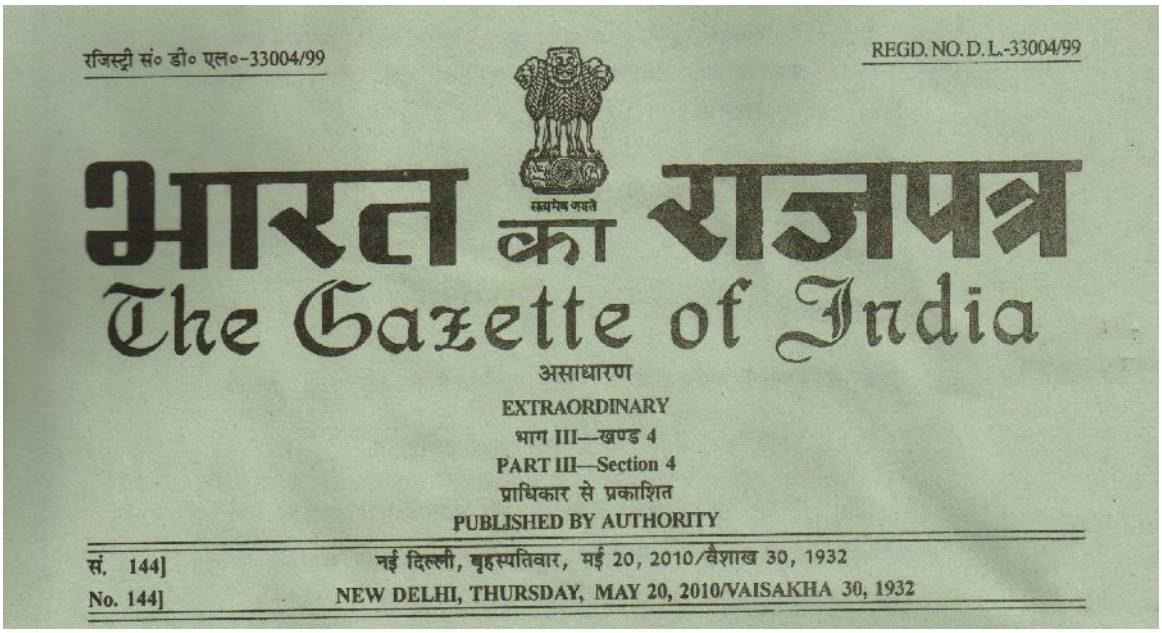


No.: JERC-11/2010:- In exercise of power conferred by Section 181 (1) and 181 (2) read with Section 50 and 43 (1), Section 44, Section 46, Section 47 (4) Section 56 of Electricity Act, 2003 (36 of 2003) and all powers enabling it in this behalf and also in compliance of the Ministry or Power, Govt. of India's (i) notification no. SO 790 (E) dated 8th June 2005 issuing "Electricity (Removal of difficulties) Order 2005" for "Inclusions of measures to control theft of electricity in Electricity Supply Code", and (ii) notification no. SO 798 (E) dated 9th June, 2005 issuing Electricity (Removal of Difficulties) Eight Order, 2005 for obtaining supply of electricity at single point from the distribution licensee by the Cooperative Group Housing Societies or by any person for their members or employees residing in the same premises, the Joint Electricity Regulatory Commission for the State of Goa and Union Territories hereby makes the following Regulations on Electricity Supply Code governing supply of electricity by the licensees and procedure thereof, the powers, functions, and obligations of the licensees and the rights and obligations of the consumers and other matters connected therewith and incidental thereto.

CHAPTER – 1:
GENERAL

1.1 Short Title, Extent and Commencement

(1) These Regulations may be called the "Joint Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2010".

(2) These Regulations shall come into force from the date of its publication in the official gazette.

(3) These Regulations shall extend to the whole State of Goa and Union Territories of Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli, Daman & Diu, Puducherry and Lakshadweep.

(4) These Regulations shall apply to all distribution licensees and the consumers of electricity.

1.2 Definitions

In these Regulations, unless the context otherwise requires:

(a) **'Act'** means The Electricity Act, 2003 (No. 36 of 2003) as amended from time to time.

(b) **'Agreement'** with its grammatical and cognate expressions means an agreement entered between the licensee and the consumer under these Regulations.

(c) **'Apparatus'** means, electrical apparatus and includes all machines, fittings, accessories and appliances.

(d) **'Area of Supply'** means, the area within which a distribution licensee is authorized by his license to supply electricity.

(e) **'Authorized officer'** means, the officer of the licensee authorized in this behalf by the Appropriate Government or any other Administrative Authority under section 135 (2) of the Act.

(f) **'Breakdown'** means, an occurrence relating to the equipment for supply of the electric energy including electrical line that prevents its normal functioning.

(g) **'Electricity Supply Code'** means, the Electricity Supply Code specified under section 50 of the Act.

(h) **'Commission'** means, the Joint Electricity Regulatory Commission for the State of Goa and Union Territories.

(i) **'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.

(j) **'Connected Load'** means, aggregate of the manufacturer's rating of all energy consuming devices, in the consumer's premises, which can be simultaneously used. This shall be expressed in kW, kVA or HP units and shall be determined as per the procedure laid down in these Regulations.

(k) **'Consumer'** means, any person who is supplied with electricity for his own use by a licensee 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, and covers such other person, as the case may be;

(i) 'Low Tension Consumer (LT Consumer)' if he obtains supply from the licensee at low voltage.

IndiaCode

(ii) 'High Tension Consumer (HT Consumer)' if he obtains supply from the licensee at High Voltage.

(iii) 'Extra High Tension Consumer (EHT Consumer)' if he obtains supply from the licensee at Extra High Voltage.

(l) **'Consumer's installation'** means, any composite electrical unit including electric wires, fittings, motors and apparatus, portable and stationary, erected and wired by or on behalf of the consumer at the consumer's premises.

(m) **'Contract demand'** means, the Load in kW, kVA or HP, as the case may be, agreed to be supplied by the licensee and contracted by the consumer and specified in the agreement (where 1HP = 0.746 KWh).

(n) '**Contracted Load'** means, the connected load which the consumer requires and as specified in the agreement or in the sanction accorded for the service.

(o) **'Cut-out'** means any appliance for automatically interrupting the supply or flow of electrical energy through any conductor when the current rises above a predetermined quantum, and shall also include fusible cut-out.

(p) **'Date of commencement of supply'** means the date immediately following the date of expiry of a period of three months from the date of intimation to an intending consumer of the availability of power or the date of actual availing of supply by such consumer, whichever is earlier.

(q) **'Demand Charge'** for a billing period means a charge levied on the consumer based on the contract demand or maximum demand calculated as per the procedure provided in the Tariff Order of the Commission.

(r) **'Distribution main'** means the portion of any main with which a service line is, or is intended to be connected.

(s) **'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;

(t) **'Earthed' or 'connected with earth'** means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger.

(u) **'Electric line'** means any line which is used for carrying electricity for any purpose and includes –

(i) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended; and

(ii) any apparatus connected to any such line for the purpose of carrying electricity;

IndiaCode

(v) **'Electrical Inspector'** or **'Inspector'** means an Electrical Inspector appointed under sub-section 1 of section 162 of the Electricity Act, 2003 (36 of 2003), by the Appropriate Government or any other Administrative Authority.

(w) **'Electricity'** means, Electrical Energy –

(i) Generated, transmitted or supplied for any purpose, or

(ii) Used for any purpose except the transmission of a message.

(x) **'Energy charge'** means a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied.

(y) **'Extra High Voltage (EHV)**' or **'Extra High Tension (EHT)'** means the voltage, which exceeds 33,000 volts, alternating current, 50 HZ frequency, conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956.

(z) **'Group User'** means and include Cooperative Group Housing Society, registered under Cooperative Societies Act or a person representing his employees.

(aa) **'High Voltage (HV)'** or **'High Tension (HT)'** means the voltage higher than 400 volts, AC, 50 HZ, but which does not exceed 33,000 volts, Alternating current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956.

(bb) **"Indian Electricity Rules" or "I.E. Rules"** means the Indian Electricity Rules, 1956, to the extent saved by the Act or the rules made under the Act there after.

(cc) **'Initial period of agreement'** means the period of one year in case of LT supply and two years in case of HT supply starting from the date of commencement of supply as per agreement. The initial period of agreement shall continue till the end of the month, in which the end date of the one/two year's period expires.

(dd) **'Installation'** means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electrical energy.

(ee) **"Licensee"** means a person who has been granted a license under section 14 of the Act.

(ff) **'Licensed Electrical Contractor'** means a contractor licensed under rule 45 of the Indian Electricity Rules 1956.

(gg)**'Low Voltage (LV)'** or **'Low Tension (LT)'** means the voltage, which does not exceed 230 volts at single phase and 400 Volts at three phase, Alternating Current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956.

(hh)**'Maximum demand'** in each month shall be the highest load measured in KVA or KW by maximum demand indicater of the meter that may be required to be installed as per CEA's regulations on metering.

IndiaCode

(ii) **'Meter'** means an equipment used for measuring electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVARh etc. including accessories like Current Transformers (CT) and Potential Transformers (PT), including cables, where used in conjunction with such meter and any enclosure used for housing or fixing such meter or its accessories and any devices like switches or MCB/ load limiter or fuses used for protection and testing purposes.

(jj) **'Month'** means, the calendar month or the period between meter reading date in a particular month and the corresponding meter reading date of the immediately succeeding month.

(kk) **'Occupier'** means the owner or person in occupation of the premises where electrical energy is used or proposed to be used.

(ll) **'Overhead line'** means, any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system.

(mm) **'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.

(nn) **'Premises'** includes any land, building or structure.

(oo) **'Service-line'** means, any electric supply-line through which electrical energy is, or is intended to be, supplied

(a) to a single consumer either from a distribution main or immediately from the supplier's premises, or

(b) from a distribution main to a group of consumers in the same premises or in adjoining premises supplied from the same point of the distribution main. The distribution main shall ordinarily mean the Low Tension distribution unless otherwise specified.

(pp) **'System'** means an electrical system in which all the conductors and apparatus are electrically connected to a common source of electric supply.

(qq) **"Standards of Performance of Distribution Licensee Regulations"** means the Joint Electricity Regulatory Commission (Standards of Performance) Regulations, 2009.

(rr) **'Tariff Order'** means the Tariff Order (s) of the Commission as may be applicable in a particular case.

(ss) **'Theft of Electricity'** has the meaning assigned to it under section 135 of the Electricity Act, 2003.

IndiaCode

All other expressions used herein although not specifically defined herein, but defined in the Act, shall have the meaning assigned to them in the Act. The other expressions used herein but not specifically defined in these Regulations or in the Act but defined under any law passed by the Parliament applicable to electricity industry shall have the meaning assigned to them in such law.

Subject to the above, the expressions used herein but not specifically defined in these Regulations or in the Act or any law passed by the Parliament shall have the meaning as is generally assigned in the electricity industry.

In case of any inconsistency between these Regulations and the Terms & Conditions existing on the notified date, the provisions and meanings contained in these regulations shall prevail.

IndiaCode

1.3 Review of the Electricity Supply Code

(1) The Commission shall constitute an Electricity Supply Code Review Committee (hereinafter called review committee) to review this Code on a periodic basis. The review committee shall consist of such number of members from the State of Goa and Union Territories, as the Commission may consider necessary including persons representing the following interests;
   (a) Each Distribution Licensee of the State of Goa and Union Territories;
   (b) LT consumers, HT consumers, EHT consumers, their associations and interested groups;
   (c) Generating company (by rotation if more than one);
   (d) Any other person or interested group or organization as the Commission may think fit.

(2) The Commission shall appoint one of members as Chairman of the review committee. The Commission shall also nominate an officer from the Commission to act as Member-Secretary to the review committee. The Commission shall provide all the required assistance to the review Committee.

(3) All members of the review committee shall be appointed for a period of two years.

(4) The review committee shall meet at least once every six (6) months. The Member Secretary of review committee shall convene meetings with the approval of the Chairman. He shall send meeting notice along with agenda to all members ten days in advance.

(5) The Chairman, Member-Secretary and all Members shall be part-time members of the review committee. They shall draw their salaries, allowances and perquisites from their respective parent organizations.

(6) The Member Secretary of the review committee shall send the proceedings of the meetings to all the members of the review committee and to the Commission within 15 days from the date of the meetings.

(7) Any Licensee, generating company, consumer, industry or any interested parties or business organization may send their suggestions in writing for revision of these regulations to the Member–Secretary of the review committee, explaining the difficulties experienced in implementation of these regulations may also be communicated to the review committee. All these representations shall be recorded and discussed in the review committee meetings. The Member-Secretary shall maintain the entire correspondence relating to the review committee.

(8) The Commission may amend these regulations suo-motu or on the recommendations of the review committee. However, before any amendment is issued to these regulations, procedure as specified in the Joint Electricity Regulatory Commission (Conduct of Business) Regulations, 2009 of the Commission shall be followed.

(9) A notice of the gist of amendments made in these regulations 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 mentioned in sub-regulation -10) below.

(10) Copies of these regulations as duly amended from time to time shall be kept at area offices, regional offices, circle offices, division and subdivision offices, distribution centres of the licensees and such other offices as may be specified by the Commission. The licensee shall also place it on their website.

IndiaCode

CHAPTER-2:

SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

2.1 System of Supply

(1) The declared frequency of the alternating current (AC) shall be 50 HZ. The Licensee shall as far as possible supply and maintain uninterrupted power supply in a frequency band between 49.00 Hz to 50.5 Hz.

(2) The declared voltage of AC supply shall be as follows:

(a) Low Tension (LT)

(i) Single Phase: 230 volts between, a phase and neutral.

(ii) Three Phase: 400 volts between any two phases.

(b) High Tension (HT) - Three Phase: 11 kV, 22 kV, 33 kV between phases.

(c) Extra High Tension (EHT) - Three Phase: 66 KV,110 kV, 132 kV, 220 kV between phases.

(3) The licensee shall design and operate the distribution system in conjunction with the transmission systems. The licensee shall maintain voltage at the point of commencement of supply to the consumer within the limits with reference to the declared voltage as stipulated hereunder;

(a) Low voltage: (+) 6%; and (–) 6%;

(b) High voltage: (+) 6% and (–) 9%

(c) Extra high voltage: (+) 10% and (–) 10%

These are subject to change as and when deemed necessary by the Competent Authority

indiaCode

2.2 Voltage of Supply to Consumers

The supply voltage for different contract demand or contract load shall be as specified in the Tariff order.

Provided that, depending on system availability or condition, the licensee, at its discretion, may supply a consumer at a voltage other than one specified above recording justification for such deviation with prior intimation to the consumer and to the Commission.

2.3 Classification of Consumers

(1) The classification of consumers, tariff and conditions of supply shall be as fixed by the Commission from time to time in the tariff order or otherwise.

(2) Where a consumer has been classified under a particular category and is billed accordingly and if it is subsequently found that the classification is not correct, the consumer shall be informed through a notice, of the proposed reclassification,

duly giving him an opportunity to file any objection within a period of fifteen days. The licensee shall finalize the classification with the approval of the Commission, after due consideration of the consumer's submissions.

(3) No additional category other than that approved by the Commission shall be created by the Licensee.

IndiaCode

CHAPTER 3:
NEW SERVICE CONNECTION

3.1 Licensee's obligation to supply of electricity on request

(1) The Licensee shall on an application by the owner or occupier of any premises, located in its area of supply, give supply of electricity to such premises within one month after receipt of application and on payment of requisite charges.

Provided where such supply requires extension of distribution mains, or commissioning of new sub-station, the distribution Licensee shall supply the electricity (including enhancement of load) to such premises immediately after completion of such extension or commissioning of sub-station or within such period as specified in Regulation 3.7 below.

Provided also in case of application for supply from a village or hamlet or area wherein no provision for supply of electricity exists, the Commission shall extend the period as specified under Regulation 3.7 on a case-to-case basis:

IndiaCode

3.2 Exceptions from duty to supply of electricity

(a) Where a distribution licensee has to provide electric plant or electric line for giving supply to the premises specified above under section 43 of the Act, no person shall be entitled to demand or receive from licensee supply of electricity for any premises having separate supply unless he has agreed with the licensee to pay him such price and charges as specified by the Commission.

(b) Nothing contained under Regulation 3.1 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 occurrences beyond its control.

3.3 Licensee's obligation to extend the Distribution System

(1) 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 upto 80% of its capacity, the licensee shall prepare a scheme for augmentation of such transformation capacity.

(2) 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.

(3) 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.

(4) 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) In case the connected / contracted load of any new connection is projected to be 60 kW or more, a separate transformer of adequate capacity shall be installed at consumer's cost. The space /room with required for housing the transformer, sub station, switch gears, meters and panels shall be provided by the consumer, free of cost, which is easily accessible to the licensee.

(6) 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.

(7) 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 charges as applicable, as per the agreement.

3.4 Service connection / extension work got done by consumers

(1) The consumer shall have an option to get the work of drawing of service line from the licensee's distribution mains upto 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

IndiaCode

material should, conform to relevant BIS specification or its equivalent and should bear ISI mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used. The consumer shall be required to pay the supervision charges as per the rates approved by the Commission.

(2) The consumer shall get the work done within the timeframe as provided in Regulation 3.7 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 for the same to the Consumer.

3.5 New Connection

(1) Application for a new connection of electricity supply or for enhancement/reduction of load shall be made in duplicate in the prescribed form, copies of which shall be available free of cost from the local office of the licensee. The licensee shall also post the application forms on its website. Photocopies of a blank application form or the form downloaded from the website of the licensee may also be used by the applicant and shall be accepted by the Licensee. Any assistance or information required in filling up the form should be given to the consumer by the licensee. The Licensee may modify the formats if so required to meet any requirement that may arise in accordance with the provisions of Regulations so that the formats are consistent with the Act, prevailing Rules, Regulations.

(2) All information relating to procedure, fees, designated officers for releasing new connection shall be displayed on the notice boards of all the sub offices and offices of licensee.

(3) The consumer shall furnish, along with the application form, attested true copies of following documents. The licensee may ask for the following original documents, from the consumer, if required, for verification.

(a) Proof of ownership of the premises, such as registered sale deed or partition deed or succession or heir certificate or will of the owner,

OR

Proof of occupancy such as power of attorney or latest rent receipt or lease deed or rent agreement or copy of allotment order issued by the owner of the property.

In case of supply to agriculture/ irrigation pump set, the copy of Land Revenue receipt giving the Revenue Plot No. of the field for which the supply is required.

IndiaCode

In case of tenancy permission of landlord along with proof of ownership of the premises.

(b) In case of a partnership firm, partnership deed, authorization in the name of the applicant for signing the requisition form and agreement.

(c) In case of a Public or Private Limited Company, Memorandum and Articles of Association and Certificate of incorporation together with an authorization in the name of the applicant for signing the requisition form and agreement along with permanent address.

(4) The consumer shall also intimate whether the cost of service line and extensions, if any, will be borne by him or not.

(5) The Licensee shall verify the application and the attached documents at the time of receipt of application. Written acknowledgement shall be issued on the spot. If the application is complete, otherwise it should mention the shortcomings, if the application is incomplete.

(6) No application for the new connection in an electrified area shall be refused under any circumstances if it complies with statutory requirements and is in conformity with Act. In case consumer has not been intimated within stipulated period about any further requirements for release of connection in his application, the application shall be deemed to have been accepted and necessary action shall be taken to release the connection.

(7) If any information furnished in application form is found wrong or the installation is defective or the energisation would be in violation of provision of Act / Electricity Rules / Tariff Order, the licensee shall reject the application with due notice to the consumer.

(8) Licensee shall not be responsible if the reasons for delay are on account of right of way, acquisition of land, technical feasibility and lack of transmission capacity etc, over which the licensee has no reasonable control, provided the reasons for the expected delay are communicated to the applicant within the period specified for energisation.

3.6 Supply to Different Categories of Consumers

(A) LT Supply

(1) The Licensee shall verify the application and documents at the time of receipt of application. If the application is incomplete, the shortcomings shall be intimated to the applicant for compliance in writing within 3 working days. After a complete application is received from the consumer, the licensee shall issue a written acknowledgement to the consumer immediately within 2 working days of receipt

of the completed application form. The licensee shall intimate the consumer the proposed date of inspection, which should be within the next 5 working days in urban areas and 10 working days in rural areas.

(2) On receipt of application, the Licensee shall inspect the premises of the applicant and the applicant along with the licensed contractor or his representative shall be present during the inspection. During the inspection, the Licensee shall:

(i) Specify the point of supply and the place where meter and the cut-out/ MCB shall be fixed.

(ii) Specify the layout of the proposed lines and substation and estimate the distance between the point of supply and the nearest Distribution mains from where supply could be given.

(iii) Verify other particulars mentioned in the application form, as required.

(iv) The licensee shall inspect the work completed by the consumer and release supply only after work is found satisfactory.

(v) If the Licensee is not satisfied, he shall intimate to the applicant shortcomings on the spot. The applicant shall get the defects rectified.

(3) (a) The licensee shall prepare an estimate for release of connection.

(b) The estimate shall include security deposit, charges for laying the service line, distribution mains (if required) & material, and service connection charges etc, as approved by the Commission from time to time.

(c) The Licensee shall publish a cost data book, and make it available to any interested person at a reasonable charge, and shall also place it on their website. The estimate as at (b) above shall be in accordance with the data published in the cost data book.

(d) If the work is to be done by the developer/ applicant / development authority, the Licensee may charge supervision charges as a percentage, of the estimated cost as specified in cost data book, which shall be deposited with the licensee before work begins.

In other cases, Licensee shall commence the work after the applicant has deposited the cost of the estimate.

(e) A final bill shall be prepared after completion of the work by the Licensee.

- If the final bill exceeds the cost of the estimate, the difference shall be deposited by the applicant before connection is energized.
- If the bill is less, the difference shall be adjusted in subsequent electricity bills issued towards current consumption of the applicant.

(4) In case it is possible to extend supply from the existing mains, the licensee shall intimate the consumer, within 20 days, the amount of security deposit and any

other charges as applicable. The amount shall be payable in full within 7 working days, after which only any work for laying the service line will be taken up. The licensee will also intimate to consumer to execute the agreement for the service connections.

(5) In case it is necessary to extend distribution mains for giving supply to the consumer, the licensee shall intimate the consumer, within 15 days in urban areas and within 20 days in rural areas, an advice containing the charges for extension of the distribution main, laying the service line, the amount of security deposit, any other charges as applicable and will also intimate if any additional formalities are required to be carried out by the consumer. In case where the consumer has to lay the service line and extension of mains, the consumer shall pay the supervision charges on cost of extension of the distribution mains and laying the service line in addition to payment of other charges as may be applicable. The amount shall be payable in full within 7 working days along with completion of formalities, after which only any work for laying the distribution mains and service line can be taken up.

IndiaCode

(6) Licensee on request of consumer may extend the date of payment beyond 7 days, upto 15 days but this extended time shall not be counted for delay in giving connection, and no compensation shall be paid during the said period. In case the consumer fails to complete the formalities within 15 days, the licensee shall give him notice to complete the formalities within the next 15 days failing which, his requisition for supply shall be cancelled. Thereafter the consumer shall have to apply afresh for supply or additional supply as the case may be.

(7) On deposit of charges as indicated above by the consumer, execution of the agreement and intimation that the service line and extension work have been completed, the licensee shall intimate the consumer, within 3 working days, the date of testing of the consumer's installation. The consumer shall ensure that the licensed electrical contractor, who has carried out the wiring, is present during the testing.

(8) On testing the consumer's installation, if the licensee/competent authority is satisfied with the test results, the licensee shall arrange to install the meter with the cut-out or MCB, seal the meter in presence of the consumer and provide supply.

(B) LT Supply to Multi-Consumer Complex Including Commercial Complexes:

(9) For the purpose of providing new power supply to a building or a group of buildings having more than one connection with a total load exceeding 30 kW, the premises shall be considered as a multi-consumer complex. Such new connection shall be provided with single meter. However this shall not restrict the individual owner for applying for individual connection and the licensee shall sanction such connection on LT. The applicant / developer / development authority shall be responsible to develop, construct the entire infrastructure required for distribution network from the licensee's sub station 33/11KV or 11/0.4 KV, upto the connection outlets in individual owner's premises, at his own cost.

The cost of construction/augmentation of 33/11 kV power sub station if required shall be borne by the licensee.

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

(10) Meters shall normally be provided at the ground floor in accordance with the procedure stated in Chapter 7 of these regulations.

(11) The land/room required for housing the transformer substation and meters shall be provided by the developer /builder/ society/ consumer free of cost for which rent or premium shall not be paid by the licensee. Transformers should preferably be placed in open areas. In case of installation of transformer in a room or closed area is unavoidable, all safety measures as per prevailing rules and regulations shall be taken.

(12) Connections for common facilities like lift, water pumps etc. shall be given in the name of the builder/developer/society.

(13) 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.

(14) 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 11/0.4kV substation, if found necessary by the licensee.

(15) On receipt of requisition from the builder/developer/ society/ consumer for supply of electricity to multi-consumer or commercial complexes, the licensee shall take

IndiaCode

action for extending the supply as per procedure given in Regulation 3.6 (1) to 3.6 (8) above, as applicable.

(C) LT Supply to Housing Colonies and Multi storied Buildings:

(16) The developer/ builder/ society/ consumers of a housing colony shall bear the cost of extension including the cost of 11 kV line, distribution transformer and LT lines/ LT cables. The cost of construction / augmentation of capacity of power sub station of 33/11 kV if required, shall be borne by the Licensee.

[Note: The developer/ builder/ society/ consumer includes any agency whether Government, local body or private that constructs the building/ colony.]

(17) On receipt of requisition from the builder/developer/ society/ consumer for supply to housing colony, the licensee shall take action for extending the supply as given in Regulation 3.6 (1) to 3.6 (8) above, as applicable.

IndiaCode

Supply to Group Users

(18) The Group user shall be eligible to opt supply by a distribution licensee at a single point provided that the supply shall be primarily used for residential purpose including the loads of common amenities for the group user like pumps for pumping water supply and lighting of common area. The consumption of energy for common services shall be separately metered with meters installed by the consumer and tested and sealed by licensee. The consumption of energy over and above 10% of the total consumption of energy shall be billed at LT commercial tariff. The Group user shall inform the details of every non-domestic activity along with the connected load to the licensee at the time of seeking connection or at the time of enhancement in contract demand.

(19) On receipt of requisition in manner specified under regulation 3.5 from the group user, the licensee shall verify the application and the attached documents at the time of receipt of application. In case of a Cooperative Group Housing Society, a certified copy of the registration of the Cooperative Group Housing Society shall also be annexed along with the application requiring supply at single point.

(20) The provisions of these regulations shall not in any way affect the right of a person residing in the housing unit sold or leased by Cooperative Group Housing Society to demand supply of electricity directly from the distribution licensee of the area on the following terms and conditions:

(i) The Cooperative Group Housing society must permit any person of the society to avail supply of electricity from the Distribution licensee directly.

(ii) The Cooperative Group Housing Society shall have no objection in respect of the following:

(a) The electricity supply by the licensee to such person shall be served from the licensee's distribution network.

(b) Extension of adequate distribution network by the licensee to release the supply to such person.

(c) Providing access for the licensee's representative to approach at any point of time to network of licensee in the premises of the group user including the point of supply to such consumer to discharge service obligations without any resistance.

(d) The meter shall be installed by the licensee at the appropriate place in the premises of such consumer and the reading and billing of electricity for consumption by such consumers shall be done by the licensee.

(e) The licensee shall recover the charges for the electricity consumed by such person at the approved rate applicable to the domestic category.

IndiaCode

(D) LT Supply for Agriculture/Irrigation Pump sets:

(21) The procedure laid down in Regulation 3.6 (1) to 3.6 (8) above, 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.

(22) 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.

(23) 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. If any amount towards cost of the works, after considering subsidy from the Government or any appropriate authority shall be intimated to the consumer along with other charges such as security deposit etc to be paid. The work of electrification of such pump set(s), will be taken up and completed within the period as laid down in Regulation 3.7 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.

(24) 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.

(E) LT Supply to Public Street Lightings:

(25) Requisition for power supply to new or additional public street lights shall be submitted in the prescribed format 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').

(26) 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.

(27) 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.

(28) 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.

(29) A suitable double compartment weatherproof metal box to house the energy meter and streetlight switch/ M.C.B./ timers shall be provided by the licensee.

(30) It shall be 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 timings agreed upon between the Licensee and the local body. 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.

IndiaCode

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.

(F) Temporary Power Supply

(31) Any person requiring power supply for a purpose temporary in nature, for a period of less than 90 days or as provided in the tariff order of the Commission may apply for temporary power supply in the prescribed form. The period of connection can be extended upto two years for building construction activities and for purpose of installation of equipments by industrial consumers for setting up their units. Application for temporary supply shall normally be given in advance. In certain exceptional case like marriage, political meeting etc the application can be given on the day on which supply is required. The proof of ownership / occupation or permission from the local authority or from the owner of the premises, as the case may be, where temporary connection is required has also to be attached with the application.

(32) In case temporary supply is required in premises/ place where 100 or more persons are likely to assemble, the consumer shall comply with the provisions of section 54 of the Act.

(33) If supply is technically feasible, the licensee shall intimate the charges to be paid by the consumer for the cost of service line, meter, cut-out/ MCB and other charges etc, together with charges for the estimated electricity consumption for the period of supply applied as per tariff order of the Commission in force. All the charges shall be payable in advance.

The consumer shall have the option either to take the material used for temporary connection or receive credit, in the final bill, for materials dismantled and returned to stores of the licensee after disconnection of supply.

(34) In case temporary supply is required for a period more than 90 days, the licensee may permit the consumer to pay charges for estimated consumption for 90 days in advance and serve the bills for monthly consumption. In case the consumer fails to pay the bills in time and the advance with the licensee does not cover the charges for the balance period, the supply shall be liable for disconnection.

(35) The licensee shall release the supply within 3 days after payment of charges and compliance of other requirements by the consumer for loads up to 10 KW and within 15 days for load exceeding 10KW where extension of distribution mains is not required. Where extension of distribution mains is required, the supply shall

IndiaCode

be released within 60 days in case of LT consumers, 90 days for HT consumers and 180 days for EHT consumers.

(36) The readings of the meter may be taken during the period of the temporary connection to ensure that the charges for actual consumption does not exceed the advance payment received.

(37) After the period of temporary supply is over and supply has been disconnected, the licensee shall send the final bill to the consumer within 10 days from the date of disconnection of supply and refund the balance amount, if any, within 20 days of surrender of original money receipt or submission of indemnity bond by the consumer. On any delay beyond the said time limit, the licensee will be liable to pay an interest @ 1.5% per month on the amount to be refunded or outstanding for the number of days beyond the last date of payment, as specified above.

(G) H.T. Supply

(38) After receipt of application for supply of electrical energy at H.T. in the prescribed form, the licensee shall intimate the consumer in writing the date of inspection of the site to examine the feasibility. The licensee shall intimate the feasibility or otherwise of supply within 10 days of such inspection. The consumer or his authorized representative shall remain present at the time of inspection. In case supply is found feasible, the licensee shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipments of the supplier. The consumer may with the written permission of the licensee house his own HT switchgear and other apparatus connected with the supply of electrical energy to him under the agreement signed between the consumer and the licensee but such enclosure shall not be used for any other purpose. The licensee may insist on use of 'Underground Cable' or 'Ariel Bunched Cable', wherever considered appropriate, for the last span. The difference of cost of the last span on account of laying of 'Underground Cable' or 'Ariel Bunched Cable' with respect to overhead bare conductor shall be borne by the licensee.

(39) Supply to HT industrial consumers shall normally be given through HT feeder exclusively meant for industries. It may be preferable to extend supply through a separate feeder from the nearest 33/11 kV or EHT substation in case of consumers with continuous process industry or load of 3 MVA or more.

(40) Supply to new HT consumer shall normally not be extended from the rural feeder. If due to the prohibitive cost of extension of separate feeder from the nearest 33/11 kV or EHT sub station, or for any other reason, the supply is given from a rural feeder, the consumer shall be informed that the supply shall be restricted

IndiaCode

and regulated in accordance with the restrictions imposed on the rural feeders as per grid conditions, which shall be compiled with.

(41) The licensee shall intimate the consumer, the charges required to be paid for the cost of extension, if any, and the amount of security deposit and other charges if any. Copies of the draft agreement and the form of the required test report shall also be forwarded simultaneously.

(42) After payment of charges including security deposit, and execution of the agreement, the licensee shall take up the work of extension of mains. If the consumer wishes, he may execute the job on his own after payment of due supervision charges to the licensee. After completion of the installation, the consumer shall furnish to the licensee the test report and the permission from the Electrical Inspector to energize the installation. On receipt of the report(s), the licensee shall intimate the consumer in writing the date (not later than 7 days) of inspection and testing of the consumer's installation. In case the consumer's installation is found in order, the licensee shall seal the meter in the presence of the consumer and serve the connection.

IndiaCode

(H) Supply at Extra High Tension (EHT):

(43) After receipt of application in the prescribed form for supply of electrical energy at E.H.T., the licensee shall intimate the consumer in writing the date of inspection to check his installations. The consumer or his authorized representative shall remain present at the time of inspection. In case supply is found feasible, the licensee shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipments of the supplier. The Licensee shall intimate the feasibility of supply within 10 days of receipt of the application.

(44) The licensee shall intimate the consumer the charges required to be paid for the cost of extension, if any, and the amount of security deposit and other charges, if any. Copies of the draft agreement and the form of the required test report shall also be forwarded simultaneously.

(45) After the payment of charges including security deposit and execution of the agreement, the licensee shall take up the work of extension required to give supply. If the consumer wishes he may execute the job on his own after payment of due supervision charges to the licensee. The work shall be completed within 180 days.

(46) After the consumer executes his internal electrical works, he shall furnish to the licensee the test report and the permission from the Electrical Inspector to energize the installation in accordance with clause 47 of IE Rules. On receipt of the report(s), the licensee shall intimate the consumer in writing the date of

inspection and testing of the consumer's installation. If the consumer's installation is found in order, the licensee shall seal the meter in the presence of the consumer and provide the connection.

3.7 Target Period of Completion of Various Activities

The following table provides the target period of completion of various activities:

S.No	Type of Service	Time Limit for Rendering the Service
1	**LT Connection**	
	1. Acceptance and Notice of inspection on receipt of complete application.	5 days
	2. Inspection after sending the notice	
	a. Urban areas	3 days
	b. Rural areas	7 days
	(i) **if the extension work is not required and the connection is to be given from the existing network**	
	3. Issue of demand note to the applicant for payment of estimated charges.	
	a. Urban areas	
	b. Rural areas	3 days
	4. Serving of power availability notice for commencement of supply after payment of necessary charges	5 days
	a. Urban areas	
	b. Rural areas	
	(ii) **If the extension work or enhancement of transformer capacity is required.**	5 days 7 days
	5. Issue of demand note to the applicant for payment of estimated charges	
	a. Urban areas	20 days
	b. Rural areas	
	6. After payment of necessary charges serving of power availability notice for commencement of supply – All connections	30 days
2	**High Tension Connection**	
	a) Information feasibility after receipt of the application	10 days
	b) Issue of demand note of estimated charges (after issue of notice of feasibility)	
	(i) If no extension of work is involved	
	(ii) If extension work is involved	7 days
	c) Serving of power availability notice for commencement of supply / release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector	45 days
	(i) If no extension of work is involved	7 days
	(ii) If extension work is involved	
	- Construction of 11 kV line	30 days
	- Construction of 22 kV or 33 kV line	45 days
3	**Extra High Tension Connection**	
	a) Informing feasibility after receipt of the application	10 days
	b) Issue of demand note of estimate charges after issue of notice feasibility	60 days

IndiaCode

	c) Serving of power availability notice for commencement of supply / release of connection after receipt of estimated charges (i) involving construction / extension of EHT line (ii) involving construction / extension of EHT line and additional transformer	 45 days (Subject to receipt of clearance from Electrical Inspector) 180 days

3.8 The licensee shall maintain a priority register in respect of the following categories

(a) Where no extension of distribution mains is required

(b) Where extension of distribution mains upto two poles is required

(c) Where extension of distribution mains of more than two poles is required

3.9 The Commission may for reasons to be recorded, direct / permit deviations from the above Regulation 3.1 to 3.8 if in the opinion of the Commission the circumstance warrants such deviation. The Commission may issue such direction / permission by an order to the licensee.

IndiaCode

CHAPTER – 4:
WIRING AND APPARATUS IN CONSUMER PREMISES

4.1 Wiring at Consumer's Premises

(1) For the safety of the consumer and the public in general, it is necessary that the wiring on the consumer's premises should conform to the Indian Electricity Rules, 1956. The materials used for wiring shall conform to the relevant specification of the Bureau of Indian Standards or its equivalent. Wherever applicable, the materials used shall bear ISI mark.

(2) All electric lines, equipment and apparatus should be of sufficient rating for power, insulation and estimated fault current and sufficient mechanical strength for the duty which they are required to perform and shall be constructed, installed ,protected worked and maintained in such a manner as to ensure safety of human beings, animal and property.

(3) The relevant code of practice of BIS (Bureau of Indian Standard), including National Electric Code may be followed in all installations. However, in case of any inconsistency, the relevant provisions of the IE Rules 1956 shall prevail. The material and apparatus used shall conform to relevant BIS specification where such specifications are available.

(4) All electrical installation works should be carried out by a licensed electrical contractor as required under Rule 45 of the Indian Electricity Rules, 1956.

IndiaCode

4.2 General Wiring Conditions

(1) Mains

The consumer's mains shall, in all cases, be brought back to the licensee's point of supply and sufficient cable shall be provided for connecting up with the licensee's apparatus.

(2) Switches and Fuses

The consumer shall provide MCB or quick break linked main switches of requisite capacity to carry and break current in each conductor near the point of commencement of supply. The switches in the consumer's premises shall be on the live wire and the neutral conductor shall be marked for identification where it leaves the consumer's main switch for connecting up to the meter. No single pole switch or cut-out should remain inserted in any neutral conductor.

(3) Balancing of Load

The consumer taking three-phase supply shall balance his load between the phases as per IE Rules

(4) Earthing

Proper earthing with earthing pipe should be done and gas and water pipes shall on no account be used for earthing purposes. All wiring shall be kept as far as possible away from gas and water pipes.

(5) Domestic Appliances:

For the safety of the wiring at the consumer's premises, separate circuit for heaters, geysers, air-conditioners and for cooking apparatus like oven, microwave oven shall be run with adequate size of wire from the main distribution board of the consumer. Wall plugs used on the circuits for domestic appliances shall be of the three-pin type, the third pin being connected to "earth".

(6) Plugs

All plugs shall be provided with switches on the live wire and not on the neutral. Preferably plugs shall be of three – pin type, the third pin connected to earth.

IndiaCode

4.3 Apparatus Interfering with Licensee's System

The licensee may discontinue the supply giving reasons if the consumer installs any instrument, apparatus that are likely to affect adversely, the supply to other consumers. Supply shall be restored on taking appropriate remedial action to the satisfaction of the licensee.

4.4 A.C. Motor Installations

The motor shall be provided with control gear with necessary protective devices so that the starting current of consumer's installation does not in any case exceed the limits given in the following schedule:

Nature of Supply	Size of Installation	Limit of Maximum current demand
Single Phase	Upto and including 1.5 Horse Power	6 X full load current
Three Phase	Upto and including 3 Horse Power	6 X full load current
	Above 3 Horse Power and upto including 15 Horse Power	2 X full load current
	Above 15 Horse Power and upto including 100 Horse Power	1.5 X full load current
	Above 100 Horse Power	1.25 X full load current

Failure to comply with these regulations will render the consumer liable for disconnection forthwith.

4.5 Consumer's Apparatus

The apparatus/ appliances/ gadgets used by consumers should conform to the standards and specifications prescribed by the Bureau of Indian Standards or equivalent

4.6 Power Factor of Plant and Apparatus

(1) Welding Transformers

LT installations with welding transformers will be required to have suitable shunt capacitor(s) installed so as to ensure power factor of not less than 90%. .

(2) Induction Motor

2. (a) Every L.T. consumer, including irrigation pump set consumer, whose connected load includes induction motor(s) of 3 HP and above and other low power factor consuming appliances shall arrange to install Low Tension Shunt Capacitors of appropriate capacity so as to ensure power factor of not less than 90% at his cost across the terminals of his motor(s).

(b) Supply to LT installation with induction motor(s) of capacity of 3 HP and above will not be given unless suitable capacitor to improve power factor is installed.

(c) Such consumers with poor power factor below the percentage specified by the Commission shall be liable to pay surcharge at the rate (s) as specified by the Commission in the Tariff Order from time to time.

(3) The licensee may discontinue supply, after due notice of 15 days, to any installation where the average power factor in a month is less than 70% where meter installed is having P.F. measuring feature. In case LT capacitors are not installed or installed but not in working condition, in such cases also the supply shall be disconnected after due notice of 15 days without prejudice to the right of the licensee to levy / minimum charges as applicable during the period of disconnection.

4.7 High Tension Consumers

The following controls shall be installed (refer section 50 of IE Rules, 1956)

(1) A linked switch with fuse(s) or a circuit breaker for consumers having aggregate installed transformer/ apparatus capacity up to 1000 kVA if supplied at voltage of 11 kV and 2500 kVA if supplied at a voltage of 33 kV.

indiaCode

(2) A circuit breaker along with linked switch for consumers having an aggregate installed transformer/ apparatus capacity above 1000 kVA if supplied at 11 kV and above 2500 kVA if supplied at 33 kV.

(3) In either case, suitable automatic circuit breakers shall be installed on the low tension side of each transformer or on each LT feeder emanating from the transformer.

4.8 Extra-High Tension Consumer

Extra-High Tension consumer shall install a circuit breaker on HV side of the transformer (refer section 50 of IE Rules 1956).

4.9 HT/ EHT Consumers

(1) All transformers, switch-gears and other electrical equipments in the installation of the consumer and also those directly connected to the feeders or lines of the licensee shall be of suitable design and be maintained by the consumer to the reasonable satisfaction of the licensee. The setting of fuses and relays on the consumer's control gear, as well as the rupturing capacity of any of his circuit breakers, shall be subject to the approval of the licensee.

(2) Notwithstanding the provisions under Regulation 4.4 it is necessary that the consumer should obtain prior approval of the Electrical Inspector about the suitability of protective devices or circuit breakers in accordance with the provisions of the prevailing laws, rules and regulations.

(3) The consumer shall maintain a power factor of 90% and above. Consumers shall be liable to pay surcharge or receive incentive specified by the Commission, from time to time, on account of variation from specified power factor. The licensee may discontinue supply, after due notice of 15 days, to any installation where the average power factor is less than 70% without prejudice to the right of the licensee to levy demand / minimum charges as applicable during the period of disconnection.

4.10 Inspection and Testing of Consumer's Installation

(1) Before any wiring or apparatus in the case of low-tension consumer, and any transformer, switchgear or other electrical equipment in the case of high-tension consumer is connected to the system, it shall be subject to inspection and approval of the licensee/competent authority and no connection shall be made without the licensee's/competent authorities' approval. In addition, all high-tension installations

will have to be approved by the Electrical Inspector and all electrical installations in mines will have to be approved by the Inspector of Mines.

(2) Upon receipt of the test report, the licensee will notify to the consumer the time and day when the licensee proposes to inspect and test the installation. The consumer shall ensure that the Licensed Electrical Contractor or his representative, technically qualified, employed by him is present at the time of inspection to furnish to the licensee any information concerning the installation required by him. The licensee shall provide a copy of the inspection report to the consumer and obtain the acknowledgement of the consumer.

(3) Manufacturer's test certificate in respect of all H.T. apparatus shall be produced, if required, by the Licensee.

(4) The licensee shall not connect the conductors and fittings at the consumer's premises with its works unless it is reasonably satisfied that the connection will not at the time of making connection cause a leakage from the installation or apparatus of a magnitude detrimental to safety. The value of the insulation resistance should be as provided in Rule 48 of I.E. Rules 1956.

(5) If the consumer's installation is found to be not safe for connection, the licensee shall advise the consumer in writing specifying the defects to be rectified. On receipt of intimation of rectification of defects, the licensee shall retest the installation.

(6) The licensee shall levy no charge for the first test. Subsequent tests, necessitated due to faults found at the initial test shall be charged for in accordance with the rates approved by the Commission. The licensee will not accept any responsibility with regard to the maintenance or testing of wiring on the consumer's premises.

4.11 Extensions and Alterations:

(1) No electrical installation work, including additions, alterations, repairs and adjustments to existing installations, except such replacement of lamps, fans, fuses, switches, low voltage domestic appliances and fittings as in no way alters its capacity or character, shall be carried out upon the premises of or on behalf of any consumer, for the purpose of supply to such consumer except by an electrical contractor licensed in this behalf and under the direct supervision of a person holding a certificate of competency. Extension or alteration of load to all high tension installations will have to be approved by the Electrical Inspector and similarly for all extensions and alterations of electrical installation in mines will have to be approved by Inspector of Mines.

IndiaCode

(2) If, as a result of such proposed extensions and alterations, there is possibility of an increase in connected load or contract demand over sanctioned connected load or contract demand, the consumer shall take steps to submit a requisition for additional supply. Failure to regularize the increase in connected load or contract demand may not only result in billing at the penal rates, as provided in chapter – 10 under unauthorized use of electricity but may also result in disconnection of supply after due notice.

4.12 Access to Consumer's Premises

(1) An authorized person, at any reasonable time, and on informing the occupier of their intention, enter any premises to which electricity is supplied or has been supplied by the licensee to any premises upon which the electric supply lines or other works have been lawfully placed by the licensee, for the purpose of (i) inspecting and reading meters (ii) for disconnecting supply, (iii) for removing the licensee's apparatus, (iv) for inspecting, testing, repairs, replacing, altering and maintenance of its property or for doing all things necessary or incidental to proper continuance and maintenance of supply to the consumer. All such persons visiting consumer's premises must carry photo identity cards issued by the licensee and shall produce the same to the consumer or the occupier before entering the premises. The consumer should immediately check with the licensee if the credentials of representatives are doubtful.

(2) An authorized person shall be entitled to enter the premises immediately after informing the consumer, for checking unauthorized use of energy, unauthorized additions and alterations to equipment, theft and misappropriation of energy, diversion of power, by-passing or tampering of the meter or for inspection and testing.. On detection of unauthorized use of energy, unauthorized addition and alteration to equipment, theft and misappropriation of energy, diversion of power or bypassing or tampering of the meter the licensee may take action as per prevailing laws.

(3) Provided that no inspection, testing or checking of any domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

(4) If the consumer does not provide access to the licensee or its authorized representatives to enter the premises for the reasons stated in Regulation 4.12(2) and Regulation 4.12(3), the licensee may give a 24 hours notice in writing to the consumer, of its intention to discontinue the supply. If the consumer still does not

provide access, the licensee shall be entitled to discontinue supply to the consumer.

4.13 Rating of Installations

(1) The connected load of Domestic category of consumers shall be determined as per the procedure given in Annexure–1. Survey of load shall be carried out normally once in two years. The licensee may also carryout verification of load in selected areas periodically. However, if the licensee has reasons to believe that a particular domestic connection or a group of domestic connections might be involved in unauthorized abstraction of power, an authorized person for the purpose may conduct a survey of such consumer's premises.

(2) The licensee shall send formats of 'self declaration of connected load' along with electricity bills to all consumers once in six months. The consumers may fill-up the form, if his actual current connected load is at a variance from the recorded connected load and submit to the licensee while making payment of the bill. The domestic consumers may also declare enhanced connected load of his premises, any time during the year, by completing the format given in Annexure– 2 and submitting the same to the licensee along with an application for change in connected load.

On receipt of application / declaration the licensee may arrange to conduct a survey of the premises of the consumer to determine the load of the premises. In case such a survey is not carried out within thirty days from the date of submission and the load applied for is higher than the recorded load of the consumer, the load declared by the consumer shall be deemed to have been accepted. The licensee shall issue the demand note for additional charges, if any, immediately.

(3) The connected load of all categories, other than Domestic category of consumers, shall be the aggregate of the manufacturer's rating plates of all energy consuming devices, in the consumer's premises, which can be used simultaneously. This shall be expressed in kW, kVA or HP. During the process of determination of connected load, if the manufacturer's rating plate is not available, the licensee may use suitable apparatus to determine the load of such device. If, both air-conditioner and room heater are found in the same premises, the load of the item with higher rating shall be taken into account. Items stocked for the purpose of sale/ repair or genuinely as spare shall not be considered for the purpose of determination of connected load. The licensee shall carryout periodical survey of streetlights and record the type of lamps being used along with their load.

IndiaCode

(4) All installations other than those of Domestic category are subject to rating/re-rating by the licensee at its discretion. If the consumer is not satisfied with the rating determined by the licensee, he may get his apparatus rated by one of the recognized engineering institutes approved by the Commission for determination of load of apparatus. Both the consumer and the licensee may appoint their respective representatives to be present during the process of determination of load at the institute. The final report issued by the institute shall be accompanied with the details of test(s) conducted. The rating determined by the said institute shall be final and accepted by both the consumer and the licensee.

(5) Where for any reason, it is not possible to determine the maximum demand, power factor or any other electrical quantity in respect of an installation, the licensee shall determine such quantities periodically by rating/re-rating, and the procedure for the same shall be got approved by the Commission.

(6) If a consumer applies to the licensee for re-rating his installation due to additions or alternations in the installation, the procedure as stated in Regulation 4.13 (1) to 4.13 (5) shall apply.

IndiaCode

4.14 Generators in the consumer's installation and parallel operation with the supply system of the licensee

(1) Operation of generator in consumer's installation in parallel with the licensee's system is permissible only with the written consent of the Licensee.

However, the consumer may install generator, inverter to use only in the case of failure of power supply, and the consumer shall install double link switch changer so that the current of generator/inverter may not be injected in the licensee's distribution system. The capacity of the generator/inverter shall not be taken into account for calculation of connected load.

(2) Where no such consent has been given, 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 and the generator, in no case, should get connected to the licensee's system. The licensee, on intimating the consumer, can enter the premises and inspect the arrangement to ensure that at no time the generator gets connected to his system.

(3) 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 consumer should also ensure that his supply does not get incorrectly connected to 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 Electricity Grid Code as specified by Joint Electricity Regulatory Commission for state of Goa and UTs and other relevant regulations. The actual operations shall be carried out in coordination with both the State Transmission Utility and the licensee.

(4) In case the consumer's supply gets extended to the licensee's system from a generator or inverter or from any other source, without appropriate approval from the licensee, causing damage to the licensee's apparatus or to human life, the consumer shall be made responsible for the same and shall be liable to fully compensate the licensee for all losses caused to the licensee or to the licensee's other consumers.

4.15 Harmonics

(1) The licensee shall publicize the need for installation of Harmonic filters. All HT consumers, and LT commercial consumers (above 15 KW) to begin with, shall be given a time period of one year from the date of implementation of these Regulations, after which, Harmonic filters shall become mandatory on such consumers.

(2) If the licensee detects and proves to the consumer that the consumer's system is generating harmonics above acceptable limits, the licensee shall request the consumer to install appropriate harmonic filter and the consumer shall install such filters within a period of six months from the date of request by the Licensee.

IndiaCode

CHAPTER – 5:
POINT OF SUPPLY AND LICENSEE'S EQUIPMENT IN PREMISES

5.1 Point of Supply

(1) Supply shall be given at a single point, in premises, at the outgoing terminal of the Licensee's cut-outs fixed after,

(a) Meters in case of Low Tension consumers.

(b) Control switchgear that may be installed in Licensee's or consumer's premises as agreed mutually in case of High Tension consumers.

The Licensee shall determine the point of supply such that the meters and other equipment are always accessible to the Licensee without obstruction for inspection.

(2) All EHT & HT consumers / applicants shall provide access to the licensee to the meter or metering cubicle.

(3) However, in special cases, the licensee may agree to give supply at more than one point in the installation of the consumer / applicant having regard to the physical layout of the installation and the requirements of the consumer / applicant. The arrangement will be subject to the condition that separate metering will be done and summation of demand and energy recorded at all points will be taken as parameters for billing under the relevant tariff schedule.

IndiaCode

5.2 Installation of Equipment at Point of Supply

(1) At the point of commencement of supply, the consumer / applicant shall provide a main switch / circuit breaker from the outgoing terminal of the meter.

(2) In addition, HT / EHT consumers / applicants shall also provide suitable protective devices as per the provisions of Rule 56 and 64 of the Indian Electricity Rules, 1956. The system of protection shall be got approved by the Licensee before commencement of supply.

(3) In case of HT / EHT consumer / applicant, Meter, circuit breakers and its associated equipment shall be installed by the Licensee at the point (s) of supply.

(4) HT / EHT consumer / applicant shall install step down transformers with a vector group of delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.

5.3 Dedicated Feeder

Consumers desirous of getting power supply from dedicated feeders may make a request for such facility to the licensee. The dedicated feeder shall be extended from the power substation to the consumer's point of supply. In such cases the consumers shall be liable to pay the cost of Bay and all protection switchgears and its accessories

provided at the power substation for this feeder in addition to the cost of the feeder. On receipt of such request, the licensee will check the feasibility, based on merit, of providing a dedicated feeder to the consumer's premises. If found feasible, the consumer will be provided with a dedicated feeder and the consumer will be liable to pay additional charges such as supervision charges, etc. as approved by the Commission from time to time. The Licensee shall not extend electric supply to any other consumer from the dedicated feeder.

5.4 Licensee's Equipment at Consumer's Premises

The consumer shall provide free of cost to the licensee necessary land belonging to the consumer and afford all reasonable facilities for bringing in not only the direct cables or overhead lines from the licensee's system for servicing the consumer, but also cables or overhead lines connecting licensee's other consumers and shall permit the licensee to install all requisite switchgears and connections thereto on the above premises and to extend supply to such other consumers in the same housing complex through the cables and terminals situated on the consumer's premises, provided supply to the consumer in the opinion of the licensee is not thereby affected.

IndiaCode

5.5 Damage to Equipment at Consumer's Premises

(1) The meter, cut-out/ MCB, service mains and other equipment belonging to the licensee, must on no account be handled or removed by any one who is not an authorized employee/representative of the licensee. The seals, which are fixed on the meters /metering equipments, load limiters and the licensee's apparatus, must on no account be tampered, damaged and broken. The responsibility for the safe custody of licensee's equipments and seals on the meters/metering equipments within the consumer's premises shall be on the consumer.

(2) In the event of any damage caused to the licensee's equipment's in the consumer's premises by reason of any act, neglect or default of the consumer or his authorized / representatives, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so on demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the supply shall be liable to be disconnected after due notice. The consumer shall however be liable to pay the charges, as applicable.

(3) The licensee is responsible for maintaining the meters and equipments, installed at consumer's premises from where electricity is supplied to the consumer.

(4) If the insulation resistance of the consumer's installation is found to be so low as to prevent safe use of energy, the licensee or his authorized representative after giving 48 hours notice shall, without prejudice to other actions as per law,

disconnect the supply of power to premises till the defects are removed, in accordance with Rule 49 of India Electricity Rules 1956.

5.6 Ownership of the equipment and apparatus:

All meters and other equipments belonging to the licensee and installed in the premises of the consumer, shall be and continue to be at all times the property of the licensee, not withstanding that such meters and other equipments or any part there of, may be fixed or fastened to or embedded, in any part of the consumer's premises, including land belonging to the consumer. Such equipment shall not be disturbed or dealt with in any manner except by the employee of the licensee duly authorized for the purpose.

5.7 Failure of Fuse / Supply:

In the event of failure of the licensee's service fuse, at any time, complaint thereof should be lodged by the consumer to the licensee's local office/call center and the Licensee shall ensure registration of complaints on round the clock basis. Only authorized employees possessing the photo-identity card of the licensee shall be permitted to replace these fuses in the licensee's cut-outs. Consumers are not allowed to replace these fuses. The licensee should not allow its employees to carry out any repairs in the consumer's installations.

Chapter –6:
SERVICE CONNECTION RELATED MATTERS

6.1 Change of category

(1) "Category of Consumer" means the Tariff Schedule under which a consumer is billed as per latest applicable Tariff Order of the Commission. The applicant shall apply for change of category from one tariff rate schedule to another to the concerned officer of the licensee. Tariff change from any L.T. category to Agriculture category shall not be permissible. Tariff change from higher rate to lower rate shall be done only after completion of compulsory period of availing supply as per the agreement.

(2) In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 15 days from the date of receipt of application.

(3) The Licensee shall inspect the premises and shall change the category within the time limit specified in the Standards of Performance of Distribution Licensee Regulations from the date of receipt of application.

(4) Change of category shall be effective from next billing cycle.

(5) No case of unauthorized use of energy shall be booked by the Licensee if detected after the consumer had applied for change of category and change is legally permissible.

(6) An application of the consumer for change of category shall be treated as a fresh application and he shall deposit processing fees, new additional security, if any, and execute supplementary agreement if necessary.

(7) Where a consumer has been classified and billed under a particular category and subsequently, it is observed that the previous classification is not correct, the Licensee may alter the classification and suitably revise the bills accordingly.

6.2 Transfer of Connection and Mutation of Names

(1) A connection shall be transferred in the name of another person upon the death of the consumer or in case of transfer of ownership or occupancy of the premises, upon an application of the consumer.

(2) Application for mutation shall be filed, along with prescribed fee by the transferee or the legal heir or successor of the deceased consumer with the local office of the Licensee.

(3) The application shall be accompanied by documentary evidence of transfer or legal hire ship or succession and proof of no arrears on account of electricity charges on that connection.

IndiaCode

(4) The Licensee shall decide the mutation case within the time limit specified in the Standards of Performance of Distribution Licensee Regulations.

(5) If the mutation application is to be disallowed and is refused the orders shall be passed only by a speaking order after the applicant has been given an opportunity to represent himself, Provided further, that in case where mutation is not allowed, the transferee seeking the transfer, may agree to continue the connection in the old name (but not in case of consumer's death), or may have choice to seek permanent disconnection and apply for new connection.

(6) The transferee or the legal heir shall submit a fresh agreement, in the prescribed format, along with outstanding dues, if any, within 14 days of receipt of intimation. The transfer shall be affected and a copy of the agreement shall be sent to the consumer within 7 days after receipt of fresh agreement.

(7) In case of Private Tubewell (PTW) consumers, suo-motu mutation may be under taken after taking the report from the Government revenue department. However the legal heir shall be responsible for clearing the electricity dues, and shall submit an affidavit to this effect.

(8) In case of Govt. residential quarter mutation in favor of any new occupant shall be allowed after the new occupant furnishes the letter of allotment and proof of date of occupancy in such cases mutation shall be allowed from date of occupancy provided there are no arrears outstanding.

IndiaCode

6.3 Procedure in Case of Change in Wiring and / or Apparatus or Shifting of Service Line in the Premises of the Consumer:

The consumer may apply to the licensee for any changes in their premises related to wiring / apparatus / service line, after clearing all dues pending, if any, provided the same are not stayed by any court, subject to the following:

a) The consumer shall get all work relating to wiring on his premises only by or under the supervision of a Licensed Electrical Contractor and obtain a Work Completion certificate and Test report., as prescribed by Indian Electricity Rules, 1956 until Regulations are issued under the Electricity Act, 2003.

b) No reference shall be made to the Licensee if the change in wiring of LT loads does not result in dislocation of the meter or other related apparatus and there is no change in the load. However, the consumer shall produce the test report if required by the Licensee at any time.

c) In other cases, if the consumer desires to alter the wiring on his premises, or change the location of meter or other related apparatus or shift the service line on his premises notice thereof shall be sent in writing with the modified wiring diagram and other necessary details to the Licensee. The Licensee

shall after due enquiry grant approval, intimating the estimated charges to be deposited by the consumer with or without modification to the proposal, or reject the request stating reasons thereto, in writing, within the time limit specified in the Standards of Performance of Distribution Licensee Regulations.

d) The work relating to change in wiring shall be done by the consumer through a licensed electrical contractor and the work completion certificate along with test results shall be provided to the Licensee. The Licensee shall inspect the premises to confirm that the alteration(s) is in accordance with the approval given by him and the Indian Electricity Rules, 1956 until these Regulations are issued under the Electricity Act, 2003.

e) The work of change in position of point of supply, meter or related apparatus and shifting of service line shall be done by the Licensee at the cost of the consumer. The estimate for this work shall be sent to the consumer along with the approval and work shall be completed within the time specified in the Standards of Performance of Distribution Licensee Regulations from the date of deposit of the estimated cost.

India Code

6.4 Procedure for Enhancement of Contract Demand / Connected Load

(1) Applications for enhancement of load shall be submitted to the concerned officer of licensee in the prescribed form.

(2) The licensee shall inspect the premises within seven days of receipt of application or otherwise as provided in the Standards of Performance of Distribution Licensee Regulations to examine the feasibility of supply of the enhanced load and intimate the consumer covering the following aspects:

(a) Whether the additional power can be supplied at the existing voltage or at a higher voltage.

(b) Whether any addition or alterations are required to be made to the system and the cost to be borne by the consumer.

(c) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges if any, to be deposited.

(d) Change in the classification of consumer, if required.

(3) The application for enhancement of the contract demand will not be accepted if the consumer has any arrears to the licensee. However, the application may be accepted if the payment of arrear due from the consumer has been stayed by a Court of law, or by the Commission or an authority appointed by the Commission.

(4) If supply of enhanced load is found feasible, the consumer shall be asked to:

(a) Furnish work completion certificate of consumer's installation and Test report from a licensed electrical contractor where alteration of installation is involved.

(b) Furnish Letter of approval for the electrical installation of the consumer from the Electrical Inspector, if required.

(c) Deposit additional security deposit, cost of addition or alteration required to be made to the system, if any, and the system strengthening charges as applicable.

(d) Execute a fresh agreement as per enhanced load which shall be enforceable during agreement period and the old agreement shall stand terminated.

(5) If no addition or alteration to the system including new/ alternate metering arrangement is required, the enhanced load will be released as specified in the Standards of Performance of Distribution Licensee Regulations subject to completion of the requisite formalities. If the system needs any alteration or addition, the procedure as given for a new connection shall be followed.

6.5 Procedure for Reduction of Contract Demand / Connected Load

(1) Application for reduction of load, after the expiry of initial period of agreement, shall be made to the concerned officer of Licensee in the prescribed form along with the following data / documents:

(a) Details of alteration/ modification/ removal of the electrical installation along with work completion certificate and Test report from a licensed electrical contractor where alteration of the installation is involved.

(b) Maximum demand recorded in the last two billing cycles if the meter has facility to record maximum demand along with the electricity bills for the same.

(c) Details of generators, if any, installed by the consumer along with copies of the safety clearance certificate issued by the competent authority for installation of the generators.

(2) On receipt of the application for reduction of load, the licensee after verification shall sanction the reduction of load within thirty days or notice period for termination of agreement as specified in the agreement whichever is later from the date of receipt of application.

(3) If the sanction is not granted by the licensee within the period specified in above Regulation 6.5 (2) above, the applicant may, by a written notice to the licensee, draw its attention to the matter and if the decision is still not communicated to the applicant within the period of further thirty days, the permission of reduction of contract demand shall be deemed to have been granted.

IndiaCode

(4) The reduced Contract Demand shall take effect from the first day of the month following the month in which the sanction is communicated or 'deemed permission is granted'.

(5) The above reductions are subject to permissible minimum contract demand specified in Tariff Order. Request of the consumer for reduction in contract demand of his connection shall not be refused by the licensee on the ground that there are dues payable to the licensee against the connection.

(6) In all existing agreements executed prior to the commencement of these Regulations, if there is any provision regarding restriction on reduction of Contract Demand, the same shall be deemed to have been modified to the extent of the provision made in this Code.

(7) When reduction of contract demand is agreed to, the consumer shall execute a fresh agreement for reduced load. The licensee shall recalculate the security deposit and any excess security deposit shall be adjusted in future bills not exceeding six succeeding bills.

(8) The reduction of Contract Demand load shall not be permitted in following cases

(i) Arc / Induction furnaces, rolling and re-rolling mills and mini steel plants shall not be allowed to reduce the load below the total rating of machines and furnaces installed in the premises, except in case of removal of any equipment or replacement of any old equipment by new equipment and also to the extent of captive generation capacity that may be installed and is operating in parallel. Auxiliary load shall be excluded.

(ii) Contracted load shall not be reduced below the total rating of installed machines in case of Small & Medium industrial and private tube wells of consumers, having no MDI meter.

(iii) Load shall normally not be reduced within initial period of the agreement from the date of commencement of supply. However, if the consumer is willing to pay the fixed/minimum charge applicable for the quantum of contracted load surrendered / reduced for the balance period of initial period of agreement or period of notice specified in the agreement for that category of consumer, whichever is later, reduction may be allowed.

(iv) No application for reduction of load shall be rejected without recording reasons and the decision shall be communicated to the applicant.

IndiaCode

6.6 Permanent Disconnection

The supply shall be disconnected permanently in following cases:

(a) With the termination of the agreement.

(b) If the cause for which the supply was temporarily disconnected is not removed within the notice period specified in the agreement for termination of agreement or initial period of agreement whichever is later.

(c) On request of consumer.

(d) On non payment of bills as provided in regulation 9.1 below.

6.7 Notice of Vacation or Transfer of Premises:

(1) A domestic consumer about to vacate or sublet his premises shall give to the Licensee a notice not less than 7 clear days in writing to that effect and arrange to settle his account. He may either ask for disconnection of supply or may transfer the connection in the name of the new owner / occupier. The licensee cannot guarantee that the meter reading will be taken on the required date unless due notice and facility to record the meter reading is given. Failing such notice, the consumer will be responsible for all energy consumed on the premises and for the safety of Licensee's apparatus installed for him on the premises.

(2) In case of consumers, other than the domestic consumers, the provision in sub-regulation (1) above will apply only in so far they are inconsistent with the provision of agreement and where they are not inconsistent, the provision of their respective power supply agreement will always prevail.

6.8 Agreement

(1) An agreement, in the prescribed format, shall be executed by the applicant on a stamp paper of a prescribed value, for getting a new connection and for change in the agreed parameters like contract demand, etc. In case of single phase domestic and non domestic consumers, the application form itself shall be treated as agreement and the main ingredient of agreement shall be incorporated in the application form. In any special circumstances, special clauses may be added to the agreement, if agreed to between the licensee and the consumer, provided such clauses do not contravene the provisions of the Electricity Act 2003 (36 of 2003), the Electricity Supply Code, and other rules and regulations in force. These special clauses shall form a part of the agreement. The maps submitted, agreed upon and signed by both the consumer and the licensee shall form a part of the agreement.

(2) The Electricity supplied to the consumer shall not be utilized by the consumer in any manner prejudicial to the licensee and all usage must be in accordance with provisions of the agreement and the Act as applicable.

(3) The compulsory period of availing supply from the date of commencement of supply or initial period of agreement shall be one year for LT consumers and two years for HT consumers. The licensee may modify the structure of the agreement formats presently in use with the approval of the Commission in order to meet any requirement that may arise as a consequence of the provisions of these Regulations, so that the format is consistent with the Act and prevailing Rules, Regulations and the provisions of these regulations.

(4) If there is a need to modify / amend the agreement signed between the licensee and consumer, it can be done by a supplementary agreement by mutual consent.

(5) Any amendment for the purpose of change of name, shifting of premises within the same billing area, change in connected load/contracted load, change of tariff category, etc. shall be done and the same shall be incorporated in the agreement by execution of a supplementary or a fresh agreement.

(6) A register of agreements executed by all LT and HT consumers shall be maintained by the Licensee at its designated office.

IndiaCode

6.9 Termination of Agreement

(1) The agreement shall remain in force even after completion of the initial period of agreement until it is terminated. Domestic and single-phase Non domestic category of consumers may terminate the agreement after giving one month's notice. Consumers other than domestic and single phase non domestic LT category can terminate the agreement on giving three month's notice. In case of HT and EHT category six month's notice is required.

Provided that the agreement shall normally be terminated after expiry of the initial period of agreement. However, if the agreement is to be terminated for any reasons whatsoever, before expiry of the initial period of agreement, the consumer shall be liable to pay charges as per tariff order for the balance period of the said one-year in case of LT and two years in case of HT and EHT or notice period specified in the agreement whichever is later.

The licensee shall arrange for special meter reading, at a mutually acceptable date, to facilitate preparation of the final bill of the consumer.

The agreement shall be terminated on the last day of the billing month and the licensee shall raise the final bill accordingly.

(2) If power supply to a consumer remains disconnected for a period more than notice period for non-payment of charges or dues or non-compliance of any direction

issued under these regulations, the licensee shall issue a show cause notice, to be replied within seven days, to the consumer for termination of the agreement. In case no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee with the consumer for power supply shall be terminated on expiry of the period of seven days, provided the initial period of the agreement is over. If initial period is not over, the provision given under Regulation 6.9 (1) above shall apply. During the period of temporary disconnection the consumer shall be liable to pay the demand charges or minimum charges as applicable. The Licensee shall record and keep the total outstanding amount due to the Consumer on termination of the agreement and shall have the right to recover the same under RR Act, Court of Law, if necessary.

(3) On termination of the agreement, the licensee shall be entitled to remove the service line and other equipment of the licensee for supply of power from the premises of the consumer. After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as an application for new connection and would be entertained only after all outstanding dues have been cleared.

IndiaCode

6.10 Security Deposit

(1) The licensee may take a security deposit from the consumers for consumption equivalent to the estimated consumption for a specific period as indicated in the table below or as otherwise provided in Terms and Conditions of Supply in force.

S.No	Nature of Consumer	No. of months	Remarks
1	Agricultural	Three	Annual average to be estimated / considered
2	Seasonal	Two	Consumption during the season of operation to be estimated considered
3	Other consumers	Two	Annual average to be estimated / considered

(2) Consumer shall have the option to make advance payment and in such an event security amount shall be proportionately fixed. The procedure for determination of security deposit, for different categories of consumers, shall be determined by the licensee and approved by the Commission. The deposit shall be accepted in the form of cash, Cheque or draft in case of LT consumers and

in the form of draft or banker's Cheque in case of HT/EHT consumers. The Licensee shall maintain separate head of account of such security deposits. On termination of the agreement, the security deposit will be refunded to the consumer after adjustment of the amount, if any, remaining payable by him.

(3) The amount of the security deposit obtained from the consumer will be reviewed by the licensee, annually on the basis of consumption during the previous 12 months for LT consumers, and half-yearly on the basis of consumption during the previous six months for HT/EHT consumers. The consumer shall be required to pay an additional security deposit / shall be refunded based on his average consumption during the period concerned and the tariff applicable etc. if it exceeds / is lower than the amount of the security deposit held by the licensee, by 20%.

(4) In the case of consumers who were sanctioned additional load, the additional security deposit shall be calculated for the additional load treating it as a new service.

(5) On the consumer's request, the licensee may allow the consumer to pay additional security deposit in maximum three installments.

(7) The licensee shall serve a notice of at least one month to deposit the additional security deposit. If the consumer fails to pay the additional security deposit as per the notice, the licensee is entitled to refuse or discontinue the supply of electricity so long as such failure continue. The consumer will be liable to pay delayed payment surcharge on reducing balance in case of installment system if he delays payment of security deposit.

(8) The distribution licensee shall pay interest, at the bank rate notified by the Reserve Bank of India from time to time on such security deposits taken from the consumer. In this regard it shall be the responsibility of the licensee to keep a watch on the bank rate from time to time. The interest amount of previous financial year shall be adjusted in the energy bill issued in May / June of each financial year depending on billing cycle.

(9) The security deposit along with interest thereon, if any, shall be returned to the consumer, upon termination of the agreement and after adjustment of all dues, within 60 days of completion of formalities by the consumer. In case of delay beyond 60 days period, additional interest at the rate mentioned in regulation 6.10(7) above shall be payable to the consumer as approved by the Commission.

IndiaCode

(10)The distribution licensee shall not take security deposit if the person requiring the supply is prepared to take the supply through a pre-paid meter.

6.11 Recovery of Electricity Charges

(1) The Licensee is authorized to recover charges for electricity supplied in accordance with such tariffs as may be fixed from time to time by the commission

(2) Licensee shall charge a consumer the tariff for the electricity supplied as approved by the Commission from time to time.

(3) The Charges shall be recovered through Billing as provided in Chapter 8 of these regulations.

(4) The Licensee shall be entitled to charge a consumer wherever applicable the following:-

(a) Charges for the supply of energy as determined by the Commission and other tax or duty as notified by the Government.

(b) Wheeling charges and / or surcharges and additional surcharges applicable if any, as determined by the Commission.

(c) Rental, if any, towards meters and other electric plant and equipment of the Licensee as approved by the Commission.

(d) Miscellaneous charges such as penal charges for exceeding contract demand, delayed payment surcharges and any other charges applicable if any, as approved by the Commission from time to time.

(5) Any clarification sought by a consumer on a tariff applicable to him shall be provided by the Licensee to his satisfaction.

IndiaCode

CHAPTER 7:
METERS

7.1 Installation of Meters

(1) (a) No new connection shall be given without a Meter and Miniature Circuit Breaker (MCB) or Circuit Breaker (CB) of appropriate specification from the date of notification of these Regulations.

(b) All unmetered connections including Agricultural, streetlights shall be metered by the licensee.

(c) The Licensee shall not supply electricity to any person, except through installation of a correct meter in accordance with the operation and installation of meters regulations issued by the Central Electricity Authority under Electricity Act, 2003.

Provided that the Commission may, by notification, extend the said period for a class or classes of persons or for such area as may be specified in that notification for installation of meters.

Provided also that if a person makes default in complying with the provisions contained in the above Regulation 7.1 the Commission may make such order as it thinks fit for requiring the default to be made good by the licensee or other association or any person who is responsible for the default.

(2) All consumers shall have to accept the installation of an appropriate metering device, load-limiter, tamper proof boxes or other apparatus when the licensee approaches them to install one, and the consumer shall be required to provide appropriate and suitable site for placement of meter and related equipments to the satisfaction of the licensee.

(3) In case of HT/EHT supply, if HT/EHT metering cannot be readily provided, LT metering may be provided on the LT side of the consumer's transformer. In such cases, electrical quantities for billing purposes shall be computed by adding three percent to the reading recorded on the LT meter towards transformation loss. This arrangement shall in no case continue for more than three months and the licensee shall arrange to install a meter on the HT side of the transformer within the said period including such existing connections. The licensee shall inform such cases to the Commission.

(4) If supply to an HT or EHT consumer is given on an independent feeder for his exclusive use, the metering arrangement may be installed both at the consumer's premises and at the Licensee's Sub station.

IndiaCode

(5) The licensee is authorized to review the status of the meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises. The licensee may install remote metering device in the consumer premises as per the technical requirements of the specific device. The licensee is also authorized to install 'check meter' at one consumer's location or for a group of consumers.

7.2 Classification of Meters, etc:

The Meters for new connections shall be of standard make that is certified by BIS / IEC/CBIP or any other superior specification as specified in Central Electricity Authority Regulations on Installation and operation of meters, and shall be of following type(s):

(a) For all domestic and other LT loads less than 50 kW loads in Urban and Rural areas - Static single phase / three phase meters

(b) For LT (contracted load > 50 KW) / HT / EHT consumers –

- Static, 3 Phase Tri-vector meters with MDI.
- The meters shall have a facility for "Time of the Day Metering" with sufficient memory for accommodating data for 12 months.
- Three phase meters for HT / EHT segment should be capable of recording with date and time, the connection anomalies like phase wise missing potential, phase wise CT reversal, Current unbalance & voltage unbalance.
- The meters shall have anti-tamper features as per CEA regulations mentioned above.
- The meters shall have facility of remote communication for data retrieval through GSM / Microwave / SCADA / VSAT, using standard protocol. The licensee shall ensure the above within a definite time frame under intimation to the Commission.

(c) The Licensee on the consumer requesting for supply of electricity through pre-payment meter, may install prepayment meters for single phase metering and three phase whole current supply which should display the amount left, units consumed, and the tariff applicable, with a disconnection / tripping switch inside the meter.

(d) Meter Seal should be made from high grade engineering plastic / polycarbonate material having permanent laser engraved unique serial

IndiaCode

number on seal, capable to withstand the prescribed environmental tests. Sealing shall be done at the following points (as applicable):

- CT Secondary Boxes (in addition to locking arrangement)
- PT Secondary Box (in addition to the locking arrangement)
- Meter Cabinet

Note: Seal of the consumer meter shall be removed only by the licensee. No consumer shall tamper with, break or remove the seal under any circumstances. Any tampering, breaking or removing the seal from the meter shall be dealt with as per relevant provisions of the Act.

(e) For all the 11 KV, 22 KV & 33 KV consumers, the licensee shall introduce facility for taking remote meter reading (GSM technique), to extract data from meter centrally, in order to have access on data as and when required.

(f) The accuracy class of meters for EHT / HT / LT (whole current meters) / LT (CT operated) consumers, shall be as laid down in CEA regulations.

IndiaCode

7.3 Supply, Installation and Ownership of Meters and Cut-outs/ MCBs / CBs

(1) The licensee shall supply the meter and metering equipments, cut-out/ MCB/ CB/ load to consumers at the time of serving new service connection or at any other time as may be required. The licensee shall keep the meter in proper working condition and the consumer shall pay the monthly rent, if any, for the meter and metering equipments at the rate approved by the Commission. If the licensee fails to keep the meter or metering equipment in proper working condition, the consumer shall not be liable to pay the meter rent for the period the meter remains defective.

(2) At the time of seeking a new connection, the consumer shall indicate option in the application form to either purchase the meter, MCB / CB and associated equipment himself from the authorized vendor(s) / makes or manufacturers of meter approved by the licensee, or such approved meter, MCB / CB and associated equipment has to be supplied by the Licensee.

Provided that it shall be the responsibility of the licensee to ensure that meters of standard make only are used as specified in Regulation 7.2 above and the CEA Regulations for installation and operation of meter The licensee shall not restrict the consumer choice to 2-3 make(s) / manufacturer(s) only, but shall offer a wide ranging choice from amongst the list of approved make(s) / manufacturers. The

Licensee shall put the list of approved vendor(s) / make(s) or manufacturers of meter, on their website / display on the notice board/and if requested, supply the consumer with the list of approved vendor(s) / make(s) or manufacturer(s).

(3) HT and LT 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.

(4) In case of connections where cost of the meter is borne by the consumer, neither meter rent nor any security for the price of meter, shall be charged from the consumer.

(5) In case of a consumer, who has borne the cost of the meter or purchased the meter himself, the Licensee shall have the option to either give to the consumer the depreciated value of the cost of the meter borne by the consumer or the meter itself after claiming the dismantling charges at the time of termination of the agreement. Depreciation shall be calculated by straight-line method taking a life span of ten years.

(6) Meter shall be installed by the Licensee at the point of supply either at the consumer premises or outside the consumer premises in such a manner that it is always accessible to the Licensee for meter reading and other purposes.

(7) Whenever a new meter is installed (as a replacement or for a new connection) it shall be sealed in the presence of the consumer and a Meter History card shall be prepared in two copies. The Licensee shall retain a copy and the second copy shall be tagged to the meter. Subsequently, details of any faults in the meter, repairs etc. shall be entered in this card by the Licensee. The seal, nameplates 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.

(8) A consumer may get a check meter installed 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. However, check meter readings shall not be used for billing purpose by the Licensee.

(9) Meter should be ordinarily fixed outside the building and inside the boundary wall of the premises in such a manner that it is protected from the elements like weather etc. and can be read from outside. The meter box shall normally be

IndiaCode

mounted at such a height that meter reading counter/ display window is at eye level. In case of LT consumers meter and the cut-out/ MCB or, in case of HT /EHT consumers, meter, circuit breakers and its associated equipment including cables shall be installed by the Licensee at the point(s) of supply.

(10) All new meters should be installed in a tamper-proof meter box. The licensee shall prepare and implement a phased plan to install tamper-proof metering boxes for all the meters, which are installed without meter boxes.

(11) In case of semi-permanent houses the licensee shall ensure that the meter is properly fixed on a wall and is accessible to the meter reader. In case the consumer does not provide good quality wall for fixing the meter, the licensee shall be free to fix the meter on the electricity pole or in a pillar-box to be provided by the licensee. The licensee shall also ensure that the earthing of the installation is proper.

IndiaCode

7.4 Testing of Meters

(1) The Licensee shall ensure tested meters are installed at the consumer premises. Meters purchased by the consumer shall be tested, installed and sealed by the licensee.

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

(a) LT Single-phase meters: –at least once every five years

(b) LT 3 phase meters: –at least once every 3 years

(c) Other LT metering systems –at least once every 2 years

(d) HT meters including MDI:

- For EHT consumers - once in six months
- For HT consumer – at least once a year.

CT and PT shall also be tested along with meters.

Records of these test results shall be maintained in accordance with Central Electricity Authority (Installation and operation of Meters) Regulations 2006.

(2) If required, the licensee may remove the existing meter for the purpose of testing. The representatives of the licensee must, however, produce an authenticated notice to this effect and sign the document, mentioning his full name and designation, as a receipt, before removing the meter. The consumer shall not object to such removal.

(3) The licensee may arrange for third party testing at NABL accredited test labs and recalibrated if required at manufacturer's cost, if the testing facility is not available with them for periodical testing, or in case of consumer's request when meter is defective.

7.5 Defective Meters

(1) The Licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about the accuracy of the meter, and the consumer shall provide the licensee necessary assistance in conducting of the test. The consumer shall also be present during the testing.

(2) A consumer may request the licensee to test the meter, if he doubts its accuracy, or meter reading not commensurate with his consumption, stoppage of meter, damage of seal by applying to the licensee along with the requisite testing fee. The licensee shall test the meter within 30 days of receipt of complaint as provided in Standards of Performance of Distribution Licensee Regulations. Preliminary testing of meters can be carried out at the premises of the consumers through electronic testing equipment.

IndiaCode

(i) In case the meter is found O.K., no further action shall be taken.

(ii) In case the meter is found fast / slow by the licensee, and the consumer agrees to the report, the meter shall be replaced by a new meter within 15 days, and bills of previous three months prior to the month in which the dispute has arisen shall be revised in the subsequent bill as per the test results. In case meter is found to be slow, the additional charges may be recovered in installments not exceeding three, if the consumer shows his inability to pay at a time.

(iii) If the consumer disputes the results of testing, or testing at consumer's premises is difficult, the defective meter shall be replaced by a new tested meter by the Licensee, and, the defective meter after sealing in presence of consumer, shall be tested at licensee's lab / Independent lab / Electrical Inspector, as agreed by consumer in presence of the representative of both Licensee and the consumer. The option once exercised by consumer shall not be changed. The decision on the basis of reports of the test lab shall be final on the Licensee as well as the consumer.

(iv) In case of testing of a meter in the licensee's / Independent test laboratory,

(a) Consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative shall be obtained on the Test Result Sheet.

(b) In all cases of testing of a meter in the laboratory, the consumer shall be informed of the proposed date of testing atleast 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative, present shall be obtained on the Test Result Sheet.

IndiaCode

7.6 Meter (Including Maximum Demand Indicator) Not Recording

(1) The consumer is expected to intimate the licensee in writing, as soon as he notices that meter has stopped/ is not recording. The licensee shall acknowledge the intimation given by the consumer.

(2) If during periodic or other inspection by the licensee, any meter is found to be not recording, or a consumer makes a complaint in this regard, the licensee shall arrange to test the meter within the time specified in the Standards of Performance of Distribution Licensee Regulations. The meter should be repaired/ replaced within the time specified in the Standards of Performance of Distribution Licensee Regulations.

7.7 Burnt Meters

(1) In case a meter is found burnt either on consumer's complaint or upon the inspection of the Licensee:

(i) Necessary preventive action at site shall be taken as early as possible to avoid future damage.

(ii) The Licensee shall restore the supply within 6 hours after bypassing the burnt meter, as specified in Standards of Performance of Distribution Licensee Regulations, if the wiring on consumer's premises is found o.k.

(iii) Excess loads found, shall be removed or regularized by asking consumer to pay the additional security deposit and any other charges as applicable.

(iv) A new meter shall be installed by the Licensee within 3 days or as specified in the Standards of Performance of Distribution Licensee Regulations.

(2) If possible, the Licensee shall test the burnt meter removed from the consumer premises duly following the procedure detailed in Regulation 7.5 incase of defective meters. The consumer shall be billed as per the procedure specified in Regulation 8.1(16) below during the period meter remains non functional.

7.8 Cost of Replacement of Defective / Burnt Meters

(1) The cost of replacement of meter shall be borne by the consumer or by the Licensee subject to following conditions:

(i) If, as a result of testing, it is established that the meter was 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. However, if it is established that the meter was burnt due to reasons attributable to the consumer viz. defect in consumer's installation, connection of unauthorized load by the consumer etc. the cost shall be borne by the consumer.

(ii) If it is established, as a result of testing, that the meter was rendered defective due to tampering or any other deliberate act by the consumer to interfere with the meter, the cost of the meter shall be borne by the consumer as above. The consumer shall be assessed under Section 126 of the Electricity Act 2003, and shall be punishable as per Section 138 of the Electricity Act 2003. In addition, action as permissible under law shall be taken against the consumer for pilferage and tampering.

(2) In case the meter is found burnt and there is reason to believe that an official of the Licensee gave a direct connection, pending replacement of meter, a case of direct theft shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose**.**

(3) In all cases of replacement of a meter, where cost is to be borne by the consumer, he shall have the option to procure the meter and associated equipment himself in accordance with Regulation 7.3.

IndiaCode

CHAPTER 8

BILLING

8.1 Meter Reading and Billing

(1) In respect of domestic consumers meter should be read only during daylight hours. The periodicity of the meter reading and billing for various categories of consumers shall be given below, unless specified otherwise in the relevant tariff Order of the Commission. The licensee may, however, improve upon the schedule if it finds necessary or useful.

Consumer Category	Meter Reading and billing
Domestic – Rural & BPL	Once in two months
Domestic – Urban	Monthly
Non-Domestic < 5 kW – Rural	Once in two months
Non-Domestic – Others (Urban & Rural)	Monthly
LT Industrial	Monthly
Agriculture – Rural	Once in two months
Agriculture – Urban	Once in two months
Street light, Water works, X-Ray plants, Electric Crematorium	Monthly
HT, EHT	Monthly (as far as practicable on the same day of the month)

(2) The Licensee shall notify for each category of consumer, in the following

(a) date on which bill will be issued by the licensee every month to the consumer

(b) date by which bill will be delivered to the consumer and

(c) due date for payment of bills.

These will normally be the due dates with variations not exceeding 2-3 working days, for all billing cycles for that consumer during that financial year.

(3) Meter shall be read by an authorized representative of the Licensee once every billing cycle. The Licensee shall provide proper photo identity cards which shall be displayed on his dress so that it is visible. The meter reader shall record the meter reading with date in the meter card to be kept at consumer's premises.

(4) Arrangements shall be made by the licensee to display the meter reading and payment status of consumers on Internet.

(5) The licensee may use hand held computer devices with GSM connectivity, 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's official taking the meter reading.

Indiacode

(6) In case, during spot billing procedure, the licensee's representative could not take meter reading due to the absence of the consumer, the representative may leave a note and request the consumer to inform the meter reading over telephone. The consumer may thereafter take the delivery of the bill on any convenient date. However this procedure of receiving meter reading over telephone shall not extend beyond one meter reading cycle at a stretch.

(7) The licensee shall assign a unique consumer number for each consumer and communicate the same to the consumer. The unique consumer number may include pole number, transformer number, 11kV feeder number, distribution center number and division number.

(8) It shall be open to the licensee to adopt a scheme for pre-payment of electricity charges till meters are provided as required under the Act for such consumers who are getting unmetered supply and the details of such pre-payment scheme shall be got approved from the Commission.

(9) Bills shall be prepared for each category of consumers in accordance with prevailing tariff order.

(10) When supply to a new consumer is commenced in the middle of a month the Demand Charges, Minimum charges and/or any other similar fixed charges shall be levied on pro-rata basis for the number of days for which supply is given. The units to be charged under various blocks or slabs shall also be accordingly prorated. For the purpose of this sub-regulations, the month shall be computed as 30 days.

(11) Separate bills shall be issued for dues which may arise because of audit paras or settlement of various disputes except demand for additional security deposit. Such bills should be accompanied with written details of basis of billing, period of billing etc.

(12) The licensee shall endeavor to take monthly Meter Reading Instrument (MRI) downloaded for all connections where meters with MRI download facility are installed.

(13) If for any reason, meter is not accessible for reading, the licensee shall issue a provisional bill on the basis of average consumption of the previous three billing cycles and also send a notice to the consumer to keep the meter accessible at the time of reading and date given in the notice.

(14) The amount thus billed shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycle. Such provisional billing shall not continue for more than two consecutive billing cycles at a stretch. If the meter

IndiaCode

remains inaccessible even during the next cycle, the consumer will be served with a notice, if available, or, affixed near any entrance of the premises, to either get the meter read by the Licensee within 7 days for reading of the meter at a fixed time and date failing which the supply will be disconnected after serving a 24-hour notice under section 163 (3) of the Act [Electricity Act, 2003 (36 of 2003)]. The provision shall not apply in case of a domestic consumer who has given an advance intimation to the Licensee of the inaccessibility of the meter for reading due to the consumer being out of station and if he has deposited an amount that covers the minimum / 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.

(15) It shall be the responsibility of the meter reader to note down the details of every stopped/ defective meter, conditions of meter/seal and condition of LCD/LED of electronic meter and in case of any abnormality shall file a report to the concerned officer who shall be responsible to take immediate steps to replace or repair the stopped/ defective meter or action taken, if required, in accordance with provisions of the Act.

(16) In order to recover the energy charges for the duration when the meter remains nonfunctional, average monthly consumption of previous three meter reading cycles subject to minimum monthly charges or as otherwise provided in the tariff order of the Commission in force shall be the basis of billing. In case a check-meter is available, the readings of the check meter may also be used for assessment of consumption. In case of HT consumers if during the period when the main meter is defective, the check meter is not installed or is also found defective, the quantity of electricity supplied shall be determined as stated above;

(17) The meter reader shall furnish a list of connections where the meter reading could not be recorded or the meter has not recorded any consumption of electricity, to the officer in charge of the Distribution Centre who shall prepare a list of such consumers where meter reading could not be taken and list of the defective meters to be replaced and report the same to the concerned designated officers of licensee for taking action as specified in the Standards of Performance of Distribution Licensee Regulations.

(18) The senior officers shall carry out the sample checking of meter readings as per the schedule drawn out by the licensee. It should be the endeavor of the licensee that meter readings in case of at least 20% of LT meters are checked in a year by a team of officers, not below executive cadre.

IndiaCode

(19) The Licensee may send bills to consumers by hand or by post. In case of hand delivery of bills, proof of service of bill shall be maintained at the concerned office of the licensee. On a written request from a consumer, the licensee shall send the bill by registered post and the expenses of such delivery of bill shall be recoverable from the consumer.

(20) The licensee shall ensure distribution of bills to the consumers not less than 14 days before the due date for payment. The bill shall invariably contain the following minimum details.

Low Tension Connection Bill

(a) Name and address of the consumer
(b) Service Connection Number
(c) Name, address and telephone number of the distribution center
(d) Date of issue of bill
(e) Period of Bill
(f) Tariff category
(g) Contracted load
(h) Single phase or three phase connection
(i) Meter number and make
(j) Previous meter reading
(k) Present meter reading
(l) Power Factor
(m) Units consumed
(n) Current month's charges - Energy Charges, fixed charge, Minimum Charges, Fuel Price and Power Cost Adjustment (FPPCA) Charges, Electricity Duty, Cess, meter rent, Capacitor surcharge, Rebate allowed, others, if any
(o) Arrear Electricity Charges.
(p) Delayed Payment Surcharge
(q) Due date of payment
(r) Authority in whose favor cheque/Bank draft is to be issued. (To be printed on reverse of the bill)

High Tension Connection Bill

(a) Name and address of the consumer
(b) Service Connection Number
(c) Name, address and telephone number of the distribution center
(d) Date of issue of bill
(e) Period of Bill

IndiaCode

(f) Tariff category
(g) Meter number and make
(h) Multiplying factor
(i) Contracted maximum demand
(j) Previous month readings
(k) Present month readings
(l) Power factor
(m) Units consumed
(n) Current month's charges - Energy Charges, demand charges, Minimum Charges, Fuel Price and Power Cost Adjustment (FPPCA) Charges, Electricity Duty, Cess, meter rent, Power factor surcharge, Rebate allowed, others, if any
(o) Arrear electricity charges
(p) Delay payment charges
(q) Due date of payment
(r) Authority in whose favor cheque/Bank draft is to be issued. (To be printed on reverse of the bill)

(21) The following details would also need to be provided to the consumer as an attachment to the bills or printed on the reverse of the bill:-
(a) Names(s)/address (es) and telephone no.(s) of collection centres
(b) Working hours for collection of bills.
(c) Designation(s), address (es) and telephone no.(s) of the authority with whom complaints pertaining to bills, meter, meter reading etc. can be lodged
(d) Address (es) and telephone no.(s) of Consumer Grievance Redressal Forum.
(e) Names of the concerned fuse call centre.
(f) Any other message that the Licensee may like to give.

(22) In case the licensee is unable to supply power for a period of 10 days (each day shall consist of power cut from 00 hours to 24 hours) or more in a calendar month to a consumer who is not otherwise disconnected the licensee shall charge the consumer in the following manner:
(a) Energy charges shall be on the basis of actual meter reading recorded in the energy meter.
(b) Other charges shall be prorated on the basis of the number of days, power was provided to the consumer.

(23) The licensee shall make arrangements to provide guidance and information to any consumer on telephone and for this purpose shall set-up call center(s). All urban areas may be brought under this facility in the first phase and rural areas

IndiaCode

thereafter. Details of payment status, arrear status, authorized load, contract demand etc may be provided to the consumer if he discloses his connection number and address.

8.2 Special Reading of Meters in cases of Change of Occupancy / Vacation of Premises for Domestic Consumers

(1) It shall be the responsibility of the owner / consumer to get his connection disconnected and get a special reading done by the licensee at the time of change of occupancy or on the premises falling vacant.

(2) The owner/user of the connection shall make a request in writing to the licensee for disconnection and special reading of meter at least 15 days in advance of the proposed date of vacation of the premises or change of the occupancy, as the case may be. The Licensee may however, accept a notice of shorter period. The Licensee shall dispose of the same as specified in Standards of Performance of Distribution Licensee Regulation from the date of receipt of such application.

(3) The Licensee shall get the special reading of meter done and deliver the final bill, including all arrears till the date of billing, at least 7 days before the vacation of the premises. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.

(4) Once the final bill is raised, the licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such bill. It will be responsibility of the consumer/owner to make the payment and on receipt of payment Licensee shall issue no dues certificate.

IndiaCode

CHAPTER – 9:
DISCONNECTION DUE TO NON PAYMENT OF BILL AND RESTORATION OF SERVICE

9.1 Disconnection due to non-payment of bill amount

Where a person neglects to pay any charge for electricity or any other sum due from him to a Licensee, by the due date mentioned in the bill, in respect of supply, transmission or distribution or wheeling of electricity to him, the licensee may, after giving not less than fifteen (15) clear days notice in writing to such person, without prejudice to his rights to recover such charge or other sum due by suit, cut off supply of electricity, until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid.

9.2 Disconnection on other reasons:

The licensee may also disconnect power supply to a consumer on any of the following grounds after serving proper notice as per Annexure - 3

(1) At the request of consumer

(2) Mandated the Licensee to do so by a person with legal authority to issue such notice.

(3) Entitled the Licensee to do so under an agreement with the consumer.

(4) The Licensee reasonably believes that the consumer has contravened any of the provisions of this code, which entitle the Licensee to disconnect the supply.

(5) If the Licensee reasonably believes that failure to disconnect may or likely to cause a health hazard or safety risk or damage to property or to the consumer or to any other person; such as excessive leakage current as provided under 49 of the I.E. Rules, 1956.

(6) If the Licensee reasonably believes that the consumers installation does not satisfy the applicable rules or any other reasonable requirements prescribed by the Licensee.

(7) If the security deposit provided by the consumer has become insufficient or the consumer has to provide additional security deposit, which the consumer has failed to deposit within time limit prescribed.

(8) If default in payment or detection of theft of electricity under Regulation 10.3 (e)(i) and Regulation 10.5 (a) (vii) respectively supply will be disconnected immediately without giving notice.

(9) For not providing access to the Licensee or its authorized representative under Regulation 4.12 (4).

(10) Where any consumer having more than one connection defaults in payment of dues relating to one of the connections.

IndiaCode

9.3 Restoration of Power Supply:

(a) A connection, which is disconnected permanently, shall not be reconnected and the consumer shall have to apply for a new connection.

(b) In case of temporary disconnection, supply shall be restored after the cause of disconnection has been removed.

(c) If the disconnection was on account of non-payment of bill, and in case the consumer requests for reconnection within a period of six months after disconnection, the connection shall be reconnected within 5 days as specified in the Standards of Performance of Distribution Licensee regulations on an application by the consumer accompanied with a copy of the receipt for payment of dues and reconnection charges.

(d) If payment is made by Cheque (other than Banker's Cheque) supply may be reconnected after realization of the cheque.

(e) In other cases, the applicant shall apply for reconnection after removal of the causes along with

(i) Receipt of payment of disconnection / reconnection fee.

(ii) Test report by a Licensed Electrical Contractor.

(iii) Documentary evidence of removal of cause for disconnection under Regulation 9.2 above.

The Licensee shall inspect the premises on intimation of removal of cause of disconnection by the consumer and if he is satisfied that the cause of disconnection has been removed, the supply shall be reconnected as specified in Standards of Performance of Distribution Licensee Regulations.

IndiaCode

CHAPTER –10:

UNAUTHORISED USE OF ELECTRICITY AND THEFT OF ELECTRICITY

10.1 Unauthorized Use of Electricity

(1) 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;

(i) Use of electricity by any artificial means: or

(ii) Unauthorized use of electricity by means without the permission of the concerned person or authority or licensee; or

(iii) Use of electricity through a tampered meter; or

(iv) Use of electricity for the purpose other than for which the supply of electricity was given; or

(v) Use of electricity for the premises or areas other than those for which the supply of electricity was authorized

(vi) Use of Electricity in the premises where supply is disconnected by the licensee.

(2) The following acts on the part of the consumer shall also be considered as unauthorized use of electricity and shall also be dealt with for assessment under the provisions of Section 126 of the Act;

(i) Increase in connected or contracted load in excess of the sanctioned load as per the agreement;

(ii) Extension of power supply beyond the permitted area of use as in the agreement;

(iii) Shifting of location of meter or unauthorized alterations in the installation;

(iv) Disconnection of neutral; or

(v) Tampering with meter or equipments associated with metering provided by the licensee and not reported to the licensee.

10.2 Authorized officer of Licensee

The licensee shall publish the list of authorized officers for various areas / divisions / districts to conduct inspections and issue identification cards to such authorised officers to enable easy identification by the consumers.

IndiaCode

10.3 Procedure for Inspection, Provisional Assessment, Hearing and Final Assessment in case of unauthorized use of electricity

(a) Inspection

(i) Assessing Officer as appointed by the appropriate Government under Section 126 of the Act on receipt of reliable information of unauthorized use of electricity, promptly conduct inspection and search of place or premises where unauthorized use occurred with due diligence.

(ii) The Assessing Officer, if required to do so, shall produce his Photo identity card to the Consumer / person in occupation or possession or in charge of the place or premises before entering the premises. Persons accompanying the Assessing officer shall also carry their photo Identity Cards.

(iii) The access to premises shall be in accordance to Regulation 4.12 of these regulations and the occupant of the place or premises of inspection or any person on his behalf shall remain present during the inspection.

(iv) An inspection report shall be prepared at site giving details of connected load, condition and details of old seals and resealing done, working of meter, details of new seals, etc. The report shall mention specific irregularity noticed which has lead to indulgence of unauthorized use of electricity in the format given in Annexure-4.

(v) The report shall clearly indicate whether or not conclusive evidence substantiating the fact that Unauthorized Use of Electricity was found. The details of such evidence should be recorded in the report. The report shall be signed by the Assessing officer and a copy of the report shall be served on the person in occupation or possession or in charge of the place or premises as per regulation 11.3 below.

(vi) Within 3 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. If it is concluded that no unauthorized use of electricity has taken place, no further action shall be taken.

(b) Provisional Assessment and Notice to the Consumer

(i) If the Assessing Officer comes to the conclusion that Unauthorized Use of Electricity has been taken place in the premises, he will serve a provisional assessment order upon the consumer / person in occupation or in-charge of the premises under proper receipt, giving 7 days time for filing objections, if any, against the Provisional Assessment Order and fixing a date of hearing. The

indiaCode

assessment shall be done as per guidelines provided in Annexure-7 appended to these regulations.

(ii) Any person served with the order of provisional assessment may accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order served upon him. Such payment made shall be subject to the final order to be passed by the competent authority.

(c) Hearing & Final Assessment

(i) On the date of hearing, the Assessing Officer shall hear the consumer / person in occupation or possession or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such person and pass, within 7 working days, a speaking order as to whether the case of Unauthorised Use of Electricity is established or not. The order shall contain the brief of inspection report, submissions made by such person in his written reply and also during hearing.

(ii) A copy of the order shall be served to such person under proper acknowledgment and in accordance with regulation 11.3 below.

(iii) 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 twelve months immediately preceding the date of inspection.

(iv) The assessment under (iii) above shall be made at a rate equal to twice the tariff applicable for the relevant category of service.

(d) Appeal to Appellate Authority Against the Final Assessment

(i) Any person aggrieved by a final order made under Regulation 10.3(c) above, may, within thirty (30) days of the said order, prefer an appeal to the Appellate Authority designated by the Commission.

(ii) No appeal against the order of assessment under Regulation (i) above shall be entertained unless the Consumer / person deposits one half of the amount assessed by the Assessing Officer in cash or by way of bank draft with the licensee and encloses documentary proof of such deposit.

(iii) The licensee shall not take any action for recovery of assessed amount within the period of thirty (30) days, mentioned in Regulation (d)(i) above, where the

IndiaCode

assessed consumer / person intimates the Assessing Officer, of his intention of filing an appeal to the appellate authority.

(e) Default in Payment of Assessed Amount or Instalments thereof

(i) In case of default in payment of the assessed amount or any installment granted or agreed by the competent authority, the Licensee shall, after, giving a 15 days notice in writing, disconnect the supply of electricity, by any suitable means such as disconnection from pole/ transformer, removing meter, electric line, electric plant and other apparatus, as the case may require. The reconnection shall be carried out as per the provisions of reconnection laid down in Regulation 9.3 of these regulations.

(ii) When a consumer / person defaults in making payment of assessed amount, he shall be liable to pay an amount of interest at the rate of 16% (sixteen percent) per annum with effect from the date of expiry of 30 days from the date of order of assessment, in addition to the assessed amount, compounded every six months.

IndiaCode

10.4 Theft of Electricity

Theft of electricity has been defined in Section 135 of the Act.

10.5 Procedure to be adopted by licensee for Inspection, Provisional Assessment, Hearing and Final assessment in case of theft of electricity.

(a) Inspection

(i) The officer as authorized by the appropriate Government *suo-motu* or on receipt of reliable information regarding theft of electricity, shall promptly conduct inspection and search such premises.

(ii) The Authorized Officer shall, if required, produce photo ID card to the consumer / person in occupation or possession or in charge of the premises or place. Photo ID card shall be carried by all those persons who accompany the authorized officer.

(iii) The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall also apply, to searches and seizure under these regulations.

(iv) A list of all items seized in course of search shall be prepared and signed by all consumers / persons present during the search and seizure. The occupant of the place or premises or any person on his behalf shall remain present during the inspection.

(v) In all cases of inspection, a report shall be prepared at site giving details of connected load, condition and details of old seals, working of meter, details of

new seals and clearly mention any irregularity noticed which may lead to theft of electricity in the format given in Annexure–5. The Authorized Officer shall carry seals for this purpose. Any damage/ destruction to the electric meter, metering equipments, apparatus, line, cable or electrical plant of the licensee caused or allowed to be caused by the consumer / person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the report. The Authorized officer shall also prepare a diagram illustrating the arrangements found during inspection for theft of electricity, wherever feasible and such diagram shall form a part of inspection report.

(vi) The report shall clearly indicate whether a prima-facie case for theft of electricity has been established. The report shall be signed by the authorized officer and a copy of report served to the occupant of the premises or his / her representative at site immediately as per regulation 11.3 below.

(vii) The authorized officer upon detection of such theft of electricity disconnects the supply of electricity immediately.

(viii) As per the provisions of the Act, the authorized officer shall lodge a complaint in writing relating to committing of offence in police station having jurisdiction within twenty-four hours from the time of detection of theft of energy and disconnection of supply of electricity to the premises.

IndiaCode

(b) Provisional Assessment and Notice to the Consumer

(i) After the Authorized Officer comes to the conclusion that theft of Electricity has taken place in the premises (as defined under Section 135 of the Act), he shall serve a provisional assessment order upon the person in occupation or in-charge of the premises, giving 7 days time under proper receipt, for filing objections, if any, against the Provisional Assessment Order and fixing a date of hearing. The assessment shall be done as per guidelines provided in Annexure-7 and a notice shall be issued in the format at Annexure - 6, appended to these regulations.

(ii) Any consumer / person served with the order of provisional assessment shall accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order upon him.

(c) Hearing & Final Assessment

(i) On the date of hearing, the Assessing Officer shall hear to the consumer / person in occupation or possession or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such

consumer / person and pass, within 7 working days, a speaking order. The order shall contain the brief of inspection report, submissions made by such consumer / person in his written reply, and during hearing.

A copy of the order shall be served to such consumer / person under proper receipt, and in case of refusal to accept the order or in absence of such person, shall be served on him under Registered Post / Speed Post / Courier post. The consumer / person in occupation or possession or in charge of the place or premises shall be required to make the payment within 15 days of receipt of final assessment order.

If the assessing officer reaches to the conclusion that the theft of electricity has taken place, the assessment shall be made 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 a period of twelve months immediately preceding the date of inspection.

The assessment under (iii) above shall be made at a rate equal to three times the tariff applicable for the relevant category of service.

The licensee on deposit or payment of the assessed amount or electricity charges in accordance with complaint as referred to in the sub Regulation 10.5 (b), restore the supply of electricity as per the provision of reconnection laid down in Regulation 9.3 above.

IndiaCode

10.6 Tampering or damage to electrical plant lines or meter

If the electrical plant, lines or meter or any other equipment of the licensee placed in the consumer premises is found tampered or damaged, the licensee shall be entitled to recover the expenses incurred, for restoration of such plant, line, meter or equipment, without prejudice to his right to take action under appropriate provisions of the Act, including disconnection of supply for non-payment of the cost for replacement / rectification, and action for theft or unauthorized use, as the case may be.

10.7 Measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter.

The licensee shall take all necessary measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plants, electrical lines, equipments or meter.

The licensees shall take the following steps:

(1) To provide pilfer proof meter boxes on meters.

(2) Review the status of service lines, ensure replacement of defective lines to prevent theft/ by passing of meter.

(3) Regular inspection of premises of consumer / persons - At least 5% of total connections category wise should be inspected monthly to enable implementation of provisions of the section 126 & 135, of the Act. Priority shall be given to inspections in theft prone areas.

(4) Regular monthly monitoring of consumption of high value consumer, which shall include all the HT connections and LT connections having contract demand of 25HP & above and arrange prompt inpection of doubtful cases. A system shall be evolved and put in place within 3 months and furnish the detail of such system to the Commission for its approval / commission.

(5) Work out all 33KV, 22 KV & 11 KV feeder wise losses in next six months. Losses for all 33KV, 22 KV & 11 KV feeders of the whole state shall be worked out within next one year.

(6) Install remote metering devices on all HT and high value LT connections on priority for the purpose of monitoring of consumption and prevention of theft of electricity.

(7) Wide publicity through the media, TV and newspaper to bring awareness amongst consumers about the level of commercial losses, and their effect on the honest consumers.

(8) Seek the cooperation of social and consumer groups, NGO's for prevention of theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter through independent agencies, and creation of such groups feeder-wise.

(9) Display boards containing the provisions of penalties, fines and other information about the above at its consumer service related offices, and other important places.

(10) Display feeder-wise, area-wise, circle-wise, division-wise losses, efforts made for prevention of diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.

(11) Install meters on distribution transformers in the suspected area (s) where the possibilities of theft of electricity exist and monitor the consumption of such meters with the consumption of individual consumer meters connected to the distribution transformer, and inspect the abnormalities.

(12) Replace overhead bare conductors with cables in theft prone areas, wherever necessary, to prevent theft by direct hooking with the licensee's lines and expenditure on this account shall be a pass through in the ARR of the licensee.

IndiaCode

(13) Provide HV distribution system (LT less system) in theft prone areas using small capacity distribution transformer, wherever necessary, to prevent theft by direct hooking and expenditure on this account shall be a pass through in the ARR of the licensee.

(14) Relocate the meters of existing consumers to an appropriate location so that it is outside the premises but within the boundary wall and easily accessible for reading, inspection/ testing and other related works. In doubtful cases and where continuous vigil is not possible, install meter for such connection on its poles / feeders pillars with display unit at consumer premises. The consumption recorded in consumer meters should be reconciled with the reading of meter installed at concerned sub stations/ distribution transformer.

(15) Ensure that meter readers are rotated in such a manner that their area of meter reading is changed at least once in six months.

(16) Maintain list of cases where theft of electricity has been detected clearly indicating the cases where first Offence or subsequent offence(s) of the theft has been detected – Action taken as per provision of the Act.

(17) Monitor cases of theft and submission of abstract reports to the Commission in respect of recovery of assessed amount and bills issued.

IndiaCode

10.8 Voluntary Declaration of Tampered Meters

In case a consumer comes forward and voluntarily declares tampering of meter and /or seals:

(a) The tampered meter shall be replaced with a new meter by the Licensee/consumer, as the case may be, immediately and the Licensee shall raise the assessment bill at normal tariff for the period of last 3 months for domestic and agriculture, and 6 months for all other consumers reckoned from date of declaration.

(b) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.

(c) No case shall be lodged in the case of a consumer who voluntarily declares the tampered meter and pays the requisite charges in time.

(d) In case of default in payment, the procedure for booking the case of consumer shall be followed.

10.9 Assessment Bill

While making the assessment bill, the Licensee shall give credit to the consumer for the payments for energy consumption already made by the consumer for the period

of the assessment. The assessed bill shall be prepared after excluding the payment for energy consumption already made by the consumer. The bill shall clearly indicate the timing, days and place where it is to be deposited.

10.10 Offences and penalties in respect of supply of electricity has been dealt in detail under section 135 to 152 of the Electricity Act, 2003 as amended from time to time, which shall be binding on both the licensee and the consumer or the person concerned.

IndiaCode

CHAPTER –11:
MISCELLANEOUS

11.1 Force Majeure and Restrictions on Supply of Power

The Licensee may direct the consumer to curtail, stagger or altogether stop using supply in any of the following conditions and the consumer shall not be liable for any claim or compensation on account of loss or damage arising out of failure of supply in such conditions;

(i) when such failure is due to cyclone, floods, storms or other occurrences beyond the licensee's control either directly or indirectly and due to war, mutiny, civil commotion, riot, strike, lockout, fire, flood, tempest, lightning, earthquake or other forced incidents such as break down of equipment, overhead lines and cables or causes beyond the control of the licensee.

(ii) in the event of restriction on power supply imposed by the Commission under Section 23 of the Electricity Act, 2003.

(iii) in case of a major breakdown in the supply system of the Licensee such as Grid Failure that warrants curtailment of load.

IndiaCode

11.2 Other Codes and Regulations

Consumer shall ensure that new buildings, structures, additions, modifications and any other construction projects that the minimum clearances, required from existing supply lines of the Licensee are maintained. These minimum clearances are specified in the Indian Electricity Rules, 1956

11.3 Service of Notice

(1) Service of any notice on the consumer may be effected either by delivering the notice to the consumer in person under proper receipt by an official of the Licensee or by dispatching the notice by registered post or Courier post or by publication in two largely circulated daily newspaper commonly read in the concerned locality. In the case of an individual consumer, service of notice to the consumer's spouse or his representative, and in the case of a firm, company or corporation, on the Managing Director, Director or Principal Officer or an authorized person of such a concern, shall be taken as sufficient service for the purposes of these regulations. E-mail facility shall also be additionally used without prejudice to the above, wherever possible by the licensee.

(2) If a consumer refuses or avoids receiving the notice, the service may be effected by affixing the notice at a conspicuous place on the premises of the consumer, in the presence of two witnesses or by publication in two largely circulated daily

newspaper commonly read in the concerned locality, and in such cases an endorsement shall be made on the copy of the notice. This affixture or publication shall be deemed as sufficient for service of notice.

11.4 Terms and Conditions of Supply

Every licensee shall, modify and update the terms and conditions of supply and all circulars, orders and any other document or communication relating to the supply of electricity to consumers to make them consistent with these Regulations: under intimation to the Commission.

11.5 Power to amend:

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

11.6 Power to Remove Difficulties

If any difficulty arises in giving effect to any of the provisions of these regulations or there is a dispute regarding interpretation of any provision, the matter may be referred to the Commission, who after consulting the parties effected where considered necessary, may pass necessary orders to remove such difficulties or disputes of interpretation.

IndiaCode

11.7 Savings

(i) Nothing in these regulations shall be deemed to limit or otherwise restrict the inherent power of the Commission to make such orders as may be necessary to meet the ends of justice to the consumers at large.

(ii) Nothing in these regulations shall bar the Commission from adopting in conformity with the provisions of the Act a procedure, which is at variance with any of the provisions of these regulations, if the Commission, in view of the special circumstances of a case or class of cases and for reasons, to be recorded in writing, deems it necessary or expedient for dealing with such a case or class of cases, based on merits.

(iii) Nothing in these regulations shall, expressly or impliedly, bar the Commission in dealing with any matter or exercising any power under the Act for which regulations have not been framed, and the Commission shall deal with such matters, and in a manner it thinks fit.

(J.S. SEHRAWAT)
SECRETARY

Annexure – 1

Determination of Connected Load

Domestic Connection

1. Name of the consumer : _____

2. Address : _____

_____

3. Consumer Number (for existing connections) : _____

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

Item (1)	**Load per item (Watts)** (2)	**No.** (3)	**Total load (Watts)** (4=2X3)
Bulb	As per actual rating		
Tube light (Fluorescent) 4' 2'	40 20		
Fan	60		
Tape-recorder/Music system	25		
Television Colour Black & While	 100 60		
Mixie	60		
Refrigerator	200 or actual		
Cooler	200 or actual		
Heater (for cooking and water heating)	1000		
Washing machine	750 or as actual		
Geyser	1500 / 2000 or as actual		
Microwave Oven 2000	2000		
Air Conditioner (1 ton/1.5 ton/2.0 ton)	1500 / 2000 / 2250		
Split Air Conditioner 1.5 ton	2250		
Computer	100		
Printer	150		
Water lifting Pump set	375 or actual		

IndiaCode

Inverter to be used in case of power failure for own use	Nil		
Spare plug points			
(a) 5 Amp	100 W		
(b) 15 Amp	1000 W		
Others - on Actuals			
	Totals		

Note:

(a) 1/3rd of the total unused plugs incase of domestics and general purpose supply and 50% (half) of the plug points of the commercial category shall be counted for computing connected load.

(b) Defective appliances like cooler, freeze, T.V., Iron, Oven, etc. which are not connected and not working shall not be taken into account.

(c) In some domestic connections Geyser, Room Heater and Air-conditioner (without heater) are installed. The load of Geyser(s) and Room Heater(s) shall be accounted for billing for the month of December, January & February and the load of Air-conditioner(s) (without heater) shall be taken into account for the month of April to September. The load of Air-conditioner(s) with heater(s) shall be accounted as connected load for full year.

(d) Any other item of load not included above shall be taken as per manufacturers rating.

(e) Fraction of load in kW shall be taken as next higher whole number for the purpose of billing or as otherwise provided in the tariff order.

(f) Assessed load may be upto 105% of the approved connected load.

IndiaCode

Signature of the Consumer
Date:_____
Place : _____

Signature of the licensee's representative
Date:_____
Place : _____

Annexure – 2

Self Declaration of Connected Load

1. Name and address of the Consumer ……

2. Consumer No. / Account No. ……

3. Category of Consumer ……

4. Purpose of Supply ……

5. Details of Load Connected.

Sl. No.	Name of Appliance	Load (W)	Nos.	Total load (kW/HP)
(i)				
(ii)				
(iii)				
(iv)				
(v)				
(vi)				
(vii)				
(viii)				
(ix)				
(x)				

IndiaCode

Total Aggregate Load ……..

Note: In case of HT/EHT the details of transformer installed and the Connected Load to be furnished

6. Sanctioned Load ……

7. Extra Load ……..

Date Signature of the Consumer

Annexure – 3

Intimation to Consumer after Temporary Disconnection of Supply

From

……

……

……

……

No._____ Dated: _____

Reference:

Connection No. _____

Consumer Category _____

Contracted Load _____

IndiaCode

This is to inform you that the supply to your service connection has been temporarily disconnected with effect from _____

due to following reasons: _____

_____

_____

You are requested to remove the cause (s) of disconnection and intimate this office at the earliest. You are also requested to pay sum of Rs. _____ towards, reconnection charges and * _____

If the cause of disconnection is not removed to the satisfaction of this office, your supply will be permanently disconnected.

Thanking you,

Yours faithfully

Name, Signature & Designation

'*' Mention if any other dues is to be deposited and also give break up of the total sum

Annexure – 4

INSPECTION REPORT

(Under Section 126 of the Act)

Sub Division:

I. Inspection notes of Sri _____ Dated _____ 200

Time of Inspection: Total time of inspection:

II. (a) Name and address
of the occupant of the place/premises

(b) Person present at the time of inspection:

Name	Signature
(i) ----------	----------
(ii) ----------	----------
(iii) ----------	----------
(iv) ----------	----------

III. (a) Any other person available at the time of inspection and his / her relationship with the occupant of the place/premises:

(b) Any other departmental staff present:

IV.

1. Service Connection No.:
2. Distribution:
3. Nature of premises:
4. Category:

V. (a) Meter diagram indicating the seals position & their condition:

Location of the meter	Height of the meter
Impression on Seals	Impression on Seals
Before Inspection	After Inspection

IndiaCode

VI (a) Meter Reading:

(i) KWH

(ii) KVA

(iii) KVAH

(iv) Power factor

(b) Status of Meter:

Running / Stop / Defective / Burnt

(c) CT / PT Connection details with phase sequence

VII Details of Connected Load

1. kW/HP
2. kW /HP
3. kW/HP
4.
5.
6.

In case of HT Transformer detail and connected load details are to be given separately

IndiaCode

VIII Findings and Conclusion of the Inspecting Team

IX Signature of all members of the inspecting team and occupant of the premises or his representative.

Annexure – 5

INSPECTION / SEIZURE REPORT

(Under Section 135 of the Act)

Sub Division:

I. Inspection/Seizure notes of Sri _____ Dated _____ 200

Time of Inspection/Seizure: Total time of inspection/Seizure:

II. (a) Name and address
of the occupant of the place/premises

(b) Person present at the
time of inspection /
Seizure:

	Name	Signature
(i)	----------	----------
(ii)	----------	----------
(iii)	----------	----------
(iv)	----------	----------

IndiaCode

III. (a) Any other person available at the
time of inspection and his / her
relationship with the occupant of
the place/premises:

(b) Any other departmental staff present:

IV.

1. Service Connection No., if any:
2. Distribution:
3. Nature of premises:
4. Category:

V. (a) Meter diagram indicating the seals position & their condition, if meter installed:

Location of the meter	Height of the meter
Impression on Seals	Impression on Seals
Before Inspection	After Inspection

VI (a) Meter Reading, if installed:

(i) KWH

(ii) KVAH

(iii) KVAH

(iv) kW

(v) Power factor

(b) Status of Meter, if installed:

Running / Stop / Defective / Burnt

(c) CT / PT Connection details with phase sequence

VII Details of Connected Load

1. kW/HP
2. kW /HP
3. kW/HP
4.
5.
6.

In case of HT Transformer detail and connected load details are to be given separately

VIII List of items with full details seized during inspection/search

IX Findings and Conclusion of the Inspecting Team

X Signature of all members of the inspecting team and occupant of the premises or his representative.

IndiaCode

Annexure – 6

Initial Assessment Notice

Memo No. …… Date ……..…
Hours of issue
Place

From :
……..
……..
……..

To :
……..
……..
……..

Reference No.:

Dear Sir(s) / Madam,

This notice bill is being served on you, which has been assessed on the basis of the Clause 10..3 and 10.5 of JERC Electricity Supply Code Regulations, 2010.

Evidences revealed that you were directly or indirectly involved in the act of unauthorized use of electricity / theft of electricity for which your service connection was disconnected on …… as per Notice No. ……

A statement showing your involvement alongwith the assessment bill is enclosed herewith.

Unless the amount of the assessment bill along with the reconnection charges are received, the service connection shall not be reconnected.

Please note that Non-payment of the amount or the assessment bill shall be treated as arrears against you.

An appeal may be preferred by you against the amount of the assessment bill to the appellate authority, namely ……Please acknowledge receipt.

Thanking you,

Place:
Date: Yours faithfully,

Signature and seal of authorized officer of licensee

Acknowledgement

I / We, Shri ……consumer No. ……Meter No. …… hereby acknowledge receipt of your assessment bill No. … dated ……

Place : Signature of consumer

Date : Address ……

IndiaCode

Annexure – 7

ASSESSMENT REPORT

1.1 Assessment of units Consumed

(1) In case of LT consumers:

The quantity of units consumed per month shall be worked out in the manner prescribed

$$\textbf{Consumption per month} = \frac{A \times C \times D}{B}$$

Where

A is total connected load found at time of inspection

B is diversity factor

C is an average load factor

D is the number of hours in a month

For the assessment of energy consumed, the diversity factors and the average load factors for the various categories of consumers shall be taken as under.

IndiaCode

Load Factor and Diversity Factor:

Sr. No.	Category	Purpose	Diversity Factor	Load Factor
1	Residential Consumers	Lighting and Fans	2.5	30%
		Heating appliances	1.0	15%
		Cooling appliances		
		Feb-Oct	1.0	50%
		Nov-Jan	1.0	NIL
2	Non-Residential Consumers	Lightening and Fans	1.0	35%
		Heating appliances	1.0	50%
		Cooling appliances	1.0	40%
3	LT (Industrial) Consumers	Engineering Workshop	1.5	30% for one Shift
				50% for two Shift
				70% for three Shift
				Each shift of eight hours
		Power looms and Textile		
		(i) Looms & Textiles Load	1.2	40% for one Shift
				70% for two Shift
				Each Shift of 12 Hrs
		(ii) Twisting M/c. Load	1.2	45% for one Shift
				90% for two Shift
				Each Shift of 12 Hrs
		Ice-cream Manufacturing		
		Feb-Oct	1.0	80%
		Nov-Jan	1.0	60%
		Ice-Factory		
		Feb-Oct	1.0	80%
		Nov-Jan	1.0	40%
		Cold Storage		
		Feb-Oct	1.0	75%
		Nov-Jan	1.0	50%

		Society Water Pumps	1.0	25%
		Cinema/Theaters	1.5	60%
		Floor Mills	1.0	30%
		Ginning & Pressing	1.2	60%
		Foundry	1.5	50%
		Plastic	1.2	50%
		Rubber	1.2	50%
		Mining, Quarry & Stone Crushing	1.2	60%
		Chemicals	1.2	60%
		Textile Processing Units	1.2	70%
		Diamond Industry	1.5	50% for one shift of 12 Hrs
		Others	1.5	30% for one shift
				60% for two shift
				80% for three shift
				Each shift of eight hours
4	Direct connection for any category	Agricultural category	1.0	50%
		Any other category	1.0	100%
5	Agricultural consumers under Metered tariff		1.0	40%
6	Temporary Power Supply		1.0	50%

IndiaCode

(2) In case of HT consumers:

In case of HT consumers, the actual maximum demand shall be considered as equivalent to 75% of the total connected load of the consumer at the time of inspection subject to a minimum of the contracted demand and the energy consumption shall be as assessed as under:

Assessed units per months = M x H x C

Where M = Demand in KW (KVA x PF)

H = Nos. of Hours in month

C = Load factor

Category of HT consumers	**Load Factor**
Hotels	65%
Large Commercial Complexes	60%
Iron & Steels	60%
Foundry	60%
Steel Rolling Mills	60%
Chemical Factory	80%
Paper Mills	85%
Textile	75%
Cement	70%
Fertilizers	70%
Oil Mills	70%
Solvents	70%
Ginning and pressing	60%
Engineering Goods	50%

Ice	75%	
Cold Storage	75%	
Sugar & Khandsari	60%	
Dairy	75%	
Mining, Quarry & Stone Crushing	50%	
Plastic & Rubber	60%	
Cinema	60%	
Oxygen	80%	
Direct Connections	100%	
Others	8 Hours Shift	12 Hours Shift
	30% - 1 Shift	45% - 1 Shift
	60% - 2 Shift	90% - 2 Shift
	90% - 3 Shift	

D = is the number of days during which unauthorise use of electricity has taken place and if, however, the period during which such unauthorise use of electricity has taken place cannot be ascertained such period shall be limited to a period of 12 months (365 days) immediately preceding the date of inspection.

H = is the average actual no. of hours per day the supply is made available on the feeder feeding the consumer or person as the case may be during the period.

IndiaCode

1.2 Assessment in case of unauthorized use of electricity (UUE)

(i) The consumption so assessed shall be charged at twice the rate per unit of the tariff applicable to the consumer category after adjusting the amount paid by the consumer / person for the energy consumption assessed for the assessment period if any. The amount billed at this rate shall not be taken into consideration for the purpose of computing consumer's liability to pay monthly / annually minimum charges, wherever applicable.

(ii) If the connected load of the consumer is found in excess of load contracted, then the fixed charge or demand charge, as the case may be, shall also be charged at two times of the fixed charge or demand charge for the connected load minus charge or demand charge for the contracted load at the applicable tariff rate. Period for computation of this charge shall be as given at 'D' above.

(iii) In cases where fixed monthly tariff exist, monthly assessment shall be made at twice the monthly rate.

1.3 For cases where usage of electricity is for other purpose than authorized.

(i) If it is found at any time that the energy supplied is used for a purpose on which higher tariff is applicable, the total energy consumed in the previous twelve month from the date of detection shall be charged at twice the rate applicable for the category for which load was found to have been used. Provided if it is found at

any time that the energy supplied is used for a purpose on which lower tariff is applicable, it shall not be considered as UUE and no penal action will be taken.

(ii) The calculations above are subject to the condition that metering of energy is healthy, else, the energy will be calculated as given in para 1.1 after adjusting the amount if any paid by the consumer / person for the energy consumption assessed for the assessment period.

(1.4) Assessment of Energy in cases of Theft / Pilferage.

(i) Assessment of energy in the cases of theft / pilferage shall be done based on the formula in para 1.1 above as in unauthorized use. The 'A', 'B','C','D', 'M' and 'H' shall remain the same.

(ii) Only for direct theft, 'C' shall be = 1.0 (100%)

(iii) The consumption so assessed, shall be charged at three times the normal tariff applicable and payment made for energy consumption of the assessment period shall be adjusted.

IndiaCode