicant) has been received on \_\_\_\_\_ (date) for changing the name of Consumer to \_\_\_\_\_.

In this regard, the consumer is given a reference no. \_\_\_\_\_ to be used for all future correspondence.

Signature / Seal of licensee's representative  
Name and Designation:

**Annexure 5****Application form – Transfer of Ownership to Legal Heir**

|   |   |                |
|---|---|----------------|
| 1 | Service Connection No.  |                |
| 2 | Name of Registered Consumer (at present)  |                |
| 3 | Consumer category   |                |
| 4 | Contracted load   |                |
| 5 | Address:  | Telephone no.: |
| 6 | Name of the person in whose name connection to be changed<br>(in CAPITAL LETTERS) |                |

**Note:** The following documents are attached with the application form:

(Tick whichever applicable)

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. Registered deed/ Succession or Legal Heir certificate/ Mutation deed/ \_\_\_\_\_ (if any other document, please specify)
4. NOC from other legal heir(s) in case connection is to be changed in the name of one of the legal heirs

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name:

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### **Acknowledgement**

Application form of Service Connection No. \_\_\_\_\_ at present in the name of \_\_\_\_\_ (name of applicant) has been received on \_\_\_\_\_ (date) for changing the name of Consumer to \_\_\_\_\_.

In this regard, the consumer is given a reference no. \_\_\_\_\_ to be used for all future correspondence.

Signature / Seal of licensee's representative  
Name and Designation:

## Annexure 6

### Application form – Conversion of Services / Change of Consumer Category / Shifting of Premises

(Tick the applicable purpose)

|      |  |   |
|------|--|---|
| 1    | Service Connection No.   |   |
| 2    | Name of Consumer   |   |
| 3    | Consumer category  |   |
| 4    | Contracted load  |   |
| 5    | Address:   | Telephone no.:  |
| 6    | Request for change in service:   |   |
| i)   | IF request is for conversion of service:<br>(Tick whichever applicable)                                      | a) Conversion from LT single phase to LT 3-phase<br>b) Conversion from LT 3-phase to LT single phase<br>c) Conversion from LT to HT<br>d) Conversion from HT to LT<br>e) Conversion from HT to EHT<br>f) Conversion from EHT to HT<br>g) Other (Please specify) |
| ii)  | IF request is for change in consumer category, mention the tariff category to which Consumer wants to shift: | (See list of all tariff categories attached with this form)   |
| iii) | IF request is for change in premises:  | a) New address to which existing service connection is to be shifted:<br><br>b) Details of equipment to be shifted (Meter/service line, LT/HT line, transformer, etc.):   |
| 7    | Reason for change in service   |   |

**Note:** The following documents are attached with the application form: (Tick whichever applicable)

1. Installation inspection report
2. Proof of ownership / legal occupancy of premises, if request is for shifting of premises
3. Any other document (please specify)

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name:

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**Acknowledgement**

Application form of Service Connection No. \_\_\_\_\_ at present in the name of \_\_\_\_\_ (name of applicant) has been received on \_\_\_\_\_ (date) for \_\_\_\_\_ (purpose).

In this regard, the consumer is given a reference no. \_\_\_\_\_ to be used for all future correspondence.

Signature / Seal of licensee's representative  
Name and Designation:

**Annexure 7****Application form – Load Enhancement / Load Reduction**

(Tick the applicable purpose)

|   |  |                                  |
|---|--|----------------------------------|
| 1 | Name of the Applicant/Organization:  |                                  |
| 2 | Service Connection Number  |                                  |
| 3 | Address of premises to which electricity is being supplied   | Telephone No.:                   |
| 4 | In case of Load Enhancement:   |                                  |
|   | Existing sanctioned load (in kW):  | Enhanced load requested (in kW): |
| 5 | In case of Load Reduction:   |                                  |
|   | Existing sanctioned load (in kW):  | Reduced load requested (in kW):  |
| 6 | Reason(s) for Load Enhancement / Reduction:  |                                  |
| 7 | Details of load added/ disconnected from supply, if applicable.<br><i>(Please attach list of equipments category-wise)</i><br>(a) Lighting<br>(b) Motive Power<br>(c) Agricultural<br>(d) Other (please specify) |                                  |

Date: \_\_\_\_\_

Signature of the consumer

Place: \_\_\_\_\_

Name:

**Note:** The following documents are attached with the application form *(if applicable)*

1. A work completion certificate & test report from Licensed Electrical Contractor, if the consumer's installation has been altered.
2. Resolution for authorised signatory.

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### Acknowledgement

Application of ..... for load enhancement / load reduction against Service Connection No..... is hereby received on ..... (date)

In this regard, the applicant is given a reference no. .... to be used in all future correspondence.

Signature / Seal of licensee's representative

Name and Designation:

## Annexure 8

**Procedure for Determination of Connected Load**  
(Domestic Connection)

Name of applicant: \_\_\_\_\_

Service Connection No. (for existing connections): \_\_\_\_\_

 Address of applicant: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
**Electrical equipments proposed to be put to use:**

(Please fill-up the following table to enable determination of the connected load. Normally the actual load of each item will be considered to determine the connected load at the premises. In case of non-availability of the rated capacity of any item, the load shown below shall be considered.)

| Item                                   | Load per item (Watts) | No.      | Total load (Watts) |
|--|-----------------------|----------|--------------------|
| <i>1</i>                               | <i>2</i>              | <i>3</i> | <i>4 = 2x3</i>     |
| CFL                                    | 15                    |          |                    |
| Bulb                                   | 60                    |          |                    |
| Tube light                             | 50                    |          |                    |
| Fan                                    | 60                    |          |                    |
| Tape-recorder/ Music system            | 100                   |          |                    |
| Television                             | 90                    |          |                    |
| Mixie                                  | 375                   |          |                    |
| Electric iron                          | 750                   |          |                    |
| Fridge                                 | 150                   |          |                    |
| Cooler                                 | 250                   |          |                    |
| Heater (for cooking and water heating) | 1000                  |          |                    |
| Washing machine                        | 750                   |          |                    |
| Geyser                                 | 2000                  |          |                    |
| Microwave oven                         | 2000                  |          |                    |
| Air Conditioner (1 ton)                | 1500                  |          |                    |
| Air Conditioner (1.5 Ton)              | 2250                  |          |                    |
| Computer                               | 100                   |          |                    |
| Printer                                | 150                   |          |                    |
| Pump-set                               | 375                   |          |                    |
| <b>Total</b>                           |                       |          |                    |

## Annexure 9

**Test Result Report of Applicant's Installation**

In accordance with Regulation 31 of  
Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010

(To be filled by licensee's representative)

Reference No.: \_\_\_\_\_

Date \_\_\_\_\_

1. Name and address of the Consumer
2. Details of the installation
3. Short circuit fault level of the installation
4. Date of Commissioning of installation (In case of additional supply or reconnection)
5. Results of the tests conducted

| S No | Equipment                  | Test Conducted  | Test Results   | Remarks |
|------|----------------------------|---|--|---------|
| 1    | Linked Switch with Fuse(s) | (a) Mechanical operation<br>(b) Rating of Fuse<br>(c) Contact of Blades   | Smooth/Troublesome<br>_____ Amp<br>Full/Partial  |         |
| 1 a  | Isolator                   | (a) Mechanical operation<br>(b) Remote operation<br>(c) Local operation<br>(d) Measurement of Contact resistance<br>(e) Interlocking with earth switch<br>(f) Interlocking with CB<br>(g) IR Values<br><br>Open Condition<br>Closed Condition   | OK/Not OK<br>OK/Not OK<br>OK/Not OK<br><br>_____micro Ohm<br>OK/Not OK<br><br>OK/Not OK<br>_____ M Ohm<br>Ph-Ph Ph-E<br>____ _<br>____ _   |         |
| 2    | Circuit Breaker S No       | Rating of the Circuit Breaker<br>(i) Type<br>(ii) Voltage<br>(iii) Normal Current<br>(iv) Rupturing capacity<br>IR Values<br>Open Condition<br>Closed Condition<br>Contact Resistance<br>Mechanical Operation<br><br>Remote Operation<br>Local Operation<br>Interlocking with Isolator<br>Interlocking with Earth switch<br>Alarm and Trip for<br>OTI/WTI/Buchholz/PRV<br>Earth Fault Relay<br>Over Current Relay<br>Under Voltage Relay<br>SF6 Pressure Alarm and trip Operation<br>Test | _____<br>_____kV<br>_____Amps<br>_____KA<br>Ph-Ph Ph-E<br>____ _<br>____ _<br>_____micro Ohm<br>Instant Smooth / Time<br>Gap ( Sec)<br>OK/Not OK<br>OK/Not OK<br>OK/Not OK<br>OK/Not OK<br><br>OK/Not OK<br><br>OK/Not OK<br>OK/Not OK<br>OK/Not OK<br>OK/Not OK |         |
| 3    | Transformer S No           | (a) Insulation resistance Value<br>(i) HT to LT<br>(ii) HT to Earth   | _____ M Ohm<br>_____ M Ohm   |         |

|   |  |   |   |  |
|---|--|---|---|--|
|   |  | (iii) LT to Earth<br>Break down Voltage Test<br>Oil Sample - I (Top)<br>Oil Sample - II (Bottom)<br>Vector Group Test<br>Polarity Test<br>Magnetizing Balance<br>Tan Delta Test (as per capacity)<br>Oil level in conservator tank<br>Oil level in breather cup<br>OTI/WTI settings<br>OTI / WTI Alarm and Trip operation<br>Operation of Buchholz relay<br>Operation of PRV<br>Oil leakage<br>Interlock of door switch for dry transformer<br>Clearance for side clearance:<br>Between two Transformers : (P) Body<br>Earth resistance<br>Neutral Earth resistance | ____ M Ohm<br><br>____ kV<br>____ kV<br>OK/Not OK<br>OK/Not OK<br>OK/Not OK<br>OK/Not OK<br>OK/Not OK<br>OK/Not OK<br>A/T __°C A/T __°C<br>OK/Not OK<br><br>OK/Not OK<br>OK/Not OK<br>OK/Not OK<br>OK/Not OK<br><br>____ Cms<br>____ Meters<br>____ Ohm<br>N1 __ Ohm<br>N2 __ Ohm |  |
| 4 | DG Sets S No for<br>1. Alternator<br>2. Engine | (a) Interlocking with other Supply Sources<br>Body Earth resistance<br>Neutral Earth resistance   | OK/Not OK<br><br>____ Ohm<br>N1 __ Ohm<br>N2 __ Ohm   |  |
| 5 | Cable Size: Sq mm                              | (a) Insulation Resistance Values<br>(i) Ph-Ph<br>(ii) PH –Earth<br>(iii) Ph-Earth + Other Ph<br>(b) Bending Radius  | ____ M Ohm<br>____ M Ohm<br>____ M Ohm<br>OK/Not OK   |  |
| 6 | Earthing                                       | (a) Metal and Size of Earth Strips<br>Type of Earthing<br>(i) Plate Earthing<br>(ii) Pipe Earthing<br>(iii) Counter Poise Earthing<br>Value of Earth resistance of earth electrodes for<br>(i) Reactor Neutral<br>(ii) LAs<br>(iii) Structure<br>(iv) Frame/Bodies of equipment<br>(v) Motors   | Cu/Al/GI __ Sq mm<br><br>Yes/No<br>Yes/No<br>Yes/No<br>N1 __ Ohm N2 __ Ohm<br>(R) __ Ohm (Y) __ Ohm<br>(B) __ Ohm<br>____ Ohm<br>____ Ohm<br>____ Ohm   |  |
| 7 | Potential Transformer                          | (a) Ratio Test<br>(b) Polarity Test<br>(c) BDV of Oil<br>(d) IR Test  | OK/ Not OK<br>OK/ Not OK<br>____ kV<br>(R) P-E __ M Ohm<br>(Y) P-E __ M Ohm<br>(B) P-E __ M Ohm   |  |
| 8 | Current Transformer                            | (a) Ratio Test<br>(b) Polarity Test<br>(c) BDV of Oil<br>(d) IR Test  | OK/ Not OK<br>OK/ Not OK<br>____ kV<br>(R) P-E __ M Ohm<br>(Y) P-E __ M Ohm<br>(B) P-E __ M Ohm   |  |



|   |                   |  |  |  |
|---|-------------------|--|--|--|
| 9 | Transmission Line | (a) Physical condition of conductor / tower<br>(b) Check of tower accessories<br>(c) Tower footing resistance<br>(d) Conductor continuity test<br>(e) Check of ground clearance<br>(f) Check of electrical clearance along the route | Ok/Not OK<br><br>Ok/Not OK<br>_____ Ohm<br>Ok/Not OK<br>Ok/Not OK<br>Ok/Not OK |  |
|---|-------------------|--|--|--|

**General Observations**

| S No | Item  | Observation |
|------|---|-------------|
| 1    | Check of required phase to phase, phase to ground and sectional clearance   |             |
| 2    | Check for equipment layout and overall installation details   |             |
| 3    | Test of resistance of earth mat or earth electrodes as applicable   |             |
| 4    | Check of consumer's pre-commissioning test reports of individual equipments   |             |
| 5    | Check of manufacturer's routine /type test reports of individual equipments   |             |
| 6    | Whether Inspector's approval if applicable is obtained  |             |
| 7    | Whether owner's self certification about compliance with the Regulations is obtained?                                     |             |
| 8    | General observations and views (specific deviation from the requirements of the Regulations shall be clearly brought out) |             |

Name, Signature and Seal of Authority

**Annexure 10**

**Meter Related Complaints / Request for Testing of Meter**  
(Tick the applicable purpose)

Complaint reference No.: \_\_\_\_\_ (to be given by licensee)

1. Service Connection No.: \_\_\_\_\_
2. Name of the consumer: \_\_\_\_\_
3. Address and Telephone No. of the consumer: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Brief description of the complaint – Burnt out / Completely stopped / Fast meter / Seal broken / Testing of Meter

4. Initial cost of meter was borne by (*tick one*): Consumer / licensee
5. Complainant desires to provide/has provided a new meter for replacement (*Yes/No*):
6. Any other information

Date: \_\_\_\_\_ (Signature of Consumer)

-----  
(For Office Use)

1. Site verification report  
 \_\_\_\_\_  
 Signature (concerned official)
2. Comments of concerned official  
 \_\_\_\_\_  
 Signature (concerned official)

-----  
**Acknowledgement**

Complaint reference no.: \_\_\_\_\_ (to be given by licensee)

Complaint received by: \_\_\_\_\_ (name and designation)

Date of receiving complaint: \_\_\_\_\_

Signature / Seal of licensee's representative  
Name and Designation:

## Meter Testing Result Report

### 1. Consumer Particulars

Service Connection No. \_\_\_\_\_

Name of consumer: \_\_\_\_\_

Consumer category: \_\_\_\_\_

Contracted Load: \_\_\_\_\_

Address of consumer: \_\_\_\_\_

### 2. Meter Particulars

Meter No. \_\_\_\_\_ Size \_\_\_\_\_

Type \_\_\_\_\_ C. T. Ratio \_\_\_\_\_

E/L- LED Status Rev LED status \_\_\_\_\_

### 3. Revolution / Pulse Test

Meter Constant \_\_\_\_\_ Load \_\_\_\_\_

Reading before test \_\_\_\_\_ Reading after test \_\_\_\_\_

No. of Revolution/pulse taken \_\_\_\_\_ Actual Time Taken for the test \_\_\_\_\_

Energy Recorded by meter \_\_\_\_\_

Energy Recorded by a standardized meter \_\_\_\_\_

Error \_\_\_\_\_

### RESULT

Consumer Meter recorded \_\_\_\_\_ % LESS / MORE Consumption

Needs replacement      OR      Results are within limits

### Certificate

This is to certify that testing has been carried out as per the procedure prescribed by the Commission. An external load of \_\_\_\_\_ kW was used for testing for 1 kWh and total time taken was \_\_\_\_\_ minutes. The testing was carried out by using optical scanner for counting the pulses/revolutions.

Signature of Consumer  
Name:

Signature of Company Official  
Name and Designation:

*Note: Approximate time taken for test for different external loads is as under:*

| <b>Load in kW</b> | <b>Approximate time in minutes</b> |
|-------------------|------------------------------------|
| 1 kW              | 60                                 |
| 2 kW              | 30                                 |
| 4 kW              | 15                                 |
| 5 kW              | 12                                 |

## Annexure 12

## Application for Self Assessed Bill

|   |  |                  |
|---|--|------------------|
| 1 | Name of the Consumer   |                  |
| 2 | Service Connection Number  |                  |
| 3 | Address  |                  |
| 4 | Average consumption of last 6 months   |                  |
| 5 | Amount paid by Consumer based on reading<br>(Self assessed)<br><br><i>(Must not be less than average consumption of<br/>last 6 months)</i> | Previous Reading |
|   |  | Current Reading  |
|   |  | Net Consumption  |
|   |  | Amount           |
| 6 | Mode of Payment  | Cheque           |
|   |  | DD/Money Order   |
|   |  | Cash             |

Signature of Consumer

Name of Consumer:

**Format for Application of Advance Payment**

Service Connection No. \_\_\_\_\_  
Name of consumer: \_\_\_\_\_  
Consumer category: \_\_\_\_\_  
Contracted Load: \_\_\_\_\_  
Address of consumer: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone No.: \_\_\_\_\_

Dear Sir,

I wish to make advance payment for the period from \_\_\_\_\_ to \_\_\_\_\_ against the above referred connection.

You are requested to kindly send me a provisional advance bill for my electricity consumption of above period, so that I can make payment.

Thank you.

Signature of Consumer  
Name of Consumer:

## Annexure 14

## Format for Inspection Report in case of UUE/Theft

Date of Inspection: \_\_\_\_\_

S.No.: \_\_\_\_\_

Inspecting Agency: \_\_\_\_\_

|  |  |        |                                  |
|--|--|--------|----------------------------------|
| Service Connection No.                                   |  |        |                                  |
| Name of Consumer   |  |        |                                  |
| Consumer category  |  |        |                                  |
| Address:   |  |        |                                  |
| Load Details   |  |        |                                  |
| a) Sanctioned/Contracted Load                            |  |        |                                  |
| b) Billing Load  |  |        |                                  |
| c) Total Connected Load                                  |  |        |                                  |
| Type of Irregularity: <i>(Tick whichever applicable)</i> |  |        |                                  |
| Unauthorised Use of Electricity                          | Excess Load  | Theft  | Other <i>(Specify in detail)</i> |
| <b>INSPECTION RESULT:</b>                                |  |        |                                  |
| Meter No. (Painted):                                     | CT Box Seal No.:   | Found: |                                  |
| Meter No. (Dial):  | Meter Box Seal No.:  | Found: |                                  |
| Reading (kWh):   | Meter Terminal Seal No.:   | Found: |                                  |
| Reading (kVAh):  | Half Seal No.:   | Found: |                                  |
| Reading (kVARh):   | Working Meter:   |        |                                  |
| MDI:   | Cable Status:  |        |                                  |
| Power Factor:  | CT Ratio:  |        |                                  |
| Size:  | Type:  |        |                                  |
| Shunt Capacitor <i>(Tick one)</i>                        | <ul style="list-style-type: none"> <li>Shunt Capacitor _____ No. of _____ rating and _____ make found installed in working order to maintain the power factor; <i>OR</i></li> <li>No shunt capacitor found installed. Power factor measured _____ lagging</li> </ul> |        |                                  |

Generator: \_\_\_\_\_ kVA found installed with / without permission

Details of Seals

\_\_\_\_\_

\_\_\_\_\_

Other observations by Inspection Team:

\_\_\_\_\_

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**Note to Consumer: You are requested to please appear before \_\_\_\_\_ on the time and date mentioned in the Show-Cause Notice issued by inspection team member/police officer.**

Signature of Consumer

Name of Consumer: \_\_\_\_\_

Signature of Assessing/Authorised Officer(s):

|               |          |          |          |          |
|---------------|----------|----------|----------|----------|
| Signature:    | 1. _____ | 2. _____ | 3. _____ | 4. _____ |
| Name:         | 1. _____ | 2. _____ | 3. _____ | 4. _____ |
| Designation:  | 1. _____ | 2. _____ | 3. _____ | 4. _____ |
| Employee No.: | 1. _____ | 2. _____ | 3. _____ | 4. _____ |

**Annexure 15**

**Request for Permanent Disconnection & Termination of Agreement**

Service Connection No. \_\_\_\_\_

Name of the consumer: \_\_\_\_\_

Consumer category: \_\_\_\_\_

Contracted load: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

It is requested that the above connection may be disconnected and the relevant Agreement with the Distribution Licensee be terminated forthwith.

**Note:** The following documents are attached with the application form:

1. Copy of last bill
2. Copy of payment receipt of last bill

Thank you.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of the Consumer

Name:

Phone no.:

Address:

-----  
**Acknowledgement**

Application of \_\_\_\_\_ (name of applicant) complete in all respects for disconnection and termination of Agreement has hereby been received at this office on \_\_\_\_\_ (date).

In this regard, the applicant is given a reference no. \_\_\_\_\_ to be used for all future correspondence.

Signature / Seal of licensee's representative  
Name and Designation:



**Annexure 16****Format for Intimation to Consumer after Termination of Agreement**

Licensee's Office  
Office Address

Date. \_\_\_\_\_

Service Connection No. \_\_\_\_\_

\_\_\_\_\_ (Name of consumer)

\_\_\_\_\_ (Address of consumer)

\_\_\_\_\_

\_\_\_\_\_

This is to inform you that an agreement dated \_\_\_\_\_ against Service Connection No. \_\_\_\_\_ between yourself and \_\_\_\_\_ (name of licensee) regarding supply of \_\_\_\_\_ kW/MW (contracted load) in the \_\_\_\_\_ consumer category has been terminated w.e.f. \_\_\_\_\_ (date) on account of (reason) \_\_\_\_\_

Your supply has been disconnected permanently.

After final adjustment of all charges and energy bills an amount of:

1. Rs. \_\_\_\_\_ is payable to you for which Cheque No. \_\_\_\_\_ is enclosed.
2. Rs. \_\_\_\_\_ is due from you. You are requested to pay the amount within a week of receipt of this letter, failing which, action as prescribed under the law shall be initiated for recovery of the amount.

Thank you.  
Sincerely,

Signature / Seal of licensee's representative  
Name and Designation:

**Annexure 17**

**Format for Intimation to Consumer after Temporary Disconnection of Supply**

Licensee's Office Address

Date \_\_\_\_\_

Service Connection No.: \_\_\_\_\_

Name of consumer: \_\_\_\_\_

Consumer category: \_\_\_\_\_

Contracted Load: \_\_\_\_\_

Address of consumer: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

This is to inform you that your supply has been temporarily disconnected with effect from \_\_\_\_\_ (date) due to the following reason(s):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

You are requested to remove the cause of disconnection and intimate this office at the earliest. You are also requested to pay a sum of Rs. \_\_\_\_\_ towards disconnection & re-connection charges and \_\_\_\_\_ (mention if any other dues are to be deposited, with a detailed break-up).

If the cause of disconnection is not removed to the satisfaction of this office and above amount is not paid, within 45 days of this notice your supply shall be disconnected permanently without any further notice.

Thank you.  
Sincerely,

Signature / Seal of licensee's representative  
Name and Designation

**Annexure 18****Determination of Security Deposit amount**

Security deposit amount for a consumer = Load x Load Factor of the category in which the consumer falls x (Billing cycle + 45 days) x Current tariff

| S. No. | Particulars                | Load factor |
|--------|----------------------------|-------------|
| 1.     | Domestic                   | 30%         |
| 2.     | Commercial                 | 50%         |
| 3.     | LT Industrial              | 50%         |
| 4.     | HT/EHT Industrial:         |             |
|        | • Single shift industries  | 50%         |
|        | • Double shift industries  | 75%         |
|        | • Continuous industries    | 100%        |
| 5.     | Agriculture / Water Supply | 33%         |
| 6.     | Street lights              | 40%         |
| 7.     | Signals & blinkers         | 75%         |
| 8.     | Railway Traction           | 50%         |

**Annexure 19****Assessment of Energy in cases of Theft**

1. The assessment formula for calculation of the consumption due to theft of electricity shall be as under:

$$\text{Units assessed} = L \times D \times H \times F$$

Where,

L = Load (Connected load found in the consumer's premises during the course of inspection) in kW;

D = Period of assessment in days;

H = Average number of hours per day of power supply made available in the distribution mains feeding the consumer. It will be based on hours of supply recorded in the meter of the consumer/check meter of the consumer /meter of the distribution transformer, supplying power to the assessee/meter on the feeder installed in the power sub-station, supplying power to the assessee/records available in the power sub-station or grid sub-station;

F = Load factor, which shall be taken for different categories of use as given below:

| S. No. | Particulars   | Load factor |
|--------|---|-------------|
| 1.     | HT (including load above 75 kW for non domestic and above 107 HP or 100 kVA for industries on LT) | 100%        |
| 2.     | LT Industrial (107 HP or 100 kVA)   | 75%         |
| 3.     | Non- domestic (up to 75kW)  | 50%         |
| 4.     | Domestic (up to 75 kW)  | 40%         |
| 5.     | Domestic HT (including load above 75kW on LT)   | 40%         |
| 6.     | Agriculture   | 50%         |
| 7.     | Water supply  | 50%         |
| 8.     | Street light  | 50%         |
| 9.     | Direct theft – All categories   | 100%        |

**Assessment of energy in case of temporary connection**

2. In the case of temporary connection, the assessment of units consumed for theft of electricity shall be done as under:

$$\text{Units assessed} = L \times D \times H$$

Where,

L = Load (found connected at the time of inspection) in kW;

D = Period of assessment in days; and

H = 6 hours for agriculture connections and 12 hours for others.

# Appendix

## Comparison of Existing Schedule for Miscellaneous Charges in Jharkhand with other States

For providing a summarized view of the existing Schedule for Miscellaneous Charges in Jharkhand with the schedules of charges in other states, a comparison is given below in tabulated form.

**Table 1: Comparison of JSERC existing schedule of charges with other states**

| S. No.   | Particulars   | Jharkhand (Existing)                  | Bihar  | Chhattisgarh                                       | Maharashtra   |                         |                         |                         | Haryana  |
|----------|---|---------------------------------------|--|--|---|-------------------------|-------------------------|-------------------------|--|
|          |   |                                       |  |  | MSEDCL  | BEST                    | TPC-D                   | R Infra-D               |  |
| <b>1</b> | <b>Application fee</b>  |                                       |  |  |   |                         |                         |                         |  |
|          | Domestic  | Rs 15 (Kutir Jyoti)<br>Rs 20 (Others) | Rs 20 (Kutir Jyoti)  |  |   |                         |                         |                         |  |
|          | Commercial  | Rs 20                                 |  |  |   |                         |                         |                         |  |
|          | Agriculture   | Rs 10                                 |  |  | Rs 50   |                         |                         |                         |  |
|          | Street light  | Rs 20                                 |  |  |   |                         |                         |                         |  |
|          | Other LT Supply   | Rs 50                                 | LT Single ph - Rs 75<br>LT Three ph - Rs 200<br>LT Industrial - Rs 300 | Non Industrial - Rs 200<br>LT Industrial - Rs 1000 |   |                         |                         |                         |  |
|          | HT Supply   | Rs 100                                | Rs 750   | Rs 5000  | Single phase - Rs 25<br>Three phase - Rs 50<br>Up to 33 kV - Rs 100 / 150 |                         |                         |                         |  |
|          | EHT Supply  |                                       |  |  | Rs 2000   |                         |                         |                         |  |
|          | Change of Name  |                                       |  |  | NA  | Rs 25 / 50              | Rs 25                   | NA                      | Rs 10 up to 2 kW<br>Rs 20 per kW<br>subject to max Rs 10,000 |
| <b>2</b> | <b>Revision of estimate when a consumer intimates changes in his requirement subsequent to the preparation of service connection estimate based on his original application</b> |                                       |  |  |   |                         |                         |                         |  |
|          | Agriculture   | Rs 10                                 |  |  | Same as application fee   | Same as application fee | Same as application fee | Same as application fee |  |
|          | Domestic  | Rs 30                                 | Different rates for different LT categories                            |  |   |                         |                         |                         |  |
|          | Commercial  | Rs 30                                 |  |  |   |                         |                         |                         |  |
|          | Other LT categories   | Rs 50                                 |  |  |   |                         |                         |                         |  |

| S. No.   | Particulars   | Jharkhand (Existing) | Bihar   | Chhattisgarh | Maharashtra  |        |         |           | Haryana  |  |
|----------|---|----------------------|---|--------------|--|--------|---------|-----------|--|--|
|          |   |                      |   |              | MSEDCL   | BEST   | TPC-D   | R Infra-D |  |  |
|          | HT Supply   | Rs 150               | Rs 750  |              |  |        |         |           |  |  |
| <b>3</b> | <b>Testing of consumers Installation</b>                |                      |   |              |  |        |         |           |  |  |
|          | Testing / Inspection charge subsequent to the first one | Rs 100               | Single ph - Rs 100 for<br>Three ph - Rs 200<br>HT Supply - Rs 800 | Rs 200       | Single ph - Rs 25<br>Three ph - Rs 50<br>HT - Rs 200 | Rs 50  | Rs 100  |           | Single ph - Rs 100<br>Three ph - Rs 200<br>HT - Rs 500 |  |
| <b>4</b> | <b>Meter test when accuracy disputed by consumer</b>    |                      |   |              |  |        |         |           |  |  |
|          | Single phase  | Rs 40                | Rs 100  | Rs 130       | Rs 100   | Rs 100 | Rs 100  | Rs 100    | Rs 50  |  |
|          | Three phase   | Rs 100               | Rs 200  |              |  | Rs 300 | Rs 300  | Rs 300    | Rs 100   |  |
|          | 3 ph, 4 Wire meter, without CT                          |                      |   | Rs 200       |  |        |         |           |  |  |
|          | 3 ph, 4 Wire meter, with CT                             |                      | Rs 300  | Rs 880       |  |        |         |           |  |  |
|          | Tri vector/ special type meter                          | Rs 650               | Rs 1800   | Rs 1200      | Rs 500   |        | Rs 500  | Rs 500    |  |  |
|          | 33/11 kV metering equipment                             |                      | Rs 5000   | Rs 2680      |  |        |         |           | Rs 1000  |  |
|          | 132/220 kV metering equipment                           |                      | Rs 8000   | Rs 3750      |  |        |         |           |  |  |
|          | LT CT (per unit)  |                      |   | Rs 170       |  |        | Rs 1000 |           | Rs 500   |  |
|          | HT CT (per unit)  |                      |   | Rs 1000      |  |        |         |           | Rs 1000  |  |
|          | ABT meter   |                      |   | Rs 9310      |  |        |         |           |  |  |
|          | Polyphase meter/ RkVAH                                  |                      |   |              | Rs 300   |        |         |           |  |  |
|          | LTMD (with/without CTs)                                 |                      |   |              | Rs 500   |        |         |           |  |  |
| <b>5</b> | <b>Removing/ Fixing / Re-fixing of meter</b>            |                      |   |              |  |        |         |           |  |  |
|          | Single phase  | Rs 50                | Rs 200  |              |  |        |         |           | Rs 100   |  |
|          | Three phase   | Rs 100               | Rs 400  |              |  |        |         |           | Rs 200   |  |
|          | Tri vector/ special type meter                          | Rs 300               | Rs 600  |              |  |        |         |           |  |  |
|          | Three Phase meter with CT                               |                      | Rs 500  |              |  |        |         |           | 3% of meter equipment cost subject to minimum Rs 500   |  |
|          | HT metering equipment                                   |                      | Rs 1200   |              |  |        |         |           |  |  |
| <b>6</b> | <b>Resealing of meter when seals are found broken</b>   |                      |   |              |  |        |         |           |  |  |
|          | Single phase  | Rs 25                |   | Rs 25        |  |        |         |           |  |  |
|          | Three phase   | Rs 50                |   |              |  |        |         |           |  |  |
|          | Trivector/ special type meter                           | Rs 100               |   |              |  |        |         |           |  |  |
|          | Where cut-out is independently sealed                   |                      |   |              |  |        |         |           | Rs 25  |  |

| S. No.   | Particulars   | Jharkhand (Existing) | Bihar  | Chhattisgarh | Maharashtra                        |      |       |           | Haryana  |  |
|----------|---|----------------------|--|--------------|------------------------------------|------|-------|-----------|--|--|
|          |   |                      |  |              | MSEDCL                             | BEST | TPC-D | R Infra-D |  |  |
|          | Meter cover or Meter Terminal Cover                       |                      |  |              |                                    |      |       |           | Single ph - Rs 100<br>Three ph - Rs 250                                |  |
|          | Maximum Demand Indicator / CT chamber / PT fuses          |                      |  |              |                                    |      |       |           | Rs 550   |  |
| <b>7</b> | <b>Fuse call – Replacement</b>                            |                      |  |              |                                    |      |       |           |  |  |
|          | Board fuse due to fault of consumer                       | Rs 15                |  | Rs 25        |                                    |      | Rs 50 | Rs 50     |  |  |
|          | Consumer fuse   | Rs 15                |  |              |                                    |      |       |           | Nil  |  |
| <b>8</b> | <b>Disconnection/ Reconnection</b>                        |                      |  |              |                                    |      |       |           |  |  |
|          | Single phase  | Rs 30                | Disconnection - Rs 75<br>Reconnection - Rs 100   | Rs 60        | Reconnection -<br>Rs 25 / 50 / 200 |      |       |           | Reconnection:<br>Domestic / AP -<br>Rs 100<br>Non Domestic -<br>Rs 200 |  |
|          | 3-ph LT up to 25 HP/19 KW                                 | Rs 75                | Disconnection - Rs 200<br>Reconnection - Rs 200  | Rs 150       |                                    |      |       |           |  |  |
|          | 3- ph LT above 25 HP/19 KW                                |                      |  | Rs 500       |                                    |      |       |           |  |  |
|          | LT Industrial Supply                                      | Rs 300               | Disconnection - Rs 300<br>Reconnection - Rs 900  |              |                                    |      |       |           | Up to 20 kW: Rs 500<br>Above 20 kW: Rs 1500                            |  |
|          | HT Connection up to 5 MVA                                 | Rs 500               | Disconnection - Rs 750<br>Reconnection - Rs 3000 | Rs 1750      | 300                                | 200  | 200   | 200       | Rs 3000  |  |
|          | HT Connection above 5 MVA                                 |                      |  | Rs 2500      |                                    |      |       |           |  |  |
|          | Connection at remote end                                  |                      |  |              |                                    |      | 200   |           |  |  |
|          | Reconnection of Service Cable                             |                      |  |              |                                    |      | 500   |           |  |  |
|          | Bulk Supply & Street Lighting                             |                      |  |              |                                    |      |       |           | Rs 1500  |  |
| <b>9</b> | <b>Extension In Load</b>                                  |                      |  |              |                                    |      |       |           |  |  |
|          | Extension in single phase Non Domestic load               |                      |  |              |                                    |      |       |           | Rs 350 per kW (extension only)   |  |
|          | Extension in three phase Non Domestic load                |                      |  |              |                                    |      |       |           | Rs 750 per kW (extension only)   |  |
|          | Extension in load in Bulk / LT Industrial / HT Industrial |                      |  |              |                                    |      |       |           | Rs 500 / 750 per kW (extension only)                                   |  |