



सरकारी गजट, उत्तराखण्ड

उत्तराखण्ड सरकार द्वारा प्रकाशित

रुड़की, शनिवार, दिनांक 28 नवम्बर 2020 ई0 (अग्रहायण 07, 1942 शक सम्वत्)

भाग 1-क

नियम, कार्य-विधियां, आज्ञाएं, विज्ञप्तियां इत्यादि जिनको उत्तराखण्ड के राज्यपाल महोदय, विभिन्न विभागों के अध्यक्ष तथा राजस्व परिषद् ने जारी किया

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

October 29, 2020

UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020

No.F-9(31)/RG/UERC/2020/814--In exercise of powers conferred under Section 181 & Section 50 read with Section 43, Section 45, Section 46, Section 47, & Section 57 of The Electricity Act 2003, and The Electricity (Removal of Difficulties) Order, 2005, and all powers enabling it in that behalf, Uttarakhand Electricity Regulatory Commission hereby makes the following Regulations:

Structure of the Regulations

(1) Chapter 1: General

The Chapter provides the details of scope & applicability, commencement and interpretation of these Regulations and definitions of key words used in these Regulations.

(2) Chapter 2: Classification of Supply.

The Chapter provides the details of declared voltage of the AC supply under normal conditions and various category of loads.

(3) Chapter 3: Release of New Connections.

The Chapter provides the procedure to be followed by an applicant of new connection and by the Licensee for Release of New Temporary Connection, LT Connection and HT/EHT Connection, entailing the documents to be submitted by an applicant, preliminary inspection by the Licensee, charges to be deposited by the applicant, processing of application by the Licensee, single point bulk supply (SPBS), new electricity connection to the complexes to be constructed by developer/builder and withdrawal of application by the applicant.

(4) **Chapter 4: Existing Connections.**

The Chapter provides the procedure for Enhancement and Reduction of the contracted load of a consumer of electricity and the procedures pertaining to the same, assessment of Additional Security to be deposited by the consumer of electricity, transfer of connection in cases such as change in name due to change in ownership/occupancy or change due to legal heirship or change in category.

(5) **Chapter 5: Metering & Billing.**

This Chapter provides the general conditions for installation of Meters, reading of meters, testing of meters, measures to be taken in case meter not recording, meter is burnt, meter is stolen, general conditions for issuance of bill, bill particulars, provisional billing, excess load/demand penalty, complaint on the consumer bills, arrears appearing in bills/wrongly raised bills, request for final bill in case of occupancy/vacancy of premises, payment on self-assessment by the consumer and advance payment of anticipated bills by the consumer.

(6) **Chapter 6: Disconnection & Reconnection.**

This chapter specifies the conditions where the connection can be disconnected by the Licensee and reconnecting the same and procedure to be followed in disconnection/reconnection of the connection.

(7) **Chapter 7: Unauthorised Use & Theft of Electricity.**

This chapter provides a procedure for booking a case for Unauthorised Use of Electricity (UUE) and Theft of Electricity. The chapter covers the process of Assessment to be prepared by the Licensee, submission to be made by the consumer, personal hearing, order and measure to be taken by the Licensee for preventing UUE and theft.

(8) **Chapter 8: Savings**

This chapter provides the powers of the Commission to relax any of the provisions of the Commission and Powers to remove difficulties in case any difficulty arises in giving effect to these Regulations.

(9) **Forms/Annexures**

CHAPTER 1: GENERAL

1.1 Short title, Scope & applicability, commencement and interpretation

- (1) These Regulations may be called the Uttarakhand Electricity Regulatory Commission (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.
- (2) These Regulations shall be applicable to all the Distribution and Retail Supply Licensee(s) including Deemed Licensee(s) and all its consumers in the State of Uttarakhand and all other persons who are exempted under Section 13 of the Act.
- (3) These Regulations shall come into force on the date of the publication in the official Gazette replacing the existing UERC (The Electricity Supply Code) Regulations, 2007, UERC (Release of new HT & EHT Connections, Enhancement and Reduction of Loads) Regulations, 2008 and UERC (Release of new LT Connections, Enhancement and Reduction of Loads) Regulations, 2013 and amendments thereof.
- (4) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Electricity Act, 2003 read with the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006, CEA (Measures relating to Safety and Electric Supply) Regulations, 2010, and any other relevant CEA Regulations, as amended from time to time in this regard.

1.2 Definitions

- (1) In these Regulations, unless the context otherwise requires:
 - (a) "Act" means the Electricity Act, 2003;
 - (b) "Agreement" with its grammatical variations and cognate expressions means the supply agreement entered into by the distribution Licensee and the consumer;
 - (c) "Apparatus" means electrical apparatus and includes all machines, fittings, accessories and appliances connected to the Electrical Distribution System;

- (d) "Applicant" means any person who files an application with a Licensee, in accordance with the provisions of the Act, the rules, the regulations and the Order made there under, for purposes such as:
- (i) supply of electricity including temporary connection;
 - (ii) increase or reduction in sanctioned load or contract demand;
 - (iii) change of category;
 - (iv) change of particulars related to connection;
 - (v) disconnection or reconnection of supply;
 - (vi) termination of agreement or for other services, etc.;
- (e) "Application" refers to 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" refers to a duly filled application form in the appropriate format, as required by the Distribution Licensee, along with documents and other compliances excluding payment of necessary charges;
- (g) "Area of Supply" means the area within which a distribution Licensee is authorised by his licence to supply electricity;
- (h) "Assessing Officer" means an officer designated as Assessing Officer by Government of Uttarakhand under provisions of Section 126 of the Act;
- (i) "Authorised Officer" means an officer designated as Authorised Officer by the Government of Uttarakhand under provisions of Section 135 of the Act;
- (j) "Average Power Factor" means the ratio of kWh to the kVAh (kilo Volt Ampere Hour) supplied during the period;
- (k) "Bank Rate" means the prevailing rate notified by the Reserve Bank of India as on 1st April of the year;
- (l) "Billing cycle" or "Billing period" means the period as approved by the Commission for which regular electricity bills are to be prepared by the Licensee for different categories of consumers;

- (m) "Billable Demand" means the demand as approved by the Commission in the Tariff orders issued from time to time.;
- (n) "CEA" means the Central Electricity Authority;
- (o) "CEA Safety Regulations" means the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time.
- (p) "Commission" means Uttarakhand Electricity Regulatory Commission;
- (q) "Connected load" means aggregate of the manufacturer's rating of all energy consuming apparatus duly wired and connected to the power supply system of Licensee including portable apparatus in the consumer's premises. This shall not include the load of spare plug, sockets, load exclusively installed for firefighting purposes. The load of either water and room heating or room cooling apparatus, whichever is higher, shall be taken into account;

Connected load shall be used only for the purpose of assessment in case of direct theft or dishonest abstraction of energy or un-authorised use of energy;

- (r) "Continuous Process Industries" means the industries requiring continuous supply due to continuous nature of their process namely glass, textile, paper industry etc.;
- (s) "Contracted load" means the load in kW/HP/kVA (kilo Watt/Horse Power/kilo Volt Ampere) which the Licensee has agreed to supply from time to time subject to the governing terms and conditions and is generally different from the connected load;
- (t) "Demand charges" means the amount chargeable for the billing cycle or billing period based upon the billable demand in kVA or kW;
- (u) "Developer" means a person or company or organization or authority that undertakes construction of residential, commercial or industrial complex and includes development agencies (e.g. MDDA etc.), colonizers, builders, cooperative group housing societies, associations, etc.;

- (v) "Distribution System" means the system of wires and associated facilities used for distribution/supply of electricity between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers.

The distribution system of a distribution Licensee shall also include electric line, sub-station and electrical plant that are primarily maintained for the purpose of distributing electricity in the area of supply of such distribution Licensee notwithstanding that such line, sub-station or electrical plant are high pressure cables or overhead lines or associated with such high pressure cables or overhead lines; or used incidentally for the purposes of transmitting electricity for others;

- (w) "Earthing systems" shall be in accordance with relevant BIS and CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time;
- (x) "Electrical Inspector" means a person appointed as such by the Appropriate Government under sub-section (1) of Section 162 of the Electricity Act, 2003 and also includes the Chief Electrical Inspector;
- (y) "Energy charges" means the charges for energy actually consumed by the consumer in kWh/kVAh (kilo Watt hour/kilo Volt Ampere hour) as the case may be, in any billing cycle. Demand/Fixed charges, wherever applicable, shall be in addition to the energy charges;
- (z) "Extra High Tension (EHT)" means the voltage exceeding 33,000 Volts under normal conditions, subject to the percentage variation allowed;
- (aa) "Electrified Area" would mean areas falling under all municipal corporations, municipalities, municipal councils, town areas, notified areas and other municipal bodies and in villages declared electrified by the distribution Licensee/State Government;
- (bb) "Fixed Charges" means the amount chargeable for the billing cycle/billing period based upon contracted load;

- (cc) "Forum" means the Consumer Grievance Redressal Forum established under Section 42(5) of the Act, and the Regulations made by the Commission there under;
- (dd) "Government" means the Government of Uttarakhand;
- (ee) "High Tension (HT)" means the voltage above 650 Volts and upto 33,000 Volts under normal conditions, subject to the percentage variation allowed;
- (ff) "Licensee" means any person licensed under Part IV of the Act;
- (gg) "Load Factor" for the purpose of these Regulations is the ratio of the total number of units consumed (in kVAh or kWh whichever is applicable) during a given period to the total number of units which would have been consumed had the contracted load (in kVA or kW whichever is applicable) been maintained throughout the same period and shall usually be expressed as the following percentage:

$$\text{Load Factor (\%age)} = \frac{\text{Actual units consumed in a given period (in kWh or kVAh)}}{\text{Contracted load (in kW or kVA) } \times \text{No. of Hours in the period}} \times 100$$

- (hh) "Low Tension (LT)" means the voltage of 230 volts between phase and neutral or 400 volts between any two phases under normal conditions subject to the percentage variation allowed;
- (ii) "Maximum demand" refers to the Maximum Demand in kW or kVA, as the case may be, shall mean an average kW or kVA supplied during consecutive 30/15 minutes (depending upon the type of meter being used) period of maximum use where such meter with the features of reading the maximum demand in kW or kVA directly, has been provided;
- (jj) "Meter" means a device suitable for measuring, indicating and recording conveyance of electricity, maximum demand, any other parameter or any other information related with electrical system, as may be specified by the Authority or notified by the Commission and shall include, wherever applicable, other equipment such as Current Transformer (CT), Voltage Transformer (VT) or Capacitor Voltage Transformer (CVT) necessary for such purpose and shall include net meter;

Explanation: It shall also include any seal or sealing arrangement and other measures/attributes provided by the Licensee for securing reliability and for preventing theft/unauthorised use of electricity.

where "Net meter" means an appropriate meter capable of recording both import & export of electricity or a pair of meters one each for recording the net import and net export of electricity as the case may be;

- (kk) "Occupier" means the owner or person in occupation of the premises where energy is used or proposed to be used;
- (ll) "Outstanding dues" means all dues pending on said premises at the time of disconnection plus late payment surcharge subject to Section 56(2) of the Electricity Act, 2003;
- (mm) "Person" shall include any company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person;
- (nn) "Premises" for the purpose of these Regulations 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; In case of Agriculture Connection, premises means the place of source of water in respect of which connection has been given or intended to be given by the Licensee for supply of electricity;
- (oo) "Rural areas" means all areas other than Urban areas;
- (pp) "Service Line" means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main;
- (qq) "Tariff Order" means the Order issued from time to time by the Commission on Annual Revenue Requirement and Tariff for Licensee and consumer;
- (rr) "Temporary connection/supply" shall mean: Supply of electricity for a purpose that is temporary in nature, required by person for meeting his temporary needs such as:

- (i) for construction of residential, commercial and industrial complexes including pumps for dewatering;
 - (ii) for illumination during festivals/family functions;
 - (iii) for threshers or other such machinery excluding PTW connections;
 - (iv) for touring cinemas/theatres/circuses/fairs/exhibitions/melas/congregations;
 - (ss) "Theft" shall mean theft of electricity as defined under Section 135 of the Act;
 - (tt) "UPCL" means Uttarakhand Power Corporation Limited and its successor entity/entities, which has been assigned distribution and retail supply licence by the Commission;
 - (uu) "Urban area" is area within the boundaries of any municipal corporation or municipality or municipal council or town area or notified as Urban area or any other municipal body.
- (2) Unless the context otherwise requires words or expressions occurring in these Regulations and not defined herein but defined in the Act/Rules/CEA Regulations/Tariff Order shall bear the same meaning as in the Act/Rules/CEA Regulations/Tariff Order or in absence thereof, the meaning as commonly understood in the Electricity Supply Industry.

CHAPTER 2: CLASSIFICATION OF SUPPLY

2.1 System of Supply

- (1) The declared frequency of the alternating current (AC) shall be 50 cycles per second and declared voltage of the AC supply under normal conditions subject to % variation is as follows:
 - (a) Low Tension (LT) -

Single Phase: 230 volts between phase and neutral.

Three Phase: 400 volts between phases.
 - (b) High Tension (HT) - Three Phase: 11 kV and above and upto 33 kV between phases.
 - (c) Extra High Tension (EHT) - Three Phase: above 33 kV between phases.
- (2) The Licensee shall design, install, maintain and operate a distribution system in conjunction with the transmission system.
- (3) The voltage at the point of supply shall be subject to availability of regulated voltage from transmission Licensee and shall remain within the limits as specified in the UERC (State Grid Code) Regulations, 2016. The Licensee shall maintain the voltage at the point of commencement of supply to a consumer with the limits stipulated hereunder, with reference to the declared voltage:
 - (a) In the case of low tension, $\pm 6\%$; or
 - (b) In the case of high tension, $+ 6\%$ to $- 9\%$; or
 - (c) In the case of extra high tension, $+ 10\%$ to -12.5% .
- (4) The rated voltage of the AC supply shall be as per Table 2.1 below:

Table 2.1: Classification of Supply on the basis of Contracted load/demand and Voltage.

Sl. No.	Category description	System of Supply
(i)	For all installations having Contracted Load upto 4 kW.	230 V- Single Phase

Table 2.1: Classification of Supply on the basis of Contracted load/demand and Voltage.

Sl. No.	Category description	System of Supply
(ii)	For all installations having contracted load above 4 kW and upto 25 kW.	400 V- Three Phase
(iii)	For all installations having Contracted load above 25 kW and upto 75 kW/88kVA.	Through High Voltage Distribution System (HVDS) at 400 V (Metering on LT side)
(iv)	For all installation having Contracted load above 88 kVA and upto 3000 kVA.	11 kV
(v)	For all installation having Contracted load above 3000 kVA and upto 10000 kVA.	At 33 kV
(vi)	For all installation having Contracted Load above 10000 kVA and upto 50000 kVA.	At 132 kV
(vii)	For all installation having Contracted load above 50000 kVA.	At 220 kV

Provided that applicant shall be allowed to take connections at voltage level higher than the voltage of supply indicated in the Table 2.1 except at 2.1 (i) above.

- (5) The load applied by the applicant in kW or kVA as may be the case, shall be sanctioned based on whole numbers (1, 2, 3....) only and shall not be sanctioned in decimal numbers. The load in decimal form shall be rounded up to the higher whole number.

Illustration-

- (1) Load applied for 0.3 kW shall be sanctioned as 1 kW.
- (2) Load applied for 1.1 kW shall be sanctioned as 2 kW and likewise.

CHAPTER 3: Release of New Connections

3.1 General

- (1) The Licensee shall prominently display on its website and in all its offices details of places where Applications for new connection are accepted on its behalf, the detailed procedure for grant of a new connection and the complete list of documents required to be furnished along with such Applications. Initial security amount, cost of service line charges, overhead line charges, cost of transformer and any other works charges as specified in these Regulations to be deposited by the Applicant shall also be prominently displayed.
- (2) The Licensee shall make appropriate arrangements for filing and accepting the Application Form both in hard copy as well as online.
- (3) A connection will be given to a new consumer only with a correct energy meter as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 including subsequent amendments and the same shall be installed as specified in the said Regulations.
- (4) All new connections shall be released with appropriate Electronic Meters having Maximum Demand Indicator.
- (5) Consumers having motive loads of more than 5 HP shall install Shunt Capacitor of appropriate rating conforming to BIS specification.
- (6) The option of Pre-paid metering shall be available for all categories of consumers upto 25 kW load under LT category. Prepaid Metering shall be mandatory for new Temporary LT connections, for Advertisements/Hoardings and as decided by the Commission from time to time. No consumption security shall be levied for consumers with pre-paid meter connection.

Provided that an applicant desiring a connection through Pre-paid meter shall deposit an amount towards service line charges & overhead line charges as per normative charges provided at Table 3.4 & Table 3.5 of Clause (11) of Sub-regulation 3.3.3.

- (7) Where the new owner/occupier has purchased/taken on rent or otherwise legally occupied an existing property whose electricity connection has been disconnected, it shall be the duty of the new/prospective owner/occupier, before purchase/occupancy of the property, to verify that the previous owner/occupier has paid all dues to the distribution Licensee and has obtained a "no-dues certificate" from the distribution Licensee. In case, such "no-dues certificate" has not been obtained by the previous owner/occupier and also dues have not been paid and are still outstanding, the new/prospective owner/occupier may approach the concerned officer of the distribution Licensee for such certificate even before purchase/occupancy of the property. The distribution Licensee shall acknowledge the receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, and the new owner/occupier shall pay the requisite dues or issue the "no-dues certificate" within one month from the date of receipt of such Application. In case, the distribution Licensee does not intimate the outstanding dues or issue the "no-dues certificate" within this time, new connection on the premises shall not be denied on ground of outstanding dues of the previous consumer. In such an event, the distribution Licensee shall recover his outstanding dues from previous consumer as per provisions of law.

- (8) Where a property has been legitimately sub-divided, the outstanding dues for the consumption of electricity on earlier undivided property, if any, shall be divided on pro-rata basis based on area of each 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 Licensee demand, record of last paid bills of other portion (s) from such Applicant.

- (9) In case of demolition & reconstruction of the entire premises or the building: -

- (a) In case of LT connection, the existing connection(s) shall be surrendered and permanently disconnected removing meter and service line. A temporary connection shall be taken for the construction purposes, after clearing all

dues on the old connection(s). After reconstruction/completion of building/structure the consumer(s) may apply for a new connection for the reconstructed/completed building/structure.

- (b) In case of HT/EHT connection, consumer shall apply for suspension of the existing connection and Supply Agreement indicating the period of such suspension which shall not be more than 18 months, consumer shall also apply for temporary connection for reconstruction purpose. Existing HT/EHT line shall not be removed. Distribution Licensee may utilise existing HT/EHT line for providing temporary connection by installing appropriate meter. Upon re-construction, consumer shall get temporary connection disconnected and apply for re-energisation of suspended old connection. Old connection shall be re-energised only on payment of any outstanding dues and reconnection charges. In case, consumer desires to increase/decrease the load, the procedure as per Regulation 4.1 shall be followed.

Provided that during such suspension period of the HT/EHT connection, a consumer shall not be charged fixed/demand charges against the sanctioned load of suspended HT/EHT connection, instead during this period fixed/demand charges against the sanctioned temporary load as per prevailing tariff Order shall be applicable.

Provided that beyond 18 months of suspension, the fixed charges against the load sanctioned prior to demolition of the premises shall be applicable as per prevailing Tariff Order.

- (10) No application for new connection shall be returned by the Licensee on the ground of 'technically not feasible' and material constraint.
- (11) Applicant for a new connection is required to undertake that he shall abide by relevant and applicable provisions of UERC (Distribution Code) Regulations, 2018, UERC (State Grid Code) Regulations, 2016 and all other Rules/Regulations as amended from time to time.

- (12) The Licensee shall maintain a permanent record of all applications and related documents in hard as well as soft copies, as the case may be. Each Application shall be allotted a Unique application number (for identification) serially in the order in which it was received. Separate files/registers/database for different category of consumers shall be maintained. The Licensee shall keep the files/registers/database updated with stage-wise status of disposal of each application form.
- (13) There shall not be more than one connection in the name of an applicant/consumer under the same category within the same premises.
- (14) Private Tube Wells (PTW) connections shall be released for the motive load above 5 B.H.P. and upto 20 B.H.P. only.
- (15) The Licensee shall be responsible for timely availability of the materials such as cable, meter etc. required to release new connections within the time frames stipulated in these Regulations.
- (16) Any consumer/Applicant not satisfied with the services provided by the distribution Licensee may file a complaint in accordance with the Complaint Handling Procedure approved by the Commission under Clause 23.4 of Uttarakhand Distribution and Retail Supply Licence.
- (17) The Licensee shall not be held responsible for delay, if any, in releasing of connection or enhancement/reduction of load, if the same is on account of problems relating to cyclone, floods, storms or other occurrences beyond the Licensee's control.

Provided that in case Licensee(s) foresee delay in release of new connection or enhancement/reduction of load beyond the timelines stipulated by the Commission in the regulations on account of statutory clearances, right of way and acquisition of land, it shall approach the Commission informing the reasons of delay on case to case basis. The Commission subject to prudence check issue necessary Orders/directions to the Licensee.

3.2 Temporary Connections

3.2.1. Conditions for Grant of Temporary Connections

- (1) Temporary connection shall be granted for a maximum period of 12 months at a time, which can be further extended depending upon the requirement. Proper record of such connections shall be maintained by the Licensee and fresh Office Memorandum shall be issued at the time of extension.

Provided that the above limitations of 12 months shall not be applicable for contracted load for construction purpose.

- (2) Use of electricity through a permanent connection sanctioned for premises owned by the consumer for construction, repair or renovation of existing building, shall not be considered as unauthorised use of electricity as long as the intended purpose/use of the building/appurtenants being constructed is same/permissible in the sanctioned category of the connection within the limit of contracted load/demand.
- (3) The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which shall be governed by provisions of the Act and Regulations.
- (4) An applicant seeking temporary connection for construction purposes and desiring a permanent connection upto 75 kW only on expiry of temporary connection or after completion of such construction, shall declare the same in the Application Form provided at Annexure-I (Application for Temporary Connection) alongwith prospective load in kW or kVA.
- (5) On request of an applicant, the Licensee shall give temporary connection within one working day under Tatkal Sewa, where:
 - (a) the load applied is upto 10 kW and;
 - (b) the distributing main is within 40 meters of the premises and no augmentation in distribution network is required including overhead line, transformers etc.

For such temporary connection the applicant shall pay Tatkal charges (non-refundable & non-adjustable) as stipulated at Table 3.1 below, in addition to the charges applicable for temporary connections:

Table 3.1: Tatkal charges for Temporary Connections

Contracted Load	Tatkal charges in Rs
1 kW to 4 kW	1000
Above 4 kW upto 10 kW	3000

- (6) The fixed charges applicable for temporary connection shall be charged on pro-rata per day basis of the charges as defined in the prevailing Tariff Order.

3.2.2. Application for Temporary Connections

- (1) The applicant shall make request for temporary supply in the format specified in Annexure-I of these Regulations along with non-refundable Registration-cum-Processing fee as given in Table 3.2 below as advance:

Table 3.2: Registration-cum-Processing fee for Temporary Connection.

LT	HT	EHT
Rs. 1000/-	Rs. 20,000/-	Rs. 30,000/-

However, this amount after due deduction of the taxes applicable at the time of deposition of the said Registration-cum-Processing fee shall be adjusted against estimated cost of works.

- (2) Specified Application Form can be obtained free of cost from Licensee's Sub-divisional office or any other office of the Licensee or the same can be downloaded from the official website of the Licensee or even photocopied. The duly filled form can be submitted at the concerned Sub-division/Division office of the Licensee.
- (3) The applicant may apply online for a temporary connection on the website of the Licensee by paying non-refundable registration cum processing fees. Online mode shall not be applicable for connection requested under Tatkal Sewa.
- (4) The documents required to be submitted along with the Application Form are given below:

- (a) If the Applicant is an individual, copy of any one of following documents shall be furnished as identity proof:
- (i) Aadhar Card
 - (ii) Electoral identity card
 - (iii) Passport
 - (iv) Driving license
 - (v) Photo ration card
 - (vi) Photo identity card issued by Government Agency
 - (vii) Certificate from village Pradhan or any village level Govt. functionary like Patawari/Lekhpal/Primary school teacher/in-charge of primary health centre etc.
- (b) If the applicant is a company, firm, trust, school/college, government department etc., application shall be signed by competent authority like Director, Proprietor, Partner, Branch Manager, Principal, Executive Engineer along with certified copy of relevant resolution/authority letter of the company/institution concerned etc. Such person shall also submit copy of any of the identity proofs mentioned at (a) above.
- (c) In case Temporary connection is required for construction purposes, the ownership proof or NOC from the owner shall be submitted alongwith the Application form.
- (5) No Objection Certificate (NOC) from the local authority if the supply is required at a premises/ place owned by the local authority.

Provided that in case any permit/NOC is withdrawn by the competent authority after energisation of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.

3.2.3. Processing of Application for Temporary Connections

- (1) On receipt of duly filled application in hard copy, the authorized officer of the distribution Licensee shall check the Application Form and deficiencies, if any, observed in the Application Form shall be got rectified from the applicant immediately. The distribution Licensee shall issue dated receipt to the applicant.

- (2) In case of online application, the officer of the Licensee shall check the online application form and if any deficiency is observed, the Licensee shall intimate the same to the Applicant within 2 working days of filing of the application via email & SMS. Thereafter, the consumer shall remove the deficiency within next 3 working days, failing which the application shall stand lapse. On receipt of duly filled online application form the Licensee shall issue an online acknowledgement immediately.
- (3) Licensee shall ascertain whether any dues are outstanding on the premises and if so, the Licensee shall issue a demand note within 5 days from date of receipt of Application Form giving full details of such outstanding amount. The applicant shall be required to deposit outstanding dues within 15 days, failing which his application shall stand lapse and the applicant shall be informed accordingly in writing under acknowledgement.
- (4) The Licensee shall examine the technical feasibility of the connection within 5 days for LT and 15 days for HT/EHT of acceptance of application and thereafter, the Licensee shall inspect and test the applicant's installation, as required of him under Regulation 31 of CEA Safety Regulations, 2010 in the presence of the applicant or his representative within 5 days for LT connections and 15 days for HT/EHT connections from the date of receipt of the Application Form. Testing of installation shall be done as per procedure laid down in Regulation 33 of CEA Safety Regulations, 2010 and the inspecting officer shall maintain a record of test results obtained in the form given at Annexure I (A) as required of him under Regulation 31 of CEA Safety Regulations, 2010.

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.

- (5) If upon inspection, the Licensee finds any defect, like the installation having not been completed or bare ends of conductor or joints having not been properly covered with insulating tape or that the wiring is of such nature that is dangerous to life /property etc., he shall intimate the same to the applicant on the spot under proper receipt in the form given at Annexure I (A).

- (6) The applicant shall get all the defects removed within 15 days and inform the Licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the Licensee about removal of the defects, the application shall stand lapsed and applicant will have to apply afresh.
- (7) Upon receipt of information from applicant about removal of defects, the Licensee shall re-inspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the Licensee shall again record the same in the form given at Annexure I (A) and hand over a copy of the same to applicant or his representative available on site. The application shall then stand lapsed and applicant shall be informed accordingly in writing under acknowledgement. If the applicant feels aggrieved by this action of the Licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.
- (8) If on inspection no deficiency is found or the deficiencies are found to have been removed and there are no outstanding dues or the same have been cleared, the Licensee shall sanction the load immediately. Further, in case applicant does not receive any deficiency note or demand note for the outstanding dues within 15 days from the date of application, the load applied for shall be deemed to have been sanctioned and Licensee shall not deny grant of the Temporary Connection on these grounds.
- (9) Upon sanction of the load, the Licensee thereafter shall issue a demand note indicating:

(a) **Consumption Security:**

The Applicant shall deposit an amount of consumption security as per Table 3.3(A) below:

**Table 3.3 (A): Consumption Security for Temporary connections
(Rs/kW/month)**

Domestic	Non-Domestic	Construction
2000	4000	4000

The above security shall be taken for 1 month where the connection is being applied for a period upto 1 month and for 2 months where the connection is being applied for a period more than 1 month.

Provided that for consumers with contracted load in kVA, the charges as mentioned in above table shall be calculated on Rs/kVA/month basis by considering a power factor of 0.85.

Provided that no consumption security deposit shall be applicable for pre-paid meter applicants.

(b) Material Security:

An amount of material security (towards service line, overhead line, meter, other equipment etc.) shall be based on the estimated cost of works prepared by the Licensee within 5 days for LT connections and 15 days for HT/EHT connections from date of sanction of the load.

Provided that for temporary connections upto 10 kW and within 40 meter from the existing distributing mains, the material security shall be applicable as per table 3.3(B) below:

Table 3.3(B): Material Security for temporary connections upto 10 kW

Sl. No.	Contracted Load	Material Security (in Rs)
1.	Upto 4 kW	5,000/-
2.	Above 4 kW upto 10 kW	10,000/-

- (10) The applicant shall make the payment in accordance with the demand note within 5 days of receipt of demand note failing which the sanction shall stand lapsed.
- (11) On receipt of applicable charges, as per the demand note, the Licensee shall carryout the works and energise the connection within the timeframe stipulated in Clause (15) of Sub-regulation 3.3.3 & Clause (16) of Sub-regulation 3.3.3 for LT connections and Clause (10) of Sub-regulation 3.4.3 & Clause (11) of Sub-regulation 3.4.3 for HT/EHT connections.

- (12) For extension of the period of Temporary Connection, the consumer shall apply to the Licensee in writing at least 7 days before the date of expiry of Temporary Connection.
- (13) The applicant may get the date of availing Temporary Connection postponed to a date not later than 1 month from the date of original sanction, by applying to the Licensee at least 5 days before the originally sanctioned date of commencement of supply. However, no further postponement beyond 1 month shall be permissible. In case the Temporary Connection is not availed within such postponed period, the application shall stand cancelled and any payment made towards the Temporary Connection shall be dealt as per Regulation 3.7.
- (14) On expiry of the Temporary Connection the Consumption Security after adjusting the unpaid dues shall be refunded, if any, by the Licensee. Similarly, Material Security shall also be refunded after deducting any damage to material (such as meter, transformer, isolator etc.) and dismantling charges, if applicable.

Provided that the dismantling charges shall not be more than 10% of the Material Security.

Refund of these securities shall be made within 15 days from the date of disconnection, failing which an interest as per Bank Rate shall be payable by the Licensee. In case of failure on the part of Licensee in refund of securities within the aforesaid period, a compensation shall also be payable to such consumer in accordance with prevailing provision of Standards of Performance Regulations.

3.2.4. Processing of the application where temporary connection is desired to be converted into Permanent Connections

- (1) For applicants seeking temporary connection for load upto 75 kW for construction purposes and desiring a permanent Connection on expiry of such Temporary Connection or after completion of such construction, the following process shall be applicable:
 - (a) On receipt of such application, the Licensee shall conduct a route survey and accordingly prepare an estimate for releasing such Temporary Connection based on the declared prospective load (upto 75 kW) and thereafter, inform

the applicant for deposition of the requisite charges. The Licensee shall provide a copy of detailed estimate alongwith the demand note including consumption security and material security as per Clause (9) of Sub-regulation 3.2.3. On deposition of the said charges the Licensee shall release the Temporary Connection accordingly.

Provided that the Licensee, while constructing the line for such Temporary Connection, shall ensure all aspects required for releasing a safe, robust and reliable permanent connection in accordance with the CEA Safety Regulations and relevant Regulations of the CEA/Commission.

- (b) The applicant/consumer shall inform the Licensee atleast 15 days prior to expiry of such Temporary Connection for release of Permanent Connection and apply as per Sub-regulation 3.3.2 of these Regulations. The processing of such application shall be done as per Sub-regulation 3.3.3 of these Regulations.
- (c) Prior to releasing new permanent LT connection, the Licensee shall refund /recover the material security after adjusting the following:
 - (i) Normative charges for service line, overhead line, substation & initial security for issuance of the Permanent Connection as per charges specified at Table 3.4 to Table 3.6 of Clause (11) of Sub-regulation 3.3.3 of these Regulations.
 - (ii) Any damage to material (such as meter, transformer, isolator etc.).

Provided that the Refund of the security, if any, after due adjustment shall be made within 15 days from the date of disconnection of the temporary connection, failing which an interest as per Bank Rate shall be payable by the Licensee. In case of failure on the part of Licensee in refund of security within the aforesaid period, a compensation shall also be payable to such consumer in accordance with prevailing provision of Standards of Performance Regulations.

- (d) No dismantling charges shall be applicable in such cases.

3.3 LT connections

3.3.1. Conditions for Grant of LT connections

In addition to the general conditions for release of new connections provided at Regulation 3.1, the following conditions shall be applicable for granting the LT connections:

(1) In case of Application for Load up to 4 kW:

(a) If the premises is within 40 meters from Licensee's existing LT distributing main:

The Licensee shall connect the service line from the existing LT distributing main upto the consumer premises. The Applicant shall pay fixed service line charges as per Table 3.4 of Clause (11) of Sub-regulation 3.3.3 for releasing such connection. No overhead line charges shall be payable by the consumer in this case.

(b) If the premises is beyond 40 meters from Licensee's existing 3 phase LT distributing main:

The Licensee shall extend the existing 3 phase LT distributing main by constructing 3 phase 5 wire LT distributing main at its own cost, however, the Applicant shall pay, in addition to fixed service line charges, normative charges of LT distributing main, as per Table 3.4 of Clause (11) of Sub-regulation 3.3.3, depending upon the length of the line required for releasing such connection, except for rural hilly villages having population less than 3000 as per census 2011 where the Licensee may extend the aforesaid 3 phase LT distributing main by constructing single phase LT distributing main for giving such connection in these villages under the permissible voltage variations.

(c) If the premises is beyond 40 meters from Licensee's existing single phase or two phase LT distributing main:

The extension of existing LT distributing main will be done by constructing single phase or 2 phase LT distributing main by the Licensee and the

Applicant shall pay, in addition to fixed service line charges, normative charges of LT distributing main, as per Table 3.4 of Clause (11) of Sub-regulation 3.3.3, depending upon the length of the line required for releasing such connection.

(2) In case of Application for Load above 4 kW and up to 25 kW

(a) If the premises is within 40 meters from Licensee's existing single phase or 2 phase LT Distributing main:

The Licensee shall carry out the necessary conversion of such existing LT distributing main by 3 phase 5 wire LT distributing main at its own cost for releasing such connection. In such cases, the applicant shall pay only the fixed service line charges & initial security charges as per Table 3.5 of Clause (11) of Sub-regulation 3.3.3.

(b) If the premises is beyond 40 meters from Licensee's existing single phase or 2 phase LT Distributing main:

The Licensee shall carry out conversion of existing single phase or 2 phase LT Distributing main by 3 phase 5 wire LT Distributing main at its own cost. Further beyond such existing Distributing main, the Licensee shall also carry out extension by constructing 3 phase 5 wire LT Distributing main and the applicant shall pay, in addition to fixed service line charges, normative charges as per Table 3.5 of Clause (11) of Sub-regulation 3.3.3, depending upon the length of the line required for releasing such connection.

(c) If the premises is beyond 40 meters from Licensee's existing three phase LT Distributing main:

If the Licensee's existing 3 phase LT distributing main is beyond 40 meters, the Applicant shall pay, normative charges, as per Table 3.5 of Clause (11) of Sub-regulation 3.3.3, for the length of the line upto the existing 3 phase LT distributing main.

(3) In case of Application for Load above 25 kW, the connection shall be released only through HVDS and the Applicant shall pay normative charges as per Table 3.6 of Clause (11) of Sub-regulation 3.3.3.

Provided that where Application for load above 25 kW and upto 75 kW and release of connection through HVDS is not feasible due to existing underground network, in such cases distribution Licensee may release such connection through its existing LT underground network. The distribution Licensee shall recover the cost of sub-station, underground LT system from distributing mains to consumer premises alongwith the charges against service line and initial security as per Table 3.6 of Clause (11) of Sub-regulation 3.3.3.

Provided further that in case consumer desires to take connection for load upto 25 kW through HVDS, the distribution Licensee may release such connection by recovering cost of sub-station alongwith the charges against service line & initial security as per Table 3.5 of Clause (11) of Sub-regulation 3.3.3 and charges against 11 kV line as per Table 3.6 of Clause (11) of Sub-regulation 3.3.3.

- (4) In case of PTW connection, if the extension of the LT distributing main and/or HT main including installation of Distribution Transformer is required for releasing the PTW connection, then the Applicant shall pay in addition to fixed service line charges, normative charges of such works, as per Table 3.7 of Clause (11) of Sub-regulation 3.3.3, depending upon the length of the line required for releasing such connection.
- (5) No Single Point Bulk Supply connection shall be released on LT.

3.3.2. Application for new LT connection

- (1) A prospective consumer desirous of obtaining a new connection shall make an application to the distribution Licensee for this purpose on the specified Application Form given in Annexure-II.
- (2) Specified Application Form can be obtained free of cost from Licensee's Sub-divisional office or any other office of the Licensee or the same can be downloaded from the official website of the Licensee or even photocopied. The duly filled form can be submitted at the concerned Sub-division/Division office of the Licensee.
- (3) The applicant may apply online for new connection on the website of the Licensee and within 2 working days of the online application, if the officer of Licensee finds any deficiency, then the same shall be intimated to the Applicant via email & SMS.

Thereafter, the consumer shall remove the deficiency within next 3 working days, failing which the application shall stand lapse.

- (4) The documents required to be submitted along with the Application Form are given below:

(a) Proof of Ownership or Occupancy

- (i) The Applicant shall submit self attested copy of any one of the following documents as proof of ownership or occupancy over premises for which the connection is required:
- a) Sale deed or lease deed (with latest rent receipt issued within three months prior to the date of application) or khasra or khatauni (inclusion of Applicant's name in the khasra or khatauni shall be sufficient for this purpose).
 - 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.

Provided that in case the Applicant is unable to submit any of the document listed at a) to e) above, then the Applicant shall be charged thrice the amount of security as per Table 3.4 to Table 3.6 of Clause (11) of Sub-regulation 3.3.3. The owner of the premises, if different from the Applicant, shall not be liable for payment of any dues against such connection.

Provided further that where the applicant is unable to submit the documents mentioned at a) to e) above and objection has been raised on the premises by District Magistrate/Government Authorities/Government under whose jurisdiction premises falls, the Licensee shall not grant new connection to such Applicant.

Provided also that where the court has decided the ownership or occupancy of the premises in favor of a person other than the applicant, the Licensee shall not grant connection to such Applicant.

(b) Statutory Permissions/Registrations

- (i) Proof of making application for approval/permission/NOC of the competent authority such as Pollution Control Board, Director of Industries etc., if required under any law/statute.
- (ii) In case of a partnership firm, partnership deed and list of Partners alongwith their certified addresses.
- (iii) In case of a Limited Company, Memorandum of Association, Articles of Association, Certificate of Incorporation.

(c) Identity Proof

- (i) If the Applicant is an individual, copy of any one of following documents shall be furnished as identity proof:
 - a) Aadhar Card
 - b) Electoral identity card
 - c) Passport
 - d) Driving license
 - e) Photo ration card
 - f) Photo identity card issued by Government Agency
- (ii) If the applicant is a company, firm, trust, school/college, government department etc., application shall be signed by competent authority like Director, Proprietor, Partner, Branch Manager, Principal, Executive Engineer along with certified copy of relevant resolution/authority letter of the company/institution concerned etc. Such person shall also submit copy of any of the identity proofs mentioned above at (i).

(d) **Undertaking**

An undertaking in the format given in **Appendix of Annexure-II** certifying that the wiring and other electrical works in the premises has been done in accordance with the provisions of the applicable Act / Rules & Regulations.

3.3.3. Processing of Application for LT Connection

- (1) On receipt of duly filled Application Form, the authorized officer of the Licensee shall check the Application Form and deficiencies, if any, observed in the Application Form shall be got rectified from the Applicant immediately. The Licensee shall register the Application by putting a Unique Application Number/ Registration Number both on the Application Form and the Acknowledgement Form and thereafter, issue dated acknowledgement of the same to the Applicant.
- (2) In case of online application, the officer of the Licensee shall check the online application form and if any deficiency is observed, the Licensee shall intimate the same to the Applicant within 2 working days of filing of the application via email & SMS. Thereafter, the consumer shall remove the deficiency within next 3 working days, failing which the application shall stand lapse. On receipt of duly filled online application form the Licensee shall issue an online acknowledgement immediately.
- (3) Subsequent to issuance of acknowledgement, Licensee shall ascertain whether any dues are outstanding on the premises, and if so, the Licensee shall issue a demand note within 5 days from date of receipt of Application Form giving full details of such outstanding amount. The Applicant shall be required to deposit outstanding dues within 15 days failing which his Application shall lapse and the Applicant shall be informed accordingly in writing under acknowledgement.
- (4) The Licensee shall also inspect and test the Applicant's installation, as required of him under provisions of Regulation 31 of the CEA Safety Regulations in the presence of the Applicant or his representative within 5 days from the date of receipt of the Application Form. Testing of installation shall be done as per procedure laid down in Regulation 33 of the CEA Safety Regulations and the inspecting officer shall maintain a record of test results obtained in the form given

at Annexure-I (A) as required of him under Regulation 31 of the CEA Safety Regulations. The Licensee shall also ascertain the requirement of extension of distributing mains i.e. overhead line and other associated works.

If required, the Licensee shall conduct the route survey and prepare estimate of the works in accordance with the Regulations within 10 days from the date of receipt of the Application Form. The Licensee shall provide a copy of detailed estimate alongwith the demand note.

- (5) If upon inspection, the Licensee finds any defect, like the installation having not been completed or bare ends of conductor or joints having not been properly covered with insulating tape or that the wiring is 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 form given at Annexure-I (A).
- (6) Licensee shall also record correct and full address of the premises, if not provided in the Application, along with land mark near the property or GPS co-ordinates (wherever available) and also pole number from where service connection is proposed to be given.
- (7) The Applicant shall get all the defects removed within 15 days and inform the Licensee in writing under acknowledgement. In case Applicant fails to remove such defects or fails to inform the Licensee about removal of the defects, the Application shall stand lapsed and Applicant shall apply afresh.
- (8) Upon receipt of information from Applicant about removal of defects, the Licensee shall re-inspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the Licensee shall again record the same in the form given at Annexure-I (A) and hand over a copy of the same to Applicant or his representative available on site and the application shall then stand lapsed. If the Applicant is aggrieved by this action of the Licensee, he may appeal to the Electrical Inspector, whose verdict in the matter shall be final and binding.
- (9) If on inspection no deficiency is found or the deficiencies are found to have been removed and there are no outstanding dues or the same have been cleared, the

Licensee shall sanction the load, as applied for, by the Applicant and intimate the same to the Applicant in writing within 5 days thereafter. In case Applicant does not receive any deficiency note or demand note for the outstanding dues within 5 days from the date of receipt of Application, the load, as per sub-regulation hereinabove, shall be deemed to have been sanctioned and Licensee shall not deny grant of the connection on these grounds.

- (10) The load for Residential Complex/Non-Residential Complex/Multiplex/Malls/Townships etc. to be constructed by Developer, shall be determined as per the norms specified in Annexure-IV of these Regulations.
- (11) Within 5 days from sanction of the load, the Licensee shall issue a demand note alongwith a copy of detailed estimate to the Applicant based on the determined charges given in tables below and the Applicant shall deposit the aforesaid charges in cash or through demand draft or electronic mode (RTGS/NEFT/IMPS) acceptable to the Licensee within 30 days.

Table 3.4: Service Line charges, Overhead & Underground line charges and Initial security for loads upto 4 kW

Sl. No.	Contracted Load	Service Line Charges & Overhead/Underground line charges			Initial security (Rs./kW)		
		Service line charges (Rs.)		Overhead line & Underground charges if premises is beyond 40 meters of the Licensee's existing LT distributing main (Rs.)	Domestic	Non-Domestic	LT Industries/ Govt. Public Utilities
		Overhead	Under-ground				
1.	BPL consumers (upto 1 kW)*	100	100	Overhead- Rs. 300 Underground- Rs. 300	100	-	-
2.	Upto 4 kW	1000	2000	Overhead-Rs. 1500 per 10 meters or part thereof	600	1500	1500
	Upto 4 kW (Through Pre-paid meter)	1000	2000	Underground- Rs. 4500 per 10 meters or part thereof	-	-	-

*[In case a BPL consumer applies for load above 1 kW, he shall be liable to pay normative charges as per Sl.no. 2 of Table 3.4 & Table 3.5 as applicable]

Table 3.5: Service Line charges, Overhead/Underground line charges and Initial security for load above 4 kW and upto 25 kW

Sl. No.	Contracted Load	Service Line Charges & Overhead/Underground line charges			Initial security (Rs./kW)		
		Service line charges (Rs.)		Overhead line & Underground charges if premises is beyond 40 meters of the Licensee's existing LT distributing main (Rs.)	Domestic	Non-Domestic	LT Industries/ Govt. Public Utilities
		Over-head	Under-ground				

1.	Above 4 kW and upto 10 kW #	2000	5000	Overhead-Rs. 4500 per 10 meters or part thereof Underground- Rs. 13500 per 10 meters or part thereof	600	1500	1500
	Above 4 kW and upto 10 kW (Through Pre-paid meter) #	2000	5000		-	-	-
2.	Above 10 kW and upto 25 kW #	4000	10000	Overhead-Rs. 4500 per 10 meters or part thereof Underground- Rs. 13500 per 10 meters or part thereof	600	1500	1500
	Above 10 kW and upto 25 kW (Through Pre-paid meter) #	4000	10000		-	-	-

Applicant seeking HVDS connection under second proviso of Clause (3) of Sub-regulation 3.3.1 shall pay the charges for sub-station of 25 kVA (for load upto 20 kW) as Rs. 1,50,000/- and of 63 kVA (for load from 21 kW upto 25 kW) as Rs. 2,00,000/- alongwith cost of 11 kV line extension as per Table 3.6 below and service line & initial security charges as per Table 3.5.

Table 3.6: Service Line charges, Charges for construction of Overhead/Underground 11 kV line, Substation and Initial security for load above 25 kW and upto 75 kW

SL No.	Contracted load	Service Line Charges, Charges for construction of Overhead/Underground 11 kV line & Substation			Initial security (Rs./kW) or (Rs./kVA)		
		Service line charges (Rs.)		Charges for construction of Overhead/Underground 11 kV line & Substation (Rs.)	Domestic	Non-Domestic	LT Industries/ Govt. Public Utilities
		Overhead	Underground				
1	11 kV line Cost						
	Above 25 kW and upto 50 kW**	6000	15000	Overhead-Rs. 8000 per 10 meters or part thereof Underground- Rs. 30000 per 10 meters or part thereof	600	1500	1500
	Above 50 kW and upto 75 kW**	8000	20000				
2	11 kV Substation Cost						
	Above 25 kW upto 50 kW	Construction of 63 kVA s/s		2,00,000			
	Above 50 kW upto 75 kW	Construction of 100 kVA s/s		2,50,000			
3	Increasing capacity of transformers						
	63 kVA to 100 kVA			50,000			

** For areas with underground network only- Applicant seeking connection under first proviso of Clause (3) of Sub-regulation 3.3.1 shall pay the charges for sub-station of 63 kVA/100 kVA alongwith cost of LT mains extension for Rs 20,000/- per 10 meters or part thereof and service line & initial security charges as per Table 3.6.

Table 3.7: Service Line charges, overhead line charges and Initial security for Private Tube Wells (PTW) having load above 5 B.H.P. and upto 20 B.H.P.

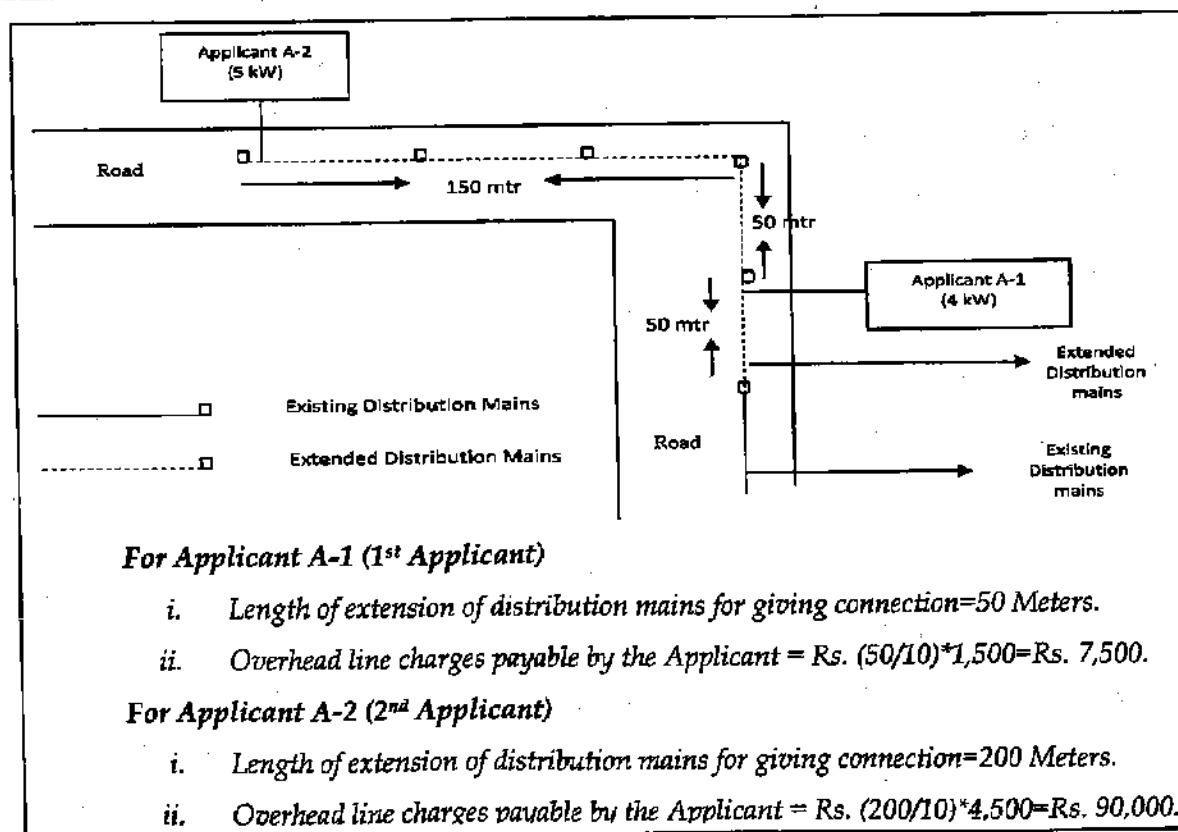
Sl. No	Contracted load	Service line charges (Rs.)	Charges for extension of existing LT distributing mains and/or HT main including installation of Distribution Transformer (Rs.)	Initial security (Rs./B.H.P.)
1	5 B.H.P. to 20 B.H.P.	1000	Rs. 750 per 10 meters or part thereof	200

- (12) At least 3 months before the beginning of every financial year, the distribution Licensee may submit, if necessary, proposal for revision of charges as per Table 3.4 to Table 3.7 along with supporting calculations and justification for approval of the Commission. Charges once approved shall remain valid till further revision by the Commission.
- (13) Applicant shall be liable to pay charges for the overhead line, as applicable in accordance with the above Tables, for that length of the LT Distributing mains actually extended for giving supply to such Applicant.

Provided that where existing LT distribution system is on LT AB cable, further extension of the same shall be done through LT AB cable. In such cases, the applicant shall pay the normative charges as specified in the Table 3.4 to 3.7 above as applicable.

- (14) Apart from the charges determined in the Table 3.4 to Table 3.7 above, no other charges such as cost of meter, cost of miscellaneous material, cable, processing fees etc. shall be payable by the Applicant of a new connection.

Illustration: Calculation of the length of extension of the existing Distributing main



- (15) Where a new connection does not require extension of its distributing mains or laying of new distributing mains or commissioning a new substation, the Licensee shall be under obligation to energize the connection through a correct meter within 15 days from the date of application.

[Here date of application shall be the date of receiving 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.]

- (16) Where a new connection requires extension of distributing mains or laying of new distributing mains or commissioning of a new substation, the Licensee shall inform such Applicant the time required to give the supply and the same shall not exceed:

- (a) 60 days if only extension of distributing mains is required.
- (b) 90 days if commissioning of new 11/0.4 kV substation is required.
- (c) 180 days if commissioning of new 33/11 kV substation is required.

- (17) If the Licensee fails to provide connection to an Applicant within the period specified above, he shall be liable to pay penalty @ Rs 5 per Rs 1000 (or part thereof) of the amount deposited by the Applicant subject to a maximum of Rs. 1000 for each day of default.

- (18) Without prejudice to the penalty levied on the Licensee, if the Licensee fails to provide connection to an Applicant within the period specified above, he shall be liable to pay a compensation @ Rs 5 per Rs 1000 (or part thereof) to the Applicant on the amount deposited by the Applicant subject to a maximum of Rs. 500 for each day of default.

Provided that the total amount of compensation shall be limited to the amount deposited by the applicant.

- (19) Licensee shall submit to the Commission monthly division-wise report on delay in release of New LT Connections as per Annexure-VI and shall deposit the

penalty alongwith the said report, accrued on account of the defaults /delays occurred in the connections released, during the period.

- (20) In case of any compensation claim, the consumer shall apply to the distribution Licensee in the manner provided in the prevalent SOP Regulations of the Commission.
- (21) In case the connection has not been energized as per these Regulations, the Applicant may lodge a complaint about it with the Consumer Grievance Redressal Forum of respective areas giving full details such as date of Application, date of inspection by Licensee etc.

3.4 HT/EHT Connections

3.4.1. Conditions for Grant of HT/EHT Connections

- (1) All loads above 88 kVA shall be released on HT/EHT with contracted load in kVA.

Provided that all loads more than 1 MVA shall be sanctioned with independent feeders emanating from nearest 33kV/66kV/132kV/220kV substations with metering arrangements at both ends.

Provided further that where the right of way for the proposed independent feeder is not available, such loads above 1 MVA may be sanctioned either through underground cables or from the existing feeder subject to availability of 25% spare capacity after addition of proposed load on such feeder.

Provided also that industries seeking connection for Continuous supply, irrespective of load applied for, shall be released through independent feeder only. If the applicant demands such connection through underground cables, the Licensee shall grant the same.

Provided also that, in case due to field constraints release of connection through independent feeder for a continuous supply industry is required to be released through an existing independent feeder, then the distribution Licensee may release such connection subject to the condition that only similar type of continuous supply industries are connected to such existing feeder.

Provided also that all steel units like Induction/ Arc furnaces or Rolling Mills, Re-rolling mills, Mini steel plants, etc., irrespective of load applied for, shall be sanctioned load at 33 kV or above and through independent feeder only. If the applicant demands such connection through underground cables, the Licensee shall grant the same.

Provided also that, in case the existing Steel Units having connection at 11 kV shall be permitted to enhance their load so that their contracted load after such enhancement does not exceed 1000 KVA.

- (2) A connection will be given to a new consumer only with a correct 3 phase 4 wire energy meter having specifications as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time and the same shall be installed as specified in the said Regulations.
- (3) For all new connections at HT and EHT, next higher standard single ratio Current Transformer (CT) of accuracy class as given in Clause (5) below shall be used. Under any circumstances multi ratio CT shall not be used for metering purpose. Cross-sectional area of cables between CT and meter shall not be less than 6 sq. mm.
- (4) For all new connections at HT and EHT, Potential Transformer (PT) of accuracy class as given in Clause (5) below shall be used for metering. Cross-sectional area of cables between PT and meter shall be not less than 6 sq. mm. No other load shall be put on measuring PT except load of Automatic Meter Reading (AMR) modem, if any, installed by the distribution Licensee for the purpose of remote meter reading. Provided that the total burden on metering core of PT including burden of lead cable, meter(s), AMR modem, if any, connected thereto shall not exceed the rated burden.
- (5) Meters, Current Transformers (CT) and Potential transformers (PT) shall meet the following requirements of Accuracy Class as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time:

Table 3.8: Accuracy Class of Metering System

Voltage of supply	Meter	CT & PT
Above 650 Volts and upto 33 kV	0.5S or better	0.5S or better
Above 33 kV	0.2S or better	0.2S or better

Provided that the accuracy class of CTs and PTs shall not be inferior to that of associated meters and the existing CTs and PTs not complying with these Regulations or found defective/saturated shall be replaced by new CTs and PTs of the Accuracy class given in the Table 3.8.

3.4.2. Application for new HT/EHT Connection

- (1) A prospective consumer desirous of obtaining a new electricity connection shall make an application to the distribution Licensee for this purpose on the specified Application Form given in Annexure-III at concerned divisional office, accompanied by non-refundable Registration-cum-Processing fee as given in Table:

Table 3.9: Registration-cum-Processing fee for new HT/EHT Connection

Description	Charges in Rs.
Connection at 11 kV	7,500/-
Connection at 33 kV	15,000/-
Connection at 132 kV	40,000/-
Connection at 220 kV or above	75,000/-

- (2) Specified Application Forms can be obtained free of cost from distribution Licensee's divisional and sub-divisional office or any other office or the same can be downloaded from the official website of the distribution Licensee or even photocopied.
- (3) The applicant may also apply online for new connection on the website of the Licensee.
- (4) The documents required to be submitted along with the Application Form are given below:

(a) Proof of Ownership or Occupancy

- (i) The Applicant shall submit self attested copy of any one of the following documents as proof of ownership or occupancy over premises for which the connection is required :
 - a) Sale deed or lease deed (with latest rent receipt issued within three months prior to the date of application) or khasra or khatauni (inclusion of Applicant's name in the khasra or khatauni shall be sufficient for this purpose).
 - 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.

(b) Statutory Permissions/Registrations

- (i) Proof of making application for approval/permission/NOC of the competent authority such as Pollution Control Board, Director of Industries etc., if required under any law/statute.
- (ii) In case of a partnership firm, partnership deed and list of Partners alongwith their certified addresses.
- (iii) In case of a Limited Company, Memorandum of Association, Articles of Association, Certificate of Incorporation and list of Directors alongwith their certified addresses.

(c) Identity Proof

- (i) If the Applicant is an individual, copy of any one of following documents shall be furnished as identity proof:
 - a) Aadhar Card

- b) Electoral identity card
 - c) Passport
 - d) Driving license
 - e) Photo ration card
 - f) Photo identity card issued by Government Agency
- (ii) If the applicant is a company, firm, trust, school/college, government department etc., application shall be signed by competent authority like Director, Proprietor, Partner, Branch Manager, Principal, Executive Engineer along with certified copy of relevant resolution/authority letter of the company/institution concerned etc. Such person shall also submit copy of any of the identity proofs mentioned above at (i).
- (d) Undertaking for tentative date on which applicant's works would be completed and ready for energisation.

3.4.3. Processing of Application and execution of work by Distribution Licensee

- (1) On receipt of duly filled Application Form, the authorized officer of the distribution Licensee shall check the Application Form and deficiencies, if any, observed in the application shall be got rectified from the applicant immediately. The authorized officer of the distribution Licensee shall register the application with Unique Application Number/Registration Number and issue a dated acknowledgement of the receipt of application.
- (2) In case of online application, the officer of the Licensee shall check the online application form and if any deficiency is observed, the Licensee shall intimate the same to the Applicant within 2 working days of filing of the application via email & SMS. Thereafter, the consumer shall remove the deficiency within next 3 working days, failing which the application shall stand lapse. On receipt of duly filled online application form the Licensee shall issue an online acknowledgement immediately.
- (3) Subsequent to issuance of acknowledgement, Distribution Licensee shall ascertain whether any dues are outstanding on the premises and, if so, the distribution

Licensee shall issue a demand note within 5 days from date of receipt of Application Form giving full details of such outstanding amount and 15 days time for depositing the same.

Provided that if the applicant does not receive any deficiency note or demand note for the outstanding dues within 5 days from the date of receipt of application, the Licensee shall not deny grant of the connection on this ground.

- (4) The applicant shall be required to deposit outstanding dues within the aforesaid period of 15 days failing which his application shall lapse and the applicant shall be informed accordingly in writing under acknowledgement. In cases where the applicant deposits the outstanding dues within 15 days, the date of receipt of application shall be deemed to be date of deposition of outstanding dues.
- (5) Distribution Licensee shall, within one month from date of receipt of application, study the feasibility of providing such connection including route survey for line and associated works and sanction the load. In case, works related to transmission Licensee at 132 kV or 220 kV are required to be executed, the distribution Licensee shall immediately intimate the transmission Licensee for carrying out such study and take the estimate of works charges from it. The distribution Licensee shall ensure that it informs the applicant, the estimated amount that is required to be deposited, in accordance with Table 3.10, and the date by which the said amount is to be deposited within the said period of one month. The distribution Licensee shall also indicate in the above communication, the approximate time frame for providing such connection, which shall not be more than that specified in these Clause (10) and Clause (11) below or tentative date indicated by consumer in his application, whichever is later.
- (6) All EHT works at 132 kV and 220 kV shall be executed by transmission Licensee. Prior intimation, along with amount of estimated works charges deposited by applicant for such works, to the transmission Licensee would be required to be given by the distribution Licensee sufficiently in advance so as to meet the overall time frame laid down in these Regulations, failing which both the Licensee shall be held responsible for the non-compliance of the Regulations and shall be liable for punitive action. For feeders emanating from its 132 kV/220 kV substations, the

distribution Licensee shall provide an appropriate metering cubicle at such 132 kV/220 kV substation. Transmission Licensee's responsibility shall be limited up to line side isolator of the feeder.

- (7) Within one month after sanction of the load, the applicant shall be required to deposit requisite estimated amount towards works charges depending upon the type and quantum of works required, as per Table 3.10 below:

Table 3.10: Works Charges for HT/EHT connections

Sl. No.	Description	Works charge
(A) 11 kV connection		
(1)	Terminal equipment at consumer end including HT cables, CT, PT, Meter cubicle etc.	Rs. 2.0 lakh
(2)	For independent Feeder: In addition to expenses mentioned at S. No. (1) above - Terminal equipment at sending end including Switch gear, HT cables, CT, PT, Meter cubicle, lightening arrestor etc.	Rs. 6.00 lakh
(3)	Line Cost	
	(a) Overhead Line cost	Rs. 80,000 per 100 mtrs or part thereof
	(b) Underground Cabling cost	Rs. 3.00 lakh per 100 mtrs or part thereof
(B) 33 kV connection		
(1)	Terminal equipment including circuit breakers, isolators, lightening arrestors at sending end and EHT cables, CT, PT, Meter cubicle etc. at both ends.	Rs. 20.00 lakh
(2)	Line Cost	
	(a) Overhead Line cost	Rs. 1,25,000 per 100 mtrs or part thereof
	(b) Underground cabling cost	Rs. 5.00 lakh per 100 mtrs or part thereof
(C) 132 kV connection		
(1)	Terminal equipment including circuit breakers, isolators, lightening arrestors at sending end and EHT cables, CT, PT, Meter cubicle etc. at both ends.	Based on the estimate prepared by Transmission Licensee
(2)	Line Cost	
	(a) Single circuit line	
	(b) Double circuit line	

Table 3.10: Works Charges for HT/EHT connections

Sl. No.	Description	Works charge
	(c) Underground cabling cost	
(D) 220 kV connection		
(1)	Terminal equipment including circuit breakers, isolators, lightening arrestors at sending end and EHT cables, CT, PT, Meter cubicle etc. at both ends.	Based on the estimate prepared by Transmission Licensee
(2)	Line Cost	
	(a) Single circuit line	
	(b) Double circuit line	
	(c) Underground cabling cost	

- (8) At least 3 months before the beginning of every financial year, the distribution Licensee may submit, if necessary, proposal for revision of charges as per Table 3.10 along with supporting calculations and justification for approval of the Commission. Charges once approved shall remain valid till these are revised by the Commission.
- (9) On receipt of estimated amount of works charges, the distribution Licensee shall initiate execution of the works.
- (10) In cases, where supply of electricity to premises applied for does not require commissioning of new substation / bay, the distribution/transmission Licensee shall ensure completion of HT/EHT works within the time specified in Table 3.11 below for different voltage levels from the date of deposition of amount of work charges by the applicant:

Table 3.11: Time-frame for release of New HT/EHT connection

Sl. No.	Description	No. of days
(i)	11 kV works including line	
(a)	not involving independent feeder	60 days
(b)	involving independent feeder	90 days
(ii)	33 kV works including line	180 days
(iii)	132 kV and above works including line	300 days

- (11) In cases, where supply of electricity to premises applied for requires commissioning of a new sub-station/bay, the distribution/transmission Licensee shall ensure completion of the works on the new substation/bay. However, the cost of the works pertaining to new substation/bay shall be borne by the respective Licensee (distribution or transmission) and complete the work within the additional time specified below for different sub-stations:

Table 3.12: Additional time-frame for release of New HT/EHT connection

Sl. No.	Description	Number of days
(i)	New 33/11 kV substation	180 days
(ii)	Augmentation of existing 33/11 kV substation	120 days
(iii)	Extension of bay at 33/11kV substation	45 days
(iv)	132 kV and above substation	540 days
(v)	Extension of bay at 132 kV and above substation	90 days

- (12) Within 5 days of completion of the HT/EHT works, the distribution Licensee shall inform Electrical Inspector to inspect the installation as per Regulation 43 (2) CEA Safety Regulations along with the requisite inspection fee. Electrical Inspector shall inspect the works and either accord his approval for energisation of distribution Licensee's works or intimate the deficiencies therein within fifteen days from date of deposit of inspection fee by distribution Licensee.
- (13) The distribution Licensee shall get all the defects removed pointed out by the Electrical Inspector within 30 days and inform the Electrical Inspector in writing under acknowledgement. The Electrical Inspector shall re-inspect the Licensee's works within 5 days from receipt of such information and grant approval accordingly.
- (14) The applicant shall complete installation of its HT/EHT works as per Regulations and he may simultaneously submit the layout drawings and other details such as ratings of equipment/apparatus proposed to be installed etc., to the office of Electrical Inspector for his approval to avoid delay in getting final clearances. On completion of his works, applicant shall request Electrical Inspector for approval

in prescribed form as per the Regulation 43 (3) CEA Safety Regulations along with requisite inspection fee. Electrical Inspector shall inspect the applicant's works as early as possible but, not later than fifteen days from date of application for inspection. Upon receipt of approval from Electrical Inspector, applicant shall inform the distribution Licensee about completion of his works in work completion report as per Annexure-V (A) alongwith self-attested copy of Electrical Inspector's approval at least two weeks before the time-frame specified at Clause (10) and Clause (11) above or tentative date indicated by applicant in his application, whichever is later.

Provided that if applicant thinks that he would not be able to take supply by the date of energisation initially indicated in his application (as per Clause (4) (d) of Sub-regulation 3.4.2), he may inform, at least two months in advance of this date in writing, to the distribution Licensee, a new date on which he proposes to take the supply which shall now be deemed as tentative date indicated by the applicant. However, this option to extend the date of energisation as above may be exercised only once by the applicant which shall not be more than 1 year from the date of application.

- (15) For LT loads, Linked Switch with fuse or Miniature Circuit Breakers (MCBs)/ELCB/Cut Out and for HT/EHT loads Linked Switch with fuse or Circuit Breakers (CBs) in accordance with Regulation 35 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof, of appropriate rating as well as specifications shall be installed by the applicant.
- (16) The distribution Licensee shall inspect and test the applicant's installation, as required under Regulation 31 of the CEA Safety Regulations, in the presence of the applicant or his representative within two weeks from the date of receipt of the work completion report and copy of Electrical Inspector's approval as mentioned in Clause (14) above. Testing of installation shall be done as per procedure laid down in Regulation 33 of the CEA Safety Regulations and the inspecting officer of the distribution Licensee shall maintain a record of test results obtained in the form given at Annexure-V (B) as required under Regulation 31 of

CEA Safety Regulations. The applicant or his representative shall remain present during the inspection.

- (17) Upon inspection, the distribution Licensee shall verify that all HT and EHT works have been carried out conforming to relevant provisions of the Regulations and all HT and EHT equipment installed at the applicant's premises conforms to relevant BIS and, in absence thereof, other equivalent international standards. Distribution Licensee shall also inspect LT works laid at applicant premises and verify that LT wiring has also been laid as per provisions of the Regulations. Distribution Licensee shall in particular check resistivity of 'Earth system' provided by the applicant at his premises as per Regulation 41 (xv) of the CEA Safety Regulations, 2010 and record the same in his report. Distribution Licensee shall also verify that earth wire of proper size has been laid in the premises and all metal parts of electrical equipment installed at applicant's premises and third pin of three pin sockets are permanently connected to earth as per Regulation 41 (xiv) of the CEA Safety Regulations, 2010. In case the distribution Licensee finds any defect(s), he shall record it in his report in the specified format given as Annexure V (B) and he shall also intimate the same to the applicant or his representative on the spot under proper receipt.
- (18) The applicant shall get all the defects removed within 30 days and inform the distribution Licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the distribution Licensee about removal of the defects, the application shall stand lapsed and applicant shall have to apply afresh.
- (19) Upon receipt of information from applicant about removal of defects, the distribution Licensee shall re-inspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the distribution Licensee shall again record the same in the form given at Annexure-V (B) and hand over a copy of the same to applicant or his representative available on site and the application shall then stand lapsed. If the applicant is aggrieved by this action of the distribution Licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.

- (20) If on inspection/re-inspection of applicant's installation no deficiency is found or the deficiencies are found to have been removed, the distribution Licensee shall, within a period of 15 days from the date of inspection/re-inspection of applicant's installation or the date of approval granted by Electrical Inspector for distribution Licensee's works whichever is later, a demand note is raised by the distribution Licensee, of the final amount to be paid by the applicant for depositing it within a period of 15 days, indicating the following:
- (a) Initial Security Amount @ Rs 1500/kVA of contracted load.
 - (b) Additional/refund of works charges, if any,
 - (i) For connections upto 33 kV - only line cost based on actual line length. Line cost for actual line length shall be calculated as per norms given in Clause (7) above.
 - (ii) For connections above 33 kV - based on actual expenditure for line and terminal equipment.
 - (c) Less Registration-cum-Processing fee charged as per Clause (1) of Sub-regulation 3.4.2 after deducting the taxes applicable at the time of deposition of registration cum processing fee.
 - (d) The Licensee shall also provide the head-wise details of expenditure incurred against the works executed.
- (21) Upon receipt of such amount as indicated in demand note, the distribution Licensee shall, within 7 days, inform the applicant in writing the final date of energisation of applicant's works. Such final date shall not be later than the sum of relevant time frames given above. At the time of energisation of applicant's works, the applicant shall be required to enter into a Supply Agreement in the format given in Annexure-V (C).
- (22) No connection shall be energized without the approval of Electrical Inspector for works in Clause (13) and Clause (14) above and requisite approval/permission/ NOC from the competent authority such as Pollution Control Board, Director of Industries etc., if required under any law/statute.

- (23) For delay in energisation of connection beyond the time frames specified in Clause (10) and Clause (11) above, the duration of delay on account of the reasons attributable to the applicant shall not be considered for calculation of penalty and compensation to be payable by the distribution Licensee.
- (24) Notwithstanding anything contained in the Sub-regulation 3.4.3, if distribution Licensee fails to provide connection to an applicant within the period specified in Clause (10) and Clause (11) above or extended date of energisation as requested by the applicant at Clause (14) above whichever is later, he shall be liable to pay penalty @ Rs. 500/- for each day of default.
- (25) Distribution Licensee shall submit to the Commission monthly division-wise report as per Annexure-VI containing details of number of connections that were not energised within specified period and shall also deposit with it the penalty accrued on account of such defaults.
- (26) Without prejudice to the penalty levied on the Licensee, if the Licensee fails to provide connection to an Applicant within the period specified above, he shall be liable to pay a compensation @ Rs. 500/- to the Applicant for each day of default. Provided that the total amount of compensation shall be limited to the amount deposited by the applicant. The applicant shall be deemed to have commenced taking supply of electricity from distribution Licensee as a consumer, under the conditions specified in the enclosed Supply Agreement, from the final date of energisation intimated by the distribution Licensee as per Clause (21) above. If the applicant fails to commence taking supply of electricity from this date, the applicant shall be liable to pay Fixed/Demand or any other charges as per applicable Rate Schedule for consumers given in the prevailing Tariff Order.
- (27) Apart from the Registration-cum-Processing fee, charges provided in the Table 3.10, initial security amount and the additional cost, if any, based on actual line length/actual expenditure as per Clause (20) above, no other charges such as cost of meter, CT, PT, cable and other terminal equipment etc. shall be payable by the applicant of a new connection.
- (28) The Applicant can opt for constructing the line/sub-station on its own through a Class -1 licensed Contractor subject to the approval of the drawings/design of the

distribution Licensee/transmission Licensee as the case may be with deposition of supervision charges @ 15% of material and labour cost excluding establishment cost. The said supervision charges shall cover following but not limited to -

- (a) Supervision of survey works: Preliminary, detailed, check and contour survey, checking of profiles, tower schedules and route alignments, land schedules etc.
- (b) Checking of soil investigation data.
- (c) Assistance in obtaining various statutory clearances and publication of statutory notifications.
- (d) Checking and approval of drawings, designs, technical specifications of all HT/EHT equipment such as power transformers, switchgears etc., structures, line materials, control protection schemes, cable schedules & approval of vendors.
- (e) Pre-delivery inspection of all HT/EHT equipment and materials at the manufacturers' works.
- (f) Supervision of construction works like foundation and erection of equipment etc.
- (g) Final checking and testing of the equipment.
- (h) Arrangement of line clearances.
- (i) Assistance in the inspection of Electrical Inspectorate/Department of Electricity Safety, GoU.
- (j) Charging of the electrical installations.

3.5 Single Point Bulk Supply for Domestic, Non-Domestic and Mixed Load Categories

- (1) Single Point Bulk Supply connection shall only be allowed for Contracted Load above 75 kW/88 kVA with single point metering for further distribution to the end users. Provided that such users shall not be restricted from applying for individual connections. The person who has taken the single point supply shall be

responsible for all payments of electricity charges to the Licensee and collection from the end users/consumers as per tariff determined for such consumers. The Licensee shall ensure that tariff being charged from end user/consumer does not exceed the approved tariff applicable for Single Point Bulk Supply (SPBS) connection as per Tariff Order issued by the Commission.

- (2) The person who has taken the single point supply shall also be deemed to be an agent of Licensee to undertake distribution of electricity for the premises for which single point supply is given under seventh proviso to Section 14 of the Electricity Act, 2003 and distribution Licensee shall be responsible for compliance of all provisions of the Act, Rules & Regulations thereunder within such area.
- (3) The procedure for release of single point bulk supply connection shall be in accordance with provisions of sub-regulation 3.6 below.

3.6 New Electricity Connection in Residential Complex/Non-Residential Complex/Multiplex/Malls/Townships etc. to be constructed by Developer

[Explanation- Residential Complex/Non-Residential Complex/Multiplex/Malls/Townships etc. means any premises comprising of the following: -

- a) a Building or Buildings having Residential/Commercial units;
 - b) a Common area; and
 - c) any one or more facilities or services such as park, lift, parking space, community hall, common water supply, common lighting facility viz. security/street lights, toilets, watchman room located within a premises and the approval of the layout of such premises may have been granted by an authority under any law for the time being in force.]
- (1) The responsibility alongwith the cost of creating required/adequate distribution network within Residential Complex/Non-Residential Complex/Multiplex/Mall/Townships etc. for various cumulative normative load shall be as follows:-
 - (a) For cumulative normative load above 25 kW and upto 75 kW

From the transformer onwards, i.e. excluding transformer of capacity as determined as per Clause (4) below, as the case may be, and upto the point of connection to the installation of each consumer within such complex, shall be that of the developer/builder/Co-operative Group Housing Society (CGHS) who undertakes construction of such complex. The cost of such transformer including associated accessories and the cost of extending such 11 kV/0.4 kV line from the Licensee's end shall be estimated by the distribution Licensee as per normative charges provided at Table 3.6 of these Regulations, as the case may be, and such cost shall be payable by the developer/builder/CGHS subject to recovery/refund of additional amount on completion of the works.

(b) For cumulative normative load above 75 kW

- (i) **For SPBS connection (Metering at HT/EHT)-** From the transformer (including distribution transformer and/or power transformer) installed as per Clause (4) below, as the case may be, and upto the point of connection to the installation of each consumer within such complex, shall be that of the developer/builder/Co-operative Group Housing Society (CGHS) who undertakes construction of such complex. The cost of such transformer including associated protection gear(s) shall be borne by the developer/builder/CGHS. The cost of extending such 220 kV/132 kV/33 kV/11 kV line from the Licensee's end shall be estimated by the distribution Licensee as per charges provided at Table 3.10 of these Regulations, as the case may be, and such cost shall be payable by the developer/builder/CGHS subject to recovery/refund of additional amount on completion of the works.
- (ii) **For Non-SPBS connection-** From the transformer onwards i.e. excluding transformer of capacity as determined as per Clause (4) below, as the case may be, and upto the point of connection to the installation of each consumer within such complex shall be that of the developer/builder/Co-operative Group Housing Society (CGHS) who undertakes construction of such complex. The cost of such transformer

including associated protection gear(s) & accessories and the cost of extending such 220 kV/132 kV/33 kV/11 kV line from the Licensee's end shall be estimated by the distribution Licensee as per actual as the case may be, and such cost shall be payable by the developer/builder/CGHS subject to recovery/refund of additional amount on completion of the works.

Provided that the developer/builder/CGHS shall have the option to extend the LT (in case of extension of LT network)/HT/EHT line network of the Licensee along with transformer and associated equipment on its own through a Licenced contractor, as per estimate prepared by the Licensee, as above, by paying supervision charges to the Licensee at the rate of 15% to be levied on estimated material cost & labour cost excluding the establishment cost. The Licensee shall provide a copy of detailed estimate alongwith the demand note.

- (2) The developer/builder/CGHS shall submit Guaranteed Technical Particulars (GTP)/drawings of electrical network of the premises to the distribution Licensee while applying for load approval as per Clause (4) below and shall be responsible for creating required/adequate distribution network as per CEA Safety Regulations, 2010 issued from time to time within Residential Complex/Non-Residential Complex/Multiplex/Mall/Townships etc.
- (3) The land for construction of sub-station or installation of Power/Distribution Transformers or Poles etc. within the premises shall be provided by such developer to the distribution Licensee, free of cost.
- (4) The cumulative normative load shall be calculated as per details given in Annexure-IV and the total area for calculation of cumulative normative load shall be based on the number of units/apartments/shops/built-up area/constructed area/floors so approved as per plan/layout of the premises issued by the competent authority. The capacity of Power Transformer and/or Distribution Transformer, as the case may be, to be installed within the Residential Complex/Non-Residential Complex, Mall, Multiplex etc. shall be determined by the Licensee.

- (5) Where the developer/builder/CGHS desires to hand over the electrical network/installation within such complex up to the point of connection(s) of individual consumer(s) to the distribution Licensee post completion of the project, in such cases, the developer/builder/CGHS shall pay supervision charge @ 15% of the estimated material cost & labour cost excluding the establishment cost to the distribution Licensee. The above estimate of the existing infrastructure shall be prepared by the distribution Licensee for valuation of assets subject to the network/installation conform to CEA Regulations & Standards. At the time of seeking new connection, the individual user(s) of such complex, shall pay service line charges and initial security deposit only as per tables given in Table 3.4 to Table 3.7 of Clause (11) of Sub-regulation 3.3.3 based on the applicability to the distribution Licensee.
- (6) Where provision of single point bulk supply exists, the individual consumer connected from the network of developer/builder/CGHS within such complex shall be liable to pay the tariff charges applicable for Single Point Bulk Supply (SPBS) connection as per Tariff Order issued by the Commission.

Provided that in the complex where the developer/builder/CGHS is having Single Point Bulk Supply (SPBS) connection used for exclusively domestic purposes, the individual consumer/user within such complex shall not be restricted from seeking individual domestic connection directly from the distribution Licensee. Such connections shall be released preferably through Pre-paid meters either provided by the distribution Licensee or procured by the consumer as per CEA Metering Regulations, utilising the existing infrastructure created by the developer/builder/CGHS. Bills of SPBS connection shall be duly adjusted by the monthly energy consumption of such individual consumer having connection from the Licensee. Further, in case the distribution Licensee takes over the electrical infrastructure of such complex, the responsibility of maintenance of the same shall lie with distribution Licensee and in other cases developer/builder/RWA/CGHS shall be responsible for the maintenance.

3.7 Withdrawal/Lapse of Application

- (1) If a person, after applying for connection, withdraws his application or refuses to take supply or his application lapses, the Registration-cum-Processing fee & Tatkal Charges, if any, shall be forfeited and the amount deposited by the applicant towards charges as per Table 3.4 to 3.7 of Clause (11) of Sub-regulation 3.3.3 and Table 3.10 of Clause (7) of Sub-regulation 3.4.3 will be refunded as specified in Table 3.13 below:

Table 3.13: Refund applicable for Withdrawal/Lapse of Application

1	In case the work execution has not commenced by the distribution Licensee by that time.	Full amount may be refunded.
2	Where less than 50% work has been executed.	50% amount may be refunded.
3	Where more than 50% and upto 75% work has been executed.	25% amount may be refunded.
4	Where more than 75% work has been executed.	Nil

Provided that for LT/HT/EHT connections, full security amount deposited by the applicant shall be refunded.

Provided further that for Temporary LT/HT/EHT connections, full consumption security deposited by the Applicant shall be refunded. However, in case no work has been started, material security deposited by the Applicant shall be refunded in full and in rest of the cases, material security shall be refunded after deducting any damage to material (such as meter, transformer, isolator etc.) if any, and dismantling charges which shall be 10% of the material security.

- (2) The refund shall be made by distribution Licensee within 30 days of the receipt of withdrawal/refusal letter/lapse of application, beyond which interest shall be payable at the Bank rate.

CHAPTER 4: EXISTING CONNECTIONS

4.1 Procedure for Enhancement / Reduction in Contracted Load

4.1.1 General

- (1) No enhancement/reduction in load shall be allowed in case of temporary connection. In case a temporary connection holder desires to enhance/reduce the load, he shall surrender the existing temporary connection and apply a fresh.
- (2) Consumer holding a permanent connection can enhance their contracted load anytime, however, reduction of contracted load shall be permitted only once in a financial year.
- (3) The consumer seeking enhancement/reduction in load at same voltage level shall apply to the distribution Licensee in the form given at **Annexure-VII** which shall be made available free of cost at Licensee's sub-division/division or any other office alongwith the proof of payment of the latest bill. The form can also be downloaded from the Licensee's website or even photocopied.
- (4) The consumer seeking enhancement/reduction in load at voltage level other than the existing voltage level, in such cases the consumer shall apply to the distribution Licensee in the form given at **Annexure-II** for new LT Connection or **Annexure-III** for new HT/EHT Connection which shall be made available free of cost at Licensee's sub-division/division or any other office. The form can also be downloaded from the Licensee's website or even photocopied. On receipt of duly filled application form alongwith the proof of latest paid bill from the consumer, the Licensee shall process the application as per the Regulations applicable for New Connection duly adjusting the initial security amount and depreciated cost of the received back material from the site if the same is reusable by the distribution Licensee.

Provided that for cases where there is change in voltage from LT to HT and vice-versa and existing installed transformer of the consumer is not dismantled for the purpose of load enhancement/reduction, in such cases the charges of the transformer deposited by the consumer shall not be adjusted.

- (5) The consumer may apply online for enhancement/reduction of load on the website of the Licensee. In case of online application, the officer of the Licensee shall check the online application form and if any deficiency is observed, the Licensee shall intimate the same to the Applicant within 2 working days of filing of the application via email & SMS. Thereafter, the consumer shall remove the deficiency within next 3 working days, failing which the application shall stand lapsed. On receipt of duly filled online application form, the Licensee shall issue an online acknowledgement immediately.
- (6) The procedure and conditions for grant of new connection as specified in Sub-regulation 3.3.1 to Sub-regulation 3.3.3 for LT connections and Sub-regulation 3.4.1 to Sub-regulation 3.4.3 for HT/EHT connections shall be followed for enhancement/reduction of contracted load and the penalty payable by the distribution Licensee for delay in effecting enhancement/reduction of contracted load shall be payable @ Rs. 100 for each day of default for LT consumer and @ Rs. 500 for each day of default for HT/EHT consumer subject to maximum of Rs 1,00,000.
- (7) Without prejudice to the penalty levied on the Licensee, if the Licensee fails to enhance/reduce the contracted load of a consumer within the period specified above, he shall be liable to pay a compensation @ Rs 50 per day of default to the consumer subject to maximum of Rs 50,000.
- (8) Subject to the procedures and completion of formalities as per Sub-regulation 3.3.1 to Sub-regulation 3.3.3 for LT connections and Sub-regulation 3.4.1 to Sub-regulation 3.4.3 for HT/EHT connections of these Regulations, the distribution Licensee shall complete the works as per timelines specified in these Regulations. However, if enhancement/reduction of load does not require any alteration of line/substation works the contracted load shall be enhanced/reduced within 30 days for HT/EHT connection and within 15 days for LT connection from the date of submission of application.
- (9) A consumer seeking enhancement in load shall pay initial security for enhanced load after duly adjusting the amount of security for existing load and transformer charges as the case may be as mentioned below:

(a) For LT consumers (Load upto 75 kW)

- (i) In case of total load after enhancement is upto 25 kW and where augmentation or replacement of existing service line/overhead or underground line/equipment etc. is required at the same voltage level, then the consumer shall pay charges for service line only as per Table 3.4, Table 3.5 & Table 3.7 of Clause (11) of Sub-regulation 3.3.3. Whereas, the Licensee shall augment/replace the existing overhead or underground line/equipment upto the existing distributing main at its own cost, if required.
- (ii) In case of total load after enhancement is above 25 kW and upto 75 kW and where augmentation or replacement of service line/overhead or underground line/equipment etc. is required at the same voltage level, then the consumer shall pay charges for service line, overhead or underground line charges and transformer (63 kVA or 100 kVA as the case may be) as per Table 3.6 of Clause (11) of Sub-regulation 3.3.3. Whereas, the Licensee shall augment/replace the existing overhead or underground line/equipment at 11 kV upto the existing 11 kV distributing main at its own cost, if required.

(b) For HT/EHT consumers (Load above 75 kW)

- (i) In case of independent feeder, where augmentation or replacement of existing overhead or underground line/equipment etc. is required at the same voltage level, the work charges for the overhead or underground line/terminal equipment shall be paid by the consumer as per Table 3.10 of Clause (7) of Sub-regulation 3.4.3, if required.
- (ii) In case of non-independent feeder, where augmentation or replacement of existing overhead or underground line/equipment etc. is required at the same voltage level, then the consumer shall pay the work charges for the terminal equipment as per Table 3.10 of Clause (7) of Sub-regulation 3.4.3, if required. Whereas, the Licensee shall augment/replace the overhead or underground line at its own cost.

- (10) A consumer seeking reduction in load, in case requires replacement of existing equipment, then the consumer shall pay the work charges for the equipment as per Table 3.6 of Clause (11) of Sub-regulation 3.3.3 and Table 3.10 of Clause (7) of Sub-regulation 3.4.3 as the case may be and the difference between security deposit required for the reduced load and that already deposited shall be adjusted in the bills within the next three billing cycles or within 6 months whichever is earlier.
- (11) The work charges for dismantling old terminal equipment and installing new equipment in case of enhancement of contracted load as specified in Clause (9) (b) above or reduction of contracted load for HT/EHT consumers shall be payable based on the estimated cost of new equipment and labour charges. Such labour charges shall be limited to 10% of the cost of new equipment.

Provided that the overall work charges chargeable from the consumer shall not exceed the charges specified in Table 3.10 of Clause (7) of Sub-regulation 3.4.3 as the case may be, and such charges shall be reduced by the depreciated cost of the equipment removed, if their cost has been borne by the consumer and they are re-usable by Licensee.

Provided further that the adjustment for these charges shall be done in the demand note issued as per Clause (20) of Sub-regulation 3.4.3.

- (12) While considering the request for load reduction, the Licensee shall first verify the said consumer's actual consumption profile. In case the actual consumption pattern indicates that the load actually utilized in the past four months is higher than that being demanded, reduction so sought shall not be permitted and the Applicant shall be informed accordingly. Example:

For installations where Electronic meter with MDI has been installed:

<i>Load Category</i>	<i>Industrial</i>
<i>Sanctioned Load</i>	50 kVA
<i>Load Reduction Requested</i>	35 kVA
<i>Max. demand during last 04 months</i>	40 kVA

Since Max Demand during last 04 months as indicated by MDI was higher than requested reduced load, request not to be acceded to.

For Installations where meters do not have MDI

Load category	Domestic
Sanctioned load	7 kW
Load reduction requested	4 kW
Max. Monthly consumption during last 04 months	600 kWh
Normative consumption for domestic category*	100 kWh/kW
Load calculated on normative consumption	$600/100 = 6 \text{ kW}$

Since the load calculated on normative consumption basis during last 04 months is higher than the load reduction requested, the request for load reduction should not be acceded to.

** Normative consumption as indicated for provisional billing in the tariff order.*

Provided that once reduction in load has been allowed based on actual load/consumption profile for last 04 months, the enhancement of load if required in future shall be allowed only after 06 months from the date of such reduction.

In case the enhancement/reduction in load requires change in supply type from LT to HT/EHT or vice-versa, the provisions of relevant regulations shall be applicable depending upon the nature of enhanced/reduced load.

- (13) Consumer having contracted load at 0.4 kV or 11 kV or 33 kV, violates the contracted demand and such violation in load falls in the ambit of higher voltage level, the consumer shall be liable to pay the maximum demand violation charges, however, if such violation is within the limit of 10% of the contracted load, the Licensee shall not compel the consumer for augmenting the supply voltage.

4.2 Additional Security Deposit

- (1) Balance of Security Deposit as on 31st March of the previous year shall be 'Existing Security Deposit'. Consumer is required to maintain a sum equivalent of estimated average consumption of 'N'+1 months of previous financial year or the existing security deposit with the Licensee, whichever is higher, as security deposit ('Required Security Deposit') towards any delay or default in payment. Here 'N' is the number of months in a Billing cycle approved in the Tariff Order applicable for preceding year.

- (2) The Licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Excess of Required Security Deposit over Existing Security Deposit shall be Additional Security Deposit. Assessment of Additional Security Deposit shall be done once a year in the month of April and the same shall be reflected in the next bill. Such reflected amount shall be deposited by the consumer through Cash/DD/RTGS/NEFT or any other electronic mode accepted by distribution Licensee.
- (3) Where the Additional Security Deposit is upto 10% of the Existing Security Deposit, no claim shall be made for payment of Additional Security Deposit. Interest accrued on the Existing Security Deposit upto 31st March of the previous year shall be added to the Existing Security Deposit and shall become the Existing Security Deposit for the current year.
- (4) Where the Additional Security Deposit is more than 10% of the Existing Security Deposit, Interest accrued on the Existing Security Deposit upto 31st March of the previous year shall be added to the Existing Security Deposit and Demand for remaining amount of Additional Security Deposit shall be raised on to the consumer.
- (5) Where Existing Security Deposit computed as per Clause (1) above is found to be equal to or greater than the Required Security Deposit, the interest accrued on the Existing Security Deposit upto 31st March of the previous year shall be refunded to the consumer through adjustment in his electricity bill upto 31st July of current year.
- (6) The security deposit available with the Licensee in respect of each consumer shall be shown in the bill issued to the consumer.
- (7) Additional Security Deposit amount shall be shown as a separate entry in the bill particulars/parameters. Any default in payment of dues on account of Additional Security Deposit shall be treated as non-payment of Licensee's dues and shall be dealt as per Regulation 6.1 of these Regulations. No late payment

surcharge/delayed payment surcharge shall be applicable on the unpaid dues of Additional Security Deposit.

4.3 Transfer of Connection

Transfer/shifting of connection shall not be allowed from one premises to another and in such cases, the existing connection shall be permanently disconnected and a separate new connection shall be released for the new premises as per provisions of these Regulations.

Licensee shall deal with the application relating to transfer of connection in the same premises as specified below:

4.3.1 Change of consumer's name due to change in ownership/occupancy of property

- (1) The applicant shall apply for change of consumer's name in the format specified at Annexure-VII of these Regulations along with copy of latest bill duly paid. The application shall be accepted on showing proof of lawful ownership/occupancy of property. NOC from previous occupant of the premises/certificate of merger/demerger from appropriate authority in case of firms/companies shall be required for cases involving transfer of security deposit in the name of applicant. The change of consumer's name shall be effected within two months after acceptance of application. Subsequent to this, the Licensee shall inform the applicant regarding the change in name through email/mobile or any other electronic medium. Any old dues on the property shall be payable by new consumer subject to the provisions of Section 56 (2) of the Act.
- (2) In case NOC from the previous occupant is not submitted, application for change of name shall be entertained only if security deposit as stipulated in these Regulations is paid afresh. However, the original security deposit alongwith interest shall be refunded to the claimant as and when a claim is preferred by the concerned.
- (3) If the change of consumer's name is not effected within the said two months, compensation as specified in UERC (Standards of Performance) Regulations, 2007 as amended from time to time shall be paid by the Licensee.

4.3.2 Transfer of consumer's name to legal heir:

- (1) The applicant shall apply for change of consumer's name in the format specified at Annexure-VII to these Regulations with a copy of latest bill duly paid. The application shall be accepted on showing valid proof of legal heirship like Registered Will, Succession Certificate, Mutation in municipal/land records etc. The change of consumer's name shall be effected within two months after acceptance of application. Subsequent to this, the Licensee shall inform the applicant regarding the transfer of name through email/mobile or any other electronic medium. Any old dues on the property shall be payable by new consumer subject to the provisions of Section 56 (2) of the Act.
- (2) If the change of consumer's name is not effected within the said two months, compensation as specified in UERC (Standards of Performance) Regulations, 2007 as amended from time to time shall be paid by the Licensee.

4.4 Change of category

- (1) The applicant shall apply for change of category on the format specified at Annexure-VII alongwith due adjustment of charges for new category as specified in these Regulations.
- (2) In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 10 days from the date of application.
- (3) The Licensee shall inspect the premises within 5 days from date of receipt of Application Form to verify and shall change the category within two months from the date of receipt of Application Form. Subsequent to this, the Licensee shall inform the applicant regarding the change of category through email/mobile or any other electronic medium.
- (4) Change of category shall be effective from the date of approval of the application. Billing under changed category shall commence from the date of approval of the application. If the category is not changed within the period specified as Clause (3) above, the consumer shall not be liable for any action on account of unauthorised use of electricity from the date of receipt of application, and for such

default, compensation for the same shall be paid to him as provided in UERC (Standards of Performance) Regulations, 2007 as amended from time to time.

- (5) No change in category shall be allowed for PTW connections and no connection for any other category shall be released from the feeder dedicated for PTW connection(s).

CHAPTER 5: METERING AND BILLING

5.1 Metering

5.1.1 General

- (1) No installation shall be serviced without a meter. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006/Metering Communication and Data Acquisition Requirements (MCDAR) as per UERC (State Grid Code) Regulations, 2016 as amended from time to time. Any changes in the MCDAR shall be based on the recommendations of the MCDAR Committee with the Approval of the Commission.

Provided that the recommendation of MCDAR Committee shall be in conformity to the CEA (Installation & Operation of Meters) Regulations, 2006 & amendments thereof and statutory reports/documents/Rules in this regard.

- (2) The Licensee shall use meters complying with the CEA Regulations referred at (1) above for energizing a new connection or for replacement of meter. The consumer, if he so desires, may procure meter conforming to the CEA regulations referred in (1) above as per list of Make & specifications approved by the Licensee but the Licensee shall test, install and seal the meter.
- (3) Licensee shall have the option of installing the meter at the consumer's premises or outside the premises such as on pole/boundary of premises etc. Where meter has been installed outside the consumer's premises, the responsibility of safe custody of metering unit shall lie with the Licensee. Where meter has been installed at the consumer's premises, the responsibility of keeping the meter under safe custody shall lie with the consumer.

Provided that where the Licensee installs the meter outside the premises of the consumer, then the Licensee shall provide real time display unit/home display unit at the consumer premises on the request of the consumer on chargeable basis at the rates determined by the Commission from time to time in its Orders, for his information to indicate the electricity consumed by the consumer. Provided further that for the billing purpose, reading of consumer meter and not the display

unit shall be taken into account.

- (4) The consumer shall provide suitable and adequate space for installation of the meter, either at entry point or outside the premises, in such a manner that it is always accessible to the Licensee or his representatives without the need of meter reader to get the premises unlocked or opened for this purpose.
- (5) In the case of multi-storey buildings, the meters shall be fixed preferably on the ground floor having proper ventilation and adequate illumination.
- (6) It shall be the responsibility of Licensee to maintain the meter and keep it in working order at all times.
- (7) Initial installation and replacement of the meter shall be done by the Licensee in presence of the consumer or his authorised representative after giving one week's notice. At the time of Initial installation and replacement the Licensee shall record the particulars of meter in the Sealing certificate (1st copy) which shall be jointly signed by the Licensee and the consumer, the same shall be kept in master file of the consumer. 2nd copy of the sealing certificate shall be issued to the consumer at the time of installation of the meter under proper receipt. 3rd and 4th copy of sealing certificate shall be submitted to the concerned sub-divisional/ divisional office. The meter seals shall be in accordance with Regulation (12) of Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time.
- (8) For effective metering and subsequent activities, the Licensee shall ensure proper functioning of its systems (including Hardwares & Softwares) placed at various field offices alongwith online connectivity of its all field offices through the reliable internet services. Further, the Licensee shall also ensure the uptime/availability of its online services at least 95% during working hours in a month and this concern should be taken care by the Licensee while executing the Service level agreement with the Internet Service Providers.

5.1.2 Reading of meters

- (1) The meter shall be read once in every billing cycle. The meter reading shall be read/recorded only by the person duly authorized by the Licensee for this purpose.
- (2) The 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.
- (3) Licensee shall ensure that meter readings are regularly read through Spot Billing Machine (SBM) or any other latest device and bills shall be issued at the spot and uploading of the bill shall be ensured within 3 days of bill generation for geographically plain areas and 5 days for Hilly areas. Where Automatic Meter Reading (AMR)/Advanced Metering Infrastructure (AMI) based metering system is installed, the Licensee shall upload the bill on its website on the same day of bill generation.
- (4) Where the meter is within the consumer's premises, the consumer shall extend all facilities to the Licensee to read the meter.
- (5) Time of Day (ToD) meters, wherever installed shall be read only through Meter Reading Instrument (MRI). It shall be the duty of Licensee's official to read the meter and check condition of LEDs on electronic meters. In case Earth Leakage (E/L) LED indicator, provided on electronic meters, is found 'ON' he shall inform the consumer that there is leakage in the premises and advise him to get his wiring checked and leakage removed. He shall also inform concerned officer of the Licensee about the leakage.
- (6) Where meters could not be read because of non-availability (NA) of any consumer, Licensee may raise a provisional bill based on the last one year's average consumption of the consumer clearly showing the date when the meter reader went to the consumer's premises to take the meter reading and reason for not being able to do so. All such bills shall be suitably adjusted as and when such meters are read. Such provisional billing shall not continue for more than 2 billing cycles continuously and thereafter no provisional bills shall be raised.

- (7) If the meter is rendered inaccessible on two consecutive meter reading dates, the Licensee shall serve a 15 days clear notice to the consumer under proper receipt, to keep the premises open for taking meter reading on date & time indicated in the notice. If the consumer does not comply with the notice, the Licensee shall after expiry of the notice period cut off supply of the consumer for so long as such refusal or failure continues.
- (8) When a consumer gives prior information in writing about inaccessibility of the meter to the Licensee due to continued absence from premises, the Licensee shall not send any notice/provisional bill to the consumer provided the consumer deposits in advance an amount sufficient to meet its payment obligations during the period of absence. The Licensee shall adjust such deposited amount against the electricity dues after each billing cycle. This facility shall be available to any consumer if he so wishes and for deposition of the advance amount the consumer can apply to the Licensee in the format specified at Annexure-IX to the Regulations.
- (9) If the consumer desires to have special reading taken, the same shall be arranged by the Licensee on payment of charges as per the miscellaneous charges in the applicable Tariff Order.
- (10) Licensee shall ensure that no new case of Not Read (NR) shall be added to its billing data base. The Licensee is required to make necessary changes in its billing software for identification and highlight such cases of provisional billing for more than 2 billing cycles continuously to the higher authorities.
- (11) Wherever Global System of Mobile (GSM)/General Packet Radio Service (GPRS)/Advanced Metering Infrastructure (AMI) based Automatic meter reading are done, the Licensee shall physically verify the reading of such consumers in a gap of not more than six months.

5.1.3 Testing of meters

- (1) The meter test labs of the Licensee shall be NABL accredited or it shall utilise the services of other accredited testing labs till its labs get NABL accredited.
- (2) All the meter test labs shall have CCTV surveillance system.

- (3) The Licensee shall conduct periodical inspection/testing and calibration of the meters, in the following manner:

Periodicity of meter tests - The Licensee shall observe following time schedule for regular meter testing as per Table 5.1 below:

Table: 5.1 Periodicity of Meter Tests

Category	Interval of Testing
Bulk Supply Meters (HT)	1 Year
LT Meters	5 Years

CT ratio and accuracy of CT/PT, wherever applicable, shall also be tested along with meter.

Provided that periodicity of testing of meters installed at PTW connections shall be atleast once in 2 years.

- (4) If the consumer disputes the accuracy of the meter, he may, upon giving notice/complaint to that effect and paying prescribed testing fee as per charges given in the prevailing Tariff Order, have the meter tested by the Licensee.

If, after testing, the meter is found to be defective or recording incorrectly or damaged due to technical reasons, attributable to the Licensee then the fee deposited for meter testing will be refunded by adjustment in the electricity bills. In case, the meter is found to be correct then the Licensee will not refund such fee.

- (5) The Licensee shall, within 30 days of receiving the complaint, carry out testing of the meter as per the procedure specified in these regulations and shall furnish duly authenticated test results to the consumer. The consumer shall be informed of proposed date and time of testing at least 2 days in advance.

Provided that where the Licensee is installing a test/check meter alongwith the meter under test for verification of energy consumption, in such cases the Licensee shall be required to provide a copy of the valid test report of such test/check meter to the consumer before initiating the testing.

- (6) The meter testing team of the Licensee shall ensure testing with resistive load of sufficient capacity to carry out the testing. The testing of meter shall be done for a minimum consumption of 1 kWh. Suitable Scanner shall be used for counting the pulses. The meter testing report shall be in the format given in Annexure-VIII.
- (7) In case a consumer is not satisfied with the testing of the installed meter or the meter cannot be tested by the Licensee at site then the meter will be removed and packed for testing in the laboratory in tamper proof special meter sealing kit bag to be arranged by the Licensee and another duly tested meter in an accredited test laboratory will be installed at the premises of such consumer. In the event, the Licensee or the consumer apprehends tampering of meter and/or its seals then the Licensee and the consumer will jointly seal the packing containing the meter. The seals will be broken and testing undertaken in the laboratory in the presence of the consumer, if he so desires.
- (8) The Licensee shall ensure the videography covering the various stages such as existing condition of meter, process of meter removal, sealing in tamper proof special meter sealing kit bag at consumer premises and opening of the special meter sealing kit bag at test lab including fixing of meter on the test bench, opening of the meter parts and dismantling of meter. The tamper proof special meter sealing kit bags are to be arranged by the Licensee within six months of applicability of these Regulations in each sub-division of the Licensee.
- (9) In case of testing of a meter, removed from the consumer premises for the purpose of testing in the Licensee's laboratory, the consumer would be informed of the date of testing in advance.
- (10) When the meter is found to be:
 - (a) fast beyond limits specified by Bureau of Indian Standards (BIS), the Licensee shall replace/rectify the defective meter within 15 days of testing. The Licensee shall adjust/refund the excess amount collected on account of the said defect, based on percentage error, for a maximum period of 12 months or less depending on period of installation of meter or previous testing date prior to the date of consumer's complaint and up to the date on

which defective meter is replaced/rectified;

- (b) slow beyond permissible limits, as specified by Bureau of Indian Standards (BIS), and the consumer does not dispute the accuracy of the test, the Licensee shall replace/rectify the defective meter within 15 days of testing. The consumer shall pay the difference due to the defect in the meter at normal rates, based on percentage error, for a maximum period of not more than 12 months or less depending on period of installation of meter or previous testing date prior to date of test and up to the date on which defective meter is replaced/rectified.
- (11) Wherever the testing of meter is being done, signature of the consumer, or his authorized representative, if present, would be obtained on the Test Report and a copy thereof shall be supplied to the consumer.
- (12) If the consumer or his representative disputes or refuses to sign the test report, the defective meter shall not be replaced and the matter shall be decided either (a) upon the application of consumer, by CGRF or Electrical Inspector or any authorized third party, who shall test the correctness of the meter and give results within one month; or (b) upon the application of Licensee, by Electrical Inspector or any authorized third party, who shall test the correctness of the meter and give results within one month.

The decision of the Electrical Inspector or CGRF or such authorized third party, as the case may be, shall be final and binding on the Licensee as well as the consumer. The Licensee shall keep record of all such meter tests and submit to the Commission the exception reports in every 6 months.

5.1.4 Meter not recording

- (1) If the meter is not displaying/not recording/stuck as reported by the consumer, the Licensee shall check the meter within 30 days of receipt of complaint and if found not displaying/not recording/stuck or identified as defective (IDF), the meter shall be replaced by the Licensee within 15 days thereafter.
- (2) Where the Licensee observes that meter is not recording any consumption for the last one billing cycle or appears defective (ADF), he shall notify the consumer

through email, SMS etc. Thereafter, the Licensee shall check the meter within 30 days and if the meter is found stuck/stopped/defective, the meter shall be replaced within 15 days.

- (3) Where the Licensee observes that current reading is lower than the previous reading (RDF), which is possibly due to current reading being less than actual, or previous reading be higher than actual or old meter having been replaced with new meter. Licensee shall investigate the matter within 30 days and meters found defective shall be replaced within 15 days else correction shall be made in the data base to set his record straight.

5.1.5 Burnt meter

- (1) In case the meter is found burnt upon inspection by the Licensee on consumer's complaint or otherwise, the Licensee shall restore the connection within 6 hours of receiving the complaint by bypassing the burnt meter after ensuring that necessary corrective action at site is taken to avoid future damage. New meter shall be provided by the Licensee within 3 days.
- (2) The Licensee shall get the burnt meter removed from site/consumer's premises and test the same. If it is established, based on test results, that meter got burnt due to technical reasons e.g. voltage fluctuation, transients etc. attributable to system constraints, the Licensee shall bear the cost of meter.
- (3) In case upon inspection of the consumer's installation and subsequent testing of the meter, if it is established that meter got burnt due to causes attributable to the consumer e.g. tampering, defect in consumer's installation, connection of unauthorised load by the consumer etc. the consumer shall pay for the cost of new meter and appropriate action, if required, under the provisions of the Act shall be initiated by the Licensee.
- (4) In case the meter is found burnt and there is reason to believe that an official of the Licensee gave a direct connection, pending replacement of meter, a case of theft of energy shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.

5.1.6 Stolen meter

- (1) In case, where a meter installed at a consumer's premises is reported as stolen and the FIR to this effect has been lodged by the consumer, supply of electricity shall immediately be restored by the Licensee at consumer's request by installing another tested meter and the cost of the meter shall be borne by the consumer.
- (2) In case where a meter installed outside the consumer's premises is reported as stolen, FIR to this effect shall be lodged by the Licensee and supply of electricity shall be immediately restored by the Licensee by installing another tested meter and the cost of the meter shall be borne by the Licensee.
- (3) In above cases, electricity charges for the period for which the meter was not available shall be assessed on the basis of average consumption of last three billing cycles.
- (4) If it is established by the Licensee that the loss of meter was due to a deliberate act of the consumer, appropriate action under the provisions of the Act shall be initiated by the Licensee.

5.1.7 Billing during the period defective/stuck/stopped/burnt meter remained at site or Stolen meter

- (1) The consumer shall be billed on the basis of the average consumption of the past three billing cycles immediately preceding the date of the meter being found or being reported defective/stuck/stopped/burnt/stolen. These Charges shall be leviable for a maximum period of 2 billing cycle during which time the Licensee is expected to have replaced the defective meter.
- (2) The Maximum 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 highest maximum demand as available for lesser period shall be considered.

5.2 Billing

5.2.1 General

- (1) The Licensee shall notify Billing and Payment Schedule area wise, District wise, Division/subdivision wise or Circle wise as may be decided by the Licensee.
- (2) The Licensee shall raise the bill for every billing cycle based on actual meter readings.
- (3) The billing cycles for various categories of consumers shall be as per prevailing Tariff Order.
- (4) The bills shall be generated in accordance with the billing cycles. The bills shall be delivered to the consumers immediately in case of spot billing and the Licensee shall upload the bill on its website within 5 days of bill generation for Hilly areas and 3 days for geographically Plain areas. In case of AMR/AMI based metering system, the bill shall be uploaded on the same day of bill generation.
- (5) The Licensee shall also inform the consumer about issuance of the bill and its payment due date via SMS or email, as the case may be.
- (6) The due date of payment of bill shall be atleast 15 days from the Bill Date.
- (7) Provisional billing (NA/NR/IDF/ADF/RDF billing based on average consumption) shall not be for more than two billing cycles. In case meter is rendered inaccessible for two consecutive billing cycles, action as per Clause (7) of Sub-regulation 5.1.2 shall be enforced.
- (8) The Licensee shall have no right to recover any charges beyond 2 years from the date such charges first became due unless such charges have been continuously shown as arrears in the bill.
- (9) Licensee shall provide complete details of all kind of arrears in the bill.
- (10) The payment may be made at the designated bill collection centers of the Licensee during specified time or online payment mechanisms or by any other scheme notified by the Licensee for acceptance of bill payment from time to time.

- (11) Where the payment is made through cheque and the same is dishonored, the Licensee shall inform the consumer and require him to pay the bill within 5 working days in cash or through RTGS/NEFT/Demand Draft only (except Government consumers). 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. If there is one instance of dishonour of cheques of a consumer in a financial year, the consumer shall be required to make all subsequent payments in cash, online or through RTGS/NEFT/Demand Draft for the next six months (except Government consumers).

5.2.2 Bill Particulars

The following particulars shall be indicated in the bill:

- (1) Consumer name and address;
- (2) Service Connection No - This is the unique consumer identification number, which can be referred to for any communication;
- (3) Account No. - This is the unique number of each consumer which can be referred to for any communication;
- (4) Name of office of distribution Licensee having jurisdiction over the supply;
- (5) Book No. - Meter book no. is the book wherein the consumers meter reading details taken during the meter reading cycle is noted down/compiled in soft form;
- (6) Bill Number & Bill Date;
- (7) Bill Month and Bill Period;
- (8) Bill Basis - Provisional or Metered Unit (MU);
- (9) Meter Number;
- (10) Meter type and make;
- (11) Multiplying factor of meter;
- (12) Consumer Category;
- (13) Applicable tariff;

- (14) Bill-cum-disconnection notice;
- (15) Current Security deposit with the Licensee and details of additional security required;
- (16) Contracted Load (kW/kVA/HP);
- (17) Maximum demand during the billing period (kW/kVA/HP) (only for categories specified in tariff order issued from time to time);
- (18) Fixed charge/Demand Charge (kW/kVA/HP);
- (19) Energy Import and Export details for consumers with net-metering;
- (20) Meter Reading of previous billing cycle. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading;
- (21) Current Meter Reading. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading;
- (22) Billed Units. This shows the total units consumed for the particular billing cycle. In case of TOD meter, billed units for each time slot shall be mentioned separately;
- (23) Energy charge. In case of TOD meter, energy charges for each time slot shall be mentioned separately;
- (24) Electricity Duty, Green Energy Cess, GST (if applicable) or any other Cess or Duty imposed by the Govt.;
- (25) Fuel Charge Adjustment (FCA) charges;
- (26) Voltage Supply Rebate and Voltage Supply Surcharge details;
- (27) Low Power Factor Surcharge;
- (28) Excess off-season load denial of benefit plus surcharge;
- (29) Extra charges for temporary connection as per Tariff order issued from time to time;
- (30) Additional Surcharge and Additional Rebate;
- (31) Solar Water Heater Rebate;
- (32) Miscellaneous Charges;

- (33) Open access energy details;
- (34) Arrear amount;
- (35) Arrear Details - indicating period for which arrears are due, energy charges, fixed/demand charges, LPSC, electricity duty etc.;
- (36) Amount payable (rounded off) on or before the due date- net amount to be paid on or before the due date;
- (37) Due Date i.e. 15 clear days from the Bill date including last date before which the bill has to be paid;
- (38) Late Payment Surcharge - it is the fee that is charged in case the payment is not made within the due date/amount payable after due date;
- (39) Amount payable (rounded off) after the due date- net amount to be paid after the due date;
- (40) Compensation to the consumer, if any;
- (41) Previous Consumption Pattern (Bill Month, Units, Status)- This shows the consumption pattern for last 6 months;
- (42) Last Payment Details;
- (43) Other information as applicable to kVAh billing and HT consumers to be appropriately added and unrelated items to be deleted;
- (44) Any other information which the Licensee deems fit;
- (45) Meter Remark- This indicates the meter status.

The following particulars shall be printed at the back of the bill:

- (1) Mode of payment and collection facilities;
- (2) Telephone no./Toll free no. and address of the Customer Care Centre where the consumer can register its complaint;
- (3) Telephone numbers and address of the Consumer Grievance Redressal Forum (CGRF) constituted;

- (4) Telephone number and Address of Ombudsman (any consumer can approach ombudsman only in event he is aggrieved by the decision of Forum);
- (5) In case of cheque and bank drafts, the receiving authority in whose favour the amount should be drawn;
- (6) An electricity bill shall not be a proof of ownership of such property where the electricity supply is provided.

5.2.3 Excess Load/Demand Penalty

- (1) In case of consumers where electronic meters with Maximum Demand Indicator (MDI) have been installed and the Maximum Demand recorded in any month exceeds the contracted load/demand, charges for such excess load/demand shall be as fixed by the Commission in its Tariff Order from time to time. Such excess load penalty shall be levied only for the month in which Maximum Demand exceeds Contracted Load.

Provided that excess load/demand penalty shall not be applicable to the consumer categories namely Private Tube Wells/Pumping Sets, Snowbound, Domestic and consumers having pre-paid connections.

Provided further that the load for Domestic consumers (except BPL consumers) shall be revised if their maximum demand recorded exceeds their contracted load as per following procedure:-

- (a) Any excess demand violation shall be established by the Licensee based on the Maximum Demand Indicator.
- (b) Where MDI recording feature is available in consumer meter, in such cases the Licensee shall analyse the permissible percentage variation in contracted load for three consecutive billing cycles as per Table 5.2 below and if the maximum demand is found to be exceeding the permissible limits then a system generated notice alongwith the bill of 4th billing cycle shall be issued to the consumer informing either to restrict his load within the contracted load or apply for additional load.

In case the consumer does not restrict its load or does not apply for additional

load, and continues to exceed the contracted load/demand in the 5th-billing cycle, the Licensee shall enhance the contracted load of the said Domestic consumer in 6th billing cycle on the basis of average of the MDI recorded in the previous 5 billing cycles and also recover the applicable charges for load enhancement as per relevant Regulations.

Table: 5.2 Permissible % age variation of Contracted Load for Domestic consumers only

Contracted Load in kW	Permissible % age variation of Contracted Load
1 kW & upto 4 kW	50%
above 4kW & upto 10 kW	40%
above 10 kW & upto 25 kW	25%
above 25 kW	20%

Provided further, that, if the load falls in decimal number, the Licensee shall consider the same as next whole number for calculation purpose.

Where MDI recording feature is not available in consumer meter, in such cases the Licensee shall install appropriate meter for recording the same within Six months of applicability of these regulations.

- (2) Where Maximum Demand of consumer (other than domestic consumer) during three consecutive billing cycles exceeds the contracted load, a notice alongwith the third bill of the said billing cycles shall be served to the consumer by the distribution Licensee informing him either to restrict his load within the contracted load or apply for additional load. In case the consumer does not restrict its load or does not apply for additional load, and the consumer continues to exceed the contracted load/demand for subsequent billing cycle, the charges for such excess load/demand shall be twice the charges for excess load/demand violation as per Clause (1) above.
- (3) The Application for load enhancement shall be governed by regulation 4.1 above.

- (4) The penal charges for excess load/demand shall not be applicable to the consumers who have submitted their duly filled application for the appropriate load enhancement (alongwith the requisite documents & amount) from the next billing cycle.
- (5) The provisions of Clause (1)(b) above pertaining to demand violation by domestic consumers shall come into force w.e.f. 01.04.2021. The Licensee shall submit the detailed procedure in this regard within 02 months of notification of these Regulations for approval of the Commission.

5.2.4 Complaint on consumer bills

- (1) In case of any complaint being filed, the Licensee shall acknowledge the consumer's complaint immediately, if received in person, or within 3 days from the date of receipt if received by post.
- (2) If no additional information is required from the consumer, the Licensee shall resolve the consumer's complaint and intimate the result to the consumer within 15 days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 30 days of receipt of the complaint. Till the complaint on the bill is resolved, the consumer shall either pay the amount specified in the disputed bill or the amount raised in the provisional bill by the Licensee for the disputed period based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.
- (3) In case of non-receipt of bill by the consumer, the Consumer shall approach the Licensee, who may furnish duplicate bill immediately with due date for payment extended as above and no late payment surcharge shall be leviable if the complaint is correct.

5.2.5 Arrears appearing in bills/Wrongly raised bills

- (1) If the arrears appear in a bill for the first and second time, for which payment has already been made within due date, or which are not due to the Licensee, the Licensee shall be liable to pay to the consumer compensation as per UERC (Standards of Performance) Regulations, 2007 amended from time to time.

- (2) If the arrears appear in a bill for which payment was made after due date, no compensation shall be paid. If such arrear, for which the payments have been made, appear in any subsequent bill (s), the case shall be dealt in accordance with Clause (1) above.
- (3) The compensation mentioned in Clause (1) above shall be adjusted at the time of making payment for the bill in which such arrears have appeared. Notice to such effect shall be prominently displayed at all bill collection centers of the Licensee.
- (4) In case the arrears, as mentioned in Clause (1) above appear in a bill for the third time or thereafter, the consumer shall be entitled to make a petition to the Forum and the Forum shall decide the exemplary compensation to be paid to such consumer on a case-to-case basis.
- (5) The provisions of this regulation shall also apply to the bills, which have been wrongly raised by the Licensee.

5.2.6 Change of occupancy/vacancy of premises

- (1) It shall be the responsibility of the consumer to get a special reading done by the Licensee as per Clause (9) of Sub-regulation 5.1.2 at the time of change of occupancy or on the premises falling vacant and obtain no-dues certificate from the Licensee.
- (2) The consumer shall request in writing to the Licensee for special reading to be taken at least 7 days in advance of the said vacancy of the premises by the existing user or change of the occupancy, as the case may be.
- (3) The Licensee shall arrange for a special reading to be done and deliver the final bill, including all arrears till the date of billing, at least 3 days before the vacancy of the premises. The final bill thus raised shall mention that no dues are pending on the premises and the bill is final. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.
- (4) Once the final bill is raised, the Licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such

bill. The Licensee shall disconnect the supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the payment on vacation of the premises and the Licensee shall issue No-dues certificate within 07 days of receiving such payment. However, in cases of change of occupancy, connection shall not be disconnected and after getting the necessary formalities for change of name, the same shall be effected.

5.2.7 Payment on self-assessment by the consumer

- (1) In case of non-receipt of bill, the consumer may deposit self-assessed bill in the format specified in Annexure-IX to the Regulations for the period for which bill has not been received provided that it is not less than the average consumption of the last three billing cycle. The payment so made by the consumer shall be adjusted in the next bill.
- (2) In case of dispute regarding levy of surcharges, the Licensee shall settle the dispute within one billing cycle from the date of filing of objection by the consumer.

5.2.8 Advance payment of anticipated bills by consumer

- (1) If a consumer intends to make advance lump sum payments from which the billed amount may be deducted periodically, he can apply to the Licensee, in the format specified at Annexure-IX to the Regulations. In such cases, the amount adjusted against the electricity dues after each billing cycle and balance left shall be clearly shown by the Licensee in the subsequent bills.
- (2) In case a consumer's premises remains vacant for some duration and he desires to deposit advance lump sum payments, Clause (8) of Sub-regulation 5.1.2 shall be applicable.

CHAPTER 6: DISCONNECTION & RECONNECTION

6.1 Disconnection on non-payment of the Licensee's Dues

- (1) The bill issued by the Licensee to the consumer shall be treated as Bill-cum-Disconnection Notice. By Bill-cum-Disconnection Notice, it is meant that the Licensee shall give a due date of atleast 15 days for payment of dues from the bill date and subsequent to the due date, the Licensee shall give further 15 days for disconnection as per Section 56 of the Act. Thereafter, the Licensee may temporarily disconnect the consumer's installation on expiry of the said notice period by disconnecting service line/connection from distributing mains. If the consumer does not clear all the dues including arrears within 6 months of the date of temporary disconnection, such connections shall be disconnected permanently by removing meter and other equipment as the case may be, installed at the consumer's premises for connection. Final amount due to the consumer shall be adjusted against the Security Deposit including interest on the same and balance recoverable amount shall be recovered through the applicable laws of Revenue Recovery.

Provided that the supply of electricity shall not be cut off if such person deposits, under protest-

- (a) An amount equal to sum claimed from him, or
- (b) The electricity charges due from him for each month calculated on the basis of average charges for electricity paid by him during the preceding six months,

Whichever is less, pending disposal of any dispute between him and Licensee.

Provided that where the security given by any person has become invalid or insufficient the distribution Licensee may, by notice, require that person, within 30 days after the service of notice, to give him reasonable security which may become due and if the person fails to give such security, the distribution Licensee, may, if he thinks fit, discontinue/disconnect the supply of electricity for the period during which the failure continues.

- (2) The Licensee may take steps to prevent unauthorised reconnection of such consumers disconnected in the manner as mentioned above. Wherever Licensee discovers that connection has been re-connected unauthorisedly, Licensee may initiate action as per provisions of Section 126 & 138 of the Act. Further in case Licensee discovers that the supply to such premises has been restored through another live connection, notice to the consumer of such live connection be given to stop such unauthorised supply to the disconnected premises immediately, failing which all the 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 regulation 6.1 (1).

The Licensee may also take appropriate action, against the consumer providing such connection, under Section 126 of the Act.

6.2 Permanent Disconnection on Consumer's request

- (1) In case consumer desires his connection to be disconnected permanently, he shall give an advance written notice of minimum one (1) month to distribution Licensee, and apply for disconnection in the format specified at Annexure-X of the Regulations seven (7) days in advance of the proposed date of permanent disconnection within which the Licensee shall ensure permanent disconnection.
- (2) The Licensee shall carryout a special reading and issue final bill to the consumer. On payment of final bill based on special reading, the Licensee shall issue receipt with 'Final Bill' stamped on it. This receipt shall be treated as 'No Dues Certificate'.
- (3) Thereafter, the Licensee shall not have any right to recover any charge(s) for any period prior to this date of billing.
- (4) The balance amount due to any consumption between the special reading and the permanent disconnection, if any, shall be adjusted against the security amount (along with interest, if any) with the distribution Licensee. The remaining security deposit shall be refunded to the consumer within 30 days of permanent disconnection.
- (5) Licensee shall not raise any bill after disconnection. In case bills are raised even after permanent disconnection, compensation as specified in the UERC (Standards

of Performance) Regulations, 2007 as amended from time to time shall be paid by the Licensee to the affected person.

- (6) In the event of any default or confirmation of un-lawful occupancy of the premises by the court of law or non-compliance of statutory provisions by the consumer or in the event of a legally binding directive by Statutory Authority(s)/District Magistrate, the Licensee shall disconnect the service connection of the consumer for giving effect to such an order. This shall be without prejudice to any other rights of Licensee including that of getting its payment as on the date of disconnection.

6.3 Reconnection

- (1) In case consumer requests for reconnection within a period of six months after disconnection or before permanent disconnection whichever is later, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.
- (2) However, in case consumer requests for reconnection after six months of disconnection or after permanent disconnection whichever is later, the connections would be reconnected only after all the formalities as required in the case of release of new connection under these Regulations are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.

CHAPTER 7: UNAUTHORISED USE AND THEFT OF ELECTRICITY

7.1 Unauthorised Use of Electricity (UUE)

- (1) The Licensee shall publish the list of Assessing Officers of various districts/divisions in accordance with Section 126 of the Act prominently in all the Division Offices and the Photo ID Card issued to such officers shall indicate so.
- (2) While conducting inspection of any place or premises, the inspection team/Assessing Officer of the Licensee shall carry along with them their Photo Identity Cards. Photo ID card should be shown to the consumer before entering the premises.
- (3) Wherever possible the entire inspection of site shall be photographed and/or video-graphed and shall be used as evidence.

7.1.1 Procedure for assessment of Unauthorised Use of Electricity

- (1) If on an inspection of any place or premises or after inspection of the equipment, gadgets, machines, devices found connected or used, or after inspection of records maintained by any person, the inspection team (headed by an officer of the Licensee not below the rank of Assistant Engineer/Sub-divisional Officer) comes to the conclusion that such person is indulging in unauthorized use of electricity, the inspection team shall prepare a report on the basis of site inspection giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for UUE) as per format given in Annexure-XI.
- (2) The report shall clearly indicate whether sufficient evidence substantiating the fact that UUE was found or not. The details of such evidence should be recorded in the report.
- (3) The report shall be signed by each member of the inspection team and a copy of the same shall 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/courier/e-mail or any other electronic mode.

- (4) The inspection team shall submit a copy of the report to the Assessing Officer within one working day.
- (5) If the Assessing Officer suspects that the unauthorized use of electricity has taken place, he shall serve a provisional assessment order as per the Rules prescribed by the State Government within 7 days of date of inspection by hand/registered post /speed post/courier/e-mail or any other electronic mode. The provisional assessment order shall contain details of Assessing officer to whom the reply/objections should be addressed and also time, date & place at which the hearing on the objections of the consumer, if any, is to be held.
- (6) Any person served with the order of provisional assessment, may:
 - (a) accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order, or
 - (b) submit a written objection on the date of hearing before the Assessing Officer; or
 - (c) submit a written objection alongwith relevant records with a request to the Assessing Officer for conducting second inspection of site alongwith an inspection fee of Rs. 500, within 7 working days from the date of receipt of provisional assessment order.
- (7) The Assessing Officer shall conduct second inspection of the consumer's premises on the request of the consumer provided he has deposited the inspection fee within 7 working days from the date of request.
- (8) The Assessing Officer, after carefully considering all the documents, submissions of the consumer, facts on record and the second inspection on consumer's request, shall pass, within thirty days from the date of provisional assessment order, a final speaking order as to whether the case of UUE is established or not.

- (9) In case UUE is not established, further proceedings shall be discontinued and case of UUE shall be dropped immediately.
- (10) Where it is established that there is a case of UUE, the Licensee shall immediately take appropriate action for rectifying the cause of UUE and assess the energy consumption as per the assessment formula given in **Annexure-XII** 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 twelve months immediately preceding the date of inspection and prepare final assessment bill on two times the rates as per applicable tariff and serve on the consumer alongwith the final speaking order under proper receipt by hand/registered post/speed post/courier/e-mail or any other electronic mode. The consumer shall make the payment against the final assessment bill within 7 working days of its receipt. The Licensee may, taking into consideration the financial position and other conditions of the consumer, extend the last date of payment or approve the payment to be made in installments. The amount, the extended last date and/or time schedule of payment/installments should be clearly stated in the final speaking order. A copy of the final speaking order shall also be given to the consumer under proper receipt by hand/registered post/speed post/courier/e-mail or any other electronic mode.

Provided that, where it is established that there is a case of unauthorised use of electricity by way of usage of electricity for the purpose other than for which the use of electricity was authorised, the Licensee shall for the purpose of preparing the assessment bill take into consideration the actual amount of consumption recorded by the correct meter for the entire period during which such unauthorised use of electricity has taken place, and where such period cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection. The above energy consumption shall be considered only in case if metering system is healthy, else the energy consumption shall be calculated on the basis of the formula given in **Annexure-XII**.

- (11) Final speaking order shall also contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during personal hearing, if any and reasons for acceptance or rejections of the same.

7.1.2 Miscellaneous

- (1) The imposition of charges on account of UUE shall continue till the cause of UUE is removed and verified by the Licensee as per procedure laid down above.
- (2) In case if the consumer is aggrieved by the final decision of the Licensee he may appeal to an Appellate Authority, under provisions of Section 127 of the Act as per the procedure specified in UERC (Appeal to the Appellate Authority) Regulations, 2014 amended from time to time.
- (3) In case of default in payment of the assessed amount, the Licensee shall, after giving a 15 days notice in writing disconnect the supply of electricity, remove the meter and service line.

7.2 Theft of Electricity

- (1) The Licensee shall publish the list of the Authorized Officers of various divisions, in accordance with Section 135 of the Act prominently display in all the Divisional Offices and the Photo ID Card issued to such officers shall indicate so.

7.2.1 Procedure for booking a case for Theft of Electricity

- (1) An Authorized Officer under Section 135 of the Act, *suo-moto* or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.
- (2) The inspection team of the Licensee, headed by such Authorised Officer shall carry along with them their Photo Identity Cards. Photo ID card should be shown to the consumer before entering the premises. Photo ID card of the Authorised Officer shall clearly indicate that he has been nominated as Authorized officer as per provisions of Section 135 of the Act.
- (3) 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.

- Provided that no inspection, search and seizure of any domestic places or domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.
- (4) Wherever possible the process of inspection shall be photographed and video-graphed and shall be used as evidence.
 - (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, current reversing transformer, artificial means adopted for theft of energy) as per format given in Annexure-XI.
 - (6) The report shall clearly indicate whether sufficient evidence substantiating the fact that theft of energy was found or not. The details of such evidence should be recorded in the report.
 - (7) The report shall be signed by the Authorized Officer and each member of the inspection team and the copy of the same must be handed over to the consumer or his/her representative/agent at site immediately under proper receipt. In case of refusal by the consumer or his/her representative/agent to either accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in/outside the premises. Simultaneously, the report shall be sent to the consumer under Registered Post.
 - (8) No case for theft shall be lodged only on account of first seal on the meter missing or tampered or first instance of breakage of glass window, unless corroborated by consumption pattern of consumer and such other evidence as may be available. However, any subsequent missing or tampering of seal or breakage of glass window shall be construed as suspected case of theft of energy.
 - (9) In case sufficient evidence is found to establish direct theft of energy, such officer of the Licensee, as authorised for the purpose by the Commission or any other officer of the Licensee, as the case may be, of the rank higher than the rank so authorised may, upon detection of such theft of electricity, immediately disconnect the supply of electricity and seize all material evidence including wires/cables, meter, service line etc., from the premises and such officer of the

Licensee shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within twenty-four hours from the time of such disconnection.

- (10) The Licensee shall conduct assessment in accordance with Clause (10) of Sub-regulation 7.1.1 dealing in un-authorised use of electricity (UUE) and serve on the consumer under proper receipt.
- (11) The Licensee, on deposit or payment of the assessed amount or electricity charges in accordance with Clause (10) above, shall without prejudice to the obligation to lodge the complaint as referred to in the Clause (9) above, restore the supply line of electricity within forty-eight hours of such deposit or payment.

7.2.2 In case of Suspected Theft

- (1) The Authorised Officer shall restore the supply through a new meter of appropriate rating. In such cases, the Licensee shall check the connected load at the premises, affix a numbered distinctive seal on the tampered meter and shall also record the particulars of the same in the report. The Authorised Officer shall record reasons of suspected theft in the premises in his report. The tampered meter shall be removed and packed for testing in the laboratory in tamper proof special meter sealing kit bag to be arranged by the Licensee. A copy of meter particular sheet of old and new meters shall be handed over to consumer or his representative.
- (2) In case of suspected theft, if consumption pattern for last one year is reasonably uniform and is not less than 75% of the consumption assessed on the basis of connected load and normative consumption as indicated for provisional billing in the tariff order, no further proceedings shall be taken and the decision shall be communicated to the consumer under proper receipt within 3 days.
- (3) If the consumption pattern for last one year is less than 75 % assessed consumption as per Clause (2) above a prima-facie case of theft is made out against the consumer. The Licensee shall, within fifteen days of inspection, serve on the consumer a show cause notice, as to why a case of theft should not be booked against such consumer giving full details for arriving at such decision.

The notice should clearly state the time and date which shall not be less than 7 days and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

7.2.3 Personal hearing in case of Suspected Theft

- (1) Within 7 working days from the date of submission of consumers' reply, the Licensee shall arrange a personal hearing, if requested by the consumer and shall serve the notice for hearing clearly stating time and date of hearing. At the request of the consumer, the hearing may be arranged for a future date but not later than 10 (ten) days from the date of filing of the objections by the consumer. In case, the consumer does not submit its reply to the notice or fails to appear on the appointed date and time, the Licensee may proceed with the matter ex-parte.
- (2) The Licensee shall give due consideration to the facts submitted by the consumer and pass, within 3 days, a speaking order as to whether the case of theft is established or not. Speaking Order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during personal hearing and reasons for acceptance or rejection of the same.
- (3) In case of the decision that the case of theft is not established, no further proceedings shall be required and connection shall be restored.
- (4) Where it is established that there is a case of theft of energy, such officer of the Licensee, as authorised for the purpose by the Commission or any other officer of the Licensee, as the case may be, of the rank higher than the rank so authorised may, upon detection of such theft of electricity, immediately disconnect the supply of electricity and seize all material evidence including wires/cables, meter, service line etc., from the premises and such officer of the Licensee shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within twenty-four hours from the time of such disconnection.
- (5) The Licensee shall also conduct assessment in accordance with Clause (10) of Sub-regulation 7.1.1 dealing in unauthorised use of electricity (UUE) and serve on the consumer under proper receipt. The consumer shall be required to make the payment within 7 working days of its proper receipt.

- (6) The Licensee shall on deposit or payment of the assessed amount or electricity charges in accordance with Clause (5) above, the Licensee shall, without prejudice to the obligation to lodge the complaint as referred to in the Clause (4) above, restore the supply line of electricity within forty-eight hours of such deposit or payment.
- (7) On receipt of payment of assessed amount and re-connection/new connection charges as applicable, Licensee may re-energize the consumer's connection.

7.3 While making the assessment bill, the Licensee shall adjust the payments already made by the consumer for the period of the assessment bill for UUE cases only. The bill shall clearly indicate the timing, days and place where it is to be deposited. All such payment shall be made only by way of Cash/Demand Draft/Bank Pay Orders/Electronic Mode of Payment. Cheques and Promissory notes shall not be accepted.

CHAPTER 8: SAVINGS

- (1) Nothing in these Regulations shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act for which no regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner, as it considers just and appropriate.

- (2) **Powers to Remove Difficulties**

If any difficulty arises in giving effect to these regulations, the Commission may, of its own motion or otherwise, by an order and after giving reasonable opportunity to those likely to be affected by such order, make such provisions, not inconsistent with these regulations, as may appear to be necessary for removing the difficulty.

- (3) **Powers to Relax**

The Commission, for reasons to be recorded in writing, may relax or vary any of the provisions of these regulations on its own motion or on an application made before it by an interested person.

**Forms/Annexures of UERC (The
Electricity Supply Code, Release of
New Connections and Related
Matters) Regulations, 2020**

Annexure - I

(ref. regulation 3.2)

Application Form for Temporary LT/HT/EHT Connection

(Distribution Licensee.....)

Electricity Distribution Division: _____ Sub-Division: _____

To be filled by the Distribution Licensee:

Load applied (kW/kVA/HP) _____ Applicable Tariff Category _____

Registration-Cum-Processing Fee + Tatkal Sewa Fee (if applicable) deposited by the applicant:-

Registration No.: _____ Date of receipt: _____

To be filled by the Applicant:

Whether applying for Tatkal Sewa as per clause (5) of Sub-regulation 3.2.1 - Yes/No (Tick whichever applicable)

A. GENERAL PARTICULARS**1) Name of Individual/Organisation in whose name connection is required :****For individual:**Mr./Ms./Mrs. _____
(First Name) (Middle Name) (Last Name)**For Organisation/Others:**

Company's Name _____

Name of Owner/Director/Proprietor (with Contact Details):

Mr./Ms./Mrs. _____
(First Name) (Middle Name) (Last Name)Affix passport size Photograph
(4.5 cm x 3.5 cm in white
background) of Applicant
(owner/ occupier)/ Authorised
person of Applicant namely
Director/ Proprietor etc.**2) Address: _____**

Tel. No.: _____ Fax No: _____

Email ID: _____ Mobile No.: _____

3) Father / Husband's / Organization's Authorized Signatory's Name:Mr./Ms. _____
(First Name) (Middle Name) (Last Name)**4) Full Address of Location (where connection is required/provided):**

Tel. No.: _____ Fax No: _____

Email ID: _____ Landmark: _____

5) Billing Address (where bill is to be sent):☐ Same as Serial No.2 above ☐ Same as Serial No. 4 above☐ If different: _____

_____ Tel. No.: _____ Fax No: _____

Email ID: _____

6) Load applied for temporary connection (kW/kVA/HP) _____

7) Purpose of Connection (Tick whichever applicable):

- ☐ Construction: Please specify - Residential/Non-Residential/Industrial
- ☐ Marriage/function ☐ Thresher ☐ touring cinemas/theatres/circus
- ☐ fairs/exhibitions/congregations ☐ others, specify _____

8) Specify the period for connection

From date (DD/MM/YY)		To date (DD/MM/YY)	
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B. LIST OF DOCUMENTS ATTACHED

9) Identity Proof (Copy of anyone of the following), Tick attached one:

(a) Aadhar Card	(f) Photo identity card issued by Government Agency
(b) Electoral identity card	(g) Certificate from village Pradhan or any village level Govt. functionary like Patawari/Lekhpal /Primary school teacher/in-charge of primary health center etc.
(c) Passport	
(d) Driving licence	
(e) Photo ration card	

If the applicant is a company, firm, trust, school/college, government department etc., certified copy of relevant resolution/authority letter of the company/institution concerned etc., and the authorized signatory shall also submit copy of any of the identity proofs mentioned above at (a) to (f) above.

10) In case Temporary connection is required for construction purposes, the ownership proof or NOC from the owner.

11) In case the supply is required at a premise/place owned by the local authority, No Objection Certificate (NOC) from the local authority.

12) Whether any electricity connection is existing at the premises: - Yes/No;

If yes, Connection No. : _____, Account No : _____
(copy of the latest paid bill is to be provided)

13) Whether applicant is seeking temporary connection for construction purposes and desiring a permanent Connection for load upto 75 kW on expiry of Temporary Connection or after completion of such construction:-

Yes/No (Tick whichever applicable)

If Yes, Load required _____ kW

C. FEE/PAYMENT PARTICULARS (REGISTRATION-CUM-PROCESSING FEE AND TATKAL SEWA FEE)

14) Fees Particulars:

Non-refundable Registration-Cum-Processing Fee LT- Rs. 1,000/-, HT- Rs. 20,000/-, EHT- Rs. 30,000/-	Tatkal Sewa Fee (Non-refundable and non-adjustable) For 1 kW to 4 kW- Rs. 1,000/-, For above 4 kW upto 10 kW- Rs. 3,000/-
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15) Payment Mode Particulars:

Demand Draft/ Pay Order/ Electronic transfer/ Cash	Issuing Bank _____
	Reference number of DD/Pay Order/ Electronic Transfer (NEFT/RTGS/IMPS etc.) _____
	Dated: _____
	Amount: Rs. _____
	(in words Rs. _____)

Date: ____/____/____

Place: _____

Signature of the Applicant:

Name:

Designation:

Seal of Company/Organisation, (if applicable):

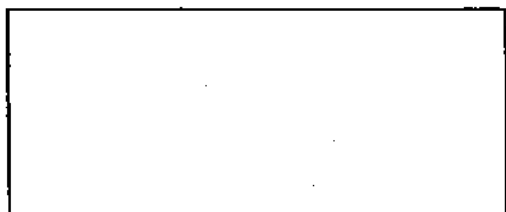
Acknowledgement

Received Application for Temporary LT/HT/EHT connection for electricity as per details given below:

- 1) Name of Applicant _____
- 2) Address where connection is required _____

- 3) Load Applied for _____ (kW/kVA/HP)
- 4) For Tatkal Sewa (connection to be released within one (1) working day i.e. latest by _____)
- 5) Applicant is seeking temporary connection for construction purposes and desiring a permanent Connection for load upto 75 kW on expiry of Temporary Connection or after completion of such construction:- Yes/No (Tick whichever applicable)
If Yes, Load required (after completion of construction) _____ kW

Stamp



Signature of Distribution Licensee's Representative

Name and Designation

Annexure - I (A)

(ref. regulation 3.2, regulation 3.3)

Test Result Report**(Refer regulation 31 & 33 of CEA Safety Regulations, 2010)**

(To be filled by representative of the Licensee)

Electricity Distribution Division: _____ Sub-Division: _____

Load applied (kW/kVA/HP) _____ Registration/Unique Application No.: _____

Nearest landmark Pole No./Feeder Pillar No. _____

Result of Insulation Resistance (to be measured on applying a pressure of 500 volts for one minute between phase conductor and earth) -

(i) Between Phase and Earth Phase-1 & Earth Phase-2 & Earth Phase-3 & Earth**Caution:** Insulation Resistance between phase and neutral or between phases shall not be measured when any of consumer's appliances, such as fans, tubes, bulbs, etc. is in circuit as results of such test would give resistance of appliance and not the insulation resistance of installation.

Certified that an Earth Terminal as required under Regulation 16 of CEA Safety Regulations, 2010 has been provided by UPCL and this terminal has been connected with UPCL's earthing system.

Following deficiencies have been found in your Electrical installation. You are requested to remove them within 15 days i.e. by _____ and inform UPCL, failing which your request for new connection would lapse:

1- _____

2- _____

Date: _____

Signature of Licensee representative

Name and Designation

(To be filled by Applicant)

The testing of the premises has been carried out by Licensee in my presence and

*I am satisfied with the testing

*I am not satisfied with the testing and may file an appeal with Electrical Inspector

It is also certified that UPCL has*/has not* provided an Earth Terminal as per Regulation 16 of CEA Safety Regulations, 2010 at the premises and this earth terminal has*/has not* been connected to UPCL's earthing system.

Date _____

Signature of Applicant

* Strike out which is not applicable

Annexure - II

(ref. regulation 3.3)

Application Form for New LT Connection**(Distribution Licensee)**

Electricity Distribution Division: _____ Sub-Division: _____

To be filled by the Distribution Licensee:

Load applied (kW/kVA/HP) _____ Applicable Tariff Category _____

Unique Application No.: _____ Date of Receipt: _____

CONSUMER No.: _____ Nearest landmark Pole No./Feeder Pillar No. _____

To be filled by the Applicant:**A. GENERAL PARTICULARS**

- 1) Name of Individual/Organisation in whose name connection is required:

For individual:

Mr./Ms./Mrs. _____

(First Name)

(Middle Name)

(Last Name)

For Organisation/ Others:

Company's Name _____

Name of Owner/Director/Proprietor (with Contact Details):

Mr./Ms./Mrs. _____

(First Name)

(Middle Name)

(Last Name)

Address: _____

Tel. No.: _____ Fax No: _____ Email ID: _____

Mobile No.: _____ web site: _____

- 2) Father / Husband's / Organization's Authorized Signatory's Name:

Mr./Ms./Mrs./Dr./Prof. _____

(First Name)

(Middle Name)

(Last Name)

- 3) Full Address of Location (where connection is required/provided):

Tel./Mob. No.: _____ Fax No: _____ Email ID: _____

- 4) Address of Owner of property (If Applicant is tenant or occupier) _____

- 5) Whether any electricity connection is existing at the premises: - Yes/No;

If yes, Connection No.: _____ Account No. _____

- 6) Date of Birth/Date of Incorporation: _____

Affix passport size
Photograph (4.5 cm x 3.5
cm in white background) of
Applicant (owner/
occupier)/ Authorized
person of Applicant
namely Director/
Proprietor etc.

- 7) Plot size and built up area in sq. feet (For Residential/ Non-Residential/ Multiplex/ Malls/Townships/etc. - Refer regulation 3.6 _____)

B. PARTICULARS FOR NEW CONNECTION

- 8) Load applied for(kW/kVA/HP) _____
- 9) Whether applicant desires pre-paid meter connection (applicable for load upto 25 kW): - Yes/No
- 10) Voltage at which supply is required: - 230 V/415 V
- 11) Category of Connection:
- ☐ Domestic ☐ Non-domestic ☐ Govt. Public Utilities (Pl. specify) _____
- ☐ Private Tube wells ☐ LT Industry ☐ Others, specify _____
- 12) For Non-domestic Load:
- (a) Type
- | | | |
|--|--|--|
| <input type="checkbox"/> Educational Institution | <input type="checkbox"/> Hospital | <input type="checkbox"/> Charitable Institutions |
| <input type="checkbox"/> Hotel/Restaurant | <input type="checkbox"/> Guest house/Lodge | <input type="checkbox"/> Amusement Park |
| <input type="checkbox"/> Shopping Complex/Mall | <input type="checkbox"/> Religious place | <input type="checkbox"/> Office |
| <input type="checkbox"/> Cinema Hall/Multiplex | <input type="checkbox"/> Mobile Tower | <input type="checkbox"/> Others, specify _____ |
- 13) For Industry Load:
- (a) Type of Industry: _____

C. LIST OF DOCUMENTS ATTACHED

- 14) Identity/Address Proof:
- (i) For individual Applicant (copy of anyone of the following), please tick attached one:
- (a) Aadhar Card
- (b) Electoral identity card
- (c) Passport
- (d) Driving license
- (e) Photo ration card
- (f) Photo identity card issued by Government Agency
- (ii) If the applicant is a company, firm, trust, school/college, government department etc., application along with certified copy of relevant resolution/authority letter of the company/institution concerned etc., and the authorized signatory shall also submit copy of any of the identity proofs mentioned above at (i).
- 15) Proof of Ownership/Occupancy:
- (i) Self-attested copy of any one of the following documents as proof of ownership or occupancy over premises for which the connection is required (please tick attached one):
- (a) Sale deed or lease deed (with latest rent receipt issued within three months prior to the date of application) or khasra or khatauni (inclusion of Applicant's name in the khasra or khatauni shall be sufficient for this purpose).

- (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.

16) Statutory Permissions/Registrations, whichever applicable: -

- (i) Proof of making application for approval/permission/NOC of the competent authority such as Pollution Control Board, Director of Industries etc., if required under any law/statute.
- (ii) In case of a partnership firm, partnership deed and list of Partners alongwith their certified addresses.
- (iii) In case of a Limited Company, Memorandum of Association, Articles of Association, Certificate of Incorporation and list of Directors alongwith their certified addresses.

17) Declaration/Undertaking in the prescribed format as per Appendix along with this Application form.

Date: ____/____/____

Place: _____

Signature of the Applicant : _____

Name : _____

(In case of Company/Organisation etc.)

Designation : _____

Seal of Company/Organisation:

Appendix**DECLARATION /UNDERTAKING****(For new LT Connections)**

I, _____ son of _____ Resident of _____ (hereinafter referred 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, 2013 having its registered office at _____ (hereinafter referred 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.

Or

THAT the Applicant is lawful occupant of the premises but not an Owner and is unable to furnish NOC from the owner and is ready to pay the amount of security as specified by the Commission (Not applicable for PTW connections).

THAT the Applicant has requested UPCL to provide a service connection at the above-mentioned premises in the Applicant's name for the purpose mentioned in the Application form.

THAT in furnishing the Declaration, the Applicant has clearly understood that in case the above statements prove to be false or incorrect at any later stage, the UPCL 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 UPCL against all proceedings, claims, demands, costs, damages, expenses that UPCL may incur by reason of a fresh service connection given to the Applicant.
2. That all the Electrical Works done within the premises are as per CEA Safety Regulations and has been carried out by a licensed electrical contractor (In case Applicant is owner and wiring in the premises is new)

Or

That all the Electrical Work done within the premises are as per CEA Safety Regulations to the best of our knowledge (where Application is for reconnection or Applicant is occupier of the premises)

3. UPCL 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 UPCL 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 UPCL'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 security deposit as revised by UPCL 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, UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020, Tariff Orders and any other Rules or Regulations notified under the Act, as applicable from time to time.
7. That UPCL shall be at liberty to adjust the electricity consumption charges along with any other charges against the 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 any contractual default.
8. To be responsible for safe custody of Meters, CTs, Cables etc. provided by UPCL in its premises 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 unencumbered access to the meters for the purpose of meter reading and its checking etc.
10. That the Applicant would let UPCL 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(s) to effect such an order. This shall be without prejudice to any other rights of UPCL including that of getting its payment as on the date of disconnection.
11. All the above declaration given by the Applicant shall be construed to an Agreement between UPCL and the Applicant.

Signature of the Applicant

Name of the applicant

SIGNED AND DELIVERED

In presence of witness

Name of Witness

Acknowledgement

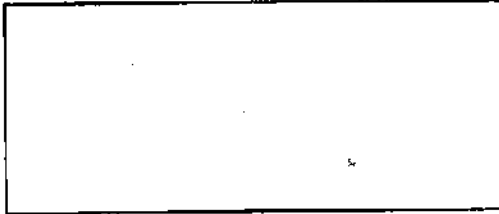
Received Application for LT new connection for electricity as per details given below:

Unique Application No.:

- 1) Name of Applicant _____
- 2) Address where connection is required _____

- 3) Load Applied for _____ (kW/kVA/HP)

Stamp



Signature of Distribution Licensee's Representative

Name and Designation

Annexure - III

(ref. regulation 3.4)

Application Form for New HT/EHT Connection**(Distribution Licensee)**

Electricity Distribution Division: _____ Sub-Division: _____

To be filled by the Distribution Licensee:

Load applied (kVA) _____ Applicable Tariff Category _____

Unique Application No.: _____ Date of Receipt: _____

CONSUMER No.: _____ Nearest landmark Pole No./Feeder Pillar No. _____

To be filled by the Applicant:**A. GENERAL PARTICULARS**

- 1) Name of Individual/Organisation in whose name connection is required :

For individual:

Mr./Ms./Mrs. _____

(First Name)

(Middle Name)

(Last Name)

For Organisation/ Others:

Company's Name _____

Name of Owner/Director/Proprietor (with Contact Details):

Mr./Ms./Mrs. _____

(First Name)

(Middle Name)

(Last Name)

Address: _____

Tel. No.: _____ Fax No.: _____ Email ID: _____

Mobile No.: _____ web site: _____

- 2) Father / Husband's / Organization's Authorized Signatory's Name:

Mr./Ms./Mrs./Dr./Prof. _____

(First Name)

(Middle Name)

(Last Name)

- 3) Full Address of Location (where connection is required/provided):

Tel. No.: _____ Fax No.: _____ Email ID: _____

Contact Person with regard to the connection and supply therefrom:

Name: _____ Designation (if company/firm etc.) _____

Tel./Mob. No.: _____ Fax No.: _____ Email ID: _____

- 4) Whether any electricity connection is existing at the premises:- Yes/No;

If yes, Connection No. : _____ Account No : _____ (copy of the latest paid bill is to be provided)

- 5) PAN/Aadhar number: _____

Affix passport size
Photograph (4.5 cm x 3.5
cm in white background) of
Applicant (owner/
occupier)/ Authorized
person of Applicant
namely Director/
Proprietor etc.

- 6) Date of Birth/ Date of Incorporation: _____
- 7) Plot size and built up area in sq. feet (For Residential/ Non-Residential/ Multiplex/
Malls/Townships/etc. - Refer regulation 3.6) _____

B. PARTICULARS FOR NEW CONNECTION

- 8) Load applied for (in kVA) _____
- 9) Voltage at which supply is required:- 11 kV/33 kV/132 kV/220 kV _____
- 10) Category of Connection:
- ☐ Domestic ☐ Non-domestic ☐ Govt. Public Utilities (Pl. specify) _____
- ☐ Private Tube wells ☐ Industry ☐ Mixed Load ☐ Railway Traction ☐
- Others, specify _____
- 11) For Domestic Load:
- (a) Type
- ☐ Individual Consumer ☐ Single Point Bulk supply (for a group of consumers)
- (b) In case of single point bulk supply
- ☐ Co-operative Group Housing Society ☐ Employer for his staff ☐ others, specify _____
- 12) For Non-domestic Load:
- (a) Type
- ☐ Educational Institution ☐ Hospital ☐ Charitable Institutions
- ☐ Hotel/Restaurant ☐ Guest house/Lodge ☐ Amusement Park
- ☐ Shopping Complex/Mall ☐ Religious place ☐ Office
- ☐ Cinema Hall/Multiplex ☐ Mobile Tower ☐ Others, specify _____
- 13) For Industry Load:
- (a) Type of Industry:
- ☐ Paper ☐ Sugar ☐ Chemical
- ☐ Glass ☐ Textile ☐ Rice Mill
- ☐ Steel unit ☐ Automobile ☐ Electrical/Electronic goods
- ☐ Straw/Pulp/Card board ☐ Food Processing ☐ Drugs/Pharmaceuticals
- ☐ Stone Crusher ☐ Cement ☐ Seasonal Industry ☐ Others, specify _____
- (b) Type of Process: (For information purpose only, not applicable for tariff purposes.)
- ☐ Continuous ☐ Non-continuous
- If Continuous process, please indicate minimum critical/protected load requiring continuous supply
in kVA (applicable for HT/EHT industries only) _____
- (c) No. of Shift
- ☐ 1 ☐ 2 ☐ 3
- 14) For Mixed Load:
- Percentage of Domestic Load _____ Percentage of Non-domestic Load _____

C. LIST OF DOCUMENTS ATTACHED**15) Identity/Address Proof**

(i) For individual Applicant (copy of anyone of the following), please tick attached one:

- (a) Aadhar Card
- (b) Electoral identity card
- (c) Passport
- (d) Driving Licence
- (e) Photo Ration Card
- (f) Photo Identity Card issued by Government Agency

(ii) If the applicant is a company, firm, trust, school/college, government department etc., application along with certified copy of relevant resolution/authority letter of the company/institution concerned etc., and the authorized signatory shall also submit copy of any of the identity proofs mentioned above at (i).

16) Proof of Ownership/Occupancy

(i) Self-attested copy of any one of the following documents as proof of ownership or occupancy over premises for which the connection is required (please tick attached one):

- (a) Sale deed or lease deed (with latest rent receipt issued within three months prior to the date of application) or khasra or khatauni (inclusion of Applicant's name in the khasra or khatauni shall be sufficient for this purpose).
- (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.

17) Statutory Permissions/Registrations, whichever applicable: -

- (i) Proof of making application for approval/permission/NOC of the competent authority such as Pollution Control Board, Director of Industries etc., if required under any law/statute.
- (ii) In case of a partnership firm, partnership deed and list of Partners alongwith their certified addresses.
- (iii) In case of a Limited Company, Memorandum of Association, Articles of Association, Certificate of Incorporation and list of Directors alongwith their certified addresses.

18) Undertaking for tentative date on which applicant's works would be completed and ready for energisation.

D. FEE/ PAYMENT PARTICULARS**19) Payment particulars of Registration cum processing fee: -**

Description	Charges in Rs.
Connection at 11 kV	7,500/-
Connection at 33 kV	15,000/-
Connection at 132 kV	40,000/-
Connection at 220 kV or above	75,000/-

20) Payment Mode:

Demand Draft/ Pay Order/ Electronic transfer/ Cash	Issuing Bank _____
	Reference number of DD/Pay Order/Electronic transfer (NEFT/RTGS/IMPS etc.) _____
	Dated: _____
	Amount: Rs. _____
	(in words Rs. _____)

Date: ____/____/____

Place: _____

Signature of the Applicant : _____

Name : _____

(In case of Company/Organisation etc.)

Designation : _____

Seal of Company/Organisation:

Acknowledgement

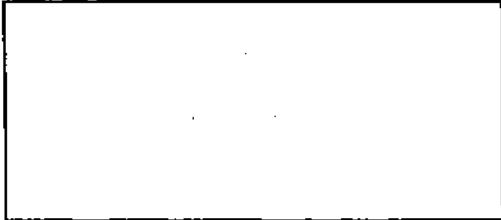
Received Application for HT/EHT new connection for electricity as per details given below:

Unique Application No.:

- 1) Name of Applicant: _____
- 2) Address where connection is required: _____

- 3) Load Applied for: _____ (kVA)
- 4) Reference of payment details against Registration Cum Processing Fees: _____

Stamp



Signature of Distribution Licensee's Representative

Name and Designation

Annexure - IV

(ref. regulation 3.6)

Procedure for Determination of normative Load in case of New Electricity Connection in Residential Complex/Non-Residential Complex/ Multiplex/ Malls/Townships etc. to be constructed by Developer/Builder**Load****(i) Residential Use**

For every 300 sq. ft. built up area or part thereof

- | | |
|--|---------|
| a. In Municipal Corporation (Nagar Nigam) area | 1 KW |
| b. In Municipal Board (Nagar Palika) area | 0.75 KW |
| c. In Nagar Panchayat /Gram Panchayat area | 0.50 KW |

(ii) Non-Residential Use

- | | |
|--|------|
| a. For every 150 sq. ft. built up area or part thereof | 1 KW |
| b. 1000 sq. ft. built up area or part thereof for shed /godown /school | 1 KW |
| c. 1000 sq. ft. built up area or part thereof for parking | 1 KW |

The distribution Licensee may refer the approved plan/layout of the premise issued by the competent authority for the purpose of assessment of built-up area for Sl. No. (i) & (ii) above.

Note:

The normative load of Residential Complex/Non-Residential Complex/Multiplex/Malls/Townships etc. shall be sum of the following loads and as calculated below:

1. The normative load of Residential Complex/Non-Residential Complex/ Multiplex/Malls/Townships etc. constructed or to be constructed by Developer shall be calculated based on the number of dwelling units/apartments/shops including their built-up area/constructed area of each such units/apartments/shops so approved as per plan/layout of the premise issued by the competent authority.
2. The load of the common facilities like lift, illumination, water pump, sewage treatment plant, street lights etc. shall be taken as declared by the Developer/Builder.

Annexure - V (A)

(ref. regulation 3.4)

Format: Work Completion Report

1. Applicant's Name & Address: _____
2. Name & Address of Installation: _____
3. Voltage of Supply: _____
4. Purpose for which used: _____
5. Type of Wiring: _____
6. Particulars of installations: _____

[illegible]

II. Other equipment (complete details to be furnished):

7. Total connected load _____ kW (_____ kVA at 0.85 PF)
8. Maximum Current in Amp (on the basis of connected load) _____
9. Leakage to earth in Amp _____

10. Statement showing the fulfillment of Safety Requirements at the Applicant's Installation as per CEA Safety Regulations, 2010: -

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature (Based on the test report of licensed contractor, wherever applicable)	Remarks by Distribution Licensee or his representative
1	2	3	4	5
A-GENERAL SAFETY PRECAUTIONS				
1	—	Has the prescribed fee for inspection been deposited? Quote T.C. no., date and amount?		
2	—	Have High voltage test, insulation test, and earth test been carried out?		
		Specify Results of the above Test. <u>High Voltage Test (specify Voltage Applied)</u> Result- Withstood/failed <u>Insulation Test (Specify Voltage Applied)</u> Insulation Between $\phi 1$ and earth Insulation Between $\phi 2$ and earth Insulation Between $\phi 3$ and earth <u>Earth Resistivity Test</u> Earth Resistance		
3	12.	Are electric supply lines and apparatus sufficient in power and size and of sufficient mechanical strength?		
4	15 (i).	Has indication of permanent nature provided to distinguish earthed neutral conductor from live conductor at the point of commencement of supply?		
5	15 (ii).	Has any cut-out, link or switch other than a linked switch to operate simultaneously on the earthed or earth natural and live conductor, for isolating the supply been inserted in the earthed neutral conductor?		
6	17.	Where bare Conductors have been used-		
		(a) Are they inaccessible?		
		(b) Have switches for rendering them dead been provided?		
		(c) Have other proper safety measures been taken?		
7	18.	Have caution notices on white enamel plates of 12" x 9" size with word "Danger"/"सावधान" and voltage in red letters been affixed in a conspicuous position to all motors, generators, transformers, etc., or at the entrance of the enclosure housing the apparatuses and also on H.T. line supports ?		
8	25.	Have circuits or apparatus intended for operation at different voltage been provided with distinguishing marks?		
9	26.	Have suitable precautions been taken to avoid accidental charging of an apparatus beyond the intended voltage?		
10	27 (1).	Have electric fire extinguishers and fire buckets been provided?		

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature (Based on the test report of licensed contractor, wherever applicable)	Remarks by Distribution Licensee or his representative
1	2	3	4	5
11	27 (3).	Have first-aid boxes equipped with contents as specified by the Government been provided? Give names of persons qualified for first-aid.		
12	28(1).	Have shock restoration charts been provided?		
13	28(2).	Give names of authorized persons who are acquainted with and are competent to apply these instructions provided in 28(1) above.		
14	29.	Has the electrical works been carried out by a licensed electrical contractor under direct supervision of a person holding a certificate of competency and by a person holding a permit issued or recognised by the State Government.		
B-GENERAL CONDITIONS RELATING TO SUPPLY AND USE OF ENERGY				
15	35(2)	Has a linked switch or circuit breaker of requisite capacity to carry and break the current been provided after, but near, the point of commencement of supply to completely isolate the supply?		
16	35(3).	Has linked switch on the primary side being suitable to carry the full load current and for breaking only the magnetizing current of the transformer? Provided that for all transformers having capacity of 1000 kVA and above a circuit breaker shall be provided.		
		Has a circuit breaker of adequate rating been inserted on secondary side of transformers?		
17	35(4).	Has every distinct circuit been protected against excess energy by a suitable cut out or circuit breaker?		
18	35(5).	Has a suitable linked switch or circuit breaker been provided at appropriate place for controlling supply to each motor or group of motors or other apparatus meant for operating one particular machine?		
19	35(7).	Have adequate precautions been taken to ensure that no live parts are so exposed as to cause danger?		
20	37 (i)	Have all the conductors (other than over-head lines) been completely enclosed in mechanically strong metal covering which is electrically and mechanically continuous and adequately protected against mechanical damage? If unprotected, are they accessible only to authorised persons, or are installed and protected to the satisfaction of the Inspector so as to prevent danger?		
21	37(ii)	Have all the metal works enclosing, supporting or associated with the installation been connected with earth?		
22	37 (iii)	Have the following precautions been taken in respect of main switch board;		

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature (Based on the test report of licensed contractor, wherever applicable)	Remarks by Distribution Licensee or his representative
1	2	3	4	5
		(i) Has a clear space of not less than 3 ft in width been provided in front of the main switch board?		
		(ii) Are there bare connections at the back of the main switch board? If so, is the space behind, less than 9 inches or more than 30 inches in width?		
		(iii) Has a passage-way from either end of the switch-board clear to a height of 6 feet been provided, if the space behind the switch board exceeds 30 inches in width?		
C-ELECTRIC SUPPLY LINES, SYSTEM AND APPARATUS FOR HIGH AND EXTRA-HIGH VOLTAGES				
23	41(i), (ii) & (iii). and 48(1).	Has the neutral conductor of three-phase four-wire system been connected with two separate and distinct connections with earth at the substation?		
24	41(xii).	Has the frame of every stationary motor, transformer, etc. and the metallic parts (not intended as conductors) of all transformers and other apparatus earthed by two separate and distinct connections with earth?		
25	44 (a).	Are all conductors and apparatus inaccessible except to authorized persons and, are all operations in connection with the said apparatus and conductor carried out only by an authorized person?		
26	44 (b).	Has the consumer provided a separate building or a locked weather proof and fire-proof enclosure for housing distribution Licensee's high voltage apparatus and metering equipment or if impracticable, as the consumer segregated his apparatus from that of the supplier?		
27	44 (2)(i).	Are clearances as per BIS provided for safe operation & maintenance of electrical apparatus?		
28	44(2)(iv).	Have the windings of H.V. Motors or other apparatus, where within easy reach, been suitably protected so as to prevent danger?		
29	44(2)(v).	Have suitable precautions been taken either by connecting with earth a point of the circuit at the lower voltage or otherwise to guard against danger by reason of the said circuit getting charged above its normal voltage by leakage from or contact with the H.V. Circuit.		
30	44(2)(vii)(b).	Have oil soak pits been provided where more than 9000 litres of oil is used in the transformers and switchgears installed in one chamber?		
		Has provision been made for draining away the leaked or escaped oil used in one chamber?		

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature (Based on the test report of licensed contractor, wherever applicable)	Remarks by Distribution Licensee or his representative
1	2	3	4	5
		Has provision been made for extinguishing any fire?		
		Has any spare oil been stored in the sub-station or switch station?		
31	44(2)(xii).	Have cable trenches inside sub-stations, etc. containing cables been filled with sand and or pebbles, etc. or completely covered with non-inflammable slabs?		
32	44(2)(xiii).	Where it is not possible to disconnect the entire installation for cleaning or other purpose, have the conductors and apparatus been so arranged that they may be made dead in sections to enable the work on any dead section to be carried out by an authorized person without danger?		
33	44(3).	Have EHV apparatus been protected against lightning as well as switching over voltages?		
34	46(2).	Has the insulation of the H.V. electric supply lines or apparatus withstood the following tests?		
		(a) If the normal working voltage does not exceed 1000 volts the testing voltage of 2,000 volts.		
		(b) If normal voltage exceeds 1,000 V but does not exceed 11,000 V the testing voltage of double the normal.		
		(c) If the normal working voltage exceeds 11,000 V the testing voltage of normal working voltage plus 10,000 V or 22,000 V whichever is higher.		
35	46(3).	If above tests have been carried out before installing the electric supply lines and apparatus in position have these tests also been applied after their installation or if impracticable, has the insulation of the entire installation withstood a pressure of not less than 1,000 volts, applied between the conductors and also between conductors and earth for a period of not less than one minute.		
36	46(4).	Has the test prescribed above been applied to the electric supply lines or apparatus after alterations or repairs?		
37	46(5) :	Have the results of above tests been recorded?		
38	46(6).	In case the above tests have not been carried out, has a copy of the manufacturer's certified tests been supplied? Quote reference and attach a copy.		
39	47.	Have the following provisions been complied for metal sheathed electric supply lines?		
		(a) Have the conductors been enclosed in a metallic sheathing electrically continuous and efficiently earthed?		

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature (Based on the test report of licensed contractor, wherever applicable)	Remarks by Distribution Licensee or his representative
1	2	3	4	5
		(b) In the even of failure of insulation between one conductor and metal sheathing at any point is the impedance of the circuit such that with the full voltage maintained at the source of supply, the current resulting from such failure is not less than twice the value of the current for which suitable cutout of adequate rupturing capacity or a suitable overload protective device has been set to operate a suitable discriminative fault current relay?		
40	49 (1) (i) & (iii).	Is the sub-station erected under ground? If so, have the controlling Switch-gears and cutout, etc. fixed in separate receptacle above ground?		
41	49(1)(ii) .	Has an efficient fencing 1.8 metre high been provided to prevent access to electric supply lines and apparatus installed in an outdoor plinth type sub-station.		
42	50.	Have substantial hand rails been built around the plat form provided for a person to stand on a pole-type sub-station? Have the hand rails and platform if of metal been efficiently earthed?		
43	51.	In case static capacitors have been installed to improve load power factor, have suitable provisions been made for immediate and automatic discharge of every static condenser on disconnection of supply?		
44		Any other remarks.		

I certify that conditions laid down by the distribution Licensee relating to the supply of electrical energy and all the requirements of the Electricity Act, 2003 and CEA Safety Regulations especially Regulation 37 thereof have been correctly complied with. The maximum capacity of the main fuse does not exceed amperes and no increase will be made in the loading without due notification and permission in accordance with the rules/regulations in this regard.

Dated:

(Signature and name of Applicant)

Annexure -V (B)

(ref. regulation 3.4)

Format: Inspection Report-HT/EHT

(Refer Regulations 31, 33, 41(xv) of CEA Safety Regulations, 2010)

(To be filled by representative of the distribution Licensee not below the rank of Sub-Division officer/ Asst. Engineer for 11 kV works and Executive Engineer for 33 kV and above works)

Electricity Distribution Division: _____ Sub-Division: _____

Load applied (kW/kVA/HP) _____ Unique Application No.: _____

Nearest landmark Pole No./Feeder Pillar No.

1. I, (name) _____ (designation) _____ have
inspected the premises of the applicant and found that:

1. All Statements given by applicant in work completion report for new HT/EHT (tick whichever applicable) connection to be correct.
2. Following statements given by applicant in work completion report for new connection to be incorrect.

<u>Statement No.</u>	<u>Under Regulation</u>	<u>Statement No.</u>	<u>Under Regulation</u>
----------------------	-------------------------	----------------------	-------------------------

2. I have carried out Insulation Resistance tests and results of the same are as under:

(a) Result of Insulation Resistance of

(i) HT & EHT installation (to be measured on applying a pressure of 2.5 kV DC between each live conductor and earth for a period of one minute):-

Between	<u>Phase-1 & Earth</u>	<u>Phase-2 & Earth</u>	<u>Phase-3 & Earth</u>
---------	----------------------------	----------------------------	----------------------------

Insulation resistance has been found to be above/below permissible limits

(ii) LT installation (to be measured on applying a pressure of 500 V DC between each live conductor and earth for a period of one minute):-

Between	<u>Phase-1 & Earth</u>	<u>Phase-2 & Earth</u>	<u>Phase-3 & Earth</u>
---------	----------------------------	----------------------------	----------------------------

Insulation resistance has been found to be above/below permissible limits

3. I have carried out Earth Resistivity Test for the Earth system provided by applicant as required under Regulation 41(xv) of CEA Safety Regulations, 2010 and Earth Resistance has been found to be _____ Ohms which is within/above permissible limit.

Further certified that an 'Earth Terminal' has been provided by Distribution Licensee as required under Regulation 16 of CEA Safety Regulations, 2010.

Following additional deficiencies have been found in your Electrical installation. You are requested to remove all deficiencies as mentioned above (including incorrect statements made by you in **work completion report** pointed out in Para 1 above) within 30 days i.e. by _____ and inform Distribution Licensee failing which your request for new connection would lapse:

- 1- _____
- 2- _____
- 3- _____
- 4- _____

Date: _____

Signature of distribution Licensee representative

Name and Designation

(To be filled by Applicant)

The testing of the premises has been carried out by distribution Licensee in my presence and

*I am satisfied with the testing

*I am not satisfied with the testing and may file an appeal with Electrical Inspector

It is also certified that Distribution Licensee has*/has not* provided an Earth Terminal as per Regulation 16 of CEA Safety Regulations 2010 at the premises.

Date _____

Signature and name of Applicant

** Strike out which is not applicable*

Annexure - V (C)

(ref. regulation 3.4)

Format: SUPPLY AGREEMENT

(To be typed on stamp paper of Rs. 100)

This agreement is made on this _____ day of _____ month of 20__ (year)
at _____ between

(name of the Distribution Licensee), a company incorporated under the Companies Act, 2013, having its Registered office at _____ granted a Licence by Uttarakhand Electricity Regulatory Commission for carrying on the business of Distribution and Retail supply of electricity energy in the State of Uttarakhand (hereinafter referred to as "distribution Licensee" which expression shall unless repugnant to the context or meaning thereof, include its successors and assigns), of the one part and

Mr./Ms./Mrs. _____ applicant/authorized signatory for and on behalf of M/s _____, a company incorporated under the Companies Act, 2013/a sole proprietorship/partnership firm or any other establishment having its Registered Office at

(hereinafter referred to as "consumer" which expression shall unless repugnant to the context or meaning thereof, include its successors and permitted assigns) and collectively referred to as "Parties".

Whereas the consumer has requested the distribution Licensee to provide a supply of electrical energy exclusively for its own use only at (full address) _____ for (purpose)

_____ as per details given in Appendix on the basis of information submitted by the consumer in his application/other forms/reports and the distribution Licensee has agreed to provide such supply upon the terms and conditions herein set forth including compliance with the Applicable Laws:

Now therefore, in consideration for the mutual covenants and promises set out in this agreement, it is hereby agreed between the parties hereto as follows:

1. Definitions

In this agreement, unless there is anything repugnant in the subject or context, the under mentioned words and expressions shall have the meaning assigned to them respectively hereunder:

- a) "Act" shall mean the Electricity Act, 2003.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

- b) **"Applicable laws"** shall mean such Central, State and local laws which apply to and govern the Parties and the transaction envisaged in this Agreement. This would include but not limited to the Electricity Act, 2003, CEA Safety Regulations and Regulations and any statutory modifications or reenactment of the above laws.
- c) **"Commission"** shall mean the Uttarakhand Electricity Regulatory Commission (UERC).
- d) **"Connected load"** means aggregate of the manufacture's rating of all energy consuming apparatus duly wired and connected to the power supply system of distribution Licensee including portable apparatus in the consumer's premises. This shall not include the load of spare plug, sockets, load exclusively installed for firefighting purposes. The load of either water and room heating or room cooling apparatus, whichever is higher, shall be taken into account.
Connected load shall be used only for the purpose of assessment in case of direct theft or dishonest abstraction of energy or un-authorised use of energy.
- e) **"Contracted Load"** means the load in kVA (kilo Volt Ampere) which the Distribution Licensee has agreed to supply from time to time subject to the governing terms and conditions and is different from the connected load.
- f) **"Distribution Licensee"** means a Licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and granted licence by the Commission.
- g) **"Tariff"** as approved by the Commission and as applicable including subsequent amendments or modifications thereof.
- h) **"Regulations"** means the subordinate or delegated legislation, rules, regulations, orders, codes and/or instructions, notifications or other similar directives issued or amended by any competent regulatory, legislative, administrative, judicial or executive authority including the Commission, governing and/or regulating the supply of electricity in line with Applicable Law including but not limited to UERC (State Grid Code) Regulations, 2016, UERC (Distribution Code) Regulations, 2018, UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020 and amendments issued from time to time.

Notwithstanding anything contained hereinafter, this Agreement shall be governed as per the provisions of the Electricity Act, 2003 and/or the Regulations of the Commission as applicable from time to time. Any word or expression used shall, unless otherwise defined in this agreement, bear the meanings ascribed to it under the Electricity Act, 2003 or Regulation made thereunder.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

2. Contracted Load

Subject to the provisions hereinafter contained and during the continuance of this agreement, the **distribution Licensee** shall supply and the **Consumer** shall take from the **distribution Licensee**, the energy required by him for the purpose of _____ at **High Tension/Extra High Tension**, which consumer confirms at _____ kVA (hereinafter referred to as the 'Contracted Load').

3. System of Supply

The system of supply for the purpose of supply under this agreement shall be three-phase alternating current at a frequency of 50 cycles per second and a voltage of 11000 Volts or above. The frequency and voltage of the supply at the point of commencement of supply to the **consumer** shall, however, be subject to fluctuations that are ordinarily usual and incidental to the generation, transmission and distribution of electrical energy, but such fluctuations shall not except owing to extraordinary reasons beyond the control of the **distribution Licensee**, exceed the limits of variations permitted by the CEA Safety Regulations, 2010 or any statutory modifications thereof, which may be in force from time to time.

4. Commencement of Supply

The **consumer** shall be deemed to have commence taking supply of electrical energy from the **distribution Licensee** under the conditions of this agreement from the date of energisation of connection or intimation is sent to him in writing by the **distribution Licensee** that the supply of electrical energy to the full extent of the Contracted Load is available under this agreement, whichever is earlier.

5. Point of Supply

The point at which the supply of energy shall be deemed to have commenced for the purpose of this agreement shall be the point at out-going terminals of the **distribution Licensee's apparatus**, installed at the **consumer's premises** or elsewhere, which shall be located in a position as to be approved by the **distribution Licensee**.

6. Failure of Supply

The supply shall be made available except in cases such as beyond **distribution Licensee's** control, including like strikes, breakdowns of equipment or network, grid constraints or disturbance, lockout or where the supply is affected for other reasons over which the **distribution Licensee** has no control. The **distribution Licensee** shall not be liable for any claims for loss, damage or compensations whatsoever, arising out of failure of supply or variation in parameters thereof due to such reasons.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

7. Consumer to accommodate Distribution Licensee's Apparatus

The consumer shall provide in his (Consumer's) premises necessary accommodation required and considered suitable by the distribution Licensee for housing its (distribution Licensee's) apparatus for giving supply under this agreement free of rent to the distribution Licensee and afford all other facilities necessary for the proper operation, if required, the same shall be made available by the consumer at his own expense.

Such accommodation shall be maintained and protected by the consumer at his own cost.

8. Distribution Licensee's Apparatus & Equipment

8 (a) All the meters, plant, apparatus and equipment belonging to the distribution Licensee and installed in the consumer's premises, notwithstanding that the same or any part thereof may be fixed or fastened to any part of the consumer's premises or to the soil under it shall at all times continue to be the sole and absolute property of distribution Licensee and removable by the distribution Licensee and shall not be, in any way disturbed except by authorised officials of the distribution Licensee. The consumer further agrees with the distribution Licensee as follows: -

- (i) That the distribution Licensee shall be at liberty to place its name plates or any marks or numbers of the said apparatus and equipment belonging to the distribution Licensee and the consumer shall not alter or remove such plates, marks or numbers.
- (ii) That the said apparatus and equipment belonging to the distribution Licensee shall be kept at the consumer's premises and the same shall be duly protected and shall not be sold, assigned or dealt with or shall not be parted possession thereof by the consumer.

8 (b) Consumer's responsibility for Distribution Licensee's property

The consumer shall exercise proper care to protect the property of the distribution Licensee on his premises and in the event of loss or damage to the distribution Licensee's property arising due to any act (including negligence) of consumer or due to any reason attributable to the business and operation of the consumer, cost of necessary repairs or replacement shall be paid by the consumer.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

9.1 The Consumer shall

- (i) Exercise proper care to protect the **distribution Licensee's** equipment in his premises; and
- (ii) Ensure that the **distribution Licensee's** equipment in his premises is not tampered with, sold, assigned, altered or removed; and
- (iii) In the event of loss or damage to the **distribution Licensee's** equipment in his premises, the **consumer** shall pay the cost of necessary repairs or replacement.

9.2 All cases shall be processed with the procedure and conditions set out herein and energisation of any connection shall be made only after due verification by the **distribution Licensee**.

9.3 Consumer agrees to abide by the relevant and applicable provisions of UERC (State Grid Code) Regulations, 2016, UERC (Distribution Code) Regulations, 2018, UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020 and all other Rules/Regulations amended from time to time.

9.4 Subject to the terms of this agreement and the Applicable Laws, the consumer agrees that it shall not, and that it shall ensure that its agents contractors, employees and invitees shall not, interfere in any way with the **distribution Licensee's** equipment without the prior consent of the **distribution Licensee**. For the purpose of this clause "interfere" shall include: -

- (a) Severing, terminating, restricting, impairing or impeding any Point of Supply and/or any connection between the Distribution System and the Point of Supply;
- (b) Disconnection or altering the connection of any equipment to any system of cables, foundations, pipes, drains or other media to which it may be connected from time to time or to prevent supply of any substance or thing through such connected system;
- (c) Affixing or removing any item or substance of any nature whatsoever to or from any equipment.
- (d) Damaging any equipment or doing or omitting to do any act, or allowing any state of affairs to subsist, as a result of which any equipment would be likely to sustain any material damage;
- (e) Allowing any other person to interfere with any equipment;
- (f) Altering any meters or settings on any equipment;

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

- (g) Obstructing access to any equipment; and
- (h) Impairing the effectiveness of any gate, fence, wall, alarm system or the means of keeping out intruders.

Consumer shall always inform **distribution Licensee** about any illegal/unauthorised tapping for supply from the apparatus/network of **distribution Licensee** and/or consumer.

10. Apparatus Equipment

All consumer's equipment connected with the **distribution Licensee's** system shall be efficiently operated and maintained by the consumer. The setting and capacities of the various apparatus; belonging to the consumer may be fixed in consultation with the **distribution Licensee**.

11. Metering

For the purpose of registering the electrical energy and the Maximum Demand taken by the consumer under this agreement, there shall be provided at the point of Commencement of Supply as defined in **Clause 4** above, suitable metering equipment which shall be the property of and shall be kept calibrated by **distribution Licensee**.

12. Testing of Meters

The consumer shall be entitled on application to the **distribution Licensee** to have a test carried out on the meters at any time after paying the prescribed fee of such test. Such meters shall be deemed to be correct if the limits of the error do not exceed those laid down in CEA (Installation & Operation of Meters) Regulations, 2006 or any statutory modification thereof as may be in force from time to time. If as a result of such test, the meter is proved to be not correct, the **distribution Licensee** shall adjust the consumer's account as may be required in accordance with UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020 amended from time to time.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

13. Meter Reading

The readings of the meters or meter referred to in **Clause 11** above shall be taken at regular intervals by **distribution Licensee** through MRI/AMR/AMI and the readings so taken shall be conclusive and binding on both the **consumer** and the **distribution Licensee** as to the amount of maximum demand and electrical energy supplied to the **consumer**, except in case of tampering of such meters whereby **distribution Licensee** shall have right to proceed as deemed fit. **Distribution Licensee** shall provide a copy of MRI report alongwith the monthly bill. **Distribution Licensee** also agrees to provide full MRI report along with load survey on payment of amount as decided by the Commission from time to time.

Provided that in the event of any meter of the **distribution Licensee** being found defective for reasons not attributable to the **consumer**, the energy consumed during the period when the meter remained defective shall be determined and adjustment of amounts payable shall be carried out as per UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.

14. Power Factor

The **consumer** shall install at his own expense suitable apparatus like shunt capacitors, etc. of standard design at the point of commencement of supply and will endeavour to maintain power factor of the load at not less than 0.85 lagging at any time in relation to the period relevant to determination of maximum demand.

15. Payment for Supply

The **consumer** shall pay to the **distribution Licensee** for electrical energy supplied during the preceding billing period such amount as billed, which shall be based on, calculated and ascertained in accordance with the tariff category as per applicable Rate Schedule.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

16. Non-Payment

The consumer shall pay in full the bill or bills within respective due dates which shall normally be fifteen days from the date of delivery of bills, notwithstanding any difference or dispute. If the consumer fails to pay the entire amount of any bill due under this agreement as aforesaid, he shall pay a surcharge at rate as per approved tariff order of the Commission in force for each month or part thereof.

Notwithstanding the above, **distribution Licensee** reserves the right to disconnect the supply after the due date in the event of non-payment in accordance with Section 56 of the Electricity Act, 2003 after giving the consumer 15 days notice from the due date. If the payment is not received, on expiry of such period the Licensee shall be at its liberty to disconnect the supply of electrical energy. The supply may be restored only after full payment of all the outstanding dues including the charges for the work of disconnection and reconnection together with the surcharge as applicable.

17. Payment of Levies

Any levy, whether it is called electricity duty/tax, cess, sales or service tax, octroi or by whatever other name called, made by the State Government or other competent authorities on energy purchased by the consumer from the **distribution Licensee** shall be paid by the consumer as billed by **distribution Licensee**.

18. Security Deposit

The consumer as required by the **distribution Licensee**, has deposited with it a sum of Rs. _____ (Rupees _____ only) as security/consumption deposit for its performance of the terms and conditions of this agreement and shall on **distribution Licensee's** requisition from time to time renew or replenish such deposit, in the event of the same becoming exhausted or insufficient. The **distribution Licensee** shall, as per Commission's guidelines/regulations, be at liberty at any time and from time to time to appropriate and apply the security so deposited as aforesaid in or towards payment or satisfaction of all or any money, which becomes due from the consumer to the **distribution Licensee**.

Provided that, this clause shall apply in respect of the supply of energy or otherwise under this agreement and shall be without prejudice to any other rights or remedy to which the **distribution Licensee** may be entitled to.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

19. Right of Access

The consumer shall, at all reasonable times, permit duly authorized representatives of the **distribution Licensee** to have access to his (consumer's) premises for the purpose of inspecting and testing his (consumer's) installation or reading meters and for testing, repairing, renewing or replacing any or all equipment belonging to the **distribution Licensee** and doing all things necessary or incidental to the proper maintenance of supply to the consumer.

20.1 Period of Supply

This agreement shall, subject to as hereinafter provided, be and remain in force unless validly terminated in accordance with the Clause 20.2 to 20.4 below.

20.2. Distribution Licensee shall have the right to terminate this agreement based on bill cum disconnection notice/serving a written notice to the consumer in any of the following events:-

- (a) The consumer is in default of its obligations to ensure the maintenance of the Security in accordance with Clause 18 of this agreement upon Licensee's requisition raised as per relevant Regulations or Orders of the Commission; or
- (b) The consumer fails to pay the full amount towards payment for supply in accordance with Clause 15 of this agreement on the date on which the same shall have become payable; or
- (c) The consumer fails to rectify the issues pointed out by the distribution Licensee which are jeopardising its distribution network.

and such failure is not remedied to the satisfaction of **distribution Licensee** within a period of 15 clear days from the due date or from the date of applicability of disconnection notice. Provided that **distribution Licensee's** right to terminate the agreement in terms of this clause shall be without prejudice to its other rights.

20.3 The consumer shall be entitled to permanently disconnect its connection and terminate this agreement by-

- (a) Giving an advance written notice of minimum one (1) month to **distribution Licensee**, and apply for disconnection in the prescribed format seven days in advance of the proposed date of permanent disconnection.
- (b) After conducting special reading by the distribution Licensee, the final bill based on special reading shall be prepared and issued to the consumer by the distribution Licensee. The Consumer shall pay to **distribution Licensee**, within 03 days upon service of such final bill, without deduction, set-off or withholding on any account whatsoever, the amount of such bill.

Provided that if the consumer disputes the reasonability of the final bill, the same shall be resolved in accordance with Clause 25 of this Agreement.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

20.4 For termination of this Agreement pursuant to 20.3 above, the **distribution Licensee** shall proceed for disconnection as per the procedure specified in UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020 subject to any subsequent modifications /amendments therein read with any other Regulation and Order passed by the Commission and prepare and deliver final bill to the consumer.

21. Contract not Transferable

Neither this contract nor any interest herein shall be transferred or assigned by the consumer in any manner whatsoever without the prior consent in writing of the **distribution Licensee**.

22. Maintenance of records by Consumer

The consumer shall afford to the **distribution Licensee** all reasonable information and facilities to enable the **distribution Licensee** to keep all records required under the provisions of the Electricity Act, 2003 or the Rules and the Regulations applicable under the government or Municipal Regulations relating to the supply of electrical energy. Consumer shall immediately inform **distribution Licensee** in writing about any change in use of supply or in any records pertaining to this agreement.

23. Agreement to be read with Applicable Laws

This agreement shall be read and construed as subject in all respects to the relevant provisions of Applicable Laws.

24. Indemnity

(a) The consumer shall indemnify, defend, save and hold harmless **distribution Licensee** against any and all suits, proceedings, actions, demands and third party claims for any loss, damage, cost and expense suffered by **distribution Licensee** on account of the negligence, act or omission inaction by the consumer under this agreement.

(b) The consumer shall also be responsible and liable to **distribution Licensee** for any loss or damage caused to the **distribution Licensee** for any negligence or inaction, damage to the property of the **distribution Licensee** caused by the consumer or its employees.

(c) The consumer shall make to its own employees, if any, payment of compensation on account of injury, fatal or otherwise due to accident during service. It shall indemnify **distribution Licensee** and its employees against any claim on this account.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

25. Dispute Resolution

If any question or difference whatsoever arises between the parties to these presents or as to any clause or thing herein contained or the construction hereafter as to any other matter in any way connected with or arising out of these persons of the operation hereof or the rights, duties or liabilities either in connection herewith, then, unless the procedure for settling such a question or difference is laid down by the Electricity Act, 2003 and amendments issued from time to time as the case may be or otherwise specifically by this agreement, in every such case, the matter in difference shall be referred for Arbitration. In this connection, an application maybe made by either party to the Managing Director, UPCL, for nominating a person as the sole arbitrator with the mutual consent of both the parties. However, in case the parties fail to mutually agree on the appointment of such person as the sole arbitrator, the Commission may appoint another person as the sole arbitrator upon an application made to it by either party in this regard. The award of the arbitrator shall be final and binding upon the parties to this agreement. Subject as aforesaid the provisions of Arbitration and Conciliation Act, 1996 and the rules thereunder and statutory modifications thereon in force shall be deemed to apply to the arbitration proceedings under this clause. Venue of arbitration proceedings shall be Dehradun only.

In witness whereof all parties hereto have executed or caused to be executed these presents the day and year first above written through their respective authorized signatories as under:

Signed, Stamped/Sealed and delivered by:

.....
Distribution Licensee's Officer
For and on behalf of
(Name of the distribution Licensee)

.....
For and on behalf of Consumer
Name:
Designation
Consumer stamp/seal

Witness:

1. Signature
 Name & Address

 2. Signature
 Name & Address

1. Signature
 Name & Address

 2. Signature
 Name & Address

Appendix**CONNECTION SUMMARY**

Book No. _____

Service Connection No. _____ Connected on _____

1	Name of Consumer	
2	Full Address where Electricity Supply is required including telephone, mobile, fax and email	
3	Registered Address of the Consumer (Postal & Nearest Landmark) including telephone, mobile, fax and email	
4	Billing Address, where bill is required to be sent including telephone, mobile, fax and email	
5	Purpose for which Supply is required (Category as per purpose of use)	
6	Type of Industrial /Commercial /other activity	
7	Contracted Load (in kVA)	
8	Voltage of supply	
9	Desired date of energisation of Connection	

Total Connected Load _____ kW (kilo-Watt) / (_____ kVA at 0.85 PF)

Signature of Distribution Licensee's Officer

Stamp & Signature of Consumer

Annexure - VI

(ref. regulation 3.3 & regulation 3.4)

Formats:- Monthly Division-wise reports on delay in release of LT/HT/EHT connections**Performa A1- For delay in Release of new LT connection**

Month: _____

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____
2. Number of applications received during the month _____
3. Number of connections released during the month _____
4. Number of applications pending on last day of the month _____
5. Number of connections released which were delayed by more than 90 days from the stipulated time frames.
6. Number of connections released within specified period of 15 days or extended period specified in the regulations.
7. Number of connections not energised within specified period of 15 days or extended period specified.

Details of connections not energised within specified period

Name of the applicant	Date of Application	Amount received from applicant	Date of energisation	Number of days of delay	Amount of penalty	Reason for delay
1	2	3	4	5	6	7
(A) Where connection should have been released within 15 days as per the Regulations						
(B) Where connection should have been released within 60 days as per Regulations (If only extension of distributing mains is required)						
(C) Where connection should have been released within 90 days as per Regulations (If commissioning of a new sub-stations is also required)						
(D) Where connection should have been released within 180 days as per Regulations (If commissioning of a new 33/11 KV S/S is required)						

Note: - Details of connections delayed by more than 90 days from the stipulated time frames to be highlighted in this report.

Executive Engineer

Performa A2- For delay in Enhancement of LT Load

Month: _____

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____
2. Number of applications received during the month _____
3. Number of connections where load is enhanced during the month _____
4. Number of applications pending on last day of the month _____
5. Number of connections where load is enhanced within specified period of 15 days or extended period specified in the regulations
6. Number of connections where load is not enhanced within specified period of 15 days or extended period specified

Performa A3- For delay in Reduction of LT Load

Month: _____

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____
2. Number of applications received during the month _____
3. Number of connections where load is reduced during the month _____
4. Number of applications pending on last day of the month _____
5. Number of connections where load is reduced within specified period of 15 days or extended period specified in the regulations
6. Number of connections where load is not reduced within specified period of 15 days or extended period specified

Performa B1- For delay in Release of new HT/EHT connection

Month: _____

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____
2. Number of applications received during the month _____
3. Number of connections released during the month _____
4. Number of applications pending on last day of the month _____
5. Number of connections released which were delayed by more than 90 days from the stipulated time frames.
6. Number of connections where connection is released within the specified period _____
7. Number of connections not energised within specified time limit as per Regulation _____

Details of Connections Not energized within specified period

S. No.	Name of the Applicant	Date of Application	Date of Deposition of amount	Amount Deposited	Time allowed for Energisation of Connection as per regulations	Date of Energisation of Connection	Time taken to Energise the Connection	No. of days of delay	Amount of penalty @ Rs. 500 per day for each day of default
1	2	3	4	5	6	7	8	9	10
(i) 11 kV works including line not involving independent feeder:									
(ii) 11 kV works including line involving independent feeder:									
(iii) 33 kV works including line:									
(iv) 132 kV and above works including line:									

Note: Time allowed for energization of connection shall be as shown in para-A below. However, If works are required to be done in addition as per para-B below, then the total time period allowed for energizing the connection shall be sum of time periods as shown in para-A & B below.

- (A) Cases, where supply of electricity to premises applied for does not require commissioning of new substation/bay, the distribution/transmission Licensee shall complete installation of HT/EHT works within the time specified below from the date of deposition of amount by the Applicant:
- (i) 11 kV works including line not involving independent feeder - specified time period 60 days
 - (ii) 11 kV works including line involving independent feeder - specified time period 90 days
 - (iii) 33 kV works including line - specified time period 180 days
 - (iv) 132 kV and above works including line - specified time period 300 days
- (B) Cases, where supply of electricity to premises applied for requires commissioning of a new substation/bay, the distribution/transmission Licensee shall take up the work on the new sub-station/bay at its own cost and complete the work within the "Additional time" specified below for different sub-stations:
- (i) New 33/11 kV sub-station - specified time period 180 days
 - (ii) Augmentation of existing 33/11 kV sub-station - specified time period 120 days
 - (iii) Extension of bay at 33/11 kV sub-station - specified time period 45 days
 - (iv) 132 kV and above sub-station - specified time period 540 days
 - (v) Extension of bay at 132 kV and above sub-station - specified time period 90 days

Note:- Details of connections delayed by more than 90 days from the stipulated time frames to be highlighted in this report.

Executive Engineer

Performa B2- For delay in Enhancement of HT/EHT Load

Month: _____

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____
2. Number of applications received during the month _____
3. Number of connections where load is enhanced during the month _____
4. Number of applications pending on last day of the month _____
5. Number of connections where load is enhanced within specified period of 30 days or extended period specified in the regulations
6. Number of connections where load is not enhanced within specified period of 30 days or extended period specified

Performa B3- For delay in Reduction of HT/EHT Load

Month: _____

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____
2. Number of applications received during the month _____
3. Number of connections where load is reduced during the month _____
4. Number of applications pending on last day of the month _____
5. Number of connections where load is reduced within specified period of 30 days or extended period specified in the regulations
6. Number of connections where load is not reduced within specified period of 30 days or extended period specified

Annexure - VII

(ref. regulation 4.1)

Application for Load Enhancement or Reduction/ Change of Consumer's name due to change in Ownership or occupancy of the property/ Transfer of Consumer's name to Legal heir/Change of Category (Distribution Licensee.....)

Applying for the purpose of:

- ☐ Load Enhancement/Reduction [A & B below] ☐ Change of Consumer's Name [A & C below]
☐ Transfer of Consumer's Name to Legal heir [A & C below] ☐ Change of Category [A & D below]

[Only applicable sections in the form are to be filled by the Applicant]

(To be filled by Licensee)

Application Number	
Date of Application	

A	Connection Particulars of Consumer:				
1	Existing Consumer	Book No			
		S.C. No.			
2	Address at which supply is provided	House			
		Street			
		Colony/ Area			
		District		Pin	
3	Name (In Capital) of Existing Consumer				
4	Telephone No. (if any)			Mob.	
B	Particulars for Load Enhancement/Reduction				
1	Particulars	Load Enhancement (kW/kVA/HP)		Load reduction (kW/kVA/HP)	
	Existing Contracted Load				
	Load requested				

Note:- Connections requiring change in supply voltage after enhancement/reduction of load, shall be processed as fresh application for new LT/HT/EHT connection, as the case may be, by the Licensee duly adjusting the amounts already paid by the applicant.

C	Particulars of New Owner/Occupant: [For Change of Consumer's name/ Transfer of Consumer's name to Legal heir]			
1	Name (In Capital) of the applicant in whose name connection is to be transferred			
2	Telephone No.		Mob.	
3	E-mail			
4	List of Documents Required:	Change of Consumer's name due to change in Ownership or occupancy of the property	Transfer of Consumer's name to Legal heir	
1. Copy of latest bill duly paid 2. Proof of ownership of property 3. NOC of previous owner for transfer of security deposit		1. Copy of latest bill duly paid 2. Copy of Registered Will, Succession Certificate, Mutation in municipal/ land records etc. 3. NOC from other Legal heir in case connection is to be transferred in the name of one of the Legal heirs.		
D	Change of Category			
1	Existing load as per electricity bill (kW/kVA/HP)			
2	Load after change in Category (kW/kVA/HP)			
3	Existing category		Change of category desired	
<p>Note:- Wherever applicable, the Applicant shall submit documents as per regulation 3.4.2 (4) (b) pertaining to Statutory Permissions/Registrations irrespective of voltage level LT/HT/EHT.</p> <p>No change in category shall be allowed for a PTW connections.</p>				
<p>Applicant shall submit the proof for duly paid latest bill along with this application form.</p>				
Date:		Signature of Applicant		

Annexure - VIII

(ref. regulation 5.1)

METER TESTING REPORT**1. CONSUMER PARTICULARS**

Name (In Capital) of consumer: _____

Address: _____

Consumer S.C. No./Book No.: _____

Contracted Load: _____

2. METER PARTICULARS

Meter No. _____ Size: _____

Dial No. _____

Type: _____ C. T. Ratio: _____

E/L- LED Status _____ Rev LED status _____

3. PULSE TEST

Meter Constant: _____ Load: _____

Reading before test: _____ Reading after test: _____

No. of pulse taken: _____ Actual Time Taken for the test: _____

Energy Recorded by meter: _____ Energy Recorded by Testing Equipment: _____

Error: _____

RESULT

Consumer Meter recorded _____ % Less/More Consumption, Need Replacement/Results are within Limits

Certificate

It is to certify that the testing has been carried out as per the procedure prescribed by the Commission on _____ (date). An external load of _____ kW was used for testing for 1 kWh and total time taken was _____ min. The testing was carried out by using suitable scanner for counting the pulses.

Signature of Consumer

Signature of Licensee's representative

Name and Designation

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

Load in kW	Approximate time in Minutes
1 kW	100
2 kW	50
3 kW	30

Annexure - IX

(ref. regulation 5.1 & regulation 5.2)

Application for Self-Assessed/ Advance Payment of Anticipated Bills**(Distribution Licensee.....)****Applying for the purpose of:**☐ Self-Assessed Bill [A, B & D below]☐ Advance Payment of anticipated bills [A, C & D below]*[Only applicable sections in the form are to be filled by the Applicant]**(To be filled by Licensee)*

Application Number	
Date of Application	

A	Consumer Details:			
1	Existing Consumer	Book No		
		S.C. No.		
2	Address at which supply is provided	House		
		Street		
		Colony/Area		
		District		Pin
3	Name (In Capital) of Consumer			
4	Telephone No. (if any)		Mob.	
B	Self-Assessed Bill			
1	Based on reading (Self-taken)	a. Previous Reading		Date:
		b. Current Reading		
		c. Net Consumption		
		Amount		
2	Based on average consumption of last 3 billing cycles		Amount:	

Annexure - X

(ref. regulation 6.2)

Application for Permanent Disconnection on Consumer's request

(To be filled by Licensee)

Application Number	
Date of Application	

A	Particular of existing owner				
1	Existing Consumer	Book No			
		S.C. No.			
2	Name (In Capital) of Consumer				
3	Address at which disconnection of supply is required	House			
		Street			
		Colony/ Area			
		District		Pin	
	Telephone No. (if any)		Mob.		
4	Date on which disconnection is to be carried out				
5	Reason for Permanent Disconnection				
6	List of documents	1. Copy of latest bill duly paid			

Date:

Signature of Applicant

Annexure - XI

(ref. regulation 7.1)

Inspection Report regarding Theft and Unauthorised use of Electricity

Date of Inspection		Sl. No/ (Booklet No)	
Name of the Consumer		Division	
		Circle/Zone	
Name of the User		S.C. No.	
Address		Book No.	
		Load Details	
		Contracted Load	
		Billing demand	
		Total Connected Load	
		Category/Tariff Code	
Type of Irregularity			
<input type="checkbox"/>	Unauthorized Use	<input type="checkbox"/>	Suspected Theft
<input type="checkbox"/>	Theft		

Meter Details	Status of Seals & Cable	
Meter Sl. No. _____	CT Box Seal No. _____	Found _____
Meter Make. _____		
Meter No. (Painted/Marked) _____	Meter Box Seal No	Found _____
		Found _____

Reading kWh _____	Meter Terminal Seal No _____	_____
Reading kVAh _____	Half Seal No _____	Found _____
Reading kVARh _____		_____
MDI _____		_____
Power Factor _____		
Size _____	Testing Equipment Results	
Type _____	Working of meter _____	Found _____
CT Ratio _____	Cable Status _____	Found _____

Shunt Capacitor ☐ No. of Shunt Capacitor of _____ rating
make _____ found installed in working order to maintain the power factor/ ☐ no shunt
capacitor found installed. Power factor measured _____ lagging.

Connected load details

Establishment Type: _____ Working Hours _____	
Condition of Working _____ (Specific type of factory/shop)	
Details of Seal	
Other Observations by Inspection Team:	
Consumer's Name & Signature	Signature (s) _____
	Name(s) _____
	Designation (s) _____

Annexure - XII

(ref. regulation 7.1)

Assessment of Energy in cases of Theft/Pilferage

Assessment of energy in the cases of theft/pilferage shall be done based on the following formula:

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

where 'L' is load (connected/contracted load whichever is higher) in kW where kWh rate is applicable and in kVA where kVAh rate is applicable.

'D' is number of working days per month, during which theft/pilferage is suspected and shall be taken for different categories of use as below:

(a)	Continuous industry	30 days
(b)	Non-continuous industry	25 days
(c)	Domestic use	30 days
(d)	Agriculture	30 days
(e)	Non-Domestic (continuous) Viz. Hospitals, hotels and restaurants, guest houses, nursing homes, petrol pumps	30 days
(f)	Non domestic (general) i.e. other than (e)	25 days

'H' is use of supply hours per day, which shall be taken for different categories of use as below:

(a)	Single shift industry (day / night only)	10 hrs.
(b)	Non-continuous industry (day & night)	20 hrs.
(c)	Continuous industry	24 hrs.
(d)	Non-domestic	20 hrs.
(e)	Domestic	8 hrs.
(f)	Agriculture	10 hrs.

'F' is load factor, which shall be taken for different categories of use as below:

(a)	Industrial	60%
(b)	Non-domestic	60%
(c)	Domestic	40%
(d)	Agriculture	100%
(e)	Direct theft#	100%

The working hours for the purpose of assessment in the cases of bonafide domestic use for operating domestic water pump, microwave Owens, washing machines and petty domestic appliances shall not be considered for more than one hour working per day on 100% load factor.

Assessment of energy in case of temporary connection

In the case of temporary connection the assessment for pilferage of energy shall be done as per the following formula:

Units assessed = $L \times D \times H$, where

L = Load (connected/ contracted load whichever is higher) in kW where kWh rate is applicable and in kVA where kVAh rate is applicable.

D = No. of days for which supply is used.

H = 12 hours.

Abbreviations

Following abbreviations have been used in this code but have not been defined;

S. No.	Abbreviations	Description
1	V	Volt
2	A	Ampere
3	W	Watt
4	kV	kilo Volt
5	kA	kilo Ampere
6	kWh	kilo Watt hour
7	kVA	kilo Volt Ampere
8	CT	Current Transformer
9	PT	Potential Transformer
10	kVAh	kilo Volt Ampere hour
11	kW	kilo Watt
12	kVAR	kilo Volt Ampere Reactive

By Order of the Commission,

NEERAJ SATI,

Secretary,

Uttarakhand Electricity Regulatory Commission.

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

January 22, 2019

UERC (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2019

No. F-9(30)/RG/UERC/2019/1507 - In exercise of the powers conferred on it by sub-section (2) (r) of Section 181 read with sub-section (5) of Section 42 of the Electricity Act 2003, and all other powers enabling it in this behalf, and after previous publication, the Uttarakhand Electricity Regulatory Commission hereby frames the "Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2019", as follows:

CHAPTER 1: Preliminary

1.1. Short Title, Applicability, Commencement and Interpretation

- (1) These Regulations may be called the Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2019.
- (2) These Regulations extend to the whole of the State of Uttarakhand.
- (3) These Regulations shall be applicable to the Distribution Licensee(s) in the territory of Uttarakhand in their respective licensed areas.

- (4) These Regulations shall come into force on the date of their publication in the official Gazette replacing and repealing "Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2007" and subsequent amendment thereof.
- (5) Words and expression used and not defined in these Regulations but defined in the Electricity Act, 2003 (36 of 2003) shall have the meanings assigned to them in the said Act.

1.2. Definitions:

- (1) In these Regulations, unless the context otherwise requires: -
 - (a) "Act" means the Electricity Act, 2003;
 - (b) "Commission" means the Uttarakhand Electricity Regulatory Commission.
 - (c) "Complainant" shall include—
 - (i) A consumer as defined under subsection (15) of section 2 of the Act;
 - (ii) An applicant for new connections;
 - (iii) in case of death of a consumer, his legal heir(s) or authorised representative;
 - (iv) An authorised representative;
 - (v) Any consumer association registered under the Societies Registration Act, 1860 or under any other law for the time being in force; or
 - (vi) Any unregistered association of consumers, where the consumers have similar interest;
 - (d) "Complaint" means a letter or application filed with the Forum seeking redressal of grievances concerning the supply of electricity, new connection or the services rendered by the Distribution Licensee(s), including alteration in load/demand, meter related matters, bill related issues and cases where licensee(s) has charged price in excess of the price fixed by the Commission or has recovered the expenses incurred in excess of charges approved by the Commission in providing any electric line or electric plant or has failed to provide compensation to the consumer defined under the UERC (Standard of Performance) Regulations;
 - (e) "Distribution Licensee" means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in the concerned area of supply;

- (f) "Forum" means Forum for redressal of grievances of the consumers to be established by distribution licensee in terms of sub-section (5) of section 42 of the Act read with these Regulations;
- (g) "Officer of the licensee" means any person who is appointed by the Distribution Licensee either on full time or part time basis for managing the affairs of the Distribution Licensee and/or carrying out any function under the provisions of the Act for which the Distribution Licensee pays him salary or wages or honorarium or sitting fee or remuneration in any other form.

CHAPTER 2: Constitution and Functions of the Forum

2.1 Constitution of the Forum

- (1) In terms of subsection (5) of Section 42 of the Act, the Distribution Licensee shall establish one or more Forum as may be prescribed by the Commission for redressal of grievances of the consumers in accordance with these Regulations.
- (2) Each Forum shall consist of three members to be appointed by the Distribution Licensee, through proper advertisement in the press and website, after prior approval of the Commission.
- (3) The Distribution Licensee shall from time to time give publicity of the constitution and existence of the Forum in such other manner as the Commission may from time to time lay down including in the electricity bills of the consumers. The names, designation and phone numbers of the members and the concerned officers of the Forum, the address, e-mail, facsimile and phone numbers of the office of the Forum shall be displayed at all the offices of the Distribution Licensee and shall also be duly publicised including on the bills raised on the Consumers.
- (4) The Forum shall have sittings at such Principal office and also at any other place in each district in the area of supply of the Distribution Licensee as may be decided by the Forum from time to time or as the Commission may direct from time to time considering the number of complaints received, the place from where the complaints are received and the proximity to the principal place of business of the Distribution Licensee and other relevant factors.

2.2 Qualification for appointment of Members of the Forum

- (1) Judicial member of the Forum shall be a retired district judge/additional district judge or a retired judicial officer having at least 20 years of experience in legal/judicial profession or a retired civil servant not below the rank of a district collector.
- (2) Technical member shall be a retired officer of any Distribution Licensee company not below the rank of Superintending Engineer possessing degree in Electrical/Mechanical/Electronics/Computer Engineering and having at least 15 years experience in matters relating to the distribution of electricity or a retired Professor of the Electrical Engineering Department of any Government Engineering College or a serving officer of the Distribution Licensee not below the rank of Superintending Engineer serving the area falling within the jurisdiction of the Forum where such member is required.
- (3) Consumer member shall be nominated by the Commission and shall be a person of stature and repute having sufficient exposure to and experience of issues pertaining to consumers of electricity.
- (4) Any person, who has earlier served the position as a full time member and completed his tenure in a Forum, shall be eligible to apply in the same or other Forum, established under the same Distribution Licensee, only after a gap of two years from the date of completion of his tenure.

2.3 Quorum

- (1) Any two member of the Forum appointed under regulation 2.2 of these Regulations shall form the quorum for Forum's sitting.
- (2) The Commission may direct the Distribution Licensee to substitute a member of the Forum with another person as per the composition and qualification provided in regulation 2.2 of these Regulations, if in the opinion of the Commission such substitution is necessary for the proper or effective redressal of the grievances of the Consumers.
- (3) In case where the quorum could not be achieved due to vacancy in the position of members or due to any other reason, leading to non-functioning of the Forum, the Commission may, on being informed by the Distribution Licensee, transfer the charge of such Forum to a Forum of neighboring jurisdiction for dealing with the complaints of the consumers.

2.4 Term of Office and Conditions of Service

- (1) Members of the Forum shall hold office for a term of three years which may be extendable upto two years. The upper age limit for the appointment of the member shall be 65 years and can hold the office only upto the age of 68 years.
- (2) The Distribution Licensee shall ensure that no post of a member in the Forum remains vacant for a period exceeding 30 days.
- (3) The salary, sitting fees, honorarium and/or other allowances (collectively called "Remuneration") payable to all the members appointed under regulation 2.2 of these Regulations including their terms of appointment shall be uniform and such as may be prescribed by the Commission from time to time.
- (4) The Judicial and Consumer member shall be appointed as full time members and Judicial member shall be administrative head of the Forum.
- (5) Notwithstanding the foregoing provisions of sub-regulation (1) to (4) of regulations 2.4 of these Regulations, the terms and conditions of service of a member in the Forum who is in the employment of the Distribution Licensee shall be governed by the terms and conditions of his employment with such Distribution Licensee.

2.5 Disqualification/ Removal of Member

- (1) No person shall be appointed and/or be entitled to continue as a member if he stands disqualified on account of his:
 - (a) having been adjudged as an insolvent;
 - (b) having been convicted of an offence, involving moral turpitude;

- (c) having become physically or mentally incapable of acting as such member;
 - (d) having acquired such financial or other interest as is likely to affect prejudicially his functions as a member;
 - (e) having so abused his position as to render his continuance in office prejudicial to the public interest; or
 - (f) having been guilty of misbehavior;
 - (g) having been guilty of action(s) inconsistent with norms of conduct expected of any judicial or quasi judicial functionary.
- (2) An existing member shall be liable to be removed from his office forthwith in the event of any of the disqualifications provided at sub-regulation (1) of regulation 2.5 of these Regulations arising or being discovered.

Provided that no full time member shall be removed from his office on any ground specified in sub-regulation (1) of regulation 2.5 of these Regulations unless the Distribution Licensee, has, on an inquiry held by it, concluded that such member ought, on such ground or grounds, be removed.

Provided further that the decision of removal of the member shall be subject to approval of the Commission.

- (3) Where the Commission is dissatisfied with the functioning of any/all member(s) of a Forum and is of the opinion that such removal is necessary in the interest of consumers and effective redressal of their grievances, the Commission may, after giving an opportunity to such member(s), direct the Distribution Licensee to remove the member(s) of the Forum.

2.6 Infrastructure facilities

- (1) For efficient functioning of the Forum, the Distribution Licensee shall provide:
- (a) An office space consisting of three rooms one each for the three members, a hearing hall/room, one record room and one common room for the secretarial staff.
 - (b) Computers and other facilities required by the members/secretarial staff.

Provided that all costs prudently incurred by a Distribution Licensee on the establishment and running of the Forum, to the extent reasonable and justifiable, shall be allowed in the determination of tariff of the Distribution Licensee in accordance with the Regulations of the Commission.

CHAPTER 3: Jurisdiction and Proceedings of the Forum

3.1 Jurisdiction of the Forum

- (1) The Forum shall have the jurisdiction to entertain the grievances filed by the complainant with respect to the services provided by the Distribution Licensee and give such orders and directions as may be deemed necessary.
- (2) The Forum shall entertain only those complaints which fall under sub-regulation (1) (d) of regulation 1.2 of these Regulations.
- (3) The Forum shall not entertain a grievance if it pertains to the same subject matter for which any proceedings before any court, authority or any other Forum is pending or a decree, award or a final order has already been passed by any competent court, authority or forum.
- (4) The Forum shall not entertain grievances falling under Sections 126, 127, 135 to 140 and 161 of the Act and matter relating to recovery of arrears where bill amount is not disputed.
- (5) The Forum shall not entertain any grievances pertaining to shifting of electric lines/poles/equipments.
- (6) Subject to sub-regulation (3), (4) and (5) of regulation 3.1 of these Regulations, no grievance shall be rejected by the Forum at any stage, unless the complainant has been given an opportunity of being heard.

3.2 Complaints at the Forum

- (1) The Forum shall receive the complaints of consumers forwarded or filed with the Forum so long as such complaints are in writing and the Forum shall not insist on or prescribe any specific format for filing of complaints or for entertaining them.
- (2) The office of the Forum shall issue acknowledgment of the receipt of the Complaint to the Complainant showing clearly the date of receipt of Complaint and carrying seal of the Forum. No complaint shall be returned to the Complainant without issuing acknowledgement of its receipt and the same shall be disposed off according to the law.
- (3) The Forum shall maintain true and correct records of all Complaints received by the Forum from time to time and make available such records for inspection as the Commission may require from time to time.
- (4) In any hearing, the Distribution Licensee, shall not be represented by professional counsel, attorney or advocate, unless the Forum so permits. However, where the consumer chooses to be represented by counsel, attorney or advocate, then the Distribution Licensee shall be granted a similar privilege.

3.3 Grievance Handling Procedure of the Forum

- (1) The Forum shall decide the Complaints received expeditiously and shall communicate its decision to the Complainant within a period not exceeding 60 days of the receipt of the Complaint. The Forum shall give the reasons in support of its decisions.
- (2) If a member hearing the matter does not agree with the decision taken by other members, he may record his note of dissent with reasons but the decision taken by majority of members hearing the case will prevail.
- (3) All decisions of the Forum shall strictly be in accordance with the provisions of the Act, Rules and Regulations framed thereunder and orders and directions issued by the Commission from time to time.
- (4) Where the Forum is satisfied that any of the allegations contained in the grievance is correct, it shall issue an order to the Distribution Licensee directing it to do one or more of the following things in a time bound manner, namely-
 - (a) to return to the applicant the undue charges paid by it;
 - (b) to pay such amount as may be awarded by it as compensation to the applicant, provided however that in no case shall any consumer be entitled to indirect, consequential, incidental, or punitive damages, loss of profits or opportunity, whether arising in contract, tort, warranty, strict liability or any legal theory;
 - (c) to remove the cause of grievance in question;
 - (d) to comply with the order within stipulated time;
 - (e) to give a compliance report within the time limit specified in these regulations;
 - (f) to apprise the aggrieved person of the things he is required to do along with time limits, for compliance of the order;
 - (g) any other order deemed appropriate in the facts and circumstances of the case.
- (5) The Forum, after considering all submissions written or oral made before it by complainant or Distribution Licensee, shall pass speaking orders giving the reasons in support of its decisions. Every order passed by the Forum shall be signed by all the members deciding the case.
- (6) Certified copies of every order passed by the Forum shall be delivered to the parties within 3 days of the order.
- (7) The order of the Forum shall be binding on the aggrieved person and the Distribution Licensee.

- (8) The Forum shall specify the period for compliance by Distribution Licensee or the consumer as the case may be. Normally this period should be 30 days. In case, compliance of the order involves major work/scope to be done, this period of 30 days may be extended with the reasons to be recorded in writing.
- (9) The Distribution Licensee and the applicant shall comply with the order diligently and within the timeframe as specified in the order and report compliance to Forum within 7 days of the implementation of the order.
- (10) In case of delay in compliance beyond the time limit stipulated by the Forum in its order, the applicant or the Distribution Licensee as the case may be, shall file the reasons for delay on its part within 7 days of the stipulated date and give the likely date by which compliance shall be made.
- (11) The Forum may take appropriate action, if deemed fit, for any delay in implementation of its order or in filing of the compliance report by the Distribution Licensee.
- (12) Non-compliance of Forum's order by either party shall be in violation of these Regulations and shall be liable for appropriate remedial action against it under Section 142 and 146 read with Section 149 of the Electricity Act, 2003.
- (13) All orders issued by the Forum shall be forwarded to the Distribution Licensee who shall, on receiving these orders, upload the same on its official website.

3.4 Submissions of Reports to the Commission

- (1) The Forum shall submit a quarterly report to the Commission on the number of complaints received, redressed and pending, within 15 days of the end of the quarter, along with reasons for their pendency.
- (2) The Forum shall also furnish to the commission, by 31st March every year, a report containing a general review of the activities of their offices during the preceding financial year and shall furnish such information as the Commission may require.

3.5 Inspection of Records and Supply of Certified Copies

- (1) The aggrieved person and the Distribution Licensee shall be entitled to obtain certified copies of the orders, decisions, directions and reasons in support thereof given by the Forum in respect of the grievance.
- (2) Any person shall be entitled to a copy of the documents or orders of the Forum subject to payment of fee and complying with other terms, which the Forum may direct.

3.6 Appeal before Ombudsman

Any consumer aggrieved by the order of the Forum or non-disposal of his complaint by the Forum within the specified time limit may prefer an appeal to the Ombudsman appointed by the Commission under the Act, in such form and manner, as may be laid down in the Regulations of the Commission.

3.7 Commissions power of Superintendence

- (1) The Commission shall have the general powers of superintendence and control over the Forum and for this purpose may call for any record from the Forum/Distribution Licensee and pass appropriate orders thereupon. The Forum/Distribution Licensee shall duly comply with such directions as the Commission may issue from time to time.
- (2) Subject to the provisions of the Act, the Commission may from time to time issue orders and practice directions in regard to the implementation of these Regulations.

CHAPTER 4: General

4.1 Savings

Nothing contained in these regulations shall affect the rights and privileges of the consumer under any other law for the time being in force, including under the Consumer Protection Act, 1986 (68 of 1986) and amendments issued from time to time.

4.2 Powers to Remove Difficulties

If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may by general or special order, direct the Distribution Licensee, the Forum to take suitable action, not being inconsistent with the Electricity Act, 2003, which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

4.3 Power to Amend

The Commission may, at any time add, vary, alter, modify or amend any provision of these Regulations.

By order of the Commission,

NEERAJ SATTI,

Secretary,

Uttarakhand Electricity Regulatory Commission.

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

September 09, 2019

No. F-9(30)(i)/RG/UERC/2019/900 - In exercise of the powers conferred on it by sub-section (2) (r) of Section 181 read with sub-section (5) of Section 42 of the Electricity Act 2003, and all other powers enabling it in this behalf, and after previous publication, the Uttarakhand Electricity Regulatory Commission hereby makes amendment in the “Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2019”, as follows:

CHAPTER 1: Preliminary

1. Short Title, Applicability, Commencement and Interpretation

- (1) These Regulations may be called the Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) (First Amendment) Regulations, 2019.
- (2) These Regulations extend to the whole of the State of Uttarakhand.

- (3) These Regulations shall be applicable to the Distribution Licensee(s) in the territory of Uttarakhand in their respective licensed areas.
- (4) These Regulations shall come into force on the date of their publication in the official Gazette.
- (5) Words and expression used and not defined in these Regulations but defined in the Electricity Act, 2003 (36 of 2003) shall have the meanings assigned to them in the said Act.

2. Sub-regulation (1) of Regulation 2.2 of the Principal Regulations, the following shall be substituted, namely:

“

- (1) Judicial member of the Forum shall be a retired district judge/additional district judge or a retired judicial officer having experience in legal/judicial profession or a person possessing degree in law from a recognized university and having atleast twenty (20) years of experience in handling legal matters and shall not be below the age of forty five (45) years.”

3. Sub-regulation (3) of Regulation 2.2 of the Principal Regulations, the following shall be substituted, namely:

“

- (2) Consumer member shall be nominated by the Commission and shall be a person of stature and repute having sufficient exposure to and experience of issues pertaining to consumers of electricity and shall not be below the age of forty five (45) years.”

By Order of the Commission

NEERAJ SATI

Secretary

Uttarakhand Electricity Regulatory Commission.



सरकारी गजट, उत्तराखण्ड

उत्तराखण्ड सरकार द्वारा प्रकाशित

रुड़की, शनिवार, दिनांक 30 जनवरी, 2021 ई0 (माघ 10, 1942 शक सम्वत्)

भाग 1—क

नियम, कार्य-विधियां, आज्ञाएं, विज्ञप्तियां इत्यादि जिनको उत्तराखण्ड के राज्यपाल महोदय, विभिन्न विभागों के अध्यक्ष तथा राजस्व परिषद् ने जारी किया

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

January 12, 2021

No. F-9(30)(ii)/RG/UERC/2020-21/1132: In exercise of the powers conferred on it by sub-section (2) (r) of Section 181 read with sub-section (5) of Section 42 of the Electricity Act 2003, and all other powers enabling it in this behalf, and after previous publication, the Uttarakhand Electricity Regulatory Commission hereby makes the following amendments in "Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2019" (Principal Regulations) and the subsequent amendment thereof, namely:

1. Short Title, Applicability, Commencement and Interpretation

- (1) These Regulations may be called the UERC (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) (Second Amendment) Regulations, 2021.

- (2) These Regulations shall extend to the whole of the State of Uttarakhand.
 - (3) These Regulations shall be applicable to the Distribution Licensee(s) in the territory of Uttarakhand in their respective licensed areas.
 - (4) Words and expression used and not defined in these Regulations but defined in the Electricity Act, 2003 (36 of 2003) shall have the meanings assigned to them in the said Act.
 - (5) These shall come into force on the date of their publication in the official Gazette.
2. Sub Regulation (1) of Regulation 2.2 of Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2019 and the subsequent amendment shall now be read as:
- “Judicial member of the Forum shall be a retired district judge/additional district judge or a retired judicial officer having experience in legal/judicial profession or a person possessing degree in law from a recognized university and having atleast twenty (20) years of experience in handling legal matters.”
3. Sub Regulation (3) of Regulation 2.2 of Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers), Regulations, 2019 and the subsequent amendment shall now be read as:
- “Consumer member shall be nominated by the Commission and shall be a person of stature and repute having at least 15 years exposure to and experience of issues pertaining to consumers of electricity.”
4. Sub Regulation (4) of Regulation 2.2 of Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers), Regulations, 2019 and the subsequent amendment shall now be read as:

"Any person, who has earlier served the position as a full time member and completed his tenure in a Forum, shall be eligible to apply in the same Forum, only after a gap of two years from the date of completion of his tenure, however, he shall be eligible to apply in other Forums established under the distribution licensee."

By the order of the Commission,

NEERAJ SATI,

Secretary.



सरकारी गजट, उत्तराखण्ड

उत्तराखण्ड सरकार द्वारा प्रकाशित

रुड़की, शनिवार, दिनांक 21 अप्रैल, 2007 ई0 (बैशाख 01, 1929 शक सम्वत्)

भाग 1-क

नियम, कार्य-विधियां, आज्ञाएं, विज्ञप्तियां इत्यादि जिनको उत्तराखण्ड के राज्यपाल महोदय, विभिन्न विभागों के अध्यक्ष तथा राजस्व परिषद् ने जारी किया

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

80 Vasant Vihar, Phase-I, Dehradun

Notification

April 17, 2007

No. F-9(15)/RG/UERC/2007/...69..... - In exercise of powers conferred under Section 181 read with Section 57 of the Electricity Act 2003, and the Electricity (Removal of Difficulties) Order, 2005, and all powers enabling it in that behalf, Uttarakhand Electricity Regulatory Commission hereby makes the following Regulations:

1 Short title, commencement and interpretation

- (1) These Regulations may be called Uttarakhand Electricity Regulatory Commission (Standards of Performance) Regulations, 2007.
- (2) These Regulations shall be applicable to all the Distribution and Retail Supply Licensees including Deemed Licensees and all its consumers in the Uttarakhand.
- (3) These Regulations shall come into force on the date of the publication in the official Gazette.
- (4) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Act read with the Indian Electricity Rules, 1956 and any CEA regulations in this regard.

It shall also include any seal or sealing arrangement provided by the Licensee for preventing unauthorised use of electricity.

n) "Service Line" means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main.

(2) Unless the context otherwise requires words or expressions occurring in these Regulations and not defined herein but defined in the Act / Electricity Rules/Tariff Order shall bear the same meaning as in the Act/ Electricity Rules/Tariff Order or in absence thereof, the meaning as commonly understood in the Electricity Supply Industry.

3 Guaranteed and Overall standards of performance

(1) The Standards specified in the Schedule - I shall be the Guaranteed Standards of Performance, being the minimum standards of service that a Licensee shall achieve, and the Standards specified in the Schedule-II shall be the Overall Standards of Performance which the Licensee shall seek to achieve in the discharge of his obligations as a Licensee.

(2) The Commission may from time to time add, alter, vary, modify or amend the contents of the Schedule - I and Schedule -II by a general or special order

4 Compensation

(1) The Licensee shall be liable to pay to the affected consumers compensation specified in Schedule - III for Licensee's failure to meet the Guaranteed Standards of Performance specified in Schedule - I. The compensation shall be paid by the Licensee in the manner specified in Schedule III.

(2) The Licensee shall pay the compensation referred to under sub-regulation (1) above by way of adjustment in the current or future electricity bill(s) as laid out in Schedule-III.

5 Information on Standards of Performance

- (1) For Guaranteed Standards, Licensee shall furnish to the Commission, in a report for every month and in a consolidated annual report, the following information:
 - a) The levels of performance achieved by the Licensee with reference to the standards specified in Schedule – I to this Regulation;
 - b) The number of cases in which compensation were payable under Regulation (4) above, and the aggregate amount of the compensation payable and paid by the Licensee,
 - c) The number of claims made by the consumer against the licensee for failure to meet the Guaranteed Standards of Performance and the action taken by the Licensee including the reasons as to delay in payment, or non-payment of compensation for such claims; and
 - d) The measures taken by the Licensee to improve performance in the areas covered by Guaranteed Standards and Licensee's targets of improved performance for the ensuing year.
- (2) The monthly reports under sub-regulation (1) shall be furnished to the Commission within 15 days of the close of the month and the annual report under the sub-regulation (1) shall be furnished to the Commission within 30 days of the close of the financial year.
- (3) The Licensee shall furnish to the Commissions, in a report for every quarter and in a consolidated annual report for each financial year, the following information as to the Overall Standards of Performance:
 - a) The level of performance achieved with reference to those specified in Schedule – II to this regulation; and
 - b) The measures taken by the licensee to improve performance in the areas covered by Overall Standards and licensee's targets of improved performance for the ensuing year.
- (4) The Quarterly reports under sub-regulation (3) shall be furnished to the Commission within 15 days of the close of the quarter and the annual report under the said sub-regulation (3) shall be furnished to the Commission within 30 days of the close of the financial year.

- (5) The Commission shall, at such intervals as it may deem fit and not inconsistent with the provisions of the Act, arrange for the publication of the information furnished by Licensees under this Regulation.

6 Exemption

- (1) 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 affecting the Licensee's installations.
- (2) 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 grid failure, a fault on the Transmission Licensee's network or on account of instructions given by SLDC, over which the Distribution Licensee has no reasonable control.
- (3) The Consumer Grievances Redressal Forum (CGRF) may by a general or special order after hearing the Licensee and the affected consumer(s) / consumer groups, release the Licensee from the liability to compensate the consumers for any default in the performance of any standard if the CGRF is satisfied that such default is for reasons other than those attributable to the Licensee and further that the Licensee has otherwise made efforts to fulfill his obligations. Such cases shall be reported by CGRF to Commission on monthly basis.

SCHEDULE - I**7 Guaranteed Standards of Performance****7.1 Restoration of Power Supply**

Nature of cause of power supply failure	Maximum Time Limit for restoration.
1.1) Fuse blown out or MCB tripped	Within 4 hours for Urban areas Within 8 hours for Rural areas
1.2) Service line broken Service line snapped from the pole	Within 6 hours for Urban areas Within 12 hours for Rural areas
1.3) Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within 12 hours Temporary Supply to be restored within 4 hours from alternate source, wherever feasible.
1.4) Distribution transformer failed/burnt	Replacement of failed transformer : within 24 hours in plains within 48 hours in Hilly areas Temporary Restoration of supply through mobile transformer or another backup source within 8 hours, wherever feasible
1.5) HT mains failed	Rectification of fault within 12 hours Temporary restoration of power supply within 4 hours, wherever feasible.
1.6) Problem in grid (33 kV or 66 kV) substation	Repair and restoration of supply within 48 hours Restoration of supply from alternate source, within 6 hours, wherever feasible Roster load shedding may be carried out to avoid overloading of alternate source.
1.7) Failure of Power Transformer	Rectification action plan to be intimated to the Commission within 72 hours Rectification to be completed within 15 days Restoration of supply from alternate source, within 6 hours, wherever feasible Roster load shedding may be carried out to avoid overloading of alternate source.
Note: Licensee shall make arrangements to provide alternate supply to all areas in plains within 6 months and in hills within one year from date notification of these Regulations and wherever feasible provided in Sr 1.3 to Sr 1.5, it shall cease to apply after this period.	

7.2 Quality of Power Supply**7.2.1 Voltage variations:**

(1) The Licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

- In the case of Low Voltage, +6% and -6%;
- In the case of High Voltage, +6% and -9%; and,
- In the case of Extra High Voltage, +10% and -12.5%.

(2) The voltage problem shall be resolved with the time limits specified in

Table given below:

No.	Cause of problem related to voltage variation	Time limit for the rendering service
1.	Local problem	Within 4 hours
2.	Tap of transformer	Within 3 days
3.	Repair of distribution line / transformer / capacitor	LT system within 30 days, HT system within 120 days. Capacitor within 30 days.
4.	Installation & Up-gradation of HT / LT System	Within 180 days

7.2.2 Harmonics

Requirements will be specified separately at an appropriate time after conducting a detailed study.

7.3 Complaints about meters

Subject to the Provisions of UERC (The Electricity Supply Code) Regulations, 2007:

Nature of complaint	Time to be taken by Licensee
Complaint lodged for accuracy test of meter	Within 30 days of receiving the complaint, the Licensee shall test the meter and if needed, the meter shall be replaced within 15 days thereafter
Complaint lodged for defective / stuck meter	Within 30 days of receiving the complaint, the Licensee shall check the meter and if needed, the meter shall be replaced within 15 days thereafter
Complaint lodged for burnt meter	The Licensee shall restore supply within 6 hours upon receipt of complaint bypassing the burnt meter and new meter shall be provided within 3 days

7.4 Transfer of Consumer's connection and conversion of services

The Licensee shall give effect to transfer of consumer's connection, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the following time limits:

Nature of request	Time to be taken by Licensee
Change of consumer's name due to change in ownership/occupancy for property	Change shall be effected in two billing cycles.
Transfer of consumer's name to legal heir	Change shall be effected in two billing cycles.
Load reduction	Licensee, after verification, shall sanction the reduced load within 30 days after receipt of the application.
Change of category	Licensee shall inspect the premises and change the category within 10 days from the date of receipt of application.

7.5 Complaints about consumer's bills

Nature of complaint	Time to be taken by Licensee
Complaints on billing	Licensee shall acknowledge the complaint immediately, if received in person, or within 3 days from the date of receipt if received by post. If no additional information is required, Licensee shall resolve the complaint and intimate the result to the consumer within 15 days of receipt of the complaint. In case any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 30 days of receipt of the complaint.
Final bill for vacation of premises/change of occupancy	The consumer shall make a request to the Licensee for a special reading at least 7 days in advance before the premises are to be vacated or change of occupancy and the Licensee shall arrange for a final bill to be delivered, including arrears if any, at least 3 days before the vacation of the premises or change of occupancy. It is the consumer's responsibility to make the payment before the vacation of the premises.

7.6 Issues relating to disconnection/ reconnection of supply

Issue under consideration	Time to be taken by Licensee
Non payment of dues by the consumer	Licensee to give 15 days notice to pay the dues and if not paid, the Licensee may disconnect the consumer's installation on the expiry of the notice period.
Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges. However in case consumer requests for reconnection after six months of disconnection, the connections would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.
Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears up to the date of billing, within 5 days of receiving such request.

7.7 The time limits prescribed in this schedule will be computed from the time when the complaint is filed with the designated offices of the licensee or at the call centers.

SCHEDULE-II**8 Overall Standards of Performance**

- (1) **Normal fuse-off calls:** The Licensee shall maintain the percentage of fuse-off calls rectified within the time limits prescribed under sub-paragraph 1.1 of Schedule-I to total calls received not less than 99%.
- (2) **Line Breakdowns:** The Licensee shall ensure restoration of power supply within the time limits prescribed in sub-paragraph 1.3 of Schedule-I. The Licensee shall achieve this standard of performance in at least 95% of the cases.
- (3) **Distribution Transformer Failures:** The Licensee shall maintain the percentage of distribution transformers replaced within the time limits prescribed in sub-paragraph 1.4 of Schedule-I to the total distribution transformers failed not less than 95%.

- (4) **Period of scheduled outages:** Interruption in power supply due to scheduled outages, other than the load-shedding, has to be notified in advance and shall not exceed 12 hours in a day and in each such event, the Licensee has to ensure that the supply is restored by 6:00PM. The Licensee shall achieve both of these standards of performance in at least 95% of the cases.
- (5) **Reliability Indices:** The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The Licensee shall compute and report the value of these indices to the Commission from 2005-06 onwards:
- a) System Average Interruption Frequency Index (SAIFI):** The Licensee shall calculate the value as per the formula and methodology specified below.
 - b) System Average Interruption Duration Index (SAIDI):** The Licensee shall calculate the value as per the formula and methodology specified below.
 - c) Momentary Average Interruption Frequency Index (MAIFI):** The Licensee shall calculate the value as per the formula and methodology specified below.
- (6) **Method to compute Distribution System Reliability Indices:** The Indices shall be computed for the Discom as a whole by stacking, for each month all the 11KV/33KV feeders in the supply area, excluding those serving predominantly agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

$$1. \text{SAIFI} = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t} \quad \text{Where,}$$

A_i = Total number of sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month

N_i = Connected load of i^{th} feeder affected due to each interruption

N_t = Total connected load at 11KV in the Distribution Licensee's supply area

n = number of 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

$$2. SAIDI = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} \quad \text{Where,}$$

B_i = Total duration of all sustained interruptions on i^{th} feeder for the month.

N_i = Connected load of i^{th} feeder affected due to each interruption

N_t = Total connected load at 11KV in the Distribution Licensee's supply area

n = number of 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

$$3. MAIFI = \frac{\sum_{i=1}^n (C_i * N_i)}{N_t} \quad \text{Where,}$$

C_i = Total number of momentary interruptions (each less than or equal to 5 minutes) on i^{th} feeder for the month

N_i = Connected load of i^{th} feeder affected due to each interruption

N_t = Total connected load at 11KV in the Distribution Licensee's supply area

n = number of 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

Note: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

4. The Licensee shall propose the target level of these indices annually while submitting ARR. The Commission would accordingly notify these indices.

- (7) **Voltage Unbalance:** The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. Voltage Unbalance (VU) shall be computed in the following manner:

$$\text{Voltage Unbalance} = (VH - VL) / VH:$$

Where VH and VL are highest and lowest phase Voltages for LT system or highest and lowest phase Voltages for HT & EHT systems

- (8) **Billing mistakes:** The Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, not greater than 10% for year 2007-08, 5% for year 2008-09, 2% for year 2009-10 and 1% for 2010-11 and thereafter.
- (9) **Faulty meters:** The Licensee shall maintain the percentage of defective meters to the total number of meters in service, not greater than 3%.

- (10) **Minimise electrical accidents:** Increase or decrease in no. of electrical accidents compared over a period of time will also be an indicator of the Licensee's performance.

- (11) **The Summary of Overall performance standards is as follows:**

Service area	Overall Standard of Performance
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas
Period of scheduled outage	
Maximum duration in a single stretch	At least 95% of cases resolved within time limit
Restoration of supply by 6:00 PM	

Service area	Overall Standard of Performance
Continuity Indices	To be laid down by the Commission based on the targets proposed by the Licensees.
SAIFI	
SAIDI	
MAIFI	
Frequency variations	To maintain supply frequency within range as per IECC.
Voltage Unbalance	Maximum of 3% at point of commencement of supply.
Percentage billing mistakes	Not exceeding 10% for year 2007-08, 5% for year 2008-09, 2% for year 2009-10 and 1% for 2010-11 and thereafter.
Percentage faulty meters	Not exceeding 3%.

SCHEDULE -III

9 Guaranteed Standards of Performance and Compensation to Consumers in Case of Default

Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
		Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
1. Billing			
First Bill	Within 4 billing cycles	5% of the billed amount subject to maximum of Rs. 100/- up to 31.3.2008 10% of the billed amount subject to maximum of Rs. 250/- beyond 31.03.2008	Not Applicable
In case bills are raised even after disconnection on consumer's request		Rs. 250/- for each case	
2. Transfer of consumer's connection and conversion of services			
Change of consumer's name due to change in ownership/occupancy for property	Within 2 billing cycles of acceptance of application	Rs. 50 for each day of default	Not applicable
Transfer of consumer's name to legal heir	Within 2 billing cycles of acceptance of application		
Load reduction	30 days after receipt of the application		
Change of category	Within 10 days of acceptance of application.		

Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
		Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
3. Disconnection/ Reconnection of supply			
Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears up to the date of billing, within 5 days of receiving such request.	Rs. 50 for each day of default	Not applicable
Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.		
4. Meter complaints			
Testing of meter	Within 15 days of receipt of complaint	Rs. 25 for each day of default	Not applicable
Replacement of burnt meter	Within 6 hours restoration of supply by bypassing the burnt meter. Meter to be replaced within 3 days	Rs. 50 for each day of default	Not applicable
Replacement of defective meter	Within 15 days of declaring meter defective.	Rs. 50 for each day of default	Not applicable

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Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
		Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
5. Power supply failure			
Fuse blown out or MCB tripped (in case fuse or MCB belongs to Licensee i.e. pole or feeder pillar fuse)	Within 4 hours for Urban areas Within 8 hours for Rural areas	Rs. 10 for each hour of default	Rs. 5 for each hour of default to each consumer affected
Service line broken Service line snapped from the pole	Within 6 hours for Urban areas Within 12 hours for Rural areas		
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within 12 hours		
Distribution transformer failed/burnt	Replacement of failed transformer within 48 hours	Rs. 100 for each day of default	Rs. 50 for each day of default to each consumer affected
HT mains failed	Rectification of fault within 12 hours	Rs. 200 for each day of default	Rs. 100 for each day of default to each consumer affected
Problem in grid (33 kV or 66 kV) substation	Repair and restoration of supply within 48 hours		
Failure of Power Transformer	Rectification to be completed within 15 days	Rs. 500 for each day of default per day	Rs. 250 for each day of default to each consumer affected

Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
		Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
6. Voltage fluctuation			
Local problem	Within 4 hours	Rs. 50 for each day of default	Rs. 25 for each day of default to each consumer affected
Tap of transformer	Within 3 days		
Repair of distribution line / transformer / capacitor	Within 30 days	Rs. 100 for each day of default	Rs. 50 for each day of default to each consumer affected
Installation & Up-gradation of HT / LT System	Within 90 days		
Damage to consumer's apparatus due to Voltage fluctuations*	Immediate	Repair charges subject to a maximum of Rs 500/- per apparatus	

Note:

- (1) Compensation stipulated in Sr. no. 1 to Sr. no. 4 shall come into effect from 1st October, 2007, and in Sr. no. 5 & 6 shall come into effect from 1st April 2008.
- (2) *If apparatus of more than one consumer in close neighborhood are effected.

10 Manner of payment of compensation amount:

- (1) The Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters, bills etc., at the Centralized Call Center or Complaint Centers, Commercial Manager and intimate the complaint number to the consumer.
- (2) The Licensee shall maintain consumer-wise records regarding the Guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.

- (3) All payments of compensation shall be made by way of adjustment against current and/or future bills for supply of electricity, but not later than 90 days from the date of violation of a Guaranteed Standard.

If the Licensee, however, fails to dispense the compensation amount as laid down in Regulation (9) above the aggrieved consumer(s) can approach the respective Consumer Grievance Redressal Forum for redressal of grievances of consumers to seek such compensation. In such event, additional penalty may be levied on licensee for non-faithfully implementing regulation on case-to-case basis.