

**Joint Electricity Regulatory Commission for the State of Goa and Union Territories
(Electricity Supply Code) Regulations, 2018**

In exercise of the Powers conferred under Section 181 read with section 50 of the Electricity Act, 2003 (Act No. 36 of 2003) (hereinafter referred to as 'the Act'), and all other powers enabling it in this behalf including Sub-ordinate legislation, Rules, statutory orders, Resolutions, Clarifications issued by the Government in terms of the Act relating to supply of electricity, the Joint Electricity Regulatory Commission for the State of Goa and UTs hereby makes this "Electricity Supply Code" Regulations, 2018, herein after called the Supply Code, 2018.

1. SHORT TITLE, SCOPE EXTENT AND COMMENCEMENT

- 1.1 This Code shall be called "Joint Electricity Regulatory Commission for the State of Goa and UTs (Electricity Supply Code) Regulations, 2018" (hereinafter referred to as 'the Supply Code, 2018').
- 1.2 This Code details the obligations of the licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the licensee to provide efficient, cost-effective and consumer friendly service to the consumers. It specifically details the following:
 - (1) The procedure for connection, disconnection, reconnection, assessment of load, changes in existing connections (load modifications, change of name, change of tariff category, etc.);
 - (2) Practices relating to consumer metering, billing and payment.
 - (3) Method of assessment of electricity charges payable in case of theft of electricity pending adjudication by the appropriate court or in case of unauthorized use of electricity;
 - (4) Disconnection of supply in case of theft or unauthorized use of electricity and removal of meter, electric line, electrical plant and all other apparatus; and
 - (5) Measures to prevent diversion of electricity, theft or unauthorized use or tempering, distress or damage to electrical plant, electric line or meter.
- 1.3 All the forms and formats annexed to the Supply Code are integral part of this Supply Code. The licensee, if it feels imperative, may approach the Commission to seek suitable amendments in the forms/formats and such amended forms/ formats would be posted on the website of the respective licensees for use by consumers.
- 1.4 This Code shall be applicable to:
 - (1) All Distribution licensees including Deemed Licensees and all Consumers in the State of Goa and Union Territories (except Delhi).
 - (2) All other persons who are exempted under Section 13 of the Act from obtaining the Licence; and
 - (3) Unauthorized supply, unauthorized use, diversion and other means of unauthorized use/ abstraction of electricity.

- 1.5 The provisions of the Supply Code shall be read in conjunction with the Regulations made under the Joint Electricity Regulatory Commission for the State of Goa and Ut's (Standard of Performance for Distribution Licensees) Regulations, 2015 and other relevant Regulations and codes notified by the Commission for the State of Goa and UT's and as amended from time to time.
- 1.6 Provided that in case the timelines and other conditions specified in this Supply Code is in variation with Joint Electricity Regulatory Commission for the State of Goa and Ut's (Standard of Performance for Distribution Licensees) Regulations, 2015 (SOP Regulations) the timelines and other conditions as specified in this Supply Code shall prevail and such timelines and other conditions shall be deemed to have been replaced in the existing SOP Regulations.
- 1.7 This Code shall come into force from the date of its publication in the official Gazette.
- 1.8 The Supply code consists of 10 Chapters, as follows:
 - (1) Chapter 1: Short Title, Scope, Extent and Commencement
 - (2) Chapter 2: Definitions
 - (3) Chapter 3: Supply Code Review Panel
 - (4) Chapter 4: System of Supply and classification of Consumers
 - (5) Chapter 5: Procedure for release of new connections and modifications.
as per existing connection
 - (6) Chapter 6: Metering
 - (7) Chapter 7: Billing
 - (8) Chapter 8: Restrictions-Theft and Unauthorized use of electricity
 - (9) Chapter 9: Disconnection and Reconnection
 - (10) Chapter 10: General Provisions

Chapter-2

2. DEFINITIONS AND INTERPRETATIONS

- 2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Act.

All other expressions used herein but not specifically defined in the Act or Regulations but defined under any law passed by a competent legislature and applicable to the electricity industry in the state of Goa and UTs shall have the meaning assigned to them in such law. Subject to the above, expressions used herein but not specifically defined in the Act or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry.

- 2.2 In the interpretation of this code, unless the context otherwise requires:

- (1) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
- (2) References to any statutes, Regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, Regulations or guidelines, as the case may be, referred to;
- (3) Terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import.

- 2.3 In this Code, unless it is repugnant to the context:

- (1) **“Act”** means the Electricity Act, 2003 and subsequent amendments thereof;
- (2) **“Agreement”** means an agreement entered into by the Distribution licensee and the consumer for the services including supply of electricity by the licensee to the consumer;
- (3) **“Appellate Authority”** means the authority prescribed under sub-section (1) of Section 127 of the Act;
- (4) **“Applicant”** means an owner or occupier of any land/premises who files an application form with a licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply or termination of agreement or any other services as specified in this Supply Code, as the case may be, in accordance with the provisions of the Act and the Code, Rules and Regulations made there under or other services;
- (5) **“Application”** means an application form complete in all respects in the appropriate format, as specified in this Supply Code, along with documents showing payment of necessary charges and other compliances.
- (6) **“Application form”** means an application form complete in all respects in the appropriate format, as required under this Supply Code;
- (7) **“Apparatus”** means electrical apparatus and includes all machines, fittings, accessories and appliances connected to the electrical distribution system;

- (8) **“Area of supply”** means the area within which a distribution licensee is authorized by his licence to supply electricity;
- (9) **“Assessing Officer”** means an officer designated as Assessing Officer by the concerned State / UTs Government under provisions of Section 126 of the Act;
- (10) **“Authorized Officer”** means an officer designated as Authorized Officer by the Commission or the State / UTs Government concerned as the case may be, under provisions of Section 135 of the Act;
- (11) **“Authorized representative”** of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/entity;
- (12) **“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;
- (13) **“Breakdown”** means an occurrence relating to equipment of the distribution system of the licensee including electric line up to the consumer meter that prevents its normal functioning;
- (14) **“Calendar year”** means the period from the first day of January of a year to the thirty first day of December, of the same year;
- (15) **“Check meter”** means a meter connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of failure of main meter;
- (16) **“Commission”** means the Joint Electricity Regulatory Commission for the State of Goa and Union Territories (except Delhi);
- (17) **“Conductor”** means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
- (18) **“Connected load”** expressed in kW, kVA or HP, means aggregate of the manufacturer’s rated capacities of all energy consuming devices or apparatus connected with the Distribution licensee’s service line on the consumer’s premises which can be simultaneously used and shall be determined as per the procedure laid down in this Code. This shall be expressed in kW or kVA. If the rating is in kVA, the same shall be converted to kW by multiplying the kVA with a Power Factor of 0.9. If the same or any other apparatus is rated in H.P, the H.P shall be converted to kW by multiplying it by 0.746
- (19) **“Connection point”** or **“Interconnection”** means a point at which the consumer’s installation and/or apparatus are connected to distribution licensee’s distribution system;
- (20) **“Consumer”** means any person who is supplied with electricity for his/her own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be. A

consumer is specified as a:

- a) '**Low Tension Consumer (LT Consumer)**' if he obtains supply from the licensee at low or medium voltage;
 - b) '**High Tension Consumer (HT Consumer)**' if he obtains supply from the licensee at High Voltage;
 - c) '**Extra High Tension Consumer (EHT Consumer)**' if he obtains supply from the licensee at Extra High Voltage;
- (21) "**Consumer installation**" or "**Consumer's installation**" means any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the consumer's premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected;
- (22) "**Consumer's premises**" means land, building or structure 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.
- (23) "**Consumption Charges**" means the consumption of electrical energy in kWh or kVAh multiplied by applicable energy charges and demand charges/fixed charges, fuel surcharge adjustment (FSA), peak load exemption charges, whichever applicable. These exclude all types of duties and taxes, service charge and rentals.
- (24) "**Contracted load**" or "**Contract demand**" means the maximum demand in kW, kVA or HP, agreed to be supplied by the licensee and indicated in the agreement executed between the licensee and the consumer;
- (25) "**Cut-out**" means any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include fusible devices;
- (26) "**Date of commencement of supply**" is the date when the licensee energizes the installation of the consumer by connecting it to the Distribution main
- (27) "**Demand charge**" for a billing period refers to a charge levied on the consumer based on the contracted/sanctioned load or maximum demand (reference to sub clause 1.3(50) of this Code) whichever is higher, and shall be calculated as per the procedure laid down in the Tariff Order approved by the Commission;
- (28) "**Developer**" means a person or company or organization or authority that undertakes development of an area for residential, commercial or industrial use and includes development agencies, colonizers, co-operative group housing societies, associations etc
- (29) "**Disconnection**" means the physical separation of user or consumer from the licensee's system;
- (30) "**Distribution mains**" means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (31) "**Distribution system**" means the system of wires and associated facilities

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

- (32) **Earthed**” means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger;
- (33) **“Electric line”** means any line which is used for carrying electricity for any purpose and includes
 - a) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended; and
 - b) any apparatus connected to any such line for the purpose of carrying electricity;
- (34) **Emergency Rostering**” means load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment;
- (35) **Energy Charge**” refers to a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) consumed by the consumer;
- (36) **“Extra High Voltage (EHV)” or “Extra High Tension (EHT)”** means a voltage exceeding 33000 Volts;
- (37) **“Electrical Inspector”** means a person appointed as such by the appropriate Government under Sub-section (1) of Section 162 of the Act and also includes the Chief Electrical Inspector;
- (38) **“Financial Year”** means the period beginning from first of April in an English calendar year and ending with the thirty first of the March of the next calendar year;
- (39) **Feeder**” means an LT, HT or EHT line, emanating from a sub-station, to which a distribution sub-station or LT, HT or EHT consumers are connected;
- (40) **“Fixed Charges”** shall be as per the provisions of the prevailing Tariff Order issued for the licensee by the Commission
- (41) **High Voltage (HV)” or “High Tension (HT)”** means a voltage level above 440 Volts and upto 33000 Volts;
- (42) **“Independent feeder”** means a feeder constructed at the cost of a consumer or a group of consumers and supplying electricity to only that consumer or group of consumers;
- (43) **“Island area”** means Andaman and Nicobar and Lakshadweep Islands;

- (44) “**Licence**” means a licence granted under Section 14 of the Act;
- (45) “**Licensed Electrical Contractor (LEC)**” means a contractor licensed under Regulation 29 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 and as amended from time to time.
- (46) “**Licensee**” or “**Distribution Licensee**” means a person who has been granted a license under Section 14 of the Act, to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and includes Deemed Licensee;
- (47) “**Load factor**” is the ratio of the total number of units consumed during a given period to the total number of units which have been consumed had the load been maintained throughout the same period and shall usually be expressed as the following percentage:
- Load factor in percentage= $\text{Actual units consumed in a given period (kWh/kVAh)} \times 100 / (\text{Contracted load in kW/kVA} \times \text{No. of hours in the period})$
- (48) “**Low Tension (LT)**” means the voltage of 230 volts between the phase and neutral or 440 volts between any two phases under normal conditions subject to the percentage variation permissible from time to time;
- (49) “**Mainland area**” means all areas other than Island areas falling under the jurisdiction of JERC.;
- (50) “**Maximum Demand**” means the highest load measured in average kVA or kW at the point of supply of a consumer during any consecutive period of 30 (thirty) minutes or as specified by the Commission, during the billing period;
- (51) “**Meter**” means an equipment used for measuring, indicating and recording electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVAR hours etc. including accessories like Current Transformer (CT), Voltage Transformer (VT)/Potential Transformer (PT) / Capacitor Voltage Transformer (CVT) etc. where used in conjunction with such meter
- It shall also include any seal or sealing arrangement and other measures provided by the licensee for sealing, reliability and for preventing theft/unauthorized use of electricity
- (52) “**Occupier**” means the owner or person in occupation of the premises where energy is used or proposed to be used;
- (53) “**Overhead line**” means any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;
- (54) “**Outstanding Dues**” means all electricity dues pending on said premises (i.e., amount billed but not paid by the consumer) at the time of disconnection plus late payment surcharge subject to Section 56 (2) of the Act;
- (55) “**Phased contract demand**” means contract demand agreed to be availed in a phased manner;
- (56) “**Point of supply**” means the point at the incoming terminals of switchgear installed by the consumer;

- (57) **"Power factor"** means, the average monthly power factor and shall be the ratio expressed as a percentage of the total kilowatt hours to the total kilovolt ampere hours supplied during the month; the ratio being rounded off to two decimal figures;
- (58) **"Premises"** means land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity;
- (59) **"Rural areas"** means all areas other than urban areas;
- (60) **"Sanctioned Load"** means the load in kW, kVA or HP, which the licensee has agreed to supply from time to time subject to the governing terms and conditions in the absence of an Agreement between the Distribution licensee and the consumer;
- (61) **"Service Line"** means any electric supply line through which electricity is, or is intended to be, supplied:
- a) to a single consumer either from a distributing main or immediately from the Distribution licensee's premises; or
 - b) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- (62) **"Supplier"** means any entity authorized to supply electricity to consumer under the provisions of the Act;
- (63) **"Tariff Order"** in respect of a licensee means the most recent order in force issued by the Commission for that licensee indicating the rates to be charged by the licensee from various categories of consumers for supply of electrical energy and services;
- (64) **"Temporary Supply"** shall mean the supply available to any person requiring power supply for a purpose temporary in nature for period up to one year, which may be extended further after completion of formalities
- (65) **Tariff Schedule** means the latest schedule of charges for supply of electricity and services issued by the licensee as per the provisions of the Tariff order for that licensee;
- (66) **Theft** shall mean theft of electricity as defined in Section 135 of the Act;
- (67) **"Transmission Licensee"** means a person who has been granted a licence under Section 14 of the Act authorizing him to establish or operate transmission lines;
- (68) **Transmission System** means the system consisting of extra high voltage electric lines being operated at EHV (excluding generator interconnection facilities) owned and/or operated by the Transmission licensee for the purposes of the transmission of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection equipment up-to the interconnection with the distribution system and includes the plant and apparatus and meters owned or used by the transmission licensee in connection with the transmission of

electricity, but shall not include any part of any licensee's distribution system;

- (69) **"Urban Areas"** means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships including the areas covered under class I cities.
- (70) **"User"** means any person having electrical interface with, or using the distribution system of the distribution licensee to whom this Code is applicable.

Explanation: Any distribution licensee, transmission licensee and generating units connected to the distribution system and the person availing open Access in transmission or distribution system are also included in this term.

Chapter -3

3. ELECTRICITY SUPPLY CODE REVIEW PANEL

- 3.1** The Commission shall constitute an Electricity Supply Code Review Panel to review this Code on periodic basis. The Review panel shall consist of such number of members from the State of Goa and Union Territories (except Delhi), as the Commission may consider necessary.

The Review Panel shall consist of the following: -

- (1) Secretary of the Commission;
 - (2) One member from each of the Distribution Licensees of the State of Goa and Union Territories;
 - (3) One member to represent State Transmission Utility (STU);
 - (4) Three representatives of Industrial consumers to be nominated by the Commission. They shall be from duly registered organization or association of industries / chambers of Commerce. Of these, two representatives shall be from HT / EHT consumers and one from LT industrial consumers;
 - (5) Two representatives, to be nominated by the Commission. They shall be from registered consumer organizations / bodies to represent domestic and commercial categories of consumers;
 - (6) Two representatives from the Consumer Grievance Redressal Forum (CGRF) on a rotational basis as nominated by the Commission from time to time; One of the CGRF representative shall represent the Island area and other shall represent mainland area.
 - (7) Ombudsman of the Joint Electricity Regulatory Commission (JERC) shall be a permanent member of the Review Panel;
 - (8) One member, to be nominated by the Commission, shall be from registered bodies representing agricultural interest of consumers;
 - (9) The Commission may further add any other member(s) or experts to the Review Panel from any sector / profession as it may deem necessary;
- 3.2** The Secretary of the Joint Electricity Regulatory Commission (JERC) shall be the Chairperson of the Review Panel.
- 3.3** The Member-Secretary of the Review Panel shall be an Officer of the Commission to be appointed by the Chairperson of the Panel.
- 3.4** All members of the Review Panel shall be appointed for a period of three years unless they cease to hold their office. The new member in replacement shall be from the same category and for the unexpired period of the term.
- 3.5** The existing members of the Review Panel shall continue to be members of the Review Panel till the expiry of their term or till the new members are appointed, whichever is later.
- 3.6** The Review Panel shall meet at least once in every twelve (12) months. The member-Secretary of Review panel shall convene meetings with the approval of the Chairperson in consultation with the Commission. He/ She shall send

meeting notice along with agenda to all the members ten days in advance.

- 3.7** The Chairperson, Member-Secretary and all members shall be part-time members of the Review Panel. They shall draw their salaries, allowances and perquisites from their respective parent organizations.
- 3.8** It will be incumbent upon the members of the CGRF attending the meetings of the Review panel to consult with CGRF's of other utilities and raise their issues in the meetings.
- 3.9** The Member-Secretary of the Review Panel shall send the proceedings of the meetings to all the members and to the Commission within 15 days from the date of the meetings.
- 3.10** Any Licensee, generating company, consumer, industry or any interested parties or business organization may send their suggestions in writing for revision of this Code to the Member-Secretary of the Review Panel, . All these representations or suggestions shall be recorded and discussed in the meetings. The Member-Secretary shall maintain the entire correspondence relating to the Review panel.
- 3.11** The Commission may amend the Code suo-moto or on the recommendations of the Review Panel committee. However, before any amendment is issued, procedure as specified in the Joint Electricity Regulatory Commission (Conduct of Business) Regulations, 2009 as amended from time to time, shall be followed.
- 3.12** A notice of the gist of amendments made in the code shall be published by the licensees in at least two newspapers having wide circulation in the areas/ regions of supply stating that copies of the amended Electricity Supply Code are available for purchase in the offices as mentioned at 3.13 below.
- 3.13** Copies of this Code, as duly amended from time to time, shall be kept at areas offices, regional offices, circle offices, division and subdivision offices of the licensees and such other offices as may be specified by the Commission. The licensees shall also post the copy of this Code on their respective websites.

Chapter-4

4. SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

System of Supply:

- 4.1** The licensee shall supply power within the frequency band specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010 including amendments thereof, if any and JERC (State Grid Code) Regulations, 2010 including amendments thereof, if any. At the point of commencement of supply, except with the written consent of the consumer or with the previous sanction of the Commission, a supplier shall not permit the voltage to vary from the declared voltage more than the limit specified by Central Electricity Authority from time to time.

Classification of Supply

- 4.2** The classification of Supply depends upon the network in the State and Union territories and has been customized based on the prevailing voltage levels in the State and Union territories.
- 4.3** The Supply shall generally be given at the following voltages on the basis of contracted load for the states and Union territories as per the tables given below:

Table 1: Standard Voltage of Supply

Category	System of Supply
Low Tension	
All installations (other than irrigation pumping and agricultural services) with a contracted load up to 5 kW.	Single phase at 220 V
Irrigation pumping and agricultural services and all installations with a contracted load exceeding 5kW and up to 100 kVA /kW of contacted load	3 Phase, 4 wire at 440 V
High Tension	
Contracted load exceeding 100 kVA/kW and up to 5000 kVA	6.6 kV/11kV/22kV/33kV
Extra High Tension	
Contracted load exceeding 5000 kVA	66 kV and above

Notwithstanding above, the consumer may opt for supply at higher voltage even though the contracted load is less than the specified limit, if the consumer so desires. Provided that such supply shall be provided only in case it is found technically feasible. Provided further that the cost of such supply at higher voltage shall be borne by the consumer seeking such supply.

The Licensee may depending upon the technical constraints of the distribution system may offer supply at a higher voltage than that specified above however, the differential cost for supplying at higher voltage shall be borne by the Licensee.

Supply to existing consumers at voltage lower than the limit specified above, should continue and in case their load requirement increases, the above specified limit will be applicable and the consumer has to opt for supply at higher voltage.

- 4.4** The Voltage Rebate for availing the supply at higher voltage level than the voltage level prescribed in this Code shall be as specified by the Commission in the Tariff Orders.
- 4.5** Load for energy intensive consumers such as arc/induction furnaces, rolling mills, rerolling mills and mini steel plants shall be released only through an independent feeder wherever feasible and all necessary charges shall be paid by the consumer. Supply may be given at independent feeder in other cases at the request of the consumer if he is willing to bear all applicable charges.
- 4.6** The licensee may, depending upon the technical conditions of the distribution system, give supply at a voltage and phase other than the classification of supply in Regulation 4.3 of this Code, subject to the Commission's approval.

Adequacy of Power Factor & Installation of Shunt Capacitors

- 4.7** Consumers having a contracted demand of 20 kW and above shall have to install a PF correction device such as Shunt Capacitor. The Consumer shall ensure such devices if not already installed shall be installed as per the following timeline from the date of notification of this Supply Code:
- a) **Contract demand of 50 kW and above except domestic consumers:** PF correction device to be installed within a period of six months (06) months.
 - b) **Contract demand of 20 kW to 50 kW and domestic consumers with contract demand above 20 kW:** PF correction device to be installed within a period of twelve (12) months.
- 4.8** All LT consumers as specified in Regulation 4.7 above obtaining 3 phase supply have to maintain Power Factor(lagging) of not less than 0.85 in respect of their installation. All HT/EHT consumers should maintain a Power Factor(lagging) of 0.95 and above. The meters installed by the licensee shall have Power Factor measuring feature and actual Power Factor shall also be indicated in the bills of the consumers.
- 4.9** If Power Factor is not maintained at 0.85 (lagging) by LT consumers except domestic consumers upto 20 kW and 0.95 (lagging) by HT/EHT consumers, a penalty shall be imposed as specified by the Commission in the Tariff Order. If Power Factor reduces below 0.80 (lagging) in case of LT consumers except domestic consumers upto 20 kW and 0.90 (lagging) in case of HT/EHT consumers, then 30 days notice period will be served by the licensee for rectification of the power factor. Even after 30 days notice period, the power factor is not improved, the licensee can serve disconnection notice mentioning that if the power factor is not improved within 30 days, the licensee may disconnect the supply.
- 4.10** The Power Factor Penalty and Incentive as shall be specified by the Commission in the Tariff Orders.
- 4.11** The Power Factor Penalty/Incentive as well as notice for improvement of Power Factor and disconnection of supply on account of not maintaining the minimum prescribed Power Factor shall only be applicable based on actual Power Factor measured by the licensee and indicated in the bill of the consumer.
- 4.12** The Distribution Licensee shall not commence power supply to any applicant requiring power load exceeding the limits as specified in Regulation 4.7 unless the

consumer installation is provided with a suitable and adequate power factor corrective equipment.

- 4.13** The Consumer shall procure his own shunt capacitor (according to IS standard) of adequate rating at his cost. He shall install it after it is tested by the Distribution Licensee on payment of the testing fee. The Consumer may also alternatively request the Distribution Licensee to install the shunt capacitor for his installation subject to necessary payment and the Distribution Licensee shall install shunt capacitor of adequate rating if available with him. The Distribution Licensee shall provide, upon request from consumers, guidance for suitable rating of the shunt capacitors and name of the suppliers short-listed by the Distribution Licensee.
- 4.14** The shunt capacitor installed by the Distribution Licensee at the cost of the Applicant / Consumer shall be the property of the Applicant / Consumer by whom it shall be maintained. In case the capacitor installed is damaged or found missing, it shall be replaced by the consumer at his cost or the Distribution Licensee may replace it at the cost of the consumer if the capacitors of the adequate ratings are available with the licensee.

Parallel Operation with Distribution Licensee's System

- 4.15** The consumer shall submit necessary technical and operational details as may be needed to co-ordinate with the Distribution Licensee before installing any generating unit in any premises, in case it is to be connected with the Distribution System.

Further the consumer shall take approval of concerned agencies including Chief Electrical Inspector or Electrical Inspector in accordance with the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010 including amendments thereof and the relevant Government's Notification, if any, in force from time to time before energization of such generating unit

Classification of Consumers

- 4.16** The Commission may classify and reclassify consumers into various tariff categories including sub-categories and slabs from time to time. No additional category including sub-category or slab other than those approved by the Commission shall be created by the licensee.

Charges for Supply

- 4.17** Charges for supply of electricity shall be as per the tariff schedule approved by the Commission from time to time. The charges may include:
- (1) Charges for supply of energy (fixed, energy charges etc.) as determined for the licensee by the Commission in the latest tariff order for the licensee;
 - (2) Wheeling charges and/or cross-subsidy surcharge and additional surcharge, if any, as determined by the Commission;
 - (3) Rental, if any, towards meters and other electric plant & equipment of the licensee, as approved by the Commission;
 - (4) Miscellaneous charges such as penal charges for exceeding contract demand, late payment surcharge, and any other charges applicable as approved by the Commission from time to time.

In addition to the Charges as approved by the Commission, Licensee can charge the statutory levies such as electricity duty, taxes or any other taxes/duties payable by the consumer as per law of the relevant Government of the State and UTs;

- 4.18** The licensee shall publish the tariff schedule on its website immediately after the Commission has approved it. The licensee shall also make available copies of the tariff schedule to consumers at a reasonable price.

Supply through Independent feeders

- 4.19** Due to extensive urbanization, it has become difficult to lay distribution/transmission lines, especially in urban areas, because of right of way problem. Henceforth, before allowing supply to an applicant through independent feeder, technical feasibility including right of way to lay the line, space for placing/erecting controlling breaker in the control room/switchyard, creation of additional line bay shall be examined. So only in cases, where it is technically feasible to lay an independent feeder, the same shall be allowed.

Provided that supply through independent feeder shall not be allowed in case the contracted load applied is below 1000 kVA. This condition of load, however, shall not be applicable for connections required for essential services.

- 4.20** The licensee shall not be held responsible for the delay in giving supply if the same is on account of problems relating to statutory clearances, right of way, acquisition of land, or the delay in consumer's obligation to obtain approval of Chief Electrical Inspector for High Tension installations, over which the licensee has no reasonable control.
- 4.21** The charges of controlling equipment including Circuit Breaker, Bay (if to be erected), CTs & PTs, Isolators, Line and Earth switch, Meter required at the feeding sub-station, Electric Line up to the consumer end and the meter at consumer end shall be borne by the applicant.
- 4.22** Such consumer, who on his own, requests for supply of electricity through an independent feeder, will be billed as per the meter reading taken jointly by consumer and the licensee, of the meter installed as per the CEA(Installation and Operation of Meters) Regulations ,2006. The licensee will inform the consumer through phone / SMS to be present for joint reading of meter. In case the consumer fails to be present, it will be treated as deemed to be present for meter reading. The installation of metering arrangements at the consumer-end would be optional and would be in addition to the meter at the sub-station. However, for billing purposes only the sub-station meter reading shall be used.
- 4.23** If more than one applicant/consumer(s) are required to be fed from the existing independent feeder due to right of way or other similar problems, the utility shall connect such consumer(s) to an existing independent feeder provided they are of the same category i.e. HT Industrial, HT Non-Domestic Supply/Bulk Supply consumers and subject to the concurrence of the original consumer who has paid for the independent feeder. In such cases metering arrangement at the consumer end would be mandatory.

The billing of such consumers shall be done as per Regulation 4.22 on the basis of the joint meter reading, in proportion of the consumption recorded by the meters

installed as per CEA (Installation and Operation of Meters) Regulations 2006 and read jointly by the licensee and the respective consumer. The metering arrangement at both ends (sub-station as well as the consumer end) would be of the same specifications and accuracy class conforming to CEA metering Regulations.

- 4.24** Independent Feeder shall be considered independent as long as the number of consumers connected on an independent feeder are five or less subject to technical limitations.

Where more than five consumers are connected on an independent feeder, that feeder shall be considered as general feeder and the billing to the consumers shall be done based on the consumption recorded by the meters installed for the respective consumer.

- 4.25** The additional consumer required to be connected on such general feeder, shall deposit the service connection charges as per these Regulations.

- 4.26** As long as the status of the feeder remains independent, the meters installed at the sub-station and at the consumer end shall be read by the licensee on the same day in the shortest possible time in the presence of the consumer's representative. The apportionment of the feeder losses among the consumer on the independent feeder shall be done in proportion of their consumption as per the meters installed at their end irrespective of the distance of the consumer on the feeder. That is the consumer shall be billed as per Regulation 4.22

In case due to exigencies/unforeseen reasons, any other consumer(s) of different category are to be connected to the independent feeder for some period to maintain the continuity of supply, the same will be connected only with the permission of the appropriate authority of the licensee. If such consumers are required to be connected on an independent feeder for more than 7 days, the permission of the Director or appropriate authority concerned shall be required and during such period the independent feeder will be deemed to be a general feeder.

The consumer(s) of the independent feeder shall be informed prior to the connection/disconnection of consumer(s) of other category on the independent feeder and the reading of the meters installed at the consumer end and the sub-station meter shall be taken simultaneously in a shortest possible time in the presence of the consumer(s) or their representative. No apportionment of losses shall be carried out during this period and the billing for this period shall be done as per the consumption recorded by the meters installed at the consumer(s) end. For connecting second or subsequent consumer on an independent feeder the consent of the original consumer(s) shall be required.

Provided further that, with the proposed addition of load of the subsequent consumer(s), if the total load on the independent feeder exceeds its rated capacity, such consumer(s) shall not be connected until the capacity of the feeder is augmented.

- 4.27** When additional consumer(s) are connected on an independent feeder, the original cost of the common portion of the independent feeder shall be shared by the new consumer(s) and the credit of the same will be given to the original consumer in the manner agreed between new consumer(s) and original consumer.

- 4.28** In case an independent feeder has been laid on common poles/structures or otherwise and any case of misuse for abstraction of power or unauthorized use of the independent feeder for connecting any other load by the line staff is noted, the same shall be dealt under Section 142 of the Electricity Act for action against the defaulting employee/person notwithstanding any actions, that may be taken against such employee/person under Section 138 of the Electricity Act by the appropriate authority. Provided further that in case the connivance of the consumer is proved, the issue will be dealt under Section 135 of the Electricity Act for dishonestly using electricity for the purpose other than for which the usage of electricity was authorized
- 4.29** Supply to 33 KV and above rating substations would be given through independent radial lines i.e. no tapping of 33 KV and above rating lines would be allowed.
- 4.30** The estimated cost involved for extension of distribution system or laying an independent feeder shall be calculated as per the rates circulated by the licensee.
- 4.31** After deposit of requisite charges by the applicant, the licensee shall take necessary steps for extension of distribution system for supply of electricity within the time limits as specified in this Supply Code.
- 4.32** All equipment except the meter (if supplied by the applicant), notwithstanding that whole or a portion thereof has been paid by the consumer, upon energization, shall become the property of the licensee and the licensee shall maintain the same without claiming any operation and maintenance expenses, including replacement of defective/damaged material/equipment from the consumer. Warranty /Guarantee of such equipment shall also stand transferred to the licensee. The distribution licensee shall have the right to use it for the supply of electricity to any other person by tapping or otherwise except if such supply is detrimental to the supply to the consumer already connected therewith and subject to the provision under Regulation 4.23
- 4.33** The licensee shall maintain a record of expenditure incurred on extension of distribution system consumer wise in case of consumers requiring supply on 11 kV and above voltage. After execution of work, the amount found excess, if any, shall be refunded to the applicant by adjustment in future bills. The licensee shall be entitled to demand the amount found short, if any, by giving a notice and the applicant shall pay the same within 30 days from the date of dispatch of the notice. The applicant shall pay interest @ 12% p.a. from the date of dispatch of notice, on the amount found short, if he fails to pay the same within the notice period and the applicant shall be liable for disconnection in case of default.

Provided that the licensee shall complete the finalization of accounts and present the detailed statement of expenditure to the consumer and refund the excess amount if any within a period of one month from the date of release of supply failing which the licensee shall pay interest to the applicant @ 12% per annum from the date of completion of work, on the excess amount.

Special Provisions in case the applicant opts for execution of extension of distribution system on his own and in case of single point supply

- 4.34** In case the applicant opts to carry out the work on his own, he shall get the same carried out through a Licensed Electrical Contractor.

The work relating to electrification of Urban Estates/Group Housing Societies/Employer's Colonies will be executed by the concerned department /colonizer/society/employer after the licensee approves the electrification plan and the estimates for such plans and the applicant shall pay supervision charges to the licensee at the rate of 15% of the estimated labor cost of such works . The Goods and Services Tax (GST) on the Supervision Charges, if any shall be recovered from the consumer. At the time of energization of the system, the licensee shall ensure that the system has been laid as per the approved electrification plan. The applicant applying for connection in such area shall not pay service connection charges to the licensee as long as his load is within the parameters of the sanctioned plan.

Provided that if at the time of energization of the system it is noted that the concerned department /colonizer/society has not executed the complete electrification work as per the electrification plan approved by the licensee, the colonizer/developer shall be required to furnish the Bank Guarantee equivalent to 1.5 times of the estimated cost of the balance work to be executed as per the approved plan. The licensee shall not release single point connection or individual connections to the residents of such areas without taking requisite Bank Guarantee.

Chapter-5

5. PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION

Licensee's obligation to supply

- 5.1** The licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this code, provided that
- (1) The supply of power is technically feasible. Where it is found to be not feasible the licensee shall endeavor to improve the feasibility at the earliest and release connection as per this Supply Code.
 - (2) The applicant has observed the procedure specified in this Code; and
 - (3) The applicant agrees to bear the cost of supply and services as specified in this Code.
- 5.2** The system of supply and voltage shall depend on the category of the consumer and the load as per details given in Regulations 4.1 and 4.3, subject to Regulation 4.6 of this Code.
- 5.3** The licensee shall examine the technical feasibility of the connection applied for from their distribution mains and conduct the inspection within 5 working days of the receipt of application.
- 5.4** In case the connection is not found technically feasible, the licensee shall intimate to the applicant in writing within 10 (ten) days of receipt of application giving reason for the same and estimated time that it will take to provide the connection which shall not exceed the timelines specified under this Code:
- Provided that no connection up to 20 kW from the existing network can be delayed only on technical grounds for domestic and commercial consumers. However, for load exceeding 20 kW licensee shall provide connection after augmentation of the existing network as specified in this Code
- 5.5** If the connection is delayed beyond the timeline specified in this Code, the applicant can lodge complaint at the centralized call center/complain center at the zonal/district offices of the licensee or through telephone or on website of the licensee or through post. All the complaints shall be routed through their complaint Management system. The contact details of these centers shall be printed on the electricity bill, displayed at the bill collection centers and uploaded on the licensee's website.
- 5.6** If no communication is received from the licensee within 60 days, then the connection will be deemed as technically feasible and load is deemed to have been sanctioned.
- 5.7** The Distribution companies shall create necessary online infrastructure within a period of one (1) year in order to make it easy for consumers to apply online.
- 5.8** Nothing contained under Regulation 5.1 above shall be taken as requiring a distribution licensee to supply electricity to any premises if it is prevented from doing so by cyclone, floods, storm and other natural calamities beyond its control.

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

- 5.9** The Licensee shall have obligation for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply. Wherever the existing transformation capacity is loaded up to 70% of its capacity, the licensee shall prepare a scheme for augmentation of such transformation capacity after factoring in (N-1) contingency.
- 5.10** The Licensee shall meet the cost for strengthening/upgradation of the distribution system to meet the demand of the existing consumers as well as future growth in demand through its annual revenues or funds arranged by the licensee and this cost shall be allowed to be recovered from the consumers through tariff by the Commission subject to prudence check.
- 5.11** In all cases of new connections, the consumer shall bear the Service Connection Charges that is the cost of service connection from the Distribution Mains to the point of supply as approved by the Commission from time to time.
- 5.12** For uniformity and simplification in calculating the actual cost of extension, the licensee shall prepare a ready reckoner to show the per-unit material cost of LT line, HT line, substation of different capacities etc. The licensee shall update the ready reckoner every year, under intimation to the Commission.
- 5.13** In case the connected / contracted load of any new connection is projected to be 100KW or more, a separate transformer of adequate capacity shall be installed at consumer's cost. The space room required for housing the transformer, substation, switch gears, meters and panels shall be provided by the consumer, free of cost, which is easily accessible to the licensee.
- 5.14** The service connection / extension of distribution mains, notwithstanding that it has been paid for by the consumer shall be the property of the licensee. The licensee shall maintain it at its cost and shall also have the right to use the same service connection / extension for supply of energy to any other person but such extension or service connection should not adversely affect the supply to the consumer who paid for the extension of the distribution supply network and shall be subject to the concurrence of original consumer as per Regulation 4.23
- 5.15** When the licensee completes the work of extension of distribution mains and is ready to give supply, the licensee shall serve a notice on the consumer to take power supply within one month in case of LT and three months in case of HT or EHT. If the consumer fails to avail supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter the consumer shall be liable to pay fixed charges and all other charges as applicable, as per the agreement.
- 5.16** The applicant shall have an option to get the work of drawing of service line from licensee's distribution mains up to his premises as per the estimates and layout approved by the licensee through an appropriate class of licensed electrical contractor, and the work of extension of EHT and HT line, distribution or HT substation and LT line through an appropriate class of licensed electrical contractor

as per the estimates and layout approved by the licensee. In such case, the consumer himself shall procure the materials. The Licensee will publish on its website the detailed specifications of the materials based on which the consumer can purchase the materials. The licensee may ask for documentary evidence to verify the quality of materials used.

- 5.17** In case the Consumer is getting the work done by itself, licensee can charge Supervision charges on the labor component of the work at the rate of 15%. The Goods and Services Tax (GST) on the Supervision Charges, if any shall be recovered from the consumer.
- 5.18** The consumer shall get the work done within the timeframe as time as provided under this Supply Code and if he needs more time he shall represent to the licensee with reasonable ground for extension of time and the licensee shall communicate his approval of the same to the Consumer.

Conditions for Grant of Connection

- 5.19** The licensee shall prominently display on its website and wherever feasible, in its offices, the updated status of applications for new connections in that area/circle, detailed procedure for grant of new connection and the complete list of documents required to be furnished along with such applications. Normally no document, which has not been so listed, will be required for processing application forms for new connection. Security amount and cost of service line to be deposited by applicant in accordance with **Annexure- XVIII** to this Code shall also be prominently displayed.
- 5.20** Connection to any applicant residing in unauthorized colonies/areas, disputed property shall not be granted where there is a case pending in any Indian Court and a restraining/prohibition order has been issued by any Indian court and a restraining/prohibition order has been issued by any competent authority.

Purchase of existing property

- 5.21** Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the licensee and obtained a "no-dues certificate" from him. In case where "no-dues certificate" has not been obtained by the previous owner before change in ownership of property, the new owner may approach the licensee for such a certificate. The licensee shall acknowledge receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue a "no-dues certificate" within 1 month from date of receipt of such application.
- 5.22** In case the licensee does not intimate the outstanding dues or issue a "no dues certificate" within this time, new connection to the premises shall not be denied on grounds of outstanding dues of the previous consumer. In such an event, the licensee shall have to recover the dues if any, from previous consumer as per provisions of law.

Sub-divided property

- 5.23** Where a property has been legitimately sub-divided, outstanding dues for consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property. A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the licensee demand record of last paid bills of other portion(s) from such applicants.

Reconstruction of existing property

- 5.24** In case of demolition and reconstruction of the entire premises or building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the agreement shall be terminated. The security deposit of the consumer shall be duly returned by the licensee. A new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Temporary power supply from existing connection shall not be allowed for construction purpose in such cases. For temporary supply the person if wishes to avail shall apply afresh as per the provisions of this Supply Code.

Procedure for providing New Electricity Service Connection

Application Form

- 5.25** The applicant shall apply for release of new connection in the following format as given in the Annexure to this Code:
- (1) Application form for release of new connection (Low Tension) – **Annexure- I**
 - (2) Application form for release of new connection (High Tension/ Extra High Tension) - **Annexure –II**
 - (3) Format for declaration/undertaking to be signed at the time of receiving electricity supply - **Annexure –III**
- 5.26** Application forms shall be available at the local office of the licensee free of cost. The licensee shall also put up all application forms on its website for free download. Legible photocopies of a blank form may be made by the applicant which shall be accepted by the licensee. The licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee
- 5.27** The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centers etc. which minimize the applicant's interface with the utility during the process.
- 5.28** Application forms for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal

occupancy over the premises for which new connection is being sought, proof of applicant's current address, and in specific cases, certain other documents as detailed in Regulation 5.30- 5.35 of this Code.

- 5.29** Registration-cum-processing fees of Rs. 20,000/- for HT and Rs. 1,00,000/- for EHT shall be levied while applying for new connection. These charges shall be adjusted by the licensee while issuing the demand note.
- 5.30** Any of the following documents shall be considered as acceptable proof of identity:
- If the applicant is an individual:
- (1) Electoral Identity Card
 - (2) Passport
 - (3) Driving License
 - (4) Ration Card
 - (5) Photo Identity card issued by Government agency
 - (6) Pan Card
 - (7) Photo Certificate from village Pradhan or any village level Government functionary like Patwari/ Lekhpal/ village level worker/ village chowkidar/ Primary school teacher/ in-charge of primary health center etc.
 - (8) Aadhaar Card.
- 5.31** Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:
- (1) Copy of the registered sale deed or lease deed or rent agreement in the case of agricultural connections a copy of khasra / khatauni / khata nakal
 - (2) Registered General Power of Attorney;
 - (3) Municipal tax receipt or Demand notice or any other related document
 - (4) Letter of allotment
 - (5) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (1) to (4) above, also furnish a No Objection Certificate from owner of the premises
 - (6) Ration card
 - (7) Aadhaar Card
 - (8) Electoral Identity Card
 - (9) Provided that if the Applicant is an individual, the Applicant has to be Indian Citizen for availing new electrical service connection
- 5.32** All communications shall be sent at the address where the connection has been released. However, till release of connection, communication may be sent at the address provided by the applicant for this purpose
- 5.33** In case of a partnership firm - The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and

agreement;

- 5.34** In case of Public and/or Private limited Company - The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;
- 5.35** Other documents applicable only for select consumer categories:
- (1) Industrial consumers: Valid Industrial License, if applicable along with approval of the use of land for non-agricultural purposes.
 - (2) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required;
 - (3) Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the nagar nigam / nagar palika / nagar panchayat / gram sabha / gram panchayat / land development authority / land owning agency.
 - (4) Where new industrial connection or addition to the load of existing connection needs clearance from pollution or environmental angle, the applicant shall submit "no objection certificate" from the competent authority to the distribution licensee.

Processing Application Forms

- 5.36** For all application forms pertaining to release of supply of new connections, the licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.
- 5.37** The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. The above information should also be maintained and uploaded on the Licensee website where applicant can check the status of application.
- 5.38** The licensee shall deal with application forms in each tariff category on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database. The licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list shall be displayed on the licensee's website or the Notice Board at the local office of the licensee, to be updated weekly
- 5.39** An application form shall be deemed to be received on the date of receipt of consumer's application in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 5.40** An application shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with **Annexure-XVIII** of this

Code, after receipt of the application form.

- 5.41** The licensee shall, at the time of receipt of application form, specify a date for inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of application form. If the applicant wishes, he can get the inspection scheduled on a non-working day for the licensee (i.e. Sunday, gazette holidays etc.) on payment of inspection fee of Rs. 500.
- 5.42** If inspection is required to be carried out, the licensee shall inspect and test the applicant's consumer installation as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 and as amended from time to time in the presence of the applicant and his Licensed Electrical Contractor or his authorized representative. The licensee shall maintain a record of test results in the format given in **Annexure -IX** as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 and as amended from time to time
- 5.43** During the inspection, the licensee shall:
- (1) Fix the point of supply and the place where the meter and the MCB etc. shall be installed in consultation with the consumer.

Provided that the service line shall be laid at an accessible location and the meter shall be fixed at location in conformity with Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, in such a manner that it is protected from elements like rain etc. and is easily accessible without getting the premises unlocked or opened for this purpose;

In no case, the distribution licensee shall fix its apparatus, meter or any of its property in a place, which obstructs entry by its employee into private premises.
 - (2) Record the correct full address of the premises, if not provided in the application form, and note down landmarks near the property and the pole number from where service connection is proposed to be given; and
 - (3) Verify all other particulars mentioned in the application form, as required

If on inspection the licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.) the licensee shall intimate the defects to the applicant on the spot under proper receipt in the format given at **Annexure -IX**.
- 5.44** The applicant shall get all defects removed within 10 working days from receipt of intimation of defects as specified in Regulation **Error! Reference source not found.**5.43 of this Code and inform the licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 10 working days from receipt of intimation of defects.

5.45 On receipt of information from the applicant about removal of defects, the licensee shall on the spot stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, underwritten acknowledgment. The date of re-inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of such information.

5.46 If on re-inspection the defects pointed out earlier are found to persist, the licensee shall again record the same in the format given in **Annexure -IX** to this Code and hand over a copy of the same to the applicant or his authorized representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement:

Provided that if the applicant feels aggrieved by the licensee's action or omission, the applicant may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance or the consumer management system;

Provided further that in case the licensee does not carry out site inspection/re-inspection within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of application form or information about removal of site defects, the load applied for shall be deemed to have been sanctioned and the licensee shall not deny grant/modification of connection on these grounds.

5.47 If on inspection there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the licensee shall sanction the load determined in accordance with **Annexure -VIII** to this Code or the load applied for, whichever is higher, and issue a demand note in writing, under acknowledgment, within the timeline specified below:

Table 2: Timeline for issue of demand note:

Particulars	No. of working days from receipt of application	
	Urban Areas	Rural Areas
Extension of distribution mains not required	Within 7 working days	Within 10 working days
Extension of distribution mains / system required		
1. In case of LT service connections	Within 7 working days	Within 10 working days
2. In case of HT service connections	Within 15 working days	Within 20 working days
3. In case of EHT service connections	Within 30 working days	Within 30 working days

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

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

5.48 The demand note shall contain the following details:

- (1) Details of the works (including service line) to be undertaken for providing electricity supply;

- (2) Charges for the abovementioned works to be paid by the applicant in accordance with the schedule of charges specified by the licensee as approved by the Commission.

Provided that If the applicant wishes to carry out the works himself, he shall be permitted to do so under supervision by the licensee's official. Adhering to the estimate and layout approved by the licensee, the applicant can get the work of drawing of service line from the licensee's distribution mains up to his premises through a 'C' or higher-class Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, Distribution or HT substation and LT line only through an 'A' class LEC. In such case the consumer himself shall procure the materials. The licensee will issue a list of empaneled manufacturers for material to be used by the consumer. The consumers can purchase materials of any make from the list of empaneled manufacturers. The licensee may ask for documentary evidence to verify the quality of materials used.

Provided further that if the applicant is getting the work done by itself, licensee can charge Supervision charges on the labor component of the work at the rate of 15%. The Goods and Services Tax (GST) on the Supervision Charges, if any shall be recovered from the applicant. Provided further that if the applicant chooses to get the extension work done on his own, he shall get the work done within the timeframe specified in Regulation **Error! Reference source not found.** of this Code, failing which the licensee may, on giving 15 days' notice, treat the application form for supply as cancelled.

- (3) Amount of security deposit as specified in **Annexure -XVIII** to this Code.

- 5.49** The applicant shall make the payment within 15 days of receipt of demand note, failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The licensee's obligation to energize the connection shall arise only after receipt of full payment. The licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the 15-day payment period.
- 5.50** The demand note shall be prepared as per the provisions of this Code and on the basis of charges specified by the licensee with the prior approval of the Commission from time to time. The licensee shall submit a proposal to the Commission along with the Tariff Petition for approval of various charges to be charged by the licensee in demand notes. The demand note, once made for an applicant, shall be valid for two months.
- 5.51** Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.
- 5.52** If as per the Code provision of supply requires installation of a distribution transformer within the applicant's premises, the applicant shall make available to the licensee a suitable room or portion of land within his premises for the period of supply for installation of the distribution transformer.
- 5.53** The overall timeline for releasing new electricity connection, from the date of receipt of application, shall be as under:

Table 3: Timeline for releasing new electricity connection (energization):

Activity	Island areas		Mainland areas	
New connection/ additional load where supply can be provided from existing network	Urban area: 30 days from receipt of complete application		Urban area:16 days from receipt of complete application	
	Rural area: 30 days from receipt of complete application		Rural area:24 days from receipt of complete application	
Extension work or enhancement of transformer capacity is required	Urban area: a) LT-60 days b)HT-120 days c)EHT-180 days	Rural area: a)LT-90 days b)HT-120 days c)EHT-180 days	Urban area: a) LT-30 days b) HT-90 days c)EHT-180 days	Rural area: a)LT-45 days b)HT-90 days c)EHT-180 days
Erection of substation to extend supply	On case to case basis as per approval of the commission		On case to case basis as per approval of the commission	

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

- 5.54** Where extension of supply requires erection and commissioning of new substation, the licensee shall submit to the Commission within 15 days of site inspection, a proposal for erection of such substation along with the time required for erection and commissioning of the same, and get the Commission's approval. The licensee shall commence electricity supply to the applicant within the time period approved by the Commission

Provided that where such substation is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval from the Commission and shall complete erection of such substation within the time period specified in such investment plan:

Provided further that in cases where the substation is meant to extend supply to an individual consumer, the licensee shall commence erection of the substation only after receipt of necessary payment against demand note from the applicant.

- 5.55** The licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way, acquisition of land, or delay in consumer's obligation over which licensee has no reasonable control.
- 5.56** In case the applicant had opted to get the extension, work done himself, after receiving written information from the applicant regarding completion of works, the licensee shall on the spot acknowledge the information and stipulate a date for testing the consumer installation through mutual consultation, underwritten acknowledgment. The date of testing must be scheduled within 5 working days in Urban Areas and 7 working days in Rural Areas from the date of receipt of such information:

Provided that if the electric installation exceeds 650 Volts, it will require to be inspected by the Electrical Inspector before commencement of supply.

- 5.57** The applicant or his authorized representative shall be present during testing along with the Licensed Electrical Contractor or his authorized representative who had undertaken the installation. If the consumer installation is found satisfactory the licensee shall arrange to install the meter & accessories and seal the meter, meter box, and accessories in the presence of the consumer and provide electricity supply within 2 working days of the date of testing.
- 5.58** If the licensee is not satisfied, applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, will intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in Regulation 5.56 of this Code.
- 5.59** After re-testing of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall provide electricity supply after fixing the meter & accessories and sealing the same in the presence of the applicant within 2 working days of such re-testing.

Procedure for Supply to Multi-Consumer Complex including Commercial Complexes;

- 5.60** In case of multi consumer residential complexes, such as Group Housing, the new connection sought shall preferably be provided with single meter on LT if load is up to 100 kW and on HT if load exceeds 100 kW. A new connection will not be granted to a bulk applicant until the entire electrical infrastructure is completed. The Licensee shall ensure energization of new connection only after physically verifying the entire internal electrical infrastructure and fulfilment of Regulation 5.36. However, this shall not restrict the individual owner or occupier of any premises for applying for individual connection and the licensee shall sanction such connection on LT provided that more than 75% of the occupiers agrees to avail individual connections. The choice of having single LT/HT meter or individual LT meter, once exercised before release of connection cannot be revoked due to operational problem.

In case the connected/contracted load of any connection is projected to be more than 100 kW/kVa, a separate transformer of adequate capacity shall be installed at consumer's cost. The space/room required for housing the transformer, substation, switch gears, meters and panels shall be provided by the consumer, free of cost, which is easily accessible to the licensee.

- 5.61** The distribution licensee shall be responsible to develop, construct, augment and maintain the entire infrastructure required for distribution system, including 33/11 kV at its own cost. The cost of augmentation and extension of infrastructure/distribution system shall be allowed to be recovered in ARR through tariff approved by the Commission, after prudence check. However, the consumer shall be liable to pay service connection charges i.e. cost of service connection from distribution main to the point of supply, as approved by the Commission from time

to time

Note: The developer/builder/society/consumer includes any agency whether Government, local body or private that constructs the Multi-Consumer Complex.

- (1) Location for installation of meter should be decided in consultation with the consumer in accordance with the procedures detailed in Chapter-6 of this Code.
- (2) Connections for common facilities like lift, water pumps etc. shall be given in the name of the builder / developer / society/ Owners Association.
- (3) In case the original approved plan is for a multi-consumer complex, but the builder/developer / society / consumer desires to avail connection for a portion of it, the connection shall be provided treating it as multi-consumer complex.
- (4) If a building comes under the category of multi-consumer complex and if a separate distribution transformer of sufficient capacity is necessary, for giving supply to such building which was not provided earlier, it will be provided at the cost of the builder/developer/society consumer. Alternatively, the builder/developer/society/ consumer shall bear the additional cost to augment the capacity of the existing 11/0.4 kV substation, if found necessary by the licensee.
- (5) On receipt of requisition from the builder/developer/society consumer for supply of electricity to multi-consumer or commercial complexes, the licensee shall take action for extending the supply as per this Code.

5.62 Procedure for Supply for Agriculture/Irrigation Pump sets:

- (1) The procedure laid down in Clauses 5.30 to 5.53 as applicable, shall be followed for giving supply to agriculture /irrigation pump sets where extension of distribution mains and/or augmentation of distribution transformer is not required.
- (2) Supply for agriculture/irrigation pump set, at one point, may also be given to a registered co-operative society or to a group of farmers recognized by the licensee.
- (3) If, on inspection of the premises, if it is found that extension of distribution mains augmentation of distribution transformer capacity providing of additional distribution transformer etc. are required, necessary estimate as per the cost-data shall be prepared and got approved by competent authority. The distribution licensee shall be responsible to develop, construct, augment and maintain the entire infrastructure required for distribution system, including 33/11 kV, at its own cost. The work of electrification of pump set(s), will be taken up and completed within the period as laid down in this code after the amount as intimated is deposited by the consumer(s). New connection shall be given on the broad principle of first-come first serve basis. Within 7 working days of completion of work, the licensee shall intimate the date of testing of the installation of the consumer and inspect the wiring in the premises of the consumer. In case the licensee is satisfied the connection shall be served within 3 working days of the inspection.
- (4) An agricultural consumer, if he so desires, may shift the location within his

premises of his connection, with the approval of the licensee, after payment of charges if any.

5.63 : Procedure for supply to Public Street Lightings

- (1) Requisition for power supply to new or additional public street lights shall be submitted to the local office of the licensee by the Municipal Corporation or Municipality or Municipal Board or Gram Panchayat or Local Body or the Government Department or any other organization responsible to maintain public street lights (in context of public street lights herein after called 'local body').
- (2) The requisition for public lights shall be accompanied by resolution of the local body and the sketch indicating the number of poles, existing or new, where streetlights are required.
- (3) The fittings, brackets or any special fittings shall be in accordance with the relevant BIS specifications or its equivalent, and shall maintain required clearances as per prevailing rules and regulations. The local body shall bear the full cost of arranging of power supply to public streetlights including complete fittings and brackets. In case, any special fittings are to be provided, the local body shall arrange for it.
- (4) The licensee shall intimate the cost of extension in writing within 20 days from the date of application. The work shall be taken up only after deposit of the amount and execution of agreement by the local body.
- (5) A suitable double compartment weather proof metal box to house the energy meter and streetlight switch/M.C.B. / timers shall be provided by the licensee.
- (6) It shall be the responsibility of the municipal body/local body to maintain and replace streetlight fittings and also switch on and switch off the streetlight. However, the licensee may carry out the maintenance of streetlight fixtures on payment basis and shall arrange to switch on fifteen minutes before sunset and switch off the streetlights fifteen minutes before sunrise as per local sunset/sunrise timings or any other timing agreed upon between the Licensee and the local body
- (7) The licensee shall also carry out replacement of fixtures/bulbs (of same wattage) etc on the poles on request by the streetlight consumers. The fixtures, bulbs etc. shall be supplied by the consumers and replaced by the licensee within 7 days of receipt. All such services shall be chargeable. Such maintenance charges shall be included in the schedule of miscellaneous charges.

Procedure for Providing Temporary Supply

- 5.64** Temporary connection shall be granted for a period of maximum one (1) year at a time, which if required may be further extended.
- 5.65** For LT connections, temporary connection may be granted through prepaid meters wherever technically feasible.
- 5.66** The licensee may give temporary supply within a period of 24 hours, subject to the following conditions:

- (1) If it is technically feasible
- (2) On payment of an additional fee as fixed by the licensee and approved by the commission.

5.67 The applicant shall apply for temporary supply in the format prescribed in **Annexure I or II** (as applicable) to this Code along with the documents prescribed in Regulation 5.30-5.35 of this Code as well as a No Objection Certificate (NOC) from the local authority if the supply is required at a place owned by the local authority along with an amount of Rs 2,000 for connection on LT or Rs 20,000 for connection on HT/EHT as advance. This advance shall be adjusted against the estimated cost of works.

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

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

- 5.68** The licensee shall process the application form as per the procedure given in Regulations 5.36- 5.46 of this Code.
- 5.69** During the inspection, the licensee shall examine the technical feasibility of the connection applied for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within 7 working days for LT and 15 working days for HT/EHT connections after receipt of application form, giving reason(s) for the same. However, no connection up to 20 kW shall be delayed on technical grounds.
- 5.70** If on inspection/re-inspection the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note in accordance with Regulation 5.48 of this Code, inclusive of an estimate of advance charges for electricity, within the timeline specified in Regulation 5.47 of this Code.
- 5.71** The applicant or his authorized representative shall be present during testing along with the Licensed Electrical Contractor or his authorized representative who had undertaken the installation. If the licensee is satisfied, he shall issue a written acknowledgment on the spot.
- 5.72** If the licensee is not satisfied the applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, shall intimate to the licensee in writing after which the licensee shall again follow the procedure as laid down in Regulation 5.56 of this Code.
- 5.73** After re-testing of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall issue a written acknowledgment on the spot.
- 5.74** After deposit of estimated cost and advance charges for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation,

the temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timelines given below, whichever is later.

Table 4: Timeline for release of temporary connection:

Activity	Island areas	Mainland areas
Where supply can be provided from existing network	Urban area: 6 days	Urban area:3 days
	Rural area:14 days	Rural area:7 days
Where supply can be provided after extension/augmentation of network	Urban and Rural Areas a) LT-60 days b) HT-90 days c)EHT-180 days	Urban and Rural areas: a)LT-30 days b)HT-90 days c)EHT-180 days

- 5.75** If there are outstanding dues on the premises, temporary connection shall not be given till such dues are paid by the consumer.
- 5.76** After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill on the basis of actual consumption. Consumption security, after adjusting unpaid dues, shall be refunded by the licensee. Material security shall also be refunded after deducting any damage to material (meter, transformer, isolator etc) and dismantling charges, which shall not be more than 10% of the material security. Refund of these securities shall be made within 15 days from the date of disconnection, failing which the licensee shall be liable to pay interest at a rate equivalent to the late payment surcharge as per the prevailing Tariff Order issued by the Commission.
- 5.77** For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working days before the date of expiry of temporary supply. The licensee may grant extension and send to the consumer a demand note of advance electricity charges for the period of extension within 7 working days of receiving the written request.
- 5.78** The applicant may get the date of availing temporary supply amended to a date not later than 90 days from the date of original sanction, by applying to the licensee at least 4 days before the originally sanctioned date of commencement of supply in Urban Areas, and at least 8 days in advance in Rural Areas.
- 5.79** The grant of temporary connection does not create a right in favor of the applicant for claiming a permanent connection, which should be governed by provisions of the Act and this Code

Procedure for Modification in Existing Connections

Application Form

- 5.80** The applicant shall apply for modification in existing connection in the following format as given in the Annexure to this Code:
- (1) Application format for change in name of registered customer due to change in ownership/occupancy - **Annexure IV**

(2) Application format for transfer of ownership to legal heir - **Annexure V**

(3) Application format for Conversion of Services / Change of Consumer Category/ Shifting of Premises - **Annexure VI**

(4) Application format for load enhancement/reduction - **Annexure VII**

5.81 Application forms shall be made available at the local office in English and Hindi of the licensee free of cost. The licensee shall also put up all application forms on its website for free download. Photocopies of a blank form may be made by the consumer and shall be accepted by the licensee. The licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.

5.82 The licensee shall facilitate or provide such avenues for applying for new connection or modification in existing connection through website, call centers etc., which minimize the applicant's interface with the utility during the process.

5.83 All application forms for change in existing connection must be accompanied with an identity proof of the applicant in accordance with Regulation 5.30 of this Code, if the connection is registered in the name of the applicant; or a No Objection Certificate (NOC) from the person in whose name the connection is registered, if the connection is not registered in the name of the applicant.

Processing Application Forms

5.84 The licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.

5.85 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. The licensee shall deal with application forms on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database

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

5.87 An application shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with **Annexure XVIII** of this Code, after receipt of the application form.

5.88 The licensee shall process application forms for change in existing connections as detailed below.

Transfer of Connection

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

5.90 A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in either **Annexure IV or V** (as applicable) for change of name by the new owner or occupier:

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

5.91 The licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below.

- (1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure IV to this Code, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A "No Objection Certificate from the registered consumer/ authorized person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The licensee shall process the application form in accordance with Regulations 5.84 -5.87 of this Code.
- (2) In case the No Objection Certificate from the registered consumer/ authorized person / previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person.
- (3) Change of consumer's name shall be in effect within two billing cycles after acceptance of application form

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

- (1) The applicant shall apply for change of consumer's name in the format prescribed in **Annexure V** to this Code, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship. The licensee shall process the application form in accordance with Regulations 5.83-**Error! Reference source not found.** of this Code.
- (2) Security deposit lying with the licensee in the name of original consumer shall be transferred to its legal heir to whom the connection is to be transferred and the shortfall in security deposit calculated as specified in **Annexure XVIII** of this code, if any, shall be payable by the applicant.

- (3) The change of consumer's name shall be effected within two billing cycles after acceptance of application
- (4) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee as due from such legal representative or successor-in-law or new owner/occupier of the premises as the case may be

Conversion of Services

5.93 The applicant shall apply for conversion of the nature of his existing connection in the format given in Annexure VI to this Code. The licensee shall process the application form in accordance with Regulations 5.835.84-5.87 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 5.41- 5.52 of this Code. After payment of requisite charges by the applicant, the licensee shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, and from single-phase to three-phase or vice-versa, within the following time limits:

Table 5: Timeline for conversion of services:

	Urban Areas	Rural Areas
Conversion from LT single phase to LT 3-phase or vice-versa	Within two billing cycles from payment of necessary charges by consumer	Within two billing cycles from payment of necessary charges by consumer
Conversion from LT to HT or vice-versa	Within two billing cycles from payment of necessary charges by consumer	Within two billing cycles from payment of necessary charges by consumer
Change in HT to EHT or vice versa	Within four billing cycles from payment of necessary charges by consumer	Within four billing cycles from payment of necessary charges by consumer

5.94 The licensee shall, within the specified period, seek the Commission's approval for extension of time limit whenever the above schedule cannot be met.

Shifting of Meter / Existing Connection

5.95 The applicant shall apply for shifting the service connection in existing premises or for deviation of existing lines in the format prescribed in **Annexure VI** to this Code. The licensee shall process the application form in accordance with Regulations 5.83-**Error! Reference source not found.** of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in

Regulations 5.41- 5.52 of this Code.

5.96 The following time schedule shall be observed for completing the works from the date of payment of charges:

- (1) Shifting of meter/service line: within 30 days for giving the estimated amount to the consumer for shifting and within 30 days of the consumer depositing the amount.
- (2) Shifting of LT/HT lines: within 30 days for giving the estimated amount to the consumer for shifting and within 30 days of the consumer depositing the amount.
- (3) Shifting of transformer: within 30 days for giving the estimated amount to the consumer for shifting and within 30 days of the consumer depositing the amount.

5.97 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.

. Reclassification of Consumer Category:

5.98 If it is found that a consumer has been wrongly classified in a particular category, or the purpose of supply as mentioned in Agreement has changed to other Tariff Category, or the consumption of power has exceeded the limit of that category as per the Commission's order, the licensee may consider reclassifying the consumer under appropriate category. The consumer shall be informed of the proposed reclassification through a notice and duly given a 30-day notice period to file objections, if any. The licensee after due consideration of the consumer's reply, if any, may alter the classification within 10 days from the date of receipt of reply .In case of any dispute, the matter shall be referred to the Consumer Grievance Redressal Forum.

5.99 If a consumer wishes to change his consumer category, he shall submit an application form to the licensee in the format given in **Annexure VI** to this Code. The licensee shall process the application form in accordance with Regulation 5.83-**Error! Reference source not found.** of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 5.41- 5.52 of this Code. The licensee shall also note down the meter reading at the time of inspection. If on inspection the consumer's request for reclassification is found valid, the licensee shall change the category within 10 days of receipt of the application .

5.100 If the licensee does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 10 days from date of inspection.

5.101 For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorized use of electricity.

Load Enhancement

5.102 Applicants shall apply for load enhancement to the licensee in the format prescribed in **Annexure VII** to this Code. The licensee shall process the application form in accordance with Regulations 5.83-5.87 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 5.41- 5.52 of this Code. Consumer can retrieve the self -declaration Forms from the website of the Licensee or collect the same from the office of Licensee, if he has to increase/decrease load at any time.

5.103 If on inspection there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the licensee shall sanction the additional load applied for, and issue a demand note in writing, under acknowledgment, within the timeline specified below:

Table 6: Timeline for Additional Load

S.No	Item	Time Limit (within)
1	Aggregate Loads up to 100 kVA/100kW	10 days of receipt of Application
2	Aggregate Loads above 100 kVA/100kW and up to 4000kVA	15 days of receipt of Application
3	Aggregate Loads above 4000 kVA	30 days of receipt of Application

Provided that the time taken by applicant in getting removed the defects/deficiencies found at the applicant's premises shall not be included in the timeline specified above. The timeline shall not include the time taken by the licensee to augment the infrastructure subject to ceiling limit as specified in Regulation 5.53 of this Supply Code.

5.104 The licensee's written intimation sent along with the demand note to the consumer shall cover the following:

- (1) Whether the additional power can be supplied at existing voltage or at a higher voltage;
- (2) Addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;
- (3) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges or capacity building charges, if any, to be deposited; and
- (4) Change in classification of the consumer and applicability of tariff, if required.

5.105 The application form for enhancement of load shall not be accepted if the consumer is in arrears of payment of the licensee's dues. However, the application form may be accepted if such payment of arrear has been stayed by a Court of law, or the Commission or an authority appointed by the Commission.

5.106 If supply of enhanced load is feasible, the consumer shall:

- (1) Pay additional security deposit, cost of addition or alteration required to be made to the system, if any, and system strengthening charges/capacity building charges, if any, within 15 working days of receipt of the demand note, and;
- (2) Execute a supplementary Agreement.

5.107 Supply of enhanced load shall be provided in adherence to the timeline specified in Regulation 5.53 of this Code

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

5.109 If the application is not decided by the licensee within the above-mentioned period of 30 days, the applicant may, by a written notice to the licensee, draw its attention to the matter and yet if no decision is communicated to him within a further period of 15 days, the permission for enhancement of contract demand shall be deemed to have been granted

Load Reduction

5.110 The applicant shall apply for load reduction to the licensee in the format prescribed in **Annexure VII** to this Code, along with the following documents:

- (1) Details of alteration/modification/removal of electrical installation with work completion certificate and test report from a Licensed Electrical Contractor where alteration of installation is involved.
- (2) Any other reason(s) for reduction of contract demand.

5.111 The licensee shall process the application form in accordance with Regulations 5.83-**Error! Reference source not found.** of this Code. For site inspection, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 5.41- 5.46 of this Code.

5.112 The licensee shall consider the grounds for load reduction stated in the application, verify the same during inspection and decide the application within a period of 10 working days from inspection. If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF).

The licensee shall issue a demand note to the consumer in writing, under acknowledgment, in accordance with the timeline specified in Regulation 5.47, and thereafter both the licensee and applicant shall follow the procedure and timelines as laid down in Regulation 5.48-5.52 of this Code.

5.113 If the application is not decided by the licensee within the above-mentioned period of 10 days from inspection, the applicant may, by a written notice to the licensee, draw its attention to the matter. If no decision is communicated to the consumer within a further period of 20 days, permission for reduction of contract demand shall be deemed to have been granted.

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

Annual Review of Contract Demand

- 5.115** In case of HT and EHT connections, if the maximum demand was recorded to be in excess of contract demand by 5% or more for at least four times during the last financial year, the licensee shall issue a 30-day notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's contract demand to the average of four recordings of maximum demand shown by the consumer's MDI meter in the last financial year. In case of LT connections, similar review shall be carried out for connections equipped with an MDI meter.
- 5.116** Energy meters with Maximum demand Indicators (MDI) facility to be installed by all the distribution licensees. In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the Demand Charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case the recorded MDI of corresponding month/billing cycle of past year is also not available, the maximum demand needs to be computed by applying the Load Factor as per **Annexure XVIII** of the Code.
- 5.117** The licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection and issuance of demand note for the estimated cost of works in accordance with Regulation 5.36-5.51 of this Code. Enhanced supply shall be released in accordance with Regulation 5.53 of this Code.
- 5.118** If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) or the Consumer Management System for redressal of his grievance

Execution of agreement

- 5.119** The licensee may require the applicant to execute an agreement for obtaining new connection, for change of name, and for enhancement or reduction of sanctioned load before commencement of supply.
- 5.120** The agreement form shall be supplied by the licensee along with application form and shall also be available on the licensee's website for download.

The agreement shall include the following:

- (1) Name and address of the consumer/applicant;
- (2) Address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed;
- (3) Sanctioned load/ contract demand;
- (4) Purpose of usage of electricity;
- (5) Declaration by the applicant/consumer.
 - a) To abide by provisions of Act and this Code;
 - b) To pay for the supply of electricity based on the prevailing tariff rates;
 - c) To pay for all other charges payable in accordance with this Code and the Schedule of Miscellaneous Charges of the licensee approved by

the Commission from time to time

- d) To deposit such security money as the licensee may be entitled to recover from him under the Act and this Code.
- e) To deposit such security money as the licensee may be entitled to recover from him under the Act and this Code.

5.121 If there is no separate written agreement between the Distribution Licensee and the consumer the latter, after the supply of electricity has commenced, shall be deemed to be bound by terms and conditions of the Supply Code. The Consumer shall not refuse to tender an Agreement if so required by the Distribution Licensee within thirty days of commencement of the Supply. Upon failure of the consumer to sign the Agreement, it shall be open to the Distribution Licensee after giving due notice and opportunity of representation to disconnect the Supply to such Premises. However, the Distribution Licensee shall restore the supply immediately upon execution of the agreement by such consumer.

5.122 If any Consumer terminates his Agreement within period of 2 years of the commencement of new or additional supply (or where no formal Agreement is tendered, if the Supply is not utilized for the period of 2 years which would have been applicable if an Agreement has been tendered), he shall be liable to pay the minimum charges for each month short of the period of 2 years.

5.123 A copy of the agreement executed shall be given to the consumer/applicant.

General Conditions of Supply Connected Load

5.124 The method of determination of connected load shall be as per **Annexure VIII** to this Code.

Point of Supply

5.125 Supply shall be given at a single point in the premises at the outgoing terminal of the licensee. The point of supply shall be determined by the licensee such that meters and other equipment are always accessible to the licensee for inspection without infringing upon the consumer's privacy. All HT & EHT consumers shall provide independent entry to the meter or metering cubical. However, in special cases, the licensee may agree to give supply at more than one point in the consumer's installation on account of the physical layout of the installation and the requirements of the consumer.

5.126 At the point of commencement of supply, the consumer shall provide a main switch/circuit breaker. In addition, HT & EHT consumers shall also provide suitable protective devices as per the provisions of Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time. The system of protection shall have to be approved by the licensee before commencement of supply. Meters, MCBs/CBs and associated equipment shall be installed by the licensee at the point(s) of supply.

5.127 HT and EHT consumers shall install step-down transformers with a vector group with delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed as per Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 and

as amended from time to time.

5.128 . The meter, meter boards, service mains, MCB/CB, load limiters etc., must on no account be handled or removed by anyone who is not an authorized employee/representative of the licensee. Seals which are fixed on the meters/metering equipment, load limiters and the licensee's apparatus, must on no account be tampered with, damaged or broken. It is the consumer's responsibility to keep in safe custody the licensee's equipment's and seals on the meters/metering equipment's within the consumer's premises.

5.129 In the event of any damage caused to the licensee's equipment within the consumer's premises by reason of any act, neglect or default of the consumer or his employees, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so after demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the electricity.

Security Deposit

5.130 A security deposit shall be deposited by all the consumers to cover:

- (1) The estimated amount of bill corresponding to the billing cycle period plus one month; and
- (2) Payment due to the licensee for any electric line or electrical plant or electric meter that is to be provided for supplying electricity to the consumer.

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

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

5.131 Subsequently, the security deposit shall be revised annually as per the procedure defined in Regulation 5.136 of this Code. Any excess/deficient amount shall be adjusted within two subsequent bills of the consumer.

5.132 If the security deposit is reduced due to adjustment of outstanding dues, the same shall be adjusted within the subsequent two bills of the consumer.

5.133 The security deposit shall be returned to consumer upon termination of Agreement within 30 days of adjustment of all dues. In case of delay, interest equivalent to the State Bank of India base rate on the 1st of April of that year shall be payable to the consumer.

5.134 The HT/EHT and industrial consumers can provide the security deposit through Bank Guarantee as per the format specified in **Annexure XXI** or by providing lien against fixed deposits. If the Security Deposit is submitted in the form of Bank Guarantee or by providing lien against fixed deposits no interest shall be payable to the consumer.

Interest on Security Deposit

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

Review of Security Deposit

- 5.136** At the beginning of the financial year, 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. Consumer is required to maintain a sum equivalent to his average payment for the period of one billing cycle plus one month, where 'average payment' shall be equal to the average of actual bills paid in the last financial year:

Provided that for a consumer whose electricity connection is less than 1 year old, the security deposit shall not be revised at the beginning of the financial year.

- 5.137** The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of security to the consumer by the licensee, as and when arises, shall be made through maximum of three electricity bills.

Cost of Servicing New Connection/ Enhancement of Load

- 5.138** The consumer shall pay the cost of service line etc. and other applicable charges. These charges shall be either on the basis of the schedule of standard charges approved by the Commission or actual cost of works as given in the estimate prepared by the licensee.

General Provisions Regarding Service Line and Apparatus

- 5.139** The consumer shall provide space of requisite dimensions and at convenient location as mutually agreed between the consumer and the licensee, free of charge, for erection / installation of that part of service line that falls within his premises, transformers, switch gear, meter and all other apparatus up to the point of commencement of supply. The whole of service line and other apparatus shall be deemed to be the property of the licensee and shall remain under its control.

- 5.140** The licensee may use the service line and other apparatus to give supply to other consumers provided that the supply to the consumer who has paid for these is not affected adversely. Further, even if the supply to the consumer who has paid for the line / apparatus is disconnected for whatever reason, the consumer shall permit the licensee continued access to the service line and other apparatus if they are required to give supply to other consumers, and no payment shall be due to the consumer for such access / facility, until alternate arrangements are made. However, it is expressly provided that the licensee shall make all possible efforts to make alternate arrangements as early as may be practicably possible. For this purpose, the licensee may explore a mutually acceptable arrangement for continuation of the installation at the existing place.

Resale of Energy

- 5.141** The consumer shall not supply any energy supplied to him by the licensee to another person or other premises unless he holds a suitable sanction or license for distribution and sale of energy granted by the Commission or has been exempted from obtaining the license or has been appointed as franchisee.

Access to Consumer's Premises

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

- (1) Inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Distribution Licensee;
- (2) Removing where a supply of electricity is no longer required, or where the Distribution Licensee is authorized to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee.

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

- (1) Enter any premises or land referred to in Regulation 5.142 for any of the purposes mentioned therein;
- (2) Enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.

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

Failure of Supply due to Fuse Failure

- 5.145** Should at any time the licensee's service fuse or fuses fail, complain should be registered at the licensee's local office or call center or if there are sub-stations, at the nearest substation. Only authorized representatives of the licensee are permitted to replace these fuses in the licensee's cut-outs. Consumers are not allowed to replace these fuses and they will render themselves liable to penalty if the licensee's seals placed to protect the licensee's apparatus are broken. The licensee should not allow his employees to carry out any repair or replacement of fuses in the consumer's installation.

Chapter 6

6. METERING

6.1 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 issued under Section 55 of the Act, and as amended from time to time. Notwithstanding this, the licensee may consider installing upgraded technology meter becoming available in the market if it meets the requirements over and above the requirements of CEA.

6.2 For LT loads Miniature Circuit Breakers (MCBs) and for HT/ EHT loads Circuit Breakers (CBs) of appropriate rating and specifications shall be installed along with the meter.

6.3 At the time of seeking a new connection the consumer shall have the option to either:

- (1) Purchase the meter, MCB/CB and associated equipment himself as per specifications issued by the licensee from time-to-time; or
- (2) Require that the meter, MCB/CB and associated equipment be supplied by the licensee.

The consumer shall indicate this option in the application form and licensee shall supply him with the meter specifications. Once the consumer has procured the meter as per the specifications, the licensee shall test, install and seal the meter.

The licensee shall make available on its website specifications of meters and other equipment.

6.4 The licensee is authorized to review the status of meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises.

6.5 If supply is provided by the licensee to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category

6.6 The distribution licensee shall make out a plan for introduction and adoption of new technologies such as pre-paid meters, time of the day (TOD)/frequency based tariff (FBT) meters, automatic remote meter reading system through appropriate communication system with the approval of the Commission.

6.7 If supply to an HT/EHT consumer is given on an independent feeder for his exclusive use the metering arrangement shall be installed at the consumer's premises or, if mutually agreed, the metering arrangement at the sub-station of the licensee may be used for billing and no meter need be installed at the premises of the consumer.

6.8 Pre-paid meters shall be mandatory to those defaulting for consecutive three billing cycles.

6.9 Temporary Connections wherever possible shall be released on pre-paid meters.

Supply and Installation of Meters and MCBs/CBs

- 6.10** LT, HT and EHT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weatherproof enclosure of a design approved by the licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the licensee.
- 6.11** If the meter is supplied by the licensee, the licensee shall be entitled to recover the cost of meter and associated equipment as part of the demand notice. In addition, the licensee shall charge meter rent as approved by the Commission. In case of connections where the meter has been procured by the consumer, no meter rent shall be charged from the consumer.
- 6.12** The installation of meter shall be decided in consultation with the consumer. The consumer shall provide suitable and adequate space for installation of the meter supply in such a manner that it is always accessible to the licensee or its representatives. In case of multi-storied buildings, it shall be fixed preferably on the ground floor/rising mains having proper air ventilation & adequate illumination as per the standards and codes specified.
- 6.13** Initial installation or replacement of the meter shall be done by the licensee's engineer in the presence of the consumer or his authorized representative, after giving a notice period of 7 days.
- 6.14** The licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meter at the time of initial installation or replacement. The licensee shall retain one copy and the second copy, duly signed by the authorized representative of the licensee, shall be given to the consumer under proper acknowledgment. The consumer or his authorized representative shall also sign the Meter Particulars sheet. Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered into the Meter Particulars Sheet by the licensee or his authorized representative.
- 6.15** Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed in the presence of the consumer. The seal, name plates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer. Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and all subsequent amendments.
- 6.16** The consumer shall be responsible for safe custody of meter(s), MCB/CB etc. if the same are installed within the consumer's premises. The consumer shall promptly notify the licensee about any fault, accident or problem noticed with the meter.
- 6.17** All the unmetered connections including agricultural, streetlights must be metered by the licensee within a period of Six (6) months from the issuance of this Code.
- 6.18** It shall be the responsibility of the licensee to maintain the meter and keep it in working order at all times. The licensee may also have a provision for such metering system where the display unit is at the consumer premises and the metering unit is outside the premises such as on a pole etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the licensee.
- 6.19** The licensee shall monitor the consumption pattern of the consumer and get the

meter checked where ever considered necessary to ensure that the meter is in proper working condition.

- 6.20** A consumer may install a check meter of appropriate make and conforming to the technical specifications as laid down in Central Electricity Authority (Installation and Operation of meters) Regulations 2006. These check meters may be calibrated by the licensee upon payment of prescribed fee as specified by the licensee with the approval of the Commission. However, check meter readings shall not be used for billing purpose by the licensee.

Reading of Meters

- 6.21** The meter shall be read once in every billing cycle and the consumer shall extend all facilities to the licensee or his authorized representatives to read the meter.
- 6.22** The meter shall be read by an authorized representative of the licensee. 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.
- 6.23** The meter reader may use hand held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee.
- 6.24** It shall be the duty of the meter reader to check the condition of LEDs (light emitting devices) on electronic meters. In case the E/L LED indicator provided on electronic meters is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the concerned officials of the licensee about the leakage.
- 6.25** Status of the meter and/or its seal along with the meter reading details for last six billing cycles of each consumer shall be made available on the licensee's website.
- 6.26** If the meter is inaccessible on two consecutive meter reading dates as per cycles, a notice shall be issued to consumer to keep the meter accessible for reading on the date (at least 7 days after the date of notice) and time specified in the notice.
- 6.27** If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to inform the meter reading to licensee within within the next 7 days. Failing this, supply shall be disconnected.
- 6.28** The provisions of Regulations 6.26 and 6.27 of this Code shall not apply in case of a domestic consumer who has given an advance intimation to the licensee of the inaccessibility of his meter for reading due to the consumer being out of station and has also deposited an amount in accordance with Regulation 7.22 of this Code.
- 6.29** When a domestic consumer gives prior information in writing about inaccessibility of the meter to the licensee due to continued absence from residence, the licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the

intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up to date dues.

- 6.30** If the consumer desires to have a special reading taken, the same shall be arranged by the licensee and the charge, as approved by the Commission shall be included in the next bill of the consumer.

Testing of Meters

- 6.31** It shall be the licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the licensee may test them for this purpose. The licensee shall conduct periodical inspection/testing and calibration of the meters as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and as amended from time to time.

- 6.32** The licensee shall conduct periodical inspection/testing of the meters as per the following schedule:

- (1) Single phase meters: Once every five years
- (2) LT 3-phase meters: Once every 3 years
- (3) HT meters including MDI: Yearly

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

- 6.33** Test results shall be maintained as per the format given in **Annexure IX** to this Code.

Testing Accuracy of Meters

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

- 6.35** A consumer may request the licensee to test the meter on his premises if he doubts its accuracy, by applying to the licensee in the format given in Annexure X to this Code, along with the requisite testing fee. On receipt of such request, the licensee shall follow the procedure as detailed in Regulations **Error! Reference source not found.-Error! Reference source not found.** of this Code.

- 6.36** The meter may be tested for accuracy at a third party facility, if so desired by the consumer. The list of third party agencies which are accredited by NABL(National Accreditation Board for testing and Calibration laboratories) shall be available on the website of the Licensee.

Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as per the cost guidelines of the Cost specified by the licensee with the approval of the Commission.

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

- 6.37** The licensee shall inspect and check the accuracy of the meter within 30 days of receiving the complaint both in urban and rural areas. The licensee, after testing, if needed, shall replace the meter within 15 days thereafter

- 6.38** Before testing a consumer's meter, the licensee shall give 7 days advance notice in urban areas and 10 days' advance notice in rural areas intimating the date, time and place of testing so that the consumer or his authorized representative may be present at the time of testing. The licensee shall inspect and check the accuracy of the meter within 30 days of receiving the complaint both in urban and rural areas. The licensee, after testing, if needed, shall replace the meter within 15 days thereafter.
- 6.39** The consumer/authorized representative present during testing will sign the test report as a token of witness. In case the consumer / authorized representative is not present, the licensee's representative and the testing laboratory official shall sign on the test report.
- 6.40** The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 7 working days of the date of testing. In case of faulty meter, rectification for a maximum period of six months or from the date of last testing, whichever is later, on the basis of the test report, shall be adjusted or accounted for in the subsequent bill.
- 6.41** If a consumer disputes the results of testing, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter and give its decision within 45 days of the application.

Cost of Replacement of Defective/ Burnt/ Lost Meters

- 6.42** If, as a result of testing it is established that the meter became defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of the meter shall be borne by the licensee.
- 6.43** If, as a result of testing, it is established that the meter was rendered defective/burnt due to reasons attributable to the consumer such as defect in consumer installation, connection of unauthorized load by the consumer etc., the cost of the meter shall be borne by the consumer as specified below:
- (1) If the meter was owned by the consumer, the licensee shall inform the consumer to replace the meter and associated equipment as per provisions of Regulation 6.1- 6.4 of this Code within 7 days, after which the licensee may be empowered to install a new meter and seek additional security deposit and start charging meter rent, if applicable
 - (2) If the meter was owned by the licensee, the licensee shall install a new meter at its own cost and recover the cost of the burnt meter from the consumer in proportion of the remaining useful life of the meter (useful life of the meter as per the depreciation schedule of the Commission - no of years after date of first installment of the aforesaid meter) that was rendered defective/burnt:

Provided further that if, as a result of testing, it is established that the meter was rendered defective/burnt due to tampering or any other deliberate act by the consumer to interfere with the meter, the consumer shall be assessed as per Regulation **Error! Reference source not found.** of this Code and action as permissible under law shall be taken against the consumer for pilferage and tampering.

- 6.44** In case of loss of meter, the cost of new meter and other apparatus shall be borne

by the consumer unless the meter was installed outside consumer premises. The licensee shall recover the cost of the meter from the consumer in proportion of the remaining useful life of the meter that was lost.

The licensee shall attend the complaint of consumers for defective / stuck meter within 15 days of receiving the complaint and after listing, if needed shall replace the meter within 15 days thereafter.

Replacement of Meters (including MDI) Not Recording

- 6.45** The consumer is expected to intimate the licensee as soon as he notices that the meter has stopped or is not recording.
- 6.46** If during periodic or other inspection any meter is found to be not recording by the licensee, or a consumer makes a complaint in this regard, the licensee shall follow the procedure detailed in Regulations 6.38-6.40 of this Code.
- 6.47** If the meter is actually found to be not recording, the licensee shall replace the non working (stuck, running slow, fast or creeping) meter within 15 working days.

Replacement of Burnt Meters

- 6.48** In case a meter is found burnt either on consumer's complaint or upon inspection by the licensee, the licensee shall restore the supply within 6 hours of receipt of the complaint bypassing the burnt meter after ensuring that necessary preventive action at site is taken to avoid future damage
- 6.49** If the meter is burnt due to causes attributable to the licensee, the licensee shall replace the burnt out meter within 15 working days of receiving the complaint.
- 6.50** If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, , connecting unauthorized additional load etc., the procedure laid down in Regulation **Error! Reference source not found.** shall be followed with respect to replacement of meter. The licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 working days of detection and shall replace the meter within 15 working days of receiving payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter. In case of the consumer doesn't replace the meter or pay within the stipulated time for replacement of meter the consumer shall be served notice for disconnection within 7 days of expiry of the specified period. Failure to comply with the same shall lead to disconnection with immediate affect.

Replacement of Lost Meters

- 6.51** Complaints regarding lost meters shall be entertained by the licensee only if they are accompanied by a copy of the FIR lodged by the consumer with police. In all such cases, the licensee shall also conduct an inquiry.

Supply in such cases shall be restored after installation of a new meter, payment of electricity charges for the period in which meter was not available and any other prescribed charges that may be approved by the Commission. Electricity charges for the period in which the meter was not available shall be assessed as per Regulation 7.14 of this Code.

Chapter-7

7. BILLING

General

- 7.1** Tariff and charges for supply of electricity shall be determined by the Commission from time to time. The licensee shall intimate the consumer, in the beginning of the financial year, the following:
- (1) Billing cycle, which shall be monthly for all categories of consumers except agricultural consumers i.e. pump set connections in which case the billing cycle, depending upon the local conditions, the licensee shall specify the periodicity separately with the approval of the Commission.

In case of Consumers with LT single phase supply, if the licensee experiences difficulty in monthly billing of such a large number of Consumers, it may specify the billing on bi-monthly basis (i.e. once in two months) with the approval of the Commission. The Commission may consider the difficulties of the licensee may approve the billing on bi-monthly basis for a specified time period beyond which the billing cycle shall be on monthly basis cycle, depending upon the
 - (2) Probable week in which bill shall be issued by the licensee in every billing cycle;
 - (3) Probable due dates for payment of bill; and
 - (4) Rebates applicable to consumers, if any
- 7.2** Provided that the due date for bill payment through cheques shall be 3 days in advance of the normal due date for cash payment. The licensee shall also intimate the consumer of bill dispatch through SMS and/or email, if the consumer has furnished requisite details. The billing details of last six bills (including the latest bill) for all consumers shall also be made available on the licensee's website along with payment receipt details
- 7.3** The licensee shall arrange to get the name of the bill distributor rubber-stamped and the bill distributor shall write down the delivery date of the bill on the body of the bill before it is handed over to the consumer. The licensee may explore an option of introducing Spot Billing to domestic and commercial consumers in its area of supply.
- 7.4** The licensee shall issue the first bill within two billing cycles of energizing a new Connection. In case the consumer does not receive the first bill within two billing cycles from the date of energization of the connection, he shall complain, in writing, to the licensee's office and the licensee shall issue the bill within the next 14 days.
- 7.5** The bill will be delivered to the consumer immediately in case of spot billing under acknowledgment by the consumer. In all other cases, the licensee shall ensure that the bill is delivered to the consumer by hand/post/courier at least 15 days prior to the due date of payment.
- 7.6** If a consumer does not receive the bill within 7 days of the bill issue date, he may obtain a duplicate bill from the concerned billing office of the licensee or download it from the website of the licensee. However, the responsibility of delivering the bill to the consumer lies with the licensee only. The licensee shall issue a duplicate bill

immediately if the consumer contacts the licensee's office in person/ telephonically, or on the date of acknowledgement if received by post. Non-receipt of the bill shall not entitle the consumer to delay payment beyond the due date.

7.7 The following information shall be included in the bill:

- (1) Address and telephone number of the billing office / distribution center;
- (2) Service Connection Number;
- (3) Bill Number and Period of Bill;
- (4) Consumer Number, Name and Address;
- (5) Pole Number from which connection is served / Name of sub-division or center;
- (6) Date of issue of Bill;
- (7) Tariff category of consumer (i.e. domestic/ commercial etc.);
- (8) Tariff, rate of electricity duty and cess applicable;
- (9) Status of meter (OK/defective/not available);
- (10) Billing Status (Regular/ Assessed/ Provisional Bill with reason)
- (11) Supply details:
 - a) Type of supply (i.e. single phase, three-phase LT or HT)
 - b) Contracted load/ Connected load
- (12) Meter number and identification details of meter (in case the meter was replaced during the billing period, the bill must indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter);
- (13) Initial meter reading with date;
- (14) Final meter reading with date;
- (15) Multiplying Factor of the meter if any;
- (16) Units consumed;
- (17) Maximum demand;
- (18) Power Factor, if applicable
- (19) Due date of payment (separately specified for payment by cash, cheque, Credit/Debit Card, etc. if necessary);
- (20) Billing details: Item-wise details for the current month as well as past arrears shall be furnished in the bill. A representative list is given below:
 - a) Energy Charges;
 - b) Fixed Charges;
 - c) Meter rent, if any;
 - d) Capacitor surcharges;
 - e) Other Charges, if any;
 - f) Electricity Duty;
 - g) Fuel price purchase adjustment charges;

- h) Power factor adjustment charges, if any;
- i) Reactive Energy Charges, if any;
- j) Reactive Energy Charges, if any;
- k) Surcharge for delay, if any;
- l) Interest on installments due;
- m) Total current month demand;
- n) Arrears (with details);
- o) Details of Subsidy, if any, under Section 65 of the Act;
- p) Others (with details);
- q) Total amount due;
- r) Adjustment;
- s) Net amount to be paid;
- t) Modes of payment accepted;
- u) In case of cheques and bank drafts, the receiving authority in whose favor the amount should be drawn shall be mentioned;
- v) Amount of Security Deposit held and required
- w) Consumption details of last six readings.

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

- (1) Address(es) of collection center(s) and working hours for collection of bill payments, including the date and time of presence of the mobile van, if any, at different venues for collection of bill payments;
- (2) Designation and address of the authority with whom grievance/complaints pertaining to bills can be lodged.
- (3) Complete address(es) with telephone number(s) of the complaint centers, if any;
- (4) Addresses and telephone numbers of the Chairman and Member of Commission CGRFs as well as that of the Ombudsman constituted under Section 42 sub- clause 6 of the Act;
- (5) Tariff Schedule applicable to the consumer; and
- (6) Information relating to safety, Energy conservation, prevention of theft etc.

7.9 The bill may contain additional information, if any, as desired by the licensee.

7.10 The licensee shall ensure adequate publicity of the addresses/locations and working hours of the collection centers including those of banks wherein consumers can make payments.

Procedure for Billing under Special Circumstances Billing when Meter Not Accessible

7.11 In all cases not covered by the Spot Billing system, if the licensee is not able to read the meter, a provisional bill may be issued on the basis of the consumption for the corresponding period of the previous year wherein the meter was functional. However, the licensee shall ensure that such provisional billing does not extend to more than two billing cycles at a stretch, and there are not more than two provisional

bills generated for a consumer during one financial year. If the premises of the consumer is inaccessible for more than two billing cycle a notice is to be affixed in the premises of the Consumer for temporary disconnection. If within 30 days from the affixation of such notice if the consumer fails to make arrangement for meter reading the supply shall be temporarily disconnected after giving one month notice. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.

In case of new connection for which one year data is not available the consumption for the purpose of provisional billing shall be computed by considering the load factor as specified for that category in **Annexure XVIII** of this Regulation.

Billing in case of defective/stuck/stopped/burnt meter

- 7.12** In case of defective/stuck/stopped/burnt meter, the consumer shall be billed on the basis of average consumption corresponding to the three billing cycles of the previous year wherein the meter was functional. These charges shall be leviable for a maximum period of three months only during which time the licensee is expected to have replaced the defective meter:
- 7.13** In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the demand Charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also not available, the maximum demand shall be calculated based on the load factor as per the mechanism specified in **Annexure XIX** of the Code.

Billing in case of Lost Meters

- 7.14** In case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:
- (1) As per Regulation **Error! Reference source not found.** of this Code, if it is established in the licensee's enquiry that the loss of meter was due to a deliberate act of the consumer and/or with his connivance
 - (2) As per Regulations 7.12 and 7.13 of this Code, in other cases.

Special Reading and Billing of Meters in cases of Change of Occupancy or Vacancy of Premises for Domestic Consumers

- 7.15** It shall be the responsibility of the consumer to get a special reading done by the licensee at the time of change of occupancy or on the premises falling vacant and obtain a No- Dues certificate from the licensee.
- 7.16** The consumer shall request in writing to the licensee for special reading to be taken at least 15 days in advance of the said vacancy of premises or change of the occupancy, as the case may be. However, the licensee may accept a notice of shorter period.
- 7.17** The licensee shall arrange to take a special reading of the meter within 5 days of receiving the consumer's written request and issue a final bill including all arrears till the date of billing, at least 5 days before change of occupancy / vacancy of

premises. The final bill thus raised shall mention that no other dues are pending on the premises and the bill is final. The final bill shall also include charges for the period between the date of special reading and date of vacancy of premises on a pro-rata basis.

- 7.18** 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 supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the final payment on vacating the premises and the licensee shall accordingly issue a No-Dues Certificate on receiving such payment. However, in case of change of occupancy, the connection shall not be disconnected and after completing the commercial formalities for change of name, the same shall be affected.

Payment on Self Assessment by the Consumer

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

Advance Payment of Bills

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

Billing in case of Disputed Bills

- 7.24** On receipt of the complaint in person the licensee shall issue a written/electronic acknowledgment on the spot or within three days of receipt, if received by post and give a complaint number for reference.
- 7.25** 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 7 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 7 days of receipt of the additional information. However, if the consumer does not

provide information on time, the licensee shall not be held liable for the consequent delay. Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of corresponding period of the previous year when the meter was functional. Amount so recovered shall be subject to final adjustment on resolution of the complaint.

- 7.26** If the complaint is found to be correct by the licensee, a revised bill shall be issued within 5 working days of intimation of the same to the consumer. The consumer shall make the payment within 15 days after receipt of the revised bill. The consumer shall not be charged any late payment surcharge if the payment is made by the revised due date.
- 7.27** If the complaint was found to be incorrect the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment surcharge if the payment is made after the due date of the original bill.
- 7.28** Consumers, who intend to get the special meter reading conducted, shall pay the requisite fee for the same as approved by the Commission from time to time.

Billing in case of Excess Load

- 7.29** In cases where MDI is installed the assessment for billing shall be made as per the provisions of the Tariff order. In cases where no MDI is installed, the excess load shall be billed as per the formula given in **Annexure XIX** but at two times the rate applicable in the tariff order. The 'L' in the formula shall be computed as below:
- (1) In domestic category, 50 % of the difference between the actual connected load and two times the contracted load: and
 - (2) In commercial category, 75 % of the difference between the actual load and 1.33 times the contracted load: and
 - (3) In other cases difference between the connected load and the contracted load

Payment of Bills

- 7.30** Consumer may pay the bill by Cash (up to Rs10,000), Cheque, Demand Draft or Debit / Credit Card, banker's cheque, Electronic clearing system, net banking, drop boxes etc. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located. The date of realization of the cheque shall be deemed to be the date on which the payment is received in the licensee's account.
- 7.31** The payment may be made
- (1) In person at the designated collection offices of the licensee during specified times;
- OR
- (2) By post or courier; or
 - (3) by deposit in the drop-boxes maintained by the licensee at designated locations; or
 - (4) By bank transfer through the internet; or

(5) By any other scheme notified by the licensee for acceptance of bill payment.

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

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

In case a cheque is dishonored, the licensee shall inform the consumer and require him to pay the bill within 7 days in cash. The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonor of the cheque/non -realization of the draft. If there are two instances of dishonor of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments in cash / or through net banking till the end of the following financial year. In addition the licensee may have the option to initiate action against the consumer as per the legal provisions of the Negotiable Instrument Act.

7.34 In addition to the mode of payments specified in Regulation 7.30 of this Code, the licensee may notify schemes for acceptance of bill payment through Electronic Clearing System or at designated counters of a bank or through credit/debit cards or through any other means in a specified area and/or for a specified category of consumers, after due notice is given to consumers. However, any change in the mode of payment shall be consumer friendly.

7.35 Where the due date indicated for payment on the bill falls on a Sunday or a public holiday, the payment shall be due on the next working day.

Receipt of bill payment

7.36 Receipt shall be given to the consumer for payment of bills made in person. In all cases, payments shall be acknowledged in the next bill.

Utilization of the Amount Received

7.37 All payments made by the consumer will be adjusted in the following order of priority:

- (1) Late payment surcharge;
- (2) Arrears of electricity charges and corresponding arrears of electricity duty/ tax;
- (3) Current electricity charges and corresponding current electricity duty/tax;
- (4) Miscellaneous charges.

Late Payment Surcharge

7.38 Surcharge for delayed payment shall be levied as per the prevailing Tariff Order.

Installment Facility

7.39 The licensee may frame a scheme for providing facility of payment of bills in

installments for consumers who are for the time being under financial distress. Delayed payment charges shall however be levied on the amount paid after the due date.

Recovery of Arrears

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

Chapter-8

8. THEFT AND UNAUTHORIZED USE OF ELECTRICITY

Theft of Electricity

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

Procedure for booking a case of theft of electricity

- 8.2** The licensee or supplier shall publish the list of the Authorized Officers prominently in all the Offices and its website and the Photo Identity Card issued to such officers shall indicate so for inspection of any place or premise, as per Section 135(2) of the Act.

- 8.3** An Authorized Officer, suo-moto or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises after prior intimation to Superintendent Engineer (SE) of that area.

Provided that in cases where SE is not appointed, prior intimation shall be provided to the concerned Executive Engineer.

Provided further that no inspection, search and seizure of any residential premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

- 8.4** The inspection team of the licensee or supplier, headed by such Authorized Officer shall carry along with them their Photo Identity Cards. Photo Identity Card should be shown to the consumer/consumer representative before entering the premises. Photo Identity Card of the Authorized Officer shall clearly indicate that he has been nominated as Authorized Officer as per provisions of Section 135 of the Act.

- 8.5** While conducting inspection, the authorized officer and his team shall follow the provisions of sub-sections 2, 3 & 4 of Section-135 of the Act.

- 8.6** As far as possible, the events of inspection shall be photographed / video graphed. In cases, where significant law and order problem is anticipated, the authorized officer inspecting the premises shall immediately seek assistance from his senior officer(s) and also call for police help. In such cases all events shall be recorded through video camera.

- 8.7** If such entry or inspection reveals nothing to indicate the commission of or engagement in any act of theft of electricity by the person / consumer, the authorized officer, the employees accompanying him and the licensee shall not be liable for any alleged loss or inconvenience caused to the person/consumer on account of such entry, inspection and search.

- 8.8** The Authorized Officer shall prepare a report giving details such as connected load, condition of meter seals, working of meter and mention any irregularity noticed (such as tampered meter, artificial means adopted for theft of energy).

- 8.9** 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.

- 8.10** No case for theft shall be booked only on account of seals on the meter missing or tampered or breakage of glass window, unless corroborated by consumption pattern of consumer and such other evidence as may be available.
- 8.11** In case sufficient evidence is found to establish direct theft of electricity, licensee or Supplier as per Section 135 sub-clause (1A) of the Act shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises and shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within 24 hours from the time of such disconnection.
- 8.12** In case of suspected theft, the Authorized Officer shall remove the old meter under a seizure memo and seal it in the presence of the consumer or his authorized representative and the Authorized Officer and the consumer have to sign on the seal borne on the meter.

The licensee or supplier shall continue the supply to the consumer with a new meter. The old meter shall be tested in the presence of the consumer and the Authorized Officer at the licensee's testing lab which shall give a test report, in writing, which along with photographs / videos shall constitute evidence thereof. The Authorized Officer shall record reasons to suspect theft in the premises in his report:

Provided that if consumer insists, the testing of the meter will be carried out at a NABL(National Accreditation Board for testing and Calibration laboratories) accredited third- party testing facility.

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

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

- 8.14** After detailed examination of the evidence and the consumption pattern of the consumer, if the licensee or supplier is convinced that a prima-facie case is made out for the abstraction, consumption or use of electricity dishonestly against the consumer, the licensee or supplier shall, within 7 days of inspection, serve a provisional assessment order assessed as per Regulation 8.23 of this Code along with show cause notice to the consumer, giving reasons, as to why a case of theft should not be booked against such consumer giving full details for arriving at such decision and points on which reply has to be submitted. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- 8.15** In case a show-cause notice is not served even after 30 days from date of inspection

by the licensee or supplier, the case of suspected theft shall be considered as dropped and no further action can be initiated against the consumer.

- 8.16** Theft shall not be limited to physical interference with the meter found during physical inspection. It shall also include theft committed by resorting to external methods such as remote control, high voltage injection etc. which interfere with the accurate registration of energy consumed. Theft of electricity may be established by analysis of metering data down-loaded by a third -party facility accredited by NABL. In case theft of energy is determined by way of meter down load, the provisional assessment order assessed as per Regulation 8.23 of this Code along with show cause notice will be sent to the consumer/user. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- 8.17** The person, on whom an order has been served under Regulations 8.14 and 8.16 of this Code, shall be entitled to file objections, if any, against the provisional assessment before the Authorized Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.

Submission of consumer's reply

- 8.18** The consumer shall submit his/ her reply within 15 days of receipt of show cause notice to the concerned officer mentioned in Regulations 8.14 and 8.16 of this Code.
- 8.19** In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per Regulations 8.20 and 8.21 of this Code.

Hearing in case of suspected theft

- 8.20** Within 5 days from the date of submission of consumer's reply, the licensee or supplier shall arrange a hearing with the consumer. The consumer may be given another opportunity in case he fails to appear for the hearing. In case, the consumer fails to appear for the second time, the licensee may proceed against the consumer.
- 8.21** During the hearing, the assessing officer shall give due consideration to the facts submitted by the consumer and pass, within 5 working days, an order as to whether the case of theft is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.
- 8.22** In all cases where theft of electricity has been detected, the licensee or supplier shall file the case with Special Courts established under section 153 of the Electricity Act 2003.
- 8.23** In case of the decision based on the consumer's reply/hearing wherein the case of theft is not established, no further proceedings shall be required and electricity connection shall be restored through original meter.

Assessment

- 8.24** The Assessing Officer of the Licensee or the Supplier as defined under Section 126 of the Act, notwithstanding the criminal action taken under Section 135 of the Act for theft of electricity shall assess the energy consumption as per the assessment formula given in **Annexure XIX** to this Code, for the entire period during which such

theft of electricity has taken place and if, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection and prepare an assessment order on applicable tariff. After assessing the energy consumption as per the assessment formula given in **Annexure – XIX** to these Regulations, the licensee shall prepare a final assessment bill equal to two times of the tariff applicable and serve upon the consumer notices containing the following information:

- (1) The details relating to the inspection carried out by the authorized officer including the dates and timings, list of material seized and any other relevant fact.
- (2) Detail of the energy consumption assessed on account of theft of electricity, the period for which assessment has been made and the amount to be deposited by the consumer/person (amount calculated formula given in **Annexure – XIX** to these Regulations).

- 8.25** In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the licensee to the person during the period, for which the assessment is made, shall be duly credited to the consumer.
- 8.26** The consumer shall be required to make the payment within 7 days of its proper receipt.
- 8.27** The licensee or supplier, as the case may be, on deposit or payment of the assessed amount or electricity charges in accordance with the provision of these Regulations, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to the clause (1A) of Section 135 of Electricity Act 2003, restore the supply line of electricity within forty-eight hours of such deposit or payment.
- 8.28** If the person does not make payment within the stipulated time, the licensee or supplier shall proceed to recover its dues against the assessment order.
- 8.29** In case of default by the person in payment of assessed amount, the person, in addition to the assessed amount, shall be liable to pay, on expiry of thirty days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months pending adjudication by Appropriate Court.

Default in payment of assessed amount or installments thereof

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

Voluntary Declaration of Tampered Meters

- 8.31** In case a consumer comes forward and voluntarily declares tampering of meter and/or seals:
- (1) The tampered meter shall be replaced with a new meter by the licensee at the consumer's cost or by the consumer, as the case may be, immediately and the licensee shall raise the assessment bill at two times the normal tariff for

the period of last six months reckoned from date of declaration.

- (2) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.
- (3) The licensee shall not move the Special Court in case a consumer voluntarily declares the tampered meter and pays the requisite charges in time.
- (4) In case of default in payment, the procedure for booking the theft case may be followed.

Unauthorized Use of Electricity (UUE)

Cases to be treated as Unauthorized Use of electricity

8.32 The following acts on the part of consumer are to be considered as unauthorized use of Electricity for the purpose of assessment under the provisions of Section 126 of the Act;

- (1) By any artificial means; or
- (2) By a means not authorized by the concerned person or authority or Licensee; or
- (3) Through a tampered meter; or
- (4) For the purpose other than for which the usage of electricity was authorized; or
- (5) For the premises or areas other than those for which the supply of electricity was authorized.

8.33 Cases not to be treated as Unauthorized Use of electricity:

- (1) If connected load of any LT consumer(including domestic consumer) is found to be at variance from the sanctioned/contracted load as a result of increase of load or due to any replacement of lamps, fans, fuses, switches, low voltage domestic appliances, fittings etc. It shall neither fall under unauthorized use of electricity (Section 126 of Act 2003) neither under theft of electricity (Section 135 of Act 2003)
- (2) Supply to activities incidental to main activity, for example supply to chemist shop in nursing homes and hospitals, tea shops, canteens, employee cooperative stores, dispensaries, puncture shops in petrol pumps etc. provided that the connected load for such activities remains within 5% of the sanctioned load or 5 kW, whichever is less.
- (3) In case of domestic/nondomestic connection(s) extension of supply from the connection to other portion of the building/plot including for servant quarters, own parking garages or for social requirements relating to personal religious functions, sports etc in residential areas so long as the supply is not extended to any portion for which the connection has been disconnected due to non-payment of dues and there is no change in the category of use.
- (4) Professional such as Doctors, Engineers, Lawyers, CAs, Journalists and Consultant practicing from their residence irrespective of location provided that such use shall not exceed the area of the premises or as specified in the rules/regulations of their respective state or Union Territory.

- (5) For cottage and commercial activities operating in residences such as repair of shoes by cobbler, dhobi, ironing of clothes, stitching/knitting, paan-shop and bakery products etc. small shops, tea shops etc. with total load (maximum demand) of 5kW domestic tariff shall be applicable subject to the installation of MDI Meters. In cases where total load is more than 5kW, separate metering shall be done for commercial and Domestic use and consumption shall be charged according to the applicable tariff.
- (6) In industrial or commercial premises where the supply is used by one or more persons where partition in business takes place or division in the family occurs or where user of the connection changes due to succession.

Procedure for booking a case for Unauthorized Use of Electricity

- 8.34** The licensee or Supplier shall publish the list of Assessing Officers, prominently in all the Offices and its website and issue Photo Identity Card to such officers.
- 8.35** An Assessing Officer, suo moto or on receipt of reliable information regarding unauthorized use of electricity shall promptly conduct inspection of such premises and shall be present at the time of conducting inspection of such premises.
- 8.36** The inspection team of the licensee, headed by such Assessing Officer shall carry along with them their Visiting Cards and Photo Identity Cards. Photo Identity Card should be shown and Visiting Card handed over to the consumer before entering the premises.
- 8.37** The Assessing Officer shall prepare a report giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for unauthorized use of electricity).
- 8.38** The report shall clearly indicate whether sufficient evidence substantiating the fact that unauthorized use of electricity was found or not. The details of such evidence should be recorded in the report and the material utilized for the purpose shall be kept as evidence.
- 8.39** The report shall be signed by the Assessing Officer, each member of the inspection team and by the consumer, if the consumer fails to sign the report then the same has to be recorded in the inspection report and the report must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post/Speed post on the day or the next day of the inspection.
- 8.40** Within three working days of the date of inspection, the Assessing Officer shall, analyze the case after carefully considering all the evidence including the consumption pattern, wherever available and prepare the report of inspection. If it is concluded that no unauthorized use of electricity has taken place, no further action will be taken it is concluded that no unauthorized use of electricity has taken place, no further action will be taken

Notice to consumer

- 8.41** If the Assessing Officer suspects that the unauthorized use of electricity has taken

place, he shall serve a provisional assessment order assessed as per Regulations 8.48 and 8.49 of this Code along with show cause notice to the consumer, giving reasons as to why a case of unauthorized use of electricity should not be booked against such consumer.

The show cause notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed

- 8.42** The person, on whom an order has been served under Regulation 8.41 of this Code, shall be entitled to file objections if any, against the provisional assessment before the Assessing Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.
- 8.43** If the provisional assessment amount is deposited within 7 days of serving such provisional assessment order on the consumer, reply to the notice shall not be necessary.

Submission of Consumer's Reply

- 8.44** The consumer shall submit his reply within 15 days of receipt of show cause notice to the concerned officer mentioned in Regulation 8.41 **Error! Reference source not found.** of this Code.
- 8.45** In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per 8.46 and 8.47 of this Code.

Hearing in case of suspected unauthorized use of electricity

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

Assessment

- 8.48** Where it is established that there is a case of unauthorized use of electricity based on consumer's reply submission/hearing, the Assessing Officer shall assess the energy consumption taking into consideration the following
- 8.49** The Assessing Officer shall assess the energy consumption considering the following:
- (1) Period of assessment: If the Assessing Officer reaches to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of 12 months immediately preceding the date of inspection.
 - (2) Assessment charge: The assessment under clause 8.49(1) above shall be limited to twice the financial loss caused to the licensee for the period during

which the unauthorized use has taken place i.e., two times the difference of the electricity charges required to be paid by the consumer as per the relevant category of tariff and electricity charges actually paid during the period, subject to a maximum period of 12 months.

- (3) If a consumer is found indulging in more than one act of unauthorized use of electricity, the charges payable by the consumer in respect of each such unauthorized use shall be separately assessed and billed accordingly.

- 8.50** The Assessing Officer of the Licensee or the Supplier as defined under Section 126 of the Act, notwithstanding the criminal action taken under Section 135 of the Act for theft of electricity shall assess the energy consumption as per the assessment formula given in Annexure XIX to this Code.
- 8.51** The final assessment order shall be served on the consumer under proper receipt. The consumer shall be required to make the payment within 7 days of its proper receipt. A copy of the order shall also be handed over to the consumer under proper receipt.
- 8.52** The order of final assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as prescribed by the State Government under section 126(2) of the Act.
- 8.53** Any person served with the order of final assessment, may, accept such assessment and deposit the assessed amount with the licensee within 7 days of service of assessment order upon him.
- 8.54** In case of non-payment of bill amount within 7 days of serving the final assessment order, the connection will be disconnected by serving a 15 days notice, which will not be reconnected until the assessed amount is deposited. In case of non-payment, the amount will be shown as arrear in the regular bill.
- 8.55** When a person defaults in making payment of assessed amount, he, in addition to the assessed amount shall be liable to pay, on the expiry of 30 days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months

.Appeal to Appellate Authority

- 8.56** Any person aggrieved by the final order served by the Assessing Officer may, within 30 days of the said order, prefer an appeal in such form, verified in such manner and be accompanied by such fee as specified by the State Commission, to an Appellate Authority.
- 8.57** No appeal against an order of assessment under section 8.56 above shall be entertained unless an amount equal to half of the assessed amount is deposited in cash or by way of bank draft with the licensee and documentary evidence of such deposit has been enclosed along with the appeal.
- 8.58** The Appellate Authority will dispose of the appeal after hearing the parties and pass appropriate order after hearing the parties and send copy of the order to the Assessing Officer and the appellant. The order of the Appellate Authority shall be final.
- 8.59** The consumer will be served with a revised bill as per final order of the Appellate

Authority to be paid in 7 days.

- 8.60** If a consumer defaults in making the payment within 7 days of serving the final order of the Appellate Authority, the connection will be disconnected after serving a 15 days notice which will not be reconnected until the bill amount is cleared. In case of non- payment, the amount will be indicated as arrear in regular bill and action will be taken for recovery.
- 8.61** An interest of 16% per annum will be charged on the amount as per final order of the Appellate Authority after thirty days from the date of final order, compounded every 6 months as per section 127(6) of the Act.
- 8.62** In case the Appellate Authority holds that no case of unauthorized use of electricity is established, no further proceedings will be initiated by the licensee and the amount deposited by the appellant shall be refunded along with interest at the rate of 16 percent per annum compounded every six months for the period from the date of deposit till the amount recovered is adjusted through adjustment in the electricity bills of the immediately succeeding months. The appellant may also opt for cash refund of the amount deposited by the appellant along with prevalent saving bank rate interest of State Bank of India, till payment of such amount is made by the licensee.
- 8.63** In case the amount payable as determined by the appellate authority is less than the amount already deposited by the person, the excess amount will be refunded by adjustment in the bills of the immediately succeeding months along with prevalent saving bank rate interest of State Bank of India from the date of such excess deposit till the date of actual adjustment.
- 8.64** In case person does not prefer to appeal under Section 127 of the Act and also defaults in the making payment of assessed amount, the connection will be disconnected by serving a 15 days notice, which will not be reconnected until the assessed amount is deposited. In case of non-payment, the amount will be shown as arrear in the regular bill.
- 8.65** When a person defaults in making payment of assessed amount, he, in addition to the assessed amount shall be liable to pay, on the expiry of 30 days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months.

Chapter -9

9. DISCONNECTION AND RECONNECTION

- 9.1** The supply may be disconnected temporarily or on a permanent basis as per the procedure described below. The licensee shall remove service line, meter etc. after permanent disconnection. However, the licensee may not remove service line, meter etc. in case of temporary disconnection.
- 9.2** The charges for connection, reconnection and disconnection shall be in accordance with the Schedule of Charges specified by the Commission.

Temporary Disconnection

- 9.3** The supply may be disconnected temporarily in following cases:
- (1) On non-payment of the licensee's dues: The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of minimum 15 working days to pay the dues. Thereafter, the licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee may deem fit
 - (2) If the conduct/continuance of any business/industry/activity being carried out in any premises becomes unlawful due to lack of necessary permission or withdrawal of permission from the competent authority;
 - (3) If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.
 - (4) If at any time the consumer is found to be using energy for a purpose other than for which it was intended / provided or tampers with the meter and/or other apparatus of the licensee on his premises or extends/allows supply of energy to any other premises from his connection.
 - (5) If the consumer remains unavailable for meter reading for two or more billing cycle after factoring in advance payment for the period of absence, if any as per the provisions of this Supply Code.
- 9.4** The supply shall be disconnected after giving a notice period of minimum 15 days. The supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.
- 9.5** The licensee shall, after the connection is temporarily disconnected as per Regulations 9.3(2), 9.3(3) and 9.3(4), issue a notice to the consumer to remove the cause of disconnection within 45 days failing which the supply shall be disconnected permanently.
- 9.6** The licensee may take steps to prevent unauthorized reconnection of consumers disconnected in the manner as described above. Wherever the licensee discovers that connection has been re-connected in an unauthorized manner, licensee may

initiate action as per provisions of Section 138 of the Act. Further, in case the licensee discovers that supply to such premises has been restored through another live connection, the same shall also be disconnected

Permanent Disconnection

9.7 The supply shall be disconnected permanently in following cases:

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

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

Disconnection on Consumer's Request

9.8 In case a consumer desires his meter to be permanently disconnected, he shall apply for the same in the format prescribed in **Annexure XV** to this Code. The licensee shall give a written acknowledgment of receipt of such request, on the spot.

9.9 The licensee shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within 5 days from receipt of the request. Upon payment, the licensee shall issue a receipt with 'Final Bill' stamped on it. This receipt shall be treated as a No Dues Certificate:

Provided that whenever an agreement is terminated on notice given by the consumer, the licensee shall give a written intimation within 2 working days after termination in the format given in **Annexure XVI** to this Code, failing which such intimation shall be deemed to have been given to the consumer.

9.10 In case of consumers who were sanctioned phased contract demand and supply was released for initial or intermediary phased demands, the consumer may seek deferment or cancellation of such of the phased demands which are scheduled beyond minimum period of Agreement, by giving 3 months' notice in advance or in lieu thereof pay 3 months' charges towards such deferment or cancellation of such phased demands.

9.11 HT/EHT consumers opting for disconnection shall also bear the estimated expenditure on removal of the apparatus and service line. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, within 10 working days of receipt of request.

Reconnection

9.12 In case the consumer request for reconnection within a period of 6 months after disconnection, the licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges

- 9.13** However, in case the consumer requests for reconnection after 6 months of disconnection, the connection shall 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, services line charges, security deposit etc as applicable for that category of consumer.

Chapter-10

10. GENERAL PROVISIONS

General

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

Provision for load shedding

- 10.3** Notwithstanding anything contained in any agreement or undertaking executed by a consumer with licensee or in the tariff applicable to him, the consumer shall restrict the use of electricity in terms of his maximum demand and/or stagger energy consumption in the manner and for the period as maybe specified in any order that may be made by the State Load Dispatch Center or the State Government or the licensee to maintain orderly grid operation. The licensee shall inform bulk/ HT consumers in advance about such restrictions as early as possible by any convenient communication mode for arranging alternate means.

Complaints Management System

- 10.4** Any aggrieved person, electricity consumer, consumer association or legal heirs or authorized representatives (in case of death of a consumer) may lodge a complaint at the centralized call center/complaint center/website or through telephone or post to the Licensee. In case the grievances of the consumer are not addressed by the Licensee the consumer may approach the Consumer Grievances Redressal Forums (CGRF) established by the licensee as per JERC (Establishment of Forum for Redressal of Grievances of Consumers) Regulations, 2009.

Seasonal Industry-Change in Contract Demand

- 10.5** In order to reduce burden on seasonal industries, the Seasonal Industry consumers can change their contract demand twice a year with at least 1 month of notice period.

Service of Notice

- 10.6** Any order/ notice on the consumer by the licensee, including the notice under Section 56 of the Act shall be deemed to be duly served if it is sent by registered post at the correct postal address of the addressee or delivered by hand to the person residing at the address notified to the licensee by the consumer:

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

10.7 If a consumer refuses or avoids receiving the notice, the service may be effected by:

- (1) Affixing the notice at a conspicuous place on the consumer's premises in the presence of two witness and photographing the notice; or
- (2) Publication of the notice in daily newspaper(s) commonly read in the concerned locality to be kept on record by the Licensee.

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

Power Quality Audit

10.8 All HT/EHT consumers shall submit power quality audit report to the respective discom at least once in a year. Discom will review the report and recommend implementation of the same.

Supply Safety Guidelines

10.9 The Licensee and the consumer shall, in every respect, comply with the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.

Demand Side Management

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

Exemption

10.11 The timelines and procedures specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the licensee's installations and activities.

Repeal and Savings

10.12 Save as otherwise provided in this Code, JERC (Electricity Supply Code) Regulations, 2010 together with amendment made from time to time, are hereby repealed.

10.13 Notwithstanding such repeal, anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under this Code to the extent that same were not inconsistent with the Act.

Power to Remove Difficulties

10.14 If any difficulty arises in giving effect to any of the provisions of this Code, the Commission may, by general or special order, do or undertake or direct the licensees to do or undertake things, which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulties.

Powers to Amend

10.15 The Commission may, at any time and on such times as it may think fit, amend, alter or modify any provisions of the code or remove any error or defect in this Code.

(Rakesh Kumar)

Secretary

Application form - New Connection (Low Tension Service):

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

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

I / We hereby declare that

- a) The information provided in this application is true to my knowledge.
- b) I / We have read the Joint Electricity Regulatory Commission (JERC) Supply Code Regulations 2018 and agree to abide by the conditions mentioned therein
- c) I / We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
- d) I / We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date:

Signature of the consumer/ Authorized Signatory

Place:

Name:

Contact No:

E mail-Id:

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

- (1) In case of a partnership firm -The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement;
- (2) In case of Public and/or Private limited Company-The applicant shall furnish a Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;
- (3) Other documents applicable only for select consumer categories:
 - a) Industrial consumers: Valid Industrial License, if applicable
 - b) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required
 - c) Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the nagar nigam / nagar palika / nagar panchayat / gram sabha / gram panchayat / land development authority / land owning agency

Acknowledgement

Application of.....(name of applicant) for..... (purpose) is hereby received on (date).

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

Signature/Seal of licensee's Representative

Name and Designation:

Annexure – II

Application form - New Connection (High Tension / Extra High-Tension Service)

1	Name of the Applicant/Organization:								
2	Name of father/husband/Director/Partner/Trustee:								
3	Address for communication								
4	Address where the new connection is applied for existing connection is required to be shifted (Indicate landmarks to identify the location)								
5	Voltage at which supply is required (kV) (Please tick the category applicable)	6.6 kV	11 kV	22 kV	33 kV	66 kV	110 kV	132 kV	220 kV
6	Type of Supply (Permanent / Temporary):								
6(a)	If Temporary supply, specify period of requirement:	From (date): To (date):							
7	Total Contract Demand applied for (in kW / kVA):								
8	Basis for projection of Contract Demand								
9	Phasing of Contract Demand required (Yes/No):								
	If Yes, then provide the following details in the given format:								
	CD required (kVA) along with remarks, if any	Tentative Date from which required							
	(a)								
	(b)								
	(c)								
10	Purpose of Installation:								
11	Category of Tariff opted for:								
12	Category of Tariff provided:								
13	Production capacity:								
14	Category of Industry: (Tick the applicable one)	SSI		MSI		LSI			
	Type of unit: (viz. Ownership/Partnership/Private Ltd./Public Ltd./Society/ Govt Dept./Govt undertaking)								
15	Name of Institution developing Premises:								
16	Possession Letter or No-Objection Certificate								
(a)									
16	Issued by the Institution (attach a copy)	Number:				Date:			
(b)									
17	Whether supply is needed through an independent feeder								
18	Whether the above unit ever operated at some other	(a) Sanctioned Load:							

	place or applied for connection? (If Yes, please provide details)	(b) Service Connection No.:
		(c) Arrears of payment (if any):
19	If electricity connection for the premises was requested in past? (If Yes, please provide details)	(a)Name of unit: (b)Service Connection No.: Arrears of payment (if any):
20	Status of land acquisition:	
21	Expected date by which finance will be available:	
22	Whether the requisite consent / NOC (if applicable as per the list of Pollution Control Board) has been obtained as per statutory requirements (If yes, attach a copy):	
23	Any electricity dues outstanding in licensee's area in consumer's name: Yes/ No	
24	Any electricity dues outstanding for the premises for which connection applied for: Yes/ No	
25	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No	
	(For questions 22, 23 & 24 if the answer is 'Yes' in any case please provide details on a separate sheet)	

I / We hereby declare that

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

Date:

Place:.....

Contact No.:

Signature of the consumer/ authorized signatory

Name:

Email-Id:

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

- Proof of ownership of the premises
- A map indicating the proposed location of the plant/office and the point where supply is required. The map should normally be of the scale of 1 cm representing 1200 cm.
- Licence / NOC from statutory authority, if required or a declaration by the applicant that his

connection does not fall under the requirement of NOC under any statute.

4. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, partnership deed.
6. In case of Limited Company, Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer and PAN Number, if any. If there is any change at a later date, the same shall be intimated by the consumer to the licensee immediately.
8. Letter of intent for production/ enhancement in production may be furnished.
9. List of equipment's proposed to be installed along with the expected load.
10. Resolution for authorized signatory.
11. Registration from Industries Department.
12. Extract of project report relevant to power and process requirements (in case of industries).
13. Copy of the relevant section of the current tariff order that provides details of the tariff category opted by the consumer and duly signed by him. This will be appended with the agreement after completion of formalities.

Acknowledgement

Application of _____ (name of applicant)

For (Purpose) is hereby received on _____ (date).

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

Signature / Seal of licensee's representative

Name and Designation:

Annexure-III

Declaration / Undertaking

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

Or

The a company incorporated under the provisions of the Companies Act,1956/2013 having its registered office at..... (hereinafter referred to as “Applicant”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns), do hereby swear and declare as under:

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

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

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

THAT the Applicant hereby agrees and undertakes:

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

Or

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

- (3) The licensee is indemnified against any loss accrued to the applicant on this account. Further, Applicant agrees that if there is any harm/loss to the property of the licensee due to the fault in Electrical work within the premises of Applicant, all the liabilities shall be borne by the Applicant.

- (4) To pay the electricity consumption bills and all other charges at the rates set out in the licensee's Tariff Schedule and miscellaneous charges for supply as may be in force from time to time, regularly as and when the same becomes due for payment.
- (5) To deposit the additional consumption deposit as revised by the licensee from time to time based on the consumption of the Applicant in preceding year.
- (6) To abide by the provisions of the Electricity Act, 2003, Electricity Supply Code, tariff orders and any other rules or regulations notified by the Commission, as applicable from time to time.
- (7) That licensee shall be at liberty to adjust the electricity consumption charges along with any other charges against the Consumer Security Deposit paid by the Applicant, in the event of termination of the agreement prior to expiry of the contracted period or in case of any contractual default.
- (8) To be responsible for safe custody of Meters, CTs, Cables etc. provided by the licensee and in case, there is any damage to equipment due to the reasons attributable to Applicant the same shall be chargeable to the Applicant. Further, all repercussions on account of breakage of seals of meters etc. or Direct/Dishonest Abstraction of energy shall be to the account of Applicant, as per the existing laws.
- (9) To allow clear and un-encumbered access to the meters for the purpose of meter reading and its checking etc.
- (10) That the Applicant would let the licensee disconnect the Service connection under reference, in the event of any default, non-compliance of statutory provisions and in the event of a legally binding directive by Statutory Authority(ies) to effect such an order. This shall be without prejudice to any other rights of the licensee including that of getting its payment as on the date of disconnection.
- (11) That the licensee shall not be held responsible for any interruption or diminution of supply of Electricity.
- (12) All the above declaration given by the Applicant shall be construed to an Agreement between the licensee and the Applicant.

Signature of the Applicant

Name of the applicant

Contact No. of Applicant

SIGNED AND DELIVERED

In presence of witness

Name of Witness

Annexure-IV

Application form - Change in Name of Registered Consumer

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

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

(Tick whichever applicable)

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

Date:

Signature of the Consumer

Place:

Name:

Contact No.:

Email-Id:

Acknowledgement

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

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

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

Annexure-V

Application form - Transfer of Ownership to Legal Heir

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

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

(Tick whichever applicable)

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

Date:

Signature of the Consumer

Place:

Name:

Contact No.:

Email-Id:

Acknowledgement

Application form of Service Connection No.....at present in the name of.....
(name of applicant) has been received on.....(date) for changing the name of Consumer to.....In this regard, the consumer is given a reference no._____ to be used for all future correspondence.

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

Annexure-VI

Application form - Conversion of Services / Change of Consumer Category/ Shifting of Connection to new Premises (Tick the applicable purpose)

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

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

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

Date:

Signature of the Consumer

Place

Name

Contact No.:

Email-Id:

Acknowledgement

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

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

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

Application form - Load Enhancement / Load Reduction

(Tick the applicable purpose)

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

Date:

Signature of the consumer

Place:

Name:

Contact No:

Email-Id:

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

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

Acknowledgement

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

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

Signature / Seal of licensee's representative

Name and Designation:

Annexure-VIII

Procedure for Determination of Connected Load
(Domestic Connection)

Name of applicant:.....

Service Connection No. (For existing connections):

Address of applicant:

Contact No. of applicant:.....

Email-Id of the applicant:

Electrical equipment proposed to be put to use:

(Please fill-up the following table to enable determination of the connected load. Normally the actual load of each item will be considered to determine the connected load at the premises. In case of no availability of the rated capacity of any item, the load shown below shall be considered.)

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

Test Result Report of Applicant's Installation

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

(To be filled by licensee's representative)

Reference No.....

Date.....

1. Name and address of the Consumer:
2. Contact No of applicant:
3. Email-Id of the applicant:
4. Details of the installation:
5. Short circuit fault level of the installation:
6. Date of Commissioning of installation (In case of additional supply or reconnection)
7. Results of the tests conducted

S No	Equipment	Test Conducted	Test Results	Remarks
1	Linked with Switch Fuse(s)	i)Mechanical Operation ii) Rating of Fuse iii)Contact of Blades	Smooth/TroublesomeAmp Full/Partial	
1 a	Isolator	i) Mechanical operation ii)Remote operation iii)Local operation iv)Measurement of Contact resistance v)Interlocking with earth switch vi)Interlocking with CB vii)IR Values Open Condition Closed Condition	i)OK/Not OK ii)OK/Not OK iii) OK/Not OK iv).....micro Ohm v)OK/Not OK vi) OK/Not OK vii).....M Ohm Ph-Ph Ph-E	
2	Circuit Breaker S No	1)Rating of the Circuit Breaker i)Type ii)Voltage iii)Normal current iv)Rupturing capacity 2)IR Values Open Condition	 kVAmps kA Ph-Ph Ph-E	

S No	Equipment	Test Conducted	Test Results	Remarks
		Closed Condition Contact Resistance Mechanical Operation Remote Operation Local Operation Interlocking with Isolator Interlocking with Earth switch Alarm and Trip for OTI/WTI/Buchholz/PRV Earth Fault Relay Over Current Relay Under Voltage Relay SF6 Pressure Alarm and trip Operation Testmicro Ohm Instant smooth Time Gap (Sec) OK/Not OK/Not OK OK/Not OK OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK	
3	Transformer S No	a)Insulation resistance values 1. HT to LT 2.HT to earth 3.LT to Earth b) Break down Voltage Test 1)Oil Sample- I (Top) 2)Oil Sample-II Bottom) c)Vector Group Test d)Polarity Test e) Magnetizing Balance f) Tan Delta Test (as per capacity) g) Oil level in conservator tank h)Oil level in breather cup i)OTI/WTI settings j)OTI / WTI Alarm and Trip operation k)Operation of Buchholz relay l)Operation of PRV m)Oil leakage n) Interlock of door switch for dry transformer o)Clearance for side clearance: Between two Transformers : (P) Body Earth resistance Neutral Earth resistanceM OhmM Ohm M Ohm kVkV OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK A/T_°C A/T_°C OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK CmsMeters N1...Ohm N2...Ohm	
4	DG Sets SINo for Alternator Engine	a) Interlocking with other Supply Sources b)Body Earth resistance c)Neutral Earth resistance	OK/Not OK N1.....Ohm N2.....Ohm	

S No	Equipment	Test Conducted	Test Results	Remarks
5	Cable Size: Sq mm	A)Insulation Resistance Values 1. Ph-Ph 2.PH -Earth 3.Ph-Earth + Other Ph B)Bending RadiusM OhmM OhmM Ohm OK/Not OK	
6	Earthing	A)Metal and Size of Earth Strips B)Type of Earthing 1) PlateEarthing 2) Pipe Earthing 3) Counter Poise Earthing C)Value of Earth resistance of earth electrodes for 1)Reactor Neutral: 2)LA's 3)Structure: 4)Frames/bodies of equipment 5)Motors	Cu/Al/GI..... Sq mm Yes/No Yes/No Yes/NoN1 Ohm ...N2 Ohm R)Ohm (Y)... Ohm (B)... OhmOhmOhmOhm	
7	Potential Transformer	i)Ratio Test ii) Polarity Test iii) BDV of Oil iv)IR Test	OK/ Not OK OK/ Not OKkV (R) P-E..... M Ohm (Y) P-EM Ohm (B) P-EM Ohm	
8	Current Transformer	i)Ratio Test ii) Polarity Test iii) BDV of Oil iv)IR Test	OK/ Not OK OK/ Not OK kV R) P-E..... M Ohm (Y) P-EM Ohm (B) P-EM Ohm	
9	Transmission Line	i)Physical condition of conductor / tower ii)Check of tower accessories iii)Tower footing resistance iv)Conductor continuity test v)Check of ground clearance vi)Check of electrical clearance along the route	Ok/Not OK Ok/Not OKOhm Ok/Not OK Ok/Not OK Ok/Not OK	

General Observations

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

Name, Signature and Seal of Authority

Meter Related Complaints / Request for Testing of Meter

(Tick the applicable purpose)

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

1. Service Connection No.:.....
2. Name of the consumer:.....
3. Address and Contact No. of the consumer:
4. Email-Id of the consumer.....
5. Brief description of the complaint - Burnt out / completely stopped / fast meter / Seal broken / Testing of Meter.....
6. Initial cost of meter was borne by **(tick one)** : Consumer / licensee.....
7. Complainant desires to provide/has provided a new meter for replacement **(Yes/No)**:.....
8. Any other information.....

Date: _____ (Signature of Consumer)

(For Office Use)

1. Site verification report

Signature (concerned official)

2. Comments of concerned official

Signature (concerned official)

Acknowledgement

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

Complaint received by: _____ (name and designation)

Date of receiving complaint:

Signature / Seal of Licensee Representative
Name and Designation

Meter Testing Result Report**1. Consumer Particulars**

Service Connection No..... Name of Consumer.....

Consumer Category..... Contracted Load.....

Address of Consumer.....

Contact No of Consumer.....

Email-Id of Consumer.....

2. Meter Particulars

Meter No..... Size.....

Type..... C. T. Ratio.....

E / L-LED Status Rev LED Status

3. Revolution / Pulse Test

Meter Constant..... Load.....

Reading before test..... Reading after test.....

No. of Revolution / Pulse taken..... Actual Time Taken for the test.....

Energy Recorded by meter.....

Energy Recorded by a standardized Meter
Error.....**RESULT**Consumer Meter recorded.....% LESS / MORE Consumption.....
Needs replacement OR.....Results are within**Certificate**

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

Signature of Consumer
Name:

Signature of Company Official:
Name and Designation

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

Load in kW Approximate time in minutes

1 kW 60

2 kW 30

4 kW 15

5 kW 12

Application for Self Assessed Bill

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

Signature of Consumer:

Name of Consumer:

Contact No. of Consumer:

Email-Id of Consumer:

Format for Application of Advance Payment

Service Connection No.....

Name of consumer:

Consumer category:.....

Contracted Load:.....

Address of consumer:.....

Contact No.:.....

Email-Id :.....

Dear Sir,

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

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

Thank you.

Signature of Consumer

Name of Consumer:

Annexure-XIV**Format for Inspection Report in case of UUE/Theft**

Date of Inspection:.....

S.No.:.....

Inspecting Agency:.....

Service Connection No.		
Name of Consumer		
Consumer category		
Address:		
Load Details		
a) Sanctioned/Contracted Load		
b) Maximum demand in kW or kVA or sanctioned contract demand, whichever is higher		
c) Total Connected Load		
Type of Irregularity: (Tick whichever applicable)		
Unauthorized Use of Electricity	Theft	Other (Specify in detail)
INSPECTION RESULT:		
Meter No. (Painted):	CT Box Seal No.:	Found:
Meter No. (Dial):	Meter Box Seal No.:	Found:
Reading (kWh):	Meter Terminal Seal No.:	Found:
Reading (kVAh):	Half Seal No.:	Found:
Reading (kVARh):	Working Meter:	
MDI:	Cable Status:	
Power Factor:	CT Ratio:	
Size:	Type:	
Shunt Capacitor (Tick one)	Shunt Capacitor ____ No. of ____ rating and ____ make found installed in working order to maintain the power factor; OR No shunt capacitor found installed. Power factor measured ____ lagging	

Generator:.....kVA found installed with / without permission

Details of Seals

Other observations by Inspection Team :.....

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

Signature of Consumer

Name of Consumer:.....

Contact No. of Consumer:

Email-Id of Consumer:

Signature of Assessing/Authorized Officer(s):

Signature	1.....	2.....	3.....	4.....
Name	1.....	2.....	3.....	4.....
Designation	1.....	2.....	3.....	4.....
Employee No.	1.....	2.....	3.....	4.....

Annexure-XV

Request for Permanent Disconnection & Termination of Agreement

Service Connection No.....

Name of the consumer:.....

Consumer category:.....

Contracted load:.....

Address:.....
.....

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

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

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

Thank you

Date:.....

Place:.....

Signature of the Consumer

Name:

Contact No.

Address:

Email-Id:

Acknowledgement

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

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

Signature / Seal of licensee's representative

Name and Designation:

Annexure-XVI

Format for Intimation to Consumer after Termination of Agreement

Licensee's Office

Date.....

Office Address.....

Service Connection No.....

..... (Name of consumer)

.....(Address of consumer)

.....(Contact No.of consumer)

.....(Email-Id of Consumer)

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

Your supply has been disconnected permanently.

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

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

Thank you.

Sincerely,

Signature / Seal of licensee's representative

Name and Designation:

Annexure-XVII

Format for Intimation to Consumer after Temporary Disconnection of Supply

Licensee's Office Address.....

Date.....

Service Connection No.:.....

Name of consumer:

Consumer category:.....

Contracted Load:.....

Address of consumer:.....

Contact No. of consumer:.....

Email-Id of consumer.....

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

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

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

Thank you.
Sincerely,

Signature/Seal of licensee's Representative
Name and Designation

Annexure XVIII**Delimitation of Security Deposit amount**

Security deposit amount for a consumer = Load x Load Factor of the category in which the consumer falls x (30 days (except agricultural consumers) + 30 days) x Current tariff

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

Note: For agricultural consumers the time period shall be 60 days.

Annexure-XIX

Assessment of Energy in cases of Theft

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

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

Where,

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

D = Period of assessment in days, during which unauthorized use/theft is suspected and shall be taken for different categories of use as specified below:

a) Continuous Industry	30 days
b) Non-continuous Industry	25 days
c) Domestic use	30 days
d) Agriculture	30 days
e) Non-Residential(continuous)viz. hospital, hotels restaurants, guest houses, nursing homes, petrol pumps and Tele-communication towers	30 days
f) Non Residential(general) i.e., other than (e)	25 days
g) Water works & Street lights	30 days
h) Other Categories (including temporary supply)	30 days

H = Average number of hours per day of power supply made available in the distribution mains feeding the consumer which shall be taken for different categories as specified below:

a) Single shift Industry (day/night only)	08 hrs
b) Non continuous process industry (day & night)	20 hrs
c) Continuous process industry	24 hrs
d) (i) Non-Residential(general)including restaurants	12 hrs
(ii) Hotels, hospitals, nursing homes, guest houses, Petrol pumps and Tele-communications towers	20 hrs
e) Domestic	08 hrs
f) Agriculture	04 hrs
g) Water works	08 hrs
h) Street lights	08 hrs
i) Other categories (including temporary supply)	12 hrs

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

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

2.Assessment of energy in case of temporary connection

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

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

Where,

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

D = Period of assessment in days; and

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

Annexure-XX**General Conditions of Supply****Wiring on Consumer's Premises**

- 1 The work of wiring at the premises of the consumer shall be carried out by a Licensed Electrical Contractor and conform to the standards specified in Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010. The material used for wiring shall comply with or be superior to the standards laid down by the Bureau of Indian Standards. All high-rise buildings, having a height of more than 15 meters from ground level, shall also comply with Rule 50-A of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010. Wiring shall be tested as per provisions of regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010.

Installation of AC Motors

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

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

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

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

EHT = 4%

HT = 10%

LT = 15%

- (5) In addition, synchronous motors shall also be provided with an apparatus to control wattless current.

Installation of Irrigation/Agriculture Pump Set

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

- (1) Friction less foot valve
- (2) HDPE piping suction and delivery
- (3) ISI marked energy efficient monobloc pump set.
- (4) Capacitor of adequate rating for the pump set.

Parallel Operation with the Supply System of licensee

- 3 The consumer shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode, with the consent of the Commission, for capacity above 50 kW. Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the licensee's system. The licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For parallel operation with the grid, the consumer shall have to follow the provisions of the..... (State) Electricity Grid Code and other relevant regulations and shall pay synchronizing charges as approved by the Commission. The actual operations shall be carried out in coordination with the STU and the licensee.
- 4 If it is brought to the notice of the SLDC/licensee that a particular consumer is using electricity during emergency rostering by unauthorized or irregular means, the feeder feeding such a consumer shall be opened to dis energize it from the source grid sub-station, on instructions from the SLDC, for which the consumer shall be solely responsible.

Annexure-XXI

FORM OF PERFORMANCE GUARANTEE/BANK GUARANTEE BOND

In consideration of the Name of Licensee (Herein called “name of distribution licensee.....”which expression shall unless repugnant to the subject or contract include his successor and assigns) having agreed to exempt M/s_____ situated at Plot No. Survey No_____ having its registered office at _____(herein after called “ the Consumer(s)”) from the payment of Security Deposit under Joint Electricity Supply Code Regulations 2018(hereinafter called Joint Electricity Supply Code Regulations, 2018 for supply of____kVA High Tension power on production of Bank Guarantee for Rs_____(Rupees_____only).

1. We _____(hereinafter referred to as “the Bank”)at the request of M/s_____do hereby undertake to pay the Name of Licensee an amount not exceeding Rs_____(Rupees only)against any loss or damage caused to or suffered or would be caused to or suffered by the Name of Licensee by any reason of any breach by the said consumer(s) of any of the terms and conditions contained in the said Joint Electricity Regulatory Commission (Supply Code) Regulations,2018 and other agreement /rules for supply of electrical energy prevailed in Name of place from time to time.
2. We _____do hereby undertake to pay amounts due and payable under this guarantee without any demur, merely on a demand from the Name of Licensee stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Name of Licensee by reasons of the breach by the said consumer(s) of any of the terms and conditions of the said Joint Electricity Regulatory Commission (Supply Code) Regulations,2018 or any other rules/agreements for supply of electrical energy. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....(Rupees only).
3. We, the said bank further undertakes to pay the Name of Licensee any money so demanded notwithstanding any dispute or disputes raised by the consumer(s)in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.
4. We (Name of the Bank) further agree that the Guarantee herein contain shall remain in full force and effect during the entire period of power supply or any other period covered under the said Joint Electricity Regulatory Commission (Supply Code) Regulations,2018 or any other rules/agreements applicable to the supply of Electrical Energy but not beyond Date(D) and it shall continue to be enforceable till all the dues of the Name of the Licensee have been fully paid unless a claim or demand under this Guarantee is made on us in writing on before D+6 months shall be discharged

from all liability under this guarantee thereafter.

5. We _____ further agree with the (Name of Licensee) that the Name of Licensee shall have the fullest liberty without our consent and without effecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Joint Electricity Regulatory Commission (Supply Code Regulations, 2018) or any other rules/agreement for the supply of electrical energy and we shall not be relieved from our liability by reason of any such variation.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the consumer(s).
7. We, (indicate the name of the bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Name of the Licensee in writing.
8. This guarantee shall not be valid up tounless extended on demand by the Name of Licensee. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs.....(Rupees.....) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under guarantee shall stand discharged.

Dated theday of.....for(Name of Bank)