Punjab Government Gazette

EXTRAORDINARY

Published by Authority

CHANDIGARH, THURSDAY, OCTOBER 24, 2024 (KARTIKA 2, 1946 SAKA)

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

Notification

The 23rd October, 2024

No. PSERC/Secy./Regu.191.- In exercise of the powers conferred under Section 181 read with Sections 43, 44, 45, 46, 47, 48, 50, 55, 56, 57, 58, 59, 126, 127, 135, 152, 154 & 163 of the Electricity Act, 2003 (Central Act 36 of 2003) read with Electricity (Amendment) Act, 2007 (No. 26 of 2007) and all other powers enabling it in this behalf and in compliance of Electricity (Removal of Difficulties) Order, 2005 issued by the Ministry of Power, Government of India bearing No.S.O.790 (E) dated 8th June 2005 and Electricity (Rights of Consumers) Rules, 2020, as amended from time to time, the Punjab State Electricity Regulatory Commission hereby makes the following regulations namely:-

CHAPTER I – GENERAL

1. SHORT TITLE, EXTENT AND COMMENCEMENT

(1) These regulations may be called the Punjab State Electricity Regulatory Commission (Electricity Supply Code, Standards of Performance and Related Matters) Regulations, 2024, in short Supply Code, 2024.

(2) These regulations shall be applicable to all the licensees under the Act (including entities exempted under Section 13 of the Act) in their respective licensed/supply areas and all consumers/persons in the State of Punjab.

(3) These regulations shall come into force with effect from 14th November, 2024.

2. DEFINITIONS

In these Regulations, unless the context otherwise requires:-

(1) **"Act"** means the Electricity Act, 2003 as amended from time to time;

(2) **"Advanced Metering Infrastructure"** is an integrated system of smart meters, communication networks and data management systems that enables two way communication between the utilities and energy meters, and the functional blocks of Advanced Metering Infrastructure typically include Head end system, Wide area network, Neighbourhood area network, Data concentrator unit and Home area network;

(3) **"Advanced Metering Infrastructure Service Provider"** is a person appointed by the distribution licensee, for owning, operating, and maintaining Advanced Metering Infrastructure or a part of the Advanced Metering Infrastructure, till its transfer to the licensee;

(4) **"Agreement"** means an agreement executed by the applicant/ consumer with the distribution licensee at the time of obtaining a new connection, increase or reduction of load/demand;

(5) **"Applicant"** means an owner or occupier of any premises who makes an application for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, shifting of meter/connection/line/ distribution transformer etc., disconnection or restoration of supply or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Rules & Regulations made there under;

(6) **"Application"** means an application form complete in all respects in the appropriate format, as specified by the Commission, along with documents and other compliances;

(7) **"A & A form"** means the Application & Agreement form prescribed by the distribution licensee under Regulation 6 of the Supply Code;

(8) **"Appropriate** Government**"** means:

(i) the Central Government -

a) in respect of a generating company wholly or partly owned by it;
b) in relation to any inter-State generation, transmission, trading or supply of electricity and with respect to any mines, oil-fields, railways, national highways, airports, telegraphs, broadcasting stations and any works of defence, dockyard, nuclear power installations;
c) in respect of National Load Despatch Centre and Regional Load Despatch Centre;
d) in relation to any works or electric installation belonging to it or under its control;

(ii) in any other case, the State Government, having jurisdiction under the Act;

(9) **"Area of Supply"** means the area within which a distribution licensee is authorised by his licence to supply electricity;

(10) **"Assessing Officer"** means an Officer of the State Govt. or licensee designated as such by the State Government under Section 126 of the Act;

(11) **"Authorized Officer"** means an Officer of the licensee or supplier, as the case may be, authorized by the State Government or the Commission under Section 135 or 152 of the Act;

(12) **"Billing Cycle or Billing period"** means the period for which regular electricity bills as specified by the Commission, are issued for different categories of consumers by the distribution licensee;

(13) **"Circuit Breaker"** means a device, capable of making and breaking the circuit under all conditions, and unless otherwise specified, so designed as to break the current automatically under abnormal conditions;

(14) **"Commission"** means the Punjab State Electricity Regulatory Commission;

(15) **"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;

(16) **"Connected load"** means the sum of the manufacturer's rated capacities of all the energy consuming devices in a consumer's premises connected with distribution licensee's service line which may be connected simultaneously and determined as per procedure laid down in these regulations. This shall not include the standby or spare energy consuming apparatus installed through a changeover-switch;

(17) **"Connection"** means provision for supply of electricity to an applicant;

(18) **"Consumer"** means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be;

(19) **"Consumer Meter"** means a meter used for accounting and billing of electricity supplied to or from the consumer but excluding those consumers covered under Interface Meters;

(20) **"Consumption"** means utilization of electricity in kilowatt-hours (units) or kilo volt ampere hours;

(21) **"Continuous Process Industry"** means industry requiring continuous supply due to continuous nature of its industrial process;

(22) **"Contract Demand"** means the maximum demand in kVA sanctioned to the consumer and computed in the manner as approved by the Commission;

(23) **"Contracted Load"** means the load in kW (kilo Watt) or BHP which the Licensee has agreed to supply to a consumer from time to time as per the applicable terms and conditions indicated in the agreement signed between the licensee and the consumer in accordance with Regulation 8 of this Code. The BHP shall be converted to kW by multiplying it by 0.746;

(24) **"Days"** means clear working days;

(25) **"Default"** means non-compliance or violation of Supply Code and/or agreement entered between the consumer and distribution licensee;

(26) **"Disconnection"** means the physical separation or remote disconnection of a consumer from the distribution system of the distribution licensee;

(27) **"Distribution Licensee"** means a licensee authorized to operate and maintain a distribution system for supplying electricity to consumers in its area of supply;

(28) **"Distribution main"** means the portion of any main with which a service line is, or is intended to be, immediately connected;

(29) **"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. It shall also include electric line, substation and electrical plant that are primarily maintained for the purpose of distributing electricity in the area of supply of such distribution licensee notwithstanding that such line, sub-station or electrical plant are high pressure cables or overhead lines or associated with such high pressure cables or overhead lines; or used incidentally for the purposes of transmitting electricity for others;

(30) **"Earthing system"** means an electrical system in which all the conductors and appliances are earthed;

(31) **"Electrical Contractor"** means a person who has been granted a license by the State Government under Rule 45 of the Indian Electricity Rules, 1956 or the regulations as notified by Central Electricity Authority under Section 53 of the Act, to carry out electrical installation work in a premises;

(32) **"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;

(33) **"Employer"** means a person having control over the employment of persons and the payment of their wages;

(34) **"Energy charges"** means the charges for quantity of electricity actually supplied to the consumer in terms of kWh/kVAh in any billing period as approved by the Commission in the Tariff Order for the relevant year;

(35) **"Essential Services"** means the services which affect the general public at large and shall inter alia include Hospitals, Railway Stations/Installations, Railway Traction, Defence & Military Installations, Jails, Radio/TV/News Service Installations, Water Supply & Sewerage Installations, Postal & Telegraph/ Telecom Installations/Telephone Exchanges/ Installations;

(36) **"Extra High Tension (EHT) Consumer"** means a consumer who is supplied electricity at a voltage exceeding 33000 volts;

(37) **"Feeder"** means a LT, HT or EHT distributor, emanating from a sub-station, to which distribution sub-stations or LT or HT or EHT consumers are connected and may be categorised as under:-

Category 1 Feeder means urban/Industrial feeder feeding mixed load of domestic, commercial, industrial consumers;

Category 2 Feeder means all mixed industrial feeders including Arc/Induction Furnace & General Industry having sanctioned industrial load of 90% or more and include separate/independent feeders of consumers not declared as continuous process/essential industries/essential services;

Category 3 Feeder means independent feeders catering to Arc/Induction Furnace consumers only;

Category 4 Feeder means independent feeder feeding Continuous Process/ essential services;

Category 5 Feeder means three phase three wire feeders erected to give urban pattern supply to villages;

Rural Feeder means feeder catering to pure AP load or to rural mixed load on Urban Pattern Supply (category 5);

(38) **"Fixed Charges"** for a billing period means the charges payable by the consumer on the basis of his sanctioned load/contracted load/contract demand as approved by the Commission in the Tariff Order for the relevant year;

(39) **"Forum"** means the Forum constituted by the distribution licensee for redressal of grievances of the consumers under sub-section (5) of Section 42 of the Act;

(40) **"Franchisee"** means a person authorised by a distribution licensee to distribute electricity on its behalf in a particular area within his area of supply;

(41) **"General Conditions of Tariff"** and **"Schedules of Tariff"** means the General Conditions of Tariff and Schedules of Tariff as approved by the Commission for the relevant year;

(42) **"Harmonic"** means a component of a periodic wave having a frequency that is an integral multiple of the fundamental power system frequency of 50 Hz;

(43) **"Housing Society"** means a Co-operative Group Housing Society registered with the Registrar Co-operative Societies Punjab;

(44) **"High Tension (HT) consumer"** means a consumer who is supplied electricity at a voltage higher than 650 volts but not exceeding 33000 volts;

(45) **"Independent feeder"** means 11 kV feeder erected at the cost of a consumer or a group of similar type of consumers to supply electricity only to that consumer or group of consumers;

(46) **"Industrial supply"** means supply of electricity for Industrial and pumping purposes (excluding Agricultural Pump sets) as per Schedule of Industrial Tariff approved by the Commission;

(47) **"Installation"** means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electricity;

(48) **"Interface Meter"** means a meter used for accounting and billing of electricity, connected at the point of interconnection between electrical systems of generating company, licensee and consumers, directly connected to the Inter-State Transmission System or Intra-State Transmission System or Distribution System and who have been permitted open access by the Appropriate Commission;

(49) **"Low Tension (LT) consumer"** means a consumer who is supplied electricity at a voltage not exceeding 650 volts;

(50) **"Main"** means any electric supply-line through which electricity is, or is intended to be, supplied;

(51) **"Meter"** means a device suitable for measuring, indicating and recording the conveyance of electricity or any other quantity related with electrical system and shall include, wherever applicable, other equipment such as Instrument Transformer i.e. 'Current Transformer' (CT) or 'Current Transformer' (CT) and 'Capacitor Voltage Transformer' (CVT) or 'Current Transformer' (CT) and 'Inductive Voltage Transformer' (IVT), necessary for the purpose of measurement;"

(52) **"Monthly Average Power Factor"** means the ratio of watt hours to the volt ampere hours drawn during a billing month;

(53) **"Notified Office"** means an office notified by the distribution licensee to provide different services to the consumers related to supply of electricity;

(54) **"Notified Voltage"** means a voltage notified by the Appropriate Government under intimation to the Authority for the purpose of specifying the voltage level up to which self-certification is to be carried out under Regulation 32 and

Regulation 45 of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2023;

(55) **"Occupier"** means the owner, tenant or person in occupation of the premises where electricity is used or proposed to be used;

(56) **"Ombudsman"** means an authority appointed or designated by the Commission under sub-section (6) of Section 42 of the Act;

(57) **"owner"** means the person who is having absolute right over the property and the expression owner includes the legal heirs;

(58) **"Person"** means any person/persons or occupier or possessor of a premises or place who may or may not be a consumer and shall include any company or body corporate or association or body of individuals, whether incorporated or not, or an artificial juridical person;

(59) **"Point of supply"** means the point, as may be specified by the State Commission, at which a consumer is supplied electricity;

(60) **"Power Factor"** means the cosine of the electrical angle between the voltage & current vectors in an AC electrical circuit;

(61) **'Power Quality Meter'** means a device suitable for monitoring and recording of power quality. It shall be capable of accurate measurement, monitoring and recording of harmonics, sags, swells, flickers and other power quality parameters;

(62) **"Premises"** includes any land, building or structure or part or combination thereof which is appropriately partitioned electrically from the neighouring premises and in respect of which a meter or metering arrangements have been made for supply of electricity by the distribution licensee. In case of AP supply, the premises means the place of source of water in respect of which connection has been given or intended to be given by the licensee to irrigate piece of land;

(63) **"Prosumer"** means a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply;

(64) **"Resident Welfare Association"** (here in after referred to as the Association) means an association comprising all the property owners within a Co-operative Group Housing Society, Multi storied Building, Residential Colony, or a similar body registered with the State Government;

(65) **"Requisition form"** means the form prescribed by the distribution licensee for obtaining feasibility clearance;

(66) **"Sanctioned Load"** means the load in kW (kilo Watt) or BHP which the Licensee has agreed to supply to a consumer from time to time as per the applicable terms and conditions indicated in the agreement signed between the licensee and the consumer The BHP shall be converted to kW by multiplying it by 0.746;

(67) **"Security(works)"** means the estimated expenditure for providing electric line or electric plant to supply electricity to the applicant worked out on the basis of Standard Cost Data approved by the Commission;

(68) **"Self-Certification"** means a certification by a supplier or owner or consumer in the prescribed format as required under Regulation 32 and Regulation 45 of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2023;

(69) **"Service Line"** means any electric supply line through which electricity is, or is intended to be, supplied –

(i) to a single consumer either from a distributing main or immediately from the distribution licensee's premises; or

(ii) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;

(70) **"Service Connection Charges"** means per kW/kVA/BHP charges and variable charges, wherever applicable, on normative basis approved by the Commission in the Standard Cost Data;

(71) **'Smart Meter'** means a meter as specified in IS 16444 and as amended from time to time;

(72) **"State"** means the State of Punjab;

(73) **"State Government"** means the Government of Punjab;

(74) **"Supply"**, in relation to electricity, means the sale of electricity to a licensee or consumer;

(75) **'Supply Voltage Interruption'** is a condition in which the voltage at the supply terminals is lower than 5% of the nominal voltage condition. It can be classified as:

(i) **Planned or Pre-arranged Supply Interruptions** means a supply interruption when network users are informed in advance;

(ii) **Forced or Accidental Supply Interruptions**, caused by permanent or transient faults, mostly related to external events, equipment failures or interference.

A forced or accidental supply interruption is classified as:

a) **Sustained or long interruption** means supply interruption is longer than 3 min;

b) **Short interruption** means supply interruption is upto & including 3 min.;

c) For poly-phase systems, a supply interruption occurs when the voltage falls below 5% of the nominal voltage on all phases (otherwise, it is considered to be a dip).

(76) **"Temporary Connection"** means an electricity connection required by a person for meeting with his temporary needs such as-

(i) for construction of residential, commercial and industrial complexes including pumps for dewatering;

(ii) for illumination during festivals/family functions;

(iii) for threshers or other such machinery excluding AP pump sets;

(iv) for touring cinemas/theatres/circuses/fairs/exhibitions / melas /congregations;

(77) **"Theft of Electricity"** has the meaning assigned to it under Section 135 of the Act;

(78) **"Transmission lines"** means all high pressure cables and overhead lines (not being an essential part of the distribution system of a licensee) transmitting electricity from a generating station to another generating station or a sub-station, together with any step-up and step-down transformers, switch-gear and other works necessary to and used for the control of such cables or overhead lines, and such buildings or part thereof as may be required to accommodate such transformers, switch-gear and other works;

(79) **"Unauthorized use of Electricity"** has the meaning assigned to it under Section 126 of the Act.

3. INTERPRETATION

(1) These regulations shall be interpreted and implemented in a manner not inconsistent with the provisions of the Act and the Rules and Regulations framed thereunder.

(2) Unless the context otherwise requires, the words and expressions used in these Regulations and not specifically defined herein but defined in the Act or Rules framed under section 176 of the Act or Regulations framed under section 177 or under section 181 of the Act or the Tariff Order issued by the Commission shall bear the same meanings as ascribed therein.

4. SUPPLY CODE REVIEW PANEL AND AMENDMENT IN SUPPLY CODE

(1) Supply Code Review Panel

(i) Constitution of the Supply Code Review Panel:

The Commission shall set up a Supply Code Review Panel (hereinafter called Review Panel), consisting of the following Members:

a) A Member of the Commission nominated by the Chairperson of the Commission shall be Ex-officio Chairperson of the Panel.

b) One representative of the State Government.

c) One Chief Engineer or equivalent level representative of each distribution licensee operating in the State.

d) One Chief Engineer or equivalent level representative of the State Transmission Utility (STU) and each transmission licensee operating in the State.

e) One representative of the State Load Despatch Centre (SLDC), in case SLDC is a separate company or an authority or corporation as envisaged in section 31(2) of the Act.

f) Representatives of the consumers not exceeding seven to be nominated by the Commission representing, as far as possible, different categories of consumers.

g) Secretary to the Commission shall be an Ex-officio Member.

h) The Secretary of the Panel shall be an officer of the Commission nominated by the Chairperson of the Commission.

Provided that the Commission may further add member(s) to the Review Panel, as deemed necessary.

(ii) Functions of the Panel:

The Panel shall meet at least once in six months and perform the following functions:

a) To consider views of the licensees, consumers and other stakeholders regarding implementation of the Supply Code;

b) To monitor the compliance of Supply Code by the licensees;

c) To protect consumer interests and to monitor overall performance of utilities; and

d) To recommend amendments in the Supply Code, wherever required.

(iii) Manner of Reviewing the Supply Code:

a) A licensee, consumer or any other stakeholder seeking amendment in the Supply Code shall send the proposal in writing to the Secretary of the Panel specifying the reasons for such a change.

b) The Panel shall, after finalizing its views on the proposed amendments/modifications, make suitable recommendations to the Commission.

c) The Commission may approve the amendments with or without modification after following the procedure as specified in Regulation 4(2) of this Code.

(iv) Tenure, Remuneration and Travelling Allowance:

All members of the Review panel shall have tenure of 2 years which may be extended by the Commission upto 3 years. The representatives of the

consumers shall be entitled to remuneration (travelling allowance and/or sitting fee) as may be approved by the Commission from time to time.

(2) Amendment in the Supply Code

(i) The Commission may suo-motu or through a petition or on the recommendations of the Review Panel amend the Supply Code. However, views of the public, consumers, the State Government and other stakeholders shall be sought before any amendment is notified.

(ii) Amendments to the Supply Code shall be notified in the official Gazette of the State and placed on the website of the Commission.

(iii) The distribution licensee shall place the amendments notified in the official Gazette on its website and shall also issue necessary instructions to the field officers for implementation immediately after notification in the official gazette but not later than 15 days.

UNCOMPLYCATE Simplifying Compliance

CHAPTER II

SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

5. SYSTEM OF SUPPLY AND SUPPLY VOLTAGE

(1) The frequency of alternating current supply shall be 50 cycles per second. The voltage, frequency and other supply parameters shall be kept within the range as specified in the relevant Rules/Regulations made by the Central Government or Central Electricity Authority from time to time or the applicable Indian Standards.

The declared voltage of the A.C Supply shall be as under:

(i)	Low tension (LT) or Low Voltage (LV)-	Single phase 230 volts between phases and neutral Three phase 400 volts between phases
(ii)	High Tension (HT) or High Voltage (HV)-	Three phase 11 kV or 33 kV between phases
(iii)	Extra High Tension (EHT) or Extra High Voltage (EHV)-	Three phase exceeding 33 kV between phases.

Provided that for railway traction, two-phase supply may be given.

(2) Supply Voltage

The distribution licensee shall release new connections or additional load/demand (including existing load) at Supply Voltage specified as under:

Sr. No	Category of Loads/Consumers	Supply Voltage
(i)	a) DS/NRS/EV charging loads not exceeding 7 kW (including motive load not exceeding 2 BHP). b) DS loads not exceeding 22.5 kW (including motive load not exceeding 2 BHP) in Dhera/Dhanis situated outside the phirni of village through single phase transformer c) Industrial demand including general demand not exceeding 7 kVA at consumer's option. d) AP load not exceeding 2 BHP. e) Public lighting load not exceeding 7 kW.	Single phase 230V (between phase and neutral)
(ii)	a) DS/NRS/EV charging load exceeding 7 kW or motive load exceeding 2 BHP but demand not exceeding 100 kVA. b) Industrial demand including general demand (other than covered under (i)(c) above) not exceeding 100kVA. c) Bulk Supply load with contract demand not exceeding 100 kVA.	Three phase 400V (between phases)

	d) AP load exceeding 2 BHP not exceeding 134 BHP (100 KW). e) AP high technology loads not exceeding 100 KW. f) Public Lighting load exceeding 7 kW but not exceeding 100 kW. g) Compost plants/Solid Waste Plants & Water supply schemes with demand not exceeding 100 kVA h) Charitable Hospital under Disability Act 1995 with demand not exceeding 100 kVA.	
(iii)	a) Large Supply Consumers (General and Power Intensive Industry) with contract demand not exceeding 5000 kVA. b) DS/NRS/BS/EV charging demand exceeding 100 kVA but with contract demand not exceeding 5000 kVA. c) AP High Technology Supply with load exceeding 100 kW. d) Public Lighting load exceeding 100 kW. e) Compost plants/Solid Waste Plants & Water supply schemes with demand exceeding 100 kVA but not exceeding 5000 kVA. f) Charitable Hospital under Disability Act 1995 with demand exceeding 100 kVA but not exceeding 5000 kVA. g) Start Up power not exceeding 5000 kVA	Three phase 11 kV (between phases)
(iv)	All consumers including start up power (except Railway Traction) with demand exceeding 5000 kVA but not exceeding 20 MVA.	Three phase 33/66 kV (between phases) as per availability of voltage at the nearest feeding S/Stn.
(v)	All consumers including start up power (except Railway Traction) with contract demand exceeding 20 MVA but not exceeding 50 MVA.	Three phase 66/132 kV (between phases) as per availability of voltage at the nearest feeding S/Stn.
(vi)	All Consumers including start up power (except Railway Traction) with contract demand exceeding 50 MVA.	Three phase 132/220/400kV (between phases) as per availability of voltage at the nearest feeding S/Stn. The applicant can opt for supply at 400 kV subject to technical feasibility clearance by the licensee.

UNCONTROLLED COPY Subject to Compliance

(vii)	Railway Traction Supply Consumers	Single/two/three phase 132/220 kV (between phases) as per availability of voltage at the nearest feeding S/Stn.

Provided that in case of constraint(s) in releasing a new connection or additional load/demand at the specified voltage or in converting the supply voltage of an existing consumer, the supply may be given/continued to be given at a lower voltage subject to technical feasibility and payment of surcharge as specified in the General Conditions of Tariff, as amended from time to time. However, the exemptions from levy of surcharge(s) shall continue as provided in the General Conditions of Tariff.

Provided further that a consumer/applicant may opt for supply at a voltage higher than specified in this Regulation 5(2) above, which may be granted by the licensee, if technically feasible.

Provided also that the existing consumers with sanctioned contract demand exceeding 4000 kVA but not exceeding 5000kVA catered at 11 kV by payment of surcharge in accordance with clause 13 of General Conditions of Tariff, shall be allowed to convert their Supply Voltage as per the amended limits specified in this Regulation 5(2) above by signing a fresh A&A form with the distribution licensee provided no change in 11 kV supply system is envisaged. In case any change in 11 kV supply system is required, the same shall be allowed subject to payment of charges as specified in Regulation 33 of this Code. The amended specified Supply Voltage shall be applicable for all intents and purposes from the date of approval of such A&A form by the competent authority of the distribution licensee or 15 days from the submission of A&A form complete in all respects, whichever is earlier.

Provided also that the applicants / consumers for a new connection or additional load/demand with total demand exceeding 4000 kVA but not exceeding 5000 kVA shall pay actual full cost of providing 11 kV supply including cost of breaker, as specified in Regulation 32 or 33 of this Code, as applicable.

Provided also that in case of reduction in specified voltage due to reduction in load/ demand by the existing consumer, the supply may continued to be given at the existing higher supply voltage.

Provided also that a consumer shall be entitled to get voltage rebate as may be approved by the Commission in the Tariff Order for the relevant year against the voltage at which the load/demand of the consumer is being catered to.

(3) Classification of Consumers

The classification and re-classification of the consumers into various tariff categories from time to time shall be as approved by the Commission in the tariff order or otherwise. No additional category other than approved by the Commission shall be created by the distribution licensee.

CHAPTER III

MATTERS RELATED TO SUPPLY OF ELECTRICITY

6. DUTY OF DISTRIBUTION LICENSEE TO SUPPLY ON REQUEST

(1) Every distribution licensee shall, on receipt of an application from the owner or occupier of any premises located within its area of supply provide electricity to the premises by providing electric line and/or electric plant, as may be required, within the time specified in Regulation 21 of this Code.

Provided that the supply is technically feasible and the applicant complies with the procedure including the payment of various charges specified in these regulations.

Provided further that the release of electric connection to any premises by the distribution licensee in accordance with these regulations shall not be construed as a proof of legal rights of the consumer on the said premises.

(2) The application for supply of electricity shall be submitted on the Application & Agreement (A&A) form prescribed by the distribution licensee for this purpose. Such forms shall be standardized by the distribution licensee for various categories of consumers with the approval of Commission within 3 months of the commencement of these regulations and made available free of cost at notified offices of the distribution licensee. The A&A forms shall also be available on the website of the distribution licensee and can be downloaded therefrom.

(3) Where an application for supply of electricity pertains to a village, hamlet or area that has not been electrified, the provisions of Regulation 21 for supply of electricity in such a case shall be applicable only after electrification of that village, hamlet or area as per the investment plan approved by the Commission.

(4) The State Government may for reasons of ecology, inadequate ground water potential, declining water table or any other reasons, decide the number of agricultural pump set (AP) connections and the manner in which these are to be released each year in the State or any part thereof. The State Government may for this purpose draw up guidelines to provide for priorities to be assigned in the release of such connections.

Provided that an applicant becoming eligible for release of AP connections, as per the guidelines of the State Government, shall be provided supply of electricity in the same manner as specified in these regulations.

(5) The distribution licensee shall be responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply for its existing consumers. The licensee shall normally meet the cost for strengthening/upgradation of the system to meet the growth in demand of the existing consumers and to ensure quality supply to the consumers through its annual revenue requirement (ARR) or funds arranged by the licensee and this cost shall be recovered from the consumers through tariff, as may be approved by the Commission.

(6) The expenses for meeting the demand of the applicant for new connection or modification of existing connection shall be payable by the applicant/consumer as per the provisions of these regulations read with cost data approved by the Commission from time to time.

(7) The entire infrastructure laid for giving supply to the consumer, not withstanding that whole or a portion thereof has been paid for by the consumer, shall be the property of the distribution licensee for all intents and purposes. The distribution licensee shall maintain the infrastructure and shall have the right to use it for the supply of electricity to any other person by extending or tapping or augmenting its capacity provided that such extension or tapping or augmentation does not adversely affect the supply to the consumer(s) already connected therewith.

(8) Purchase of existing property

Where the applicant has purchased an existing property or intends to purchase an existing property whose supply has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all the dues to the licensee and obtained a "no-dues certificate" from the licensee. In the absence of "no-dues certificate" the electricity connection to such premises shall be released only after clearance of all outstanding dues against the previous consumer of such premises. The other terms and conditions shall be as per Regulation 41(12).

(9) Sub-divided property

Where a property has been sub-divided as per law, a new connection to any portion of such sub-divided premises shall be given as per provisions of this Code only after the outstanding dues, if any, attributed to such un-divided premises are duly paid by the consumer in whose name the connection existed prior to division of property or by the applicant for new connection in such property.

(10) Exceptions from Duty to Supply

The time periods for providing supply specified in these regulations shall not be operative where the Commission is satisfied that:

(i) the distribution licensee is prevented from providing supply of electricity on account of cyclones, floods, storms and other occurrences beyond its control.

(ii) delay in providing supply of electricity is on account of time taken for statutory clearances from other authorities such as acquisition of land, or in obtaining right of way or forest clearance or approval of the Chief Electrical Inspector for installations at the applicant's or distribution licensee's end or for any other reasons beyond the reasonable control of the distribution licensee.

(11) Consequences of Default

If a distribution licensee fails to supply electricity within the time periods specified in these regulations, it shall be liable to pay compensation for each day of default as specified in Annexure-4 of these regulations.

(12) Power To Require Security

(i) The distribution licensee may require any applicant, who requires supply of electricity to his premises to give reasonable security as specified in Schedule of General Charges for the payment of all monies, which may become due and payable to the Licensee:

a) in respect of the electricity supplied to such person; and

b) where any electric line or electrical plant or electric meter is to be provided for supplying electricity to such person, in respect of the provision of such line or plant or meter.

(ii) If an applicant fails to furnish such security, the distribution licensee may refuse to give the supply/additional supply of electricity or to provide the line or plant or meter for the period during which the failure continues.

(iii) The amount payable towards security shall be deposited at the notified office through any approved mode of payment as specified in Regulation 41(15)(iv) of this Code, as amended from time to time.

(iv) The distribution licensee shall not be entitled to demand Security (consumption) from any applicant/consumer in case electricity is supplied through a pre-payment meter used in pre-payment billing mode.

(13) Security (consumption)

The applicant seeking supply of electricity as per the provisions of these regulations shall initially be required to pay to the distribution licensee an amount on kW/kVA basis as specified in the Schedule of General Charges approved by the Commission, as Security (consumption) towards estimated electricity likely to be supplied after release of connection.

The applicant seeking additional load/demand shall be required to deposit Security (consumption) computed only for the additional load/demand at the slab rate applicable to the total load/demand.

Provided that in case of applicants with demand exceeding 2000 kVA, 25% of Security (consumption) (inclusive of EMD deposited at the time of feasibility clearance after adjusting route survey fee, if incurred) shall be deposited at the time of registration of A & A form and remaining Security (consumption) shall be deposited at the time of compliance of demand notice.

(14) Security (meter)

Security for meter including metering equipment viz Current Transformer, Voltage Transformer etc. shall be deposited by the applicant at the time of submission of A&A form as specified in the Schedule of General Charges approved by the Commission.

(15) Resale of Electricity

Save as provided in these regulations, any electricity supplied to a consumer for self consumption by the distribution licensee shall not be supplied to any another person or other premises or for any other purpose by the consumer unless he has been permitted to do so under the Act or holds licence for supply of electricity under the Act or has been declared deemed licensee or has been exempted from obtaining the licence or has been appointed as franchisee failing which proceedings under section 126 of the Act shall be initiated.

(16) Connection for EV Charging

Separate connection, in addition to an existing connection in a premises, shall be permissible for the purpose of Electric Vehicle (EV) Charging under relevant Schedule of Tariff.

7. GENERAL TERMS

(1) The distribution licensee shall prominently display on its website and on the notice board in all its offices, the following; namely:

(i) detailed procedure for grant of new connection, temporary connection, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of connection etc;

(ii) address and telephone numbers of offices where filled-up application forms can be submitted;

(iii) address of website for online submission of application forms;

(iv) complete list of the documents required to be attached with the application; and

(v) all applicable charges to be deposited by the applicant.

(2) Application forms for all types of connections as well as modifications in existing connections shall be available at all the local offices of the distribution licensee free of cost as well as on its website for free download.

(3) The distribution licensee shall create a web portal and a mobile app for submission of online application forms. Submission of hard copies in case of online application form through web portal or mobile app is not required and online copies should be considered as authentic and genuine. In case any document is found to be incorrect/forged/unauthentic then the application shall not be processed further by licensee and in case of released connection, the same shall be disconnected. The licensee shall not be responsible for any loss/ damages to consumer on account of disconnection of supply and the same cannot be claimed by the consumer.

(4) The applicant shall have an option to submit an application in hard copy form or through electronic means such as online through web portal or mobile app of distribution licensee.

(5) In case hard copy of the application form is submitted, the same shall be scanned and uploaded on the website as soon as it is received and acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.

(6) In case of online application through web portal or mobile app of distribution licensee, the acknowledgement with the registration number shall be generated on submission of application. In case the applicant opts for Aadhaar verification then no signatures on the A&A form or separate identity proof shall be required and applicant shall upload only the proof of ownership/occupancy. The Aadhaar Validation shall be done by the licensee as per procedure laid down by Govt. of India

(7) An application, complete with all the required information/documents and applicable charges, shall be deemed to be received on the date of generation of acknowledgement with registration number. In case of hard copy submission, the acknowledgement with registration number shall be generated within twenty-four hours, of receipt of the application, complete with all the required information/documents and charges.

(8) The application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application or mobile app or through SMS or by any other mode to monitor the status of processing of the application like receipt of application, site inspection, issuance of demand notice, external connection, meter installation and release of connection.

8. COMPUTATION OF CONNECTED LOAD AND DECLARATION OF CONTRACTED LOAD

The connected load in the premises of a consumer, not covered under contract demand system, shall be aggregate of actual continuous rating of all energy consuming appliances connected to the wiring computed as per the methodology specified in Annexure-1 of this Code. If actual rating of appliances is not made available by the consumer then standard wattage ratings as given in Annexure-1 of this Code shall be adopted for computing the connected load.

Provided that an applicant of DS/NRS category, not covered under contract demand system, shall declare his contracted load in kW in the A&A form at the time of applying for new connection or extension in load which shall be not be less than 70% of the connected load computed as per Annexure-1 of this Code. Such contracted load in kW shall be used by the distribution licensee to lay the supply system and also for recovery of various charges including for billing purpose. In case the applicant/consumer fails to declare his contracted load then the sanctioned load shall be considered as contracted load for all intents and purposes.

Provided further that the consumers existing as on date of commencement of these regulations shall have the option to declare their contracted load, which shall be not be less than 70% of the sanctioned load otherwise the sanctioned load of the consumer shall

be treated as contracted load. In such case, if the meter of the consumer is not capable of recording maximum load in kW then the distribution licensee shall replace such meter with smart meter within 15 days of the receipt of such request.

Provided also that it shall be the responsibility of the consumer to ensure usage of electrical load in such a manner that maximum load (in kW) recorded by the meter does not exceed the sanctioned or the contracted load, as the case may be.

9. REGISTATION OF APPLICATION AND AGREEMENT FORM

(1) For Load/Demand not Exceeding 2000 kVA

(i) All the applicants requiring new connection or additional load/demand having total load/demand including additional load/demand, if any, not exceeding 150kW/kVA (except AP) for Domestic, Non-Residential, Industrial, Bulk Supply, AP High Tech/high density farming and compost plants/solid waste management plants shall submit an application on the prescribed A&A form along with requisite documents including test report, processing fee, Security (consumption), Security (meter) and Service Connection Charges as approved by the Commission. No separate demand notice, except covered under proviso to Regulation 11(3)(i) of this Code, shall be issued to such applicant/consumer and connection shall be released within time period specified in these regulations from the date of receipt of application complete in all respect.

(ii) All the applicants requiring new connection or additional load/demand having total load/demand including additional load/demand, if any, exceeding 150kW/kVA but not exceeding 2000 kVA for Domestic, Non-Residential, Industrial, Bulk Supply, AP High Tech/High density farming and compost plants/solid waste management plants and all other categories of consumers/applicants (including AP) for load/demand not exceeding 2000kW/kVA, shall submit an application on the prescribed A&A form along with requisite documents, processing fee, Security (consumption), Security (meter) as specified in Schedule of General Charges approved by the Commission.

(2) For Demand Exceeding 2000 kVA

The application of the owner or occupier of a premises requiring new connection or additional demand having total demand including additional demand exceeding 2000 kVA shall be processed as under:

(i) Feasibility Clearance

a) Where new or total demand including additional demand exceeds 2000 kVA, the applicant shall first obtain feasibility clearance in the prescribed requisition form after payment of Earnest Money Deposit (EMD) @ of 5% of Security (consumption) as specified in the Schedule of General Charges. The requisition form shall be available free of cost in the notified offices of the distribution licensee and on its website.

Provided that the above mentioned EMD of the applicant with specified voltage of 66 kV and above shall also be considered to include route survey fee. The balance EMD after deducting route survey charges actually incurred by the licensee shall be adjusted against Security (consumption). No separate route survey fee shall be got deposited from the applicant.

The applicant shall also submit the proposed schedule for availing the demand along with the requisition form.

The Commission may nominate one representative of the industry to the committee for feasibility clearances at the corporate level.

b) Feasibility clearance shall be granted to an applicant/consumer by the distribution licensee within 45 days of the receipt of such a request. Where such clearance is likely to take more than 45 days, the distribution licensee shall, within 30 days of the receipt of an application, seek the approval of the Commission for extending the period in which the feasibility clearance would be granted.

Provided that in case the distribution licensee fails to grant feasibility clearance within 45 days or as may be extended by the Commission, the distribution licensee shall be liable to pay compensation for each day of default as specified in Annexure-4 of this Code.

(ii) On receipt of the feasibility clearance, the applicant/consumer shall submit the A & A form along with requisite documents, processing fee, Security (consumption) as per Regulation 6(13) of this Code after adjusting balance EMD, and Security (meter) as specified in Schedule of General Charges in the notified office of distribution licensee within 30 days of the receipt of intimation regarding feasibility clearance. On the request of the consumer, this period may be further extended up to 45 days (including 30 days allowed in the first instance) by the distribution licensee but no further extension shall be permissible. The distribution licensee shall clearly mention in the feasibility clearance letter that if the consumer/applicant fails to register A&A form within the stipulated period i.e. by the date specified in the intimation letter, EMD shall be forfeited in full and the requisition for new or additional demand shall be deemed to have been cancelled.

Provided that in case the applicant submits requisition for reduction in demand during the period of submission of A&A form, the same shall be allowed and shall not be considered as new requisition provided there is no change in Supply Voltage. The applicant may avail this opportunity only once.

Provided further that in case the applicant submits requisition for additional demand during the period for the submission of A&A form, the same shall be allowed after accepting the additional EMD, if any, (after adjusting original EMD deposited) but it shall be considered as new requisition. The applicant may avail this opportunity only once.

(iii) In the event it is not technically feasible to release the connection/additional demand then the applicant shall be informed accordingly and the earnest money shall be refunded in full without any interest. Where the demand/additional demand cannot be released within the period stipulated in Regulation 21 or the time frame for its release does not match with the schedule given by the applicant as per clause(i)(a) above of this sub-regulation, the applicant may withdraw the request for feasibility clearance and seek refund of earnest money. The earnest money shall be refunded within (Thirty) 30 days failing which interest for the period of delay shall be payable at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable.

(iv) Notwithstanding anything contained in any other provision of this Code, the HT/EHT consumers, requiring additional demand upto 10% of their sanctioned contract demand or 500 kVA, whichever is less, subject to the condition that specified voltage level as per Regulation 5(2) after extension in contract demand does not change, shall submit an application on the prescribed A&A form along with Electrical Contractor's Test Report and other requisite documents, processing fee, Security (consumption), Security (meter) and normative charges, in lieu of actual expenses, as approved by the Commission for such cases. The HT/EHT consumer shall pay normative cost, for only the additional demand, as per the standard cost data approved by the Commission. This amount shall include expenditure incurred by licensee for providing supply as per Regulation 33 of this Code. This normative cost deposited shall also be treated as amount paid against proportionate cost of the common portion of the line for all intents and purposes. No feasibility clearance is required in such cases and no separate demand notice shall be issued to such applicant/consumer. A separate seniority queue shall be maintained by the licensee for release of such additional demand. Further extension in demand shall be released by load sanctioning authority of the licensee subject to fulfilment of above conditions within 15 days from the date of receipt of application complete in all respect. After expiry of stipulated period, the extension in demand shall deemed to have been granted for billing purpose.

Provided that in case any augmentation or extension of the existing distribution system is required, the same shall be carried out by the licensee after release of extension in demand.

Provided further that this option shall be exercised by the consumer only once in three years.

10. SUBMISSION OF DOCUMENTS:

(1) All Applicants

All the applicants for new connection shall submit the identity proof and proof of ownership/occupancy as mandatory documents along with A&A form. The

following documents may be accepted as identity proof and proof of ownership/occupancy:

(i) Identity proof

In case of online application if the applicant opts for Aadhaar verification then no signatures on the A&A form and separate identity proof shall be required. The verification of Aadhaar number shall be done at backend using Aadhaar e-KYC.

In all other cases, the applicant shall submit any of the following documents issued by the competent Indian Authority as identity proof: -

a) Aadhaar Card;
b) Voter identity card;
c) Passport;
d) Driving license;
e) Ration card;
f) Photo identity card issued by Government agency/PSU;
g) Certificate of identity having photo issued by Gazetted officer/Tehsildar on letterhead;
h) PAN card;

(ii) Proof of Ownership/Occupancy of Premises:

The applicant shall submit proof of ownership or occupation of the premises for which the connection is applied. Any of the following documents shall be acceptable as proof of ownership or occupancy of premises:

a) Copy of sale deed or lease deed or rent deed or fard of land and in the case of agricultural connections a copy of latest khasra/girdawari/ jamabandi/fard of the land;
b) Certificate from panchayat showing ownership of premises within phirni/lal lakir of village for DS/NRS connection;
c) Registered General Power of Attorney;
d) Municipal tax receipt or demand notice or any other related latest document;
e) Letter of allotment with possession letter;
f) Latest water supply, sewerage, telephone or Gas connection bill or any other valid document.

Provided that in the absence of proof of ownership or occupancy mentioned above, the applicant may submit any other address proof, not given as part of identity proof under clause(i) above, where connection is to be released provided the connection is released through smart meter with pre-payment facility. However, till smart meter with pre-payment facility is installed by the distribution licensee, the applicant shall deposit

Security(consumption) at double the normal rate approved by the Commission for the relevant category.

(2) Partnership firms/Companies or Trusts/Societies

An application by a Partnership firm, Company or a Trust/Society, in addition to proof of ownership/occupancy as specified in Regulation 10(1)(ii) above, shall be accompanied by following documents:

(i) An attested copy of the partnership deed signed by all the partners or by a partner authorized to sign by other partners through a Special Power of Attorney duly notarized.

(ii) A private or a public limited company, shall while submitting an application, furnish certified copies (by the Chartered Accountant/Company Secretary of the Company) of the resolution of the Board of Directors in favour of the person authorized to sign the A&A form and other documents. The signatures of the authorized signatory shall also bear the common seal of the company. In case of change in the Board of Directors, the consumer shall intimate the distribution licensee.

(iii) An application by a Trust or a Society shall be accompanied by a certified copy of its constitution, its bye laws along with resolution in favour of the authorized signatory for signing the A&A form and other documents. The names of the managing body of the Trust or Society and their residential addresses shall also be furnished. The consumer shall intimate to the distribution licensee every change in the managing body of the Trust or Society within one month.

(3) Street Lighting Supply

An application for Street Lighting supply shall be submitted by the Executive Officer/Estate Officer of a Local Body, Improvement Trust or Urban Development Authority or any person authorized by any such authority on the prescribed A&A form.

(4) Submission of NOCs

For release of new connection/additional load/demand an applicant shall submit No Objection Certificate (NOC) from the competent authority in case it is required as per any State/Central government law/notified policy or regulations framed under the Electricity Act, 2003 or specific order of any court issued from time to time governing the release of connections in any particular area/premises. The distribution licensee shall circulate the list of cases where NoC is required, as per applicable law/policy within one month of the commencement of these regulations.

11. ACCEPTANCE OF APPLICATION & AGREEMENT (A&A) FORM AND ISSUE OF DEMAND NOTICE

(1) The distribution licensee shall maintain a permanent record of all application forms received in a Service Register/Database. Each application form shall be allotted a

permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained. Separate seniority list shall be maintained for each category of consumers in each notified office. The distribution licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. The distribution licensee, on the demand of the consumer, shall supply a copy of the approved A&A form for record.

(2) Determination of seniority or Release of Connection:

The distribution licensee shall deal with application forms in each category on the broad principle of "first come, first served" basis as per serial priority in the Service Register/Database. The distribution licensee may maintain separate seniority for different class of applicants/consumers, as deem fit, on the basis of supply voltage, work involved in release of connection etc., in order to ensure release of connections as per the timelines specified in Regulation 21. The distribution licensee shall notify the different categories for determination of seniority for release of connection within 30 days of the commencement of these regulations and put it on its website.

Provided that the connection of AP category shall be released on the basis of the seniority in the order of registration of A&A form as per Govt. Policy in accordance with Regulation 6(4) of this code.

(3) Issue of Demand Notice to applicants/consumers

(i) with load/demand not exceeding 150 kW/kVA:

In case of applicants/consumers with total load/demand (including extension) not exceeding 150 kW/kVA covered under Regulation 9(1)(i) of this Code, no demand notice shall be issued and all charges including Service Connection charges shall be got deposited along with A&A form and other documents.

After the acceptance of all the documents along with the charges as specified by the Commission, the application shall be considered complete in all respects and the connection shall be released on the basis of seniority within the timelines specified by the Commission.

Provided that in case of electric connection outside the village phirni, where the total length of service line exceeds 500 meters, the applicant shall also pay variable charges for the additional length of service line along with fixed service connection charges on kW basis at the rates approved by the Commission.

(ii) with load/demand exceeding 150 kW/kVA:

The demand notices to the applicants/consumers with load/demand exceeding 150 kW/kVA and not covered under Regulation 9(1)(i) of this Code (including AP irrespective of the load) shall be issued by the distribution licensee as per the seniority list of the applicants maintained by the distribution licensee for different

categories of consumers as per Regulation 11(2) above. The Demand Notice shall specify:

a) Security (works) as per Regulation 34/service connection charges as per Regulation 32 or 33 and/or balance Security (consumption), if any, required to be deposited by the applicant as per Regulation 6(13) of these regulations;

b) the details of works including service line to be undertaken by the distribution licensee for providing electricity connection;

c) other terms required to be accepted by the applicant under Regulation 28 of these regulations;

d) submission of NOC by the applicant, as per statutory requirements, wherever applicable;

e) submission of vetted route plan, where ever applicable;

f) submission of Electrical Contractor's Test Report by the applicant; and

g) any other compliance to be made by the applicant.

The terms and conditions specified in the Demand Notice once issued shall not be altered except when necessitated by change in applicable Laws/regulations or in case of genuine arithmetical calculation mistake.

Provided that in case the applicant/consumer submits requisition for reduction of demand within the period of compliance of demand notice, including extended period of demand notice, the same shall be allowed after adjusting the excess EMD/Security (Consumption) against first energy bill, and it shall not be considered as new requisition in case there in no change in specified voltage. However, in case the applicant submits requisition for additional demand within the period of compliance of demand notice, including extended period of demand notice, the same shall be allowed after accepting the additional EMD/ Security (Consumption), (after adjusting original EMD/Security (Consumption) deposited) but it shall be considered as new requisition. The applicant/consumer may avail this opportunity only once.

(iii) Where an applicant for AP connection requests for extension/reduction in load &/or shifting the site of connection within the validity period/extended validity period of demand notice, the distribution licensee may issue a fresh demand notice incorporating necessary changes.

Provided that if after issue of demand notice (except in case of priority granted to the individual applicant due to his personal status viz handicap/ex-service man/freedom fighter/members of schedule caste etc) but before release of connection, the applicant or the new owner requests for the change of name due to transfer/sale/purchase of land or property etc., within the validity period/extended validity period of demand notice, the distribution licensee may issue a fresh

demand notice incorporating necessary changes due to change of name subject to fulfillment of following conditions:

a) Submission of no objection certificate on non-judicial stamp paper of Rs.15/- by the original applicant to the effect that he has no objection if the tube well connection is released to the new owner of the land to whom the land has been sold by him and initial security, or any other deposit made by him in his name be transferred in the name of the new owner of the land. Alternatively, a registered sale deed indicating the transfer of tube well connection along with land to the new owner shall also be admissible for processing such case of change of name without insisting on separate NoC.

b) Submission of documentary proof from the revenue authorities (Tehsildar/Patwari) for sale of land by the original applicant to the new owner of the land to whom the land has been sold.

c) Submission of new A&A form duly signed by the new owner of the land along with payment of charges as may be applicable.

The above regulation shall also be applicable to all cases, whether pending or otherwise, for change of name where demand notice has already been issued and/or sale of land has taken place before notification of these regulations. The seniority in case of new applicant shall be reckoned from the date of original application.

Provided further that in case of death of original applicant after issue of demand notice but before release of AP connection, the change of name in the event of transfer/sale/ purchase of the land during this period may be allowed subject to fulfillment of conditions mentioned at sub-clause (a) to (c) of this clause (iii).

Provided also that the change of name to the legal heirs in the event of death of original applicant after issue of demand notice but before release of AP connection shall be allowed as per procedure under Regulation 27(1)(ii) of this Code.

(4) Time line for Issue of Demand Notice

The Demand Notice under Regulation 11(3) shall be issued by the distribution licensee within:

(i) 5 days of receipt of application in case of LT supply, wherever applicable.

(ii) 10 days of receipt of application in case of supply at 11 kV.

(iii) 20 days of receipt of application in case of supply at 33 kV and above.

Provided that additional 10 days shall be allowed to the distribution licensee for finalizing supply system for applicants with demand exceeding 500 kVA but not exceeding 2000 kVA.

(iv) 10 days of receipt of Commission's approval in a case covered under Regulation 21(2)(ii) of this Code.

In case the distribution licensee fails to issue demand notice within the stipulated time, compensation for violation of Standard of Performance as specified in Annexure-4 of these regulations shall be payable to the applicant.

(5) Validity of Demand Notice Period:

The Demand Notice shall be valid for a period of three (3) months for LT (except AP) and six (6) months for all other category of consumers (including AP) from the date of issue of Demand Notice unless extension is granted as per Regulation 11(6). In case a revised demand notice is issued on account of revision of feasibility clearance or for other reasons not attributable to the consumer/applicant, the validity period of such demand notice shall start from the date of issue of revised demand notice.

Provided that in case applicant/consumer fails to pay applicable charges within the original validity period then the connection to his junior applicant who has complied with the demand notice shall be released and technical feasibility of the consumer/ applicant whose connection was put on hold on account of non-submission of applicable charges shall be re-examined at the time of receiving the charges within the validity of Demand Notice including the extended validity.

(6) Extension of Demand Notice Period:

(i) Extension of Demand Notice Period for applicants other than AP

In case the applicant (other than AP) does not comply with the Demand Notice within the validity period, his application shall be liable to be cancelled after serving a 15 days' notice to the consumer/applicant in this regard. The notice may be issued through any electronic means viz through registered email/mobile phone. However, if the request for extension in the validity period of Demand Notice is received within the validity/notice period along with extension fee, as specified in Schedule of General Charges, validity period shall be further extended up to a maximum period of one year from the date of issue of demand notice in all cases in blocks of three months at a time by the distribution licensee.

(ii) Extension of Demand Notice for AP applicant & Revival of cancelled AP Application:

In case an AP applicant does not comply with the demand notice within the validity period, his application shall be liable to be cancelled after serving a 30 days' notice prior to the expiry of the demand notice to the consumer/applicant in this regard. However, if the request for extension in the validity period of Demand Notice is received within the validity/notice period along with extension fee as specified in Schedule of General Charges, validity period shall be further extended up to a maximum period of two years from the date of issue of demand notice in all cases in blocks of six months by the distribution licensee.

Provided that in case an AP applicant is not able to apply for extension in demand notice period within the original/extended period of the demand notice and his application has been cancelled, the request of such AP applicant for revival may

be acceded to by the distribution licensee for a maximum period of 2 years from the date of issue of demand notice in blocks of 3 months provided the applicant deposits the revival fee equivalent to double the Demand Notice extension fee in addition to normal demand notice extension fee per quarter as applicable.

Provided further that if the applicant seeks revival of cancelled application after two years from the date of issue of Demand Notice, the request for revival of such application shall be allowed by the Licensee only once for a maximum period of 3 months provided the applicant deposits the revival fee equivalent to double the Demand Notice extension fee in addition to normal demand notice extension fee per quarter as applicable along with Security (consumption) and Service Connection Charges as in vogue at the time of revival of application/extension in demand notice. The revival of cancelled application and extension in the period of Demand Notice shall not be allowed beyond ten years from the date of expiry of original demand notice period.

Provided also that in case of revival of cancelled application after 2 years, no further 30 days notice shall be served to the applicant and his application shall be deemed to be cancelled if the applicant does not make compliance of the demand notice within the extended validity period after revival.

(7) Compliance of Demand Notice and Submission of Test Report:

In addition to payment of the specified charges, the applicant shall also have to submit the Test Report within the time period specified in the Demand Notice unless the Demand Notice period is got extended from the competent authority or deemed extension allowed as per Regulation 18(1)(ii) of this Code. After compliance of Demand Notice including submission of test report and deposit of all applicable charges, as specified by the Commission, the compliance of the demand notice shall be considered complete in all respects and the distribution licensee shall release the connection after acceptance of test report as per seniority within the stipulated period as per Regulation 21 of this Code. Where compliance of Demand Notice is made on the same day by more than one applicant, their seniority shall be reckoned from the date of registration of application.

Provided that applicant/consumer with load/demand exceeding 150 kW/kVA may deposit all charges including Security (works) and request the licensee to start work for providing electric connection in anticipation of submission of test report within the validity period or deemed extension, as the case may be. In such case, the Applicant shall also indicate the tentative schedule for getting supply from the licensee.

Provided further that in case an applicant/consumer requests for extension of load/demand before release of his already applied new connection/extension of load then the same shall be allowed subject to condition that consumer has already complied with the conditions of the demand notice issued against his existing application and release of connection is pending. Both the cases shall be dealt independently but the load/demand against second application shall only be released after release of load/demand against first application. The applicant may avail this

opportunity only once.

12. SUPPLY OF ELECTRICITY TO INDIVIDUAL CONSUMERS IN THE RESIDENTIAL COLONIES/MULTI-STOREY RESIDENTIAL COMPLEXES, COMMERCIAL COMPLEXES/MALLS, IT PARKS AND INDUSTRIAL COMPLEXES/PARKS/ESTATES DEVELOPED UNDER BYE–LAWS/RULES OF THE STATE GOVT.

In the Residential Colonies/Multi-Storey Residential Complexes, commercial complexes/malls, IT parks and Industrial complexes/parks/estates (hereinafter referred as colonies/complexes) developed by developers/builders/societies/owners/associations of residents/occupiers (hereinafter referred as promoters) under the bye-laws/ rules of the State Govt., the promoter(s) shall provide complete Local Distribution (LD) system in the colony/complex as per the electric layout plan approved by the distribution licensee at its cost and shall also bear all expenses for providing electrical connectivity to such colony/complex by the distribution licensee as specified in this regulation. The promoter includes any agency whether Govt./Local body or private that develops the colony/complex. The residents/occupiers of such colonies/complexes shall obtain individual connections directly from the distribution licensee. The installation of LD system, release of connectivity to the colony/complex and the release of connections to the residents/occupiers in such colony/complex shall be governed by the following terms and conditions:-

(1) For obtaining the NOC from the licensee, the promoter shall submit the complete lay out plan of the electrical network i.e. Local Distribution (LD) system based upon complete layout plan of the project approved by the competent licensing authority proposed to be erected in the colony/complex and other documents prescribed by the licensee along with the processing fee as per Schedule of General Charges within 45 days of the issue of licence. The distribution licensee shall circulate the guidelines including documents to be submitted by the promoter for issuance of NOC within a month of the commencement of these regulations. The cost data approved by the Commission shall be kept in view. In case the promoter withdraw his request or fails to comply with the conditions within stipulated time, the processing fee shall be forfeited. In case of the failure of the promoter to approach distribution licensee for obtaining NOC within stipulated time, the matter shall be taken up by the distribution licensee with the licensing authority for taking action as per law and conditions of licence.

(2) For planning the LD system of such colonies/complexes, the distribution licensee shall follow the following norms for assessment of estimated connected load of such colonies/complexes:

Sr. no.	Name of category	Load (kW)
a)	(Residential plots-Area Based)	
	i. Up to 100 (Sq. Yards)	5
	ii. Above 100 to 200 (Sq. Yards)	8
	iii. Above 200 to 250 (Sq. Yards)	10

Sr. no.	Name of category	Load (kW)
	iv. Above 250 to 350 (Sq. Yards)	12
	v. Above 350 to 500 (Sq. Yards)	20
	vi. Above 500 to 1000 (Sq. Yards)	30
	vii Above 1000 to 2000 (Sq. Yards)	40
	viii Above 2000 (Sq. Yards)	50
b)	(Residential flats-Covered area based))	
	i. upto 350 sq. ft	4
	ii. Above 350 to 600 sq. ft	5
	iii. Above 600 to 900 sq. ft	7
	iv. Above 900 to1200 sq. ft	8
	v. Above 1200 to 1600 sq. ft	10
	vi. Above 1600 to 1900 sq. ft	12
	vii. Above 1900 to 2200 sq. ft	13
	viii. Above 2200 to 2600 sq. ft	15
	ix. Above 2600 to 3000 sq. ft	17
	x. Above 3000 to 3500 sq. ft	20
	xi Above 3500 to 4000 sq. ft	25
	xii Above 4000 to 4500 sq. ft	30
	xiii Above 4500 to 5000 sq. ft	35
	xiv Above 5000 sq. ft	40
c)	Group Housing (area based in case detailed layout plan is not available)	37 Watt/Sq. yard
d)	Sites for Hotels and Malls (area based, in case detailed layout plan is not available)	290Watt/Sq yard
e)	Sites for Hotels and Malls (covered area based if layout plan based on Punjab Govt. norms & FAR etc.)	175Watt/Sq. yard
f)	Shops /Showrooms/office space in colonies or complexes (upto 50 Sq. yards)	10 kW/Shop/ Floor
g)	Shops /Showrooms/office space in colonies or complexes (above 50 Sq. yards) (Area based, in case detailed layout plan is not available OR covered area based if layout plan as per Pb. Govt. norms & FAR etc.)	175 Watt/Sq. yard/ Shop/Floor
h)	plot(s) for dispensary, school, hospital etc. including other common services	35 Watts per sq. yard
i)	Electric Vehicle charging station(s)	As per actual
Note: Forty percentages (40%) of the total residential load of plots/flats and fifty percentages (50%) of the total commercial load of commercial complexes/Malls as calculated above shall be taken as colony load. The load calculated above shall be converted in kVA by using a power factor of 0.95.		

Loading Norms For Industrial Complex/Park/Estate & IT Park		
	Plot Size in Sq. Yards	**Norm in kW**
(xi)	Upto 250 Sq. Yards	15 kW
(xii)	Above 250 Sq. Yards upto 1000 Sq. Yards	15 kW plus 50 watts/sq yard for additional plot area above 250 sq yard
(xiii)	Above 1000 Sq. Yards and upto 20000 Sq. Yards	55 kW plus 40 watts/sq yard for additional plot area above 1000 sq yard
(xiv)	Above 20000 Sq. Yards and upto 40000 Sq. Yards	1000 kW plus 35 watts/sq yard for additional plot area above 20000 sq yard
(xv)	Above 40,000 Sq. Yards	2000 kW plus 30 watts/sq yard for additional plot area above 40000 sq yard
NOTE: The demand factor for industrial complex/IT park has been taken in to account while fixing above norms for calculating the load so no separate demand factor shall be used to calculate estimated load. The load calculated above shall be converted in kVA by using a power factor of 0.95.		

The above loading norms shall be applicable for calculating estimated load of the colony/complex where NOC is issued by the licensee on or after the date of commencement of these regulations .

(3) The distribution licensee shall work out the estimated load of the colony/complex as per the norms specified above and approve the electrical layout plan of Local Distribution (LD) system. While approving the LD system of the colony/complex, the distribution licensee shall ensure that the installation conforms to the provisions of CEA (Measures Relating to Safety & Electricity Supply) Regulations, 2023, as amended from time to time. The provisions of transformers in the colony/complex shall be in accordance with Regulation 46(2) of CEA (Measures Relating to Safety & Electricity Supply) Regulations, 2023.

The distribution licensee shall approve the design the LD system in such a way as to ensure optimum utilisation of electrical network. While calculating the number of distribution transformers or number of 11 kV feeding lines corresponding to the estimated load of the colony/complex, 100% kVA rating of distribution transformers and the 11 kV line shall be considered. The estimated cost of the LD system shall be worked out by the distribution licensee. The expenditure of L.D system and the 11 kV system in the colony/complex shall include cost of the material and labour plus 16% establishment charges there on. However, the developer has the option to get the LD system approved from the licensee without providing last mile service cable up to metering point/MCB in conformity with the layout plan of the LD system and

exclude its cost from the LD system.

The distribution licensee shall also plan and approve the 11 kV distribution system for providing connectivity and to feed the estimated load of the colony/complex from its distribution network. The promoter shall be liable to deposit the connectivity charges which include cost of providing 11 kV supply to the colony/complex and system loading charges approved by the Commission in the standard cost data. The expenditure for providing 11 kV connectivity shall include cost likely to be incurred by the distribution licensee for providing the individual 11kV service line(s) to the colony/complex and proportionate cost of common portion of the distribution main including breaker from nearest feeding grid sub-station having power transformer of 33-66/11kV or 132-220 /11kV, as the case may be, which is feeding the 11kV line(s) connected to the colony/complex, as per the Standard Cost Data approved by the Commission. In case the existing 11kV distribution main is required to be augmented/ extended/bifurcated or a new 11kV line/plant is to be erected to allow connectivity to any colony then such work shall be carried out by the distribution licensee at its own cost provided the promoter pays the full cost of service line and proportionate cost of the common portion of the augmented/extended /bifurcated /new distribution main including breaker as per the Standard Cost Data approved by the Commission. The System Loading Charges as per this regulation shall be recovered where the connectivity charges including system loading charges is to be deposited by the promoter on or after the date of commencement of these regulations.

After the promoter deposits the System Loading Charges of the colony/complex as per this Code read with the Cost data approved by the Commission, it shall be the responsibility of the distribution licensee to create necessary capacity at the grid sub-station at its cost to cater the load of the colony/complex including the erection or augmentation of grid sub-station or the transmission network, as may be required by the licensee. After the connectivity charges including system loading charges are deposited by the promoter with the distribution licensee as per this Code, the promoter shall not be liable to erect grid sub-station.

In case the estimated load of the colony/complex exceeds 10 MVA, the promoter shall also provide land measuring 1500 Sq. Yards with suitable dimensions at collector rates to the distribution licensee for the construction of grid sub-station along with the right of way within the project area for feeding lines. The provision regarding land shall be applicable for the NOCs to be issued on or after the date of commencement of these regulations.

Provided that the distribution licensee shall acquire the land before the load builds up to 30% of the estimated load or 4 MVA, whichever is earlier.

Provided further that in case the distribution licensee fails to start erection of grid sub-station within 3 years from the date of getting possession of land, the promoter shall be entitled to buy back the allotted land at collector rates prevailing at that

time. However, this period may be extended for further period as may be mutually agreed by the parties.

Provided also that in case the cost of grid sub-station (including land) and HT/EHT line including bay/breaker or the connectivity charges including System Loading Charges have been deposited or have been undertaken to be deposited, by an authority under the State Act viz. PUDA/GMADA/GLADA etc., with the distribution licensee, the connectivity charges including System Loading Charges for the same or the land for the grid sub-station shall not be recovered from the developer of such colony/complex. In case the authority fails to deposit necessary charges with the distribution licensee or provide the land as per this regulation within the stipulated time, the undertaking shall be treated as null and void *ab initio* and authority or the promoter, as the case may be, shall have to deposit the necessary charges including provision of land as per this regulation.

(4) The promoter shall furnish a Bank Guarantee (BG valid for the period of NOC) from any bank registered and regulated by RBI or amount equivalent to 35% of the sum of the estimated cost of the LD system of the colony, normative cost of providing 11 kV supply and system loading charges as approved in the Standard Cost Data by the Commission for the full estimated load as per the provisions of Regulation 12(3) above before the approval of the electrical layout plan and issue of NOC by the distribution licensee. The NOC shall be issued by the licensee within 45 days of the receipt of proposal complete in all respects along with requisite documents and processing fee subject to furnishing the BG to the satisfaction of the licensee. The NOC shall be issued for a period of 5 years or for the period of the validity of licence, whichever is earlier. The BG as per this regulation shall be extended for each block of 3 years by increasing the base value as approved by the Commission in the Standard Cost Data to take care of increase in the cost of material & labour till completion of the LD system as per approved lay out plan and deposit of all charges including System Loading Charges for total estimated load of the colony/complex. The BG as per this regulation shall be recoverable from the promoters to whom the NOC or revised NOC is issued by the distribution licensee on or after the date the commencement of these regulations. The distribution licensee shall ensure that conditions of NOC and time lines for construction of LD system are implemented by the promoter failing which punitive action as per the conditions of NOC shall be taken by the distribution licensee. The NOC shall clearly spell out the events of default on the part of developer which may result in encashment of BG by the distribution licensee.

(5) The temporary connection to the colony/complex shall be released in the name of promoter only after the promoter applies for NoC by uploading all the necessary documents along with requisite processing fee. Such temporary connection shall be allowed only for site/camp office and other related temporary needs (except development works) up to a load of 20 kW for a period of 120 days or issue of NoC, whichever is later provided the promoter has completed all the formalities including

submission of 35% BG failing which the period shall be restricted to 120 days. After deposit of BG as per Regulation 12(4) above and issue of NoC, the temporary connection to the promoter for carrying out development works and other temporary needs shall be released by the distribution licensee as the requirements of the promoter. The temporary connection shall only be released through smart meter with pre-payment facility. The competent officer of the distribution licensee shall verify the test report to ensure that no load, which is not authorized, is connected by the promoter. It shall be the responsibility of the load sanctioning authority to ensure that the temporary connection is not misused by the promoter. Any increase of load/demand by the developer above the sanctioned load/demand shall be dealt with as per General Conditions of Tariff read with relevant Schedule of Tariff. The temporary supply to a promoter shall be disconnected if the load/demand exceeds the sanctioned load/demand by more than 10% twice in a year. In case the promoter is found to be misusing the temporary supply including but not limited to using it for the purpose other than for which it was authorised, the distribution licensee without prejudice to its right to initiate action under section 126 of the Act read with Regulation 48 and 49 of this Code, shall disconnect the temporary supply and such promoter shall not be eligible to get temporary supply from the distribution licensee. The other terms and conditions for regulating temporary supply shall be as specified in Regulation 17 of this Code.

(6) The promoter may deposit the estimated cost of Local Distribution (LD) system of the colony as per approved layout sketch along with connectivity charges as specified in Regulation 12(3) above and get it executed from the distribution licensee. The BG accepted by the distribution licensee as specified in sub-regulation (4) above shall be returned after the promoter deposit all the requisite charges at the prevailing rates. The phase wise development of LD system may be carried out by the licensee as per requirement but any cost escalation over a period of time shall be borne by the licensee. The distribution licensee shall be responsible to release individual connections as specified in Regulation 12(8) below within the time frame specified in Regulation 21 of this Code.

(7) (i) The promoter shall have the option to execute the works of internal LD system of the colony/complex of its own in accordance with the electric layout plan/sketch approved by the distribution licensee after submission of necessary documents, BG etc as specified in Regulation 12 (3) & 12(4) above subject to payment of 15% supervision charges on the labour cost to the licensee.

Provided that the distribution transformers and other material to be used for the internal LD System of the colony shall be as per the specifications approved by the licensee and shall be procured from the vendors approved by the licensee. The Distribution Transformers (DTs) may be procured by the developer from the distribution licensee. However, the developer shall be at liberty to procure the DTs from the approved vendors of the distribution licensee after getting the same inspected from the distribution licensee at manufacturer's site. A 21 days'

notice shall be served on the distribution licensee by the developer to inspect the DTs. In case DTs are not inspected within 21 days from the date of receipt of notice by the distribution licensee from the developer, it shall be deemed to have been inspected and approved by the distribution licensee.

Provided further that the developer shall have the option either to install all the distribution transformers procured from the vendors approved by the licensee after getting the same inspected as specified above or to hand over these distribution transformers to the licensee before seeking partial or complete connectivity and the licensee shall install the distribution transformers as per load growth of the colony/complex.

(ii) After completion of the LD system of the colony/complex and inspection/clearance by the Chief Electrical Inspector to Govt. of Punjab, the distribution licensee will take over the LD system which will be connected to its distribution system after deposit of connectivity charges including system loading charges by the promoter as specified in Regulation 12(3) above. The BG accepted by the distribution licensee as per Regulation 12(4) above shall be returned to the promoter. The distribution licensee shall thereafter maintain the LD system at its own cost including replacement of all damaged equipment. It shall be the responsibility of the licensee to release connections to the residents/ occupiers of the colony/complex as specified in Regulation 12(8) below and according to the time frame specified in Regulation 21 of this Code. However, the maintenance of the LD system including attending to normal fuse off complaints or any other job may be entrusted to RWA by the distribution licensee on mutually agreed terms and conditions. The distribution licensee shall draft the Model terms and conditions in this regard within 3 months of the date of commencement of these regulations.

Provided that the phase wise development of LD system may be carried out by the promoter, as per requirement. In case the promoter requests for energisation of partially electrified LD system, the same shall be allowed provided the promoter deposit the cost of providing 11 kV supply for catering the full load as specified in Regulation 12(3) and System Loading Charges corresponding to partial load availed. Thereafter, the partially completed LD system, after clearance from Chief Electrical Inspector, shall be taken over by the distribution licensee and energized to release electric connections to the residents as specified in Regulation 12(8) below and according to the time frame specified in Regulation 21 of these regulations. Such partially completed LD system taken over from the promoter shall be maintained by distribution licensee at its cost including replacement of all damaged equipment. For the energisation of additional area, the System Loading Charges for the additional load shall be recoverable at the rates prevailing at the time of energization of additional area. The BG furnished by the promoter at the time of NOC as per Regulation 12(4) shall continue and shall be extended for each block of 3 years by increasing the

base value as approved by the Commission in the Standard Cost Data to take care of increase in the cost of material & labour till completion of the LD system as per approved lay out plan and deposit of all remaining charges including system loading charges for the total estimated load of the colony/complex .

(8) The residents/occupiers shall apply for individual connections by submitting A&A form along with Security (consumption), Security (Meter) as per Schedule of General Charges in accordance with the provisions of this Code. In case the service cable up to the metering point of individual premises or to the main switch of the consumer, if meter is located outside the consumer's premises, has been provided by the promoter at its cost, the distribution licensee shall not recover any Service Connection Charges from the individual consumers. In such case no demand notice shall be issued. However, in case the service cable up to the metering point or up to the main switch, as the case may be, is not provided by the distribution licensee, the resident/occupier shall also deposit Service Connection Charges @ 20% of the rates approved by the Commission for the relevant category in the Cost Data. The applicant shall have the right to seek connection for load/demand as per his/her requirements irrespective of the norms fixed in Regulation 12(2) above. The distribution licensee shall release the connections within time limits specified in Regulation 21.

(9) The connection for common services used primarily to provide basic amenities to the residents/occupiers viz lifts, school, dispensary, club, community hall, water supply & sewerage etc. in a residential colony shall be obtained by the promoter under Schedule of DS tariff. Other commercial establishments such as shops, multiplex etc. shall be covered under Schedule of NRS tariff. In case of commercial complex/malls, IT parks, industrial park/estate, all the common services shall be covered under Schedule of NRS tariff. The distribution licensee shall provide separate connection for EV charging station on the request of the promoter/residents which shall be covered under relevant schedule of tariff.

Such connections shall be transferred to RWA or the local authority after the promoter hands over the colony/complex to such RWA/local authority.

Provided that in case a new connection for EV charging station and/or extension in load of other common services in a colony/complex, where NOC has already been issued or may be issued after commencement of these regulations, is requested subsequently by any promoter/RWA, the same shall be released by the distribution licensee without insisting on revision of NOC up to a load of 5% of the estimated load of the colony/complex or 100 kW, whichever is less, by recovering normal service connection charges as per the provisions of this Code.

13. SINGLE POINT SUPPLY TO RESIDENTIAL COLONIES/MULTI-STOREY RESIDENTIAL COMPLEXES, CO-OPERATIVE GROUP HOUSING SOCIETY/EMPLOYER

(1) Single Point Supply to Residential Colonies/Multi-Storey Residential Complexes and Co-operative Group Housing Society

The Distribution Licensee shall give supply of electricity for residential purposes including common services on an application by a Co-operative Group Housing Society (hereinafter referred to as Society) which owns the premises at a Single Point for making electricity available to the members of such Society residing in the same premises as specified in The Electricity (Removal of Difficulties) Eight Order, 2005 or to a franchisee as per 7th proviso to section 14 of the Act (hereinafter referred to as Franchisee) or to a Resident Welfare Association as per Rule 4(14) of Electricity (Rights of Consumers) Rules, 2020, as amended from time to time (hereinafter referred to as Association). The terms and conditions for supply at single point in such cases shall be as under:

(i) The Society or the Franchisee or the Association (hereinafter referred to as Applicant) shall submit its requisition for getting single point supply for the residential colony along with complete layout plan of the project approved by the competent licensing authority i.e. LD system for the colony in accordance with Regulation 12(1) of this Code for the total estimated load along with the processing fee as per Schedule of General Charges.

(ii) For planning of LD system of the residential colony, the estimated load shall be determined as per the norms specified in Regulation 12(2) of this Code. While approving the LD system and the 11 kV supply system, the distribution licensee shall follow the guidelines as specified in Regulation 12(3) of this Code.

(iii) The Applicant shall furnish a bank guarantee valid for the period of NoC or amount equivalent to 35% of the estimated cost as specified in Regulation 12(4) of this Code and shall be extended for each block of 3 years by increasing the base value as approved by the Commission in the Standard Cost Data to take care of increase in the cost of material & labour till completion of the LD system and deposit of all remaining charges including system loading charges for the total sanctioned demand.

(iv) The temporary connection to the Applicant shall be governed as per Regulation 12(5) of this Code.

(v) The Applicant may declare the contract demand of the colony which shall not be less than 70% of the estimated load of the colony determined as per Regulation 12(2) of this Code otherwise the estimated load shall be considered for calculating contract demand by using power factor of 0.95.

Provided that in case of single point supply connection/connectivity already released by the distribution licensee before the date of the commencement of these regulations, the contract demand already sanctioned irrespective of the estimated load of the colony shall be allowed to continue till the Franchisee/RWA, as the case may be, applies for revision of NoC or change in lay out plan or contract demand or energisation of additional area in case of partial connectivity.

(vi) The Applicant may deposit the cost of LD system as per approved sketch and get it executed from the distribution licensee as per terms and conditions specified in Regulation 12(6) of this Code or execute the work at its level as per the terms and conditions specified in Regulation 12(7)(i) of this Code.

(vii) On completion of LD system, the Applicant shall seek connection at single point from the distribution licensee by paying the connectivity charges including system loading charges as specified in Regulation 12(3) of this Code.

Provided that in case the estimated load of the colony, exceeds 10 MVA then the Society shall also provide land measuring 1500 Sq Yards with suitable dimensions to the distribution licensee at collector rates for the construction of grid sub-station along with the right of way within the project area for feeding lines. The provision of the land as per this regulation shall be applicable in cases of NOCs issued to the colonies/complex on or after the commencement of these regulations.

Provided further that the distribution licensee shall acquire the land before the load builds up to 30% of the estimated load or 4 MVA, whichever is earlier.

Provided also that in case the distribution licensee fails to start erection of grid sub-station within 3 years from the date of getting possession of land, the promoter shall be entitled to buy back the allotted land at collector rates prevailing at that time. However, this period may be extended for further period as may be mutually agreed by the parties.

(viii) The Applicant shall deposit Security (consumption) against sanctioned contract demand and Security (meter), as approved by the Commission.

(ix) In case the Applicant opts to get connectivity for a partially completed LD system, the Applicant may get contract demand sanctioned corresponding to the estimated load of electrified area against which partial connectivity is being sought by the promoter for the purpose of billing. The Applicant in such case shall deposit cost of providing 11 kV supply for catering the full load/demand as specified in Regulation 12(3) of this Code. The System Loading Charges shall be recoverable corresponding to the contract demand sanctioned against partial load of the complex which shall not be less than 70% of the partial load requested for electrification by the Applicant. For energisation of additional area, the load shall be revised and revised contract demand shall be sanctioned accordingly on payment of requisite charges i.e system loading charges and security (consumption) for additional demand at the prevailing rates. The BG furnished by the promoter as per Regulation 12(4) at the time of NOC shall continue and shall be extended for each block of 3 years by increasing the base value as approved by the Commission in the Standard Cost Data to take care of increase in the cost of material & labour till completion of the LD system and deposit of all remaining charges including system loading charges against total sanctioned contract demand.

The connectivity charges including System Loading Charges as per this regulation shall be recoverable from the developers for the load against which connectivity charges are to be deposited by the promoter with the distribution licensee on or after the date of commencement of these regulations.

(x) The Applicant shall be responsible to operate & maintain all electrical infrastructure, including transformers, required for distribution of electricity within the premises at his

own cost.

(xi) The Applicant shall be responsible for release of individual connections to the residents/occupier of such colony/complex through meters as specified in Regulation 39(1) of this Code and as per the timelines as specified in Regulation 21 of this Code. Each occupier shall submit his application on A&A form prescribed by the distribution licensee and the developer shall sign the A&A form on behalf of the distribution licensee.

Provided that the Applicant may get Security (consumption) and Security(meter) as approved by the Commission deposited from individual occupiers. In such case the Applicant shall pay interest to the occupiers as specified in Regulation 43 of this Code.

(xii) A main meter at the point of supply shall be installed by the Distribution Licensee. The Applicant shall be billed for the contract demand sanctioned as per clause (ix) above and the meter consumption in accordance with the tariff for Bulk Supply (Domestic) approved by the Commission. No voltage rebate shall be admissible as the complex shall be fed at 11 kV. In case the recorded maximum demand exceeds the contract demand sanctioned as per clause (ix) above, action shall be taken as per the provisions of General Conditions of Tariff. In addition, in case the recorded maximum demand exceeds the sanctioned contract demand by 10% twice in a financial year then the highest of the recorded MD during the year shall be deemed to be the revised CD of the colony from the billing month immediately succeeding the billing month during which second default occurs. The promoter shall be liable to pay System Loading Charges and Security (consumption) for the additional demand at the prevailing rates.

(xiii) The Applicant shall be responsible for metering, billing, collection of charges from individual users.

(xiv) The Applicant shall be responsible to raise energy bills to the individual residents. The supply of electricity by the Applicant to the residents shall be on "No Profit No Loss" basis.

Provided that the power to disconnect the supply of any consumer located in the colony/complex by the Applicant shall only be in case of default/violation of the terms and conditions as specified in this Code.

(xv) The total billing done by Applicant for the electricity supplied by the distribution licensee shall not exceed the overall tariff paid to the distribution licensee.

(xvi) The connection for common services used primarily to provide basic amenities to the residents viz lifts, school, dispensary, club, community hall, water supply & sewerage etc. in a residential colony shall be billed under Bulk Supply (Domestic) tariff. The other commercial establishments such as shops, mutiplex etc. shall be covered under Schedule of NRS tariff for which the applicant shall obtain separate connection.

(xvii) The Applicant, in lieu of his obligation to maintain the LD system, carry out billing and collection of energy bills from occupiers etc shall be allowed a rebate of 5 % on energy charges payable by the Applicant to the distribution licensee.

(xviii) The residents of such colonies shall have same rights and obligations as are available to other consumers of the distribution licensee including but not limited to any benefits/concessions/subsidy granted to the consumers by the State Government.

(xix) The residents of such colonies shall have the right to approach Appropriate Forum for redressal of their grievances as specified in PSERC (Forum & Ombudsman) Regulations, 2016, as amended from time to time.

(xx) In case the Applicant arrange back-up supply for the members it shall be ensured that such back-up supply is recorded separately and such supply shall not intermingle with the supply system of the Distribution Licensee.

(xxi) The Applicant shall deposit a "performance guarantee" in the form of bank guarantee for an amount equivalent to 20% estimated cost of the LD system for performance of various duties within the complex as per the terms and conditions approved by the Commission in the Model Agreement.

(xxii) All the provisions of the Act and the Rules read with this Code shall be applicable ipso facto to the Applicants and the occupiers of such colonies.

The distribution licensee shall frame a detailed Model Agreement governing various terms and conditions of single point supply as specified above within 3months of the notification of these regulations. All the agreements for single point supply of electricity to Residential Colonies/Multi-Storey Residential Complexes signed between franchisees appointed as per 7th proviso to section 14 of the Act and the distribution licensee before the commencement of these regulations shall be substituted with the provisions of Model Agreement to be approved by the Commission as specified in this Code. The existing franchisee agreements shall be substituted with the Model Agreement approved by the Commission under this Code within 3 months of the approval of the Model Agreement.

(2) Single Point Supply to the Employer for his employees

The Distribution Licensee shall give supply of electricity for residential purposes including common services on an application by an employer at a Single Point for making electricity available to his employees residing in the same premises as specified in The Electricity (Removal of Difficulties) Eight Order, 2005. The terms and conditions for supply at single point in such cases shall be as under:

(i) It shall be the responsibility of the Employer to lay down LD system of the colony at its cost conforming to the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time. On completion of LD system, the Employer shall seek connection at single point from the distribution licensee by paying the expenses as specified in Regulation 32 of this Code.

(ii) On completion of LD system, the Applicant shall seek connection at single point from the distribution licensee by paying the connectivity charges including system loading charges as specified in Regulation 12(3) of this Code.

(iii) The Employer may declare the contract demand of the colony which shall not be less than 70% of the load of the colony otherwise the estimated load shall be considered for calculating contract demand by using a power factor of 0.95.

(iv) The Employer shall deposit Security (consumption) and Security (meter) against sanctioned contract demand, as approved by the Commission.

(v) The Employer shall be responsible to operate & maintain all electrical infrastructure, including transformers, required for distribution of electricity within the premises at its/his own cost.

(vi) The Employer shall be responsible for release of individual connections to the residents of such colony through meters as specified in Regulation 39(1) of this Code and shall be responsible to maintain the meter in healthy condition.

(vii) The Employer shall be responsible for metering, billing and collection of the energy bills.

(viii) A main meter at the point of supply shall be installed by the Distribution Licensee. The Employer shall be billed at the single point in accordance with the tariff for Bulk Supply (Domestic) approved by the Commission.

(ix) In case the recorded maximum demand exceeds the sanctioned contract demand, action shall be taken as per the provisions of General Conditions of Tariff. In addition, in case the recorded maximum demand exceeds the sanctioned contract demand by 10% twice in a financial year then the highest of the recorded MD during the year shall be deemed to be the revised CD of the colony from the billing month immediately succeeding the billing month during which second default occurs. The promoter shall be liable to pay System Loading Charges and Security (consumption) for the additional demand at the prevailing rates.

(x) The Employer may raise energy bills to the individual residents. However, in such case, the supply of electricity by the Employer to the employees shall be on "No Profit No Loss" basis.

(xi) The Employer in lieu of his obligation to maintain the LD system, carry out billing and collection of energy bills from occupiers etc shall be allowed a rebate of 5 % on energy charges payable by the Applicant to the distribution licensee.

(xii) In case the Employer arrange back-up supply for the employees it shall be ensured that such back-up supply is recorded separately and such supply shall not intermingle with the supply system of the Distribution Licensee.

14. CONVERSION OF EXISTING SUPPLY ARRANGEMENT

(1) From individual connections to residents in case of residential colonies/multi-storey residential complex covered under Regulation 12 into single point supply

In case more than 50% of the owners of the plots/flats/dwelling units in the residential colonies/multi storey residential building covered under Regulation 12 opt to avail supply of electricity at single point in the name of Resident Welfare Association (hereinafter referred to as Association), the same shall be provided by the Distribution Licensee on following terms and conditions:

(i) The choice of the owners in such Association shall be ascertained by the Distribution Licensee through a transparent ballot which shall be irrevocable.

(ii) The Association shall enter into a bi-lateral agreement with the Distribution Licensee for availing single point supply in accordance with the model agreement approved by the Commission.

(iii) The single point supply shall be governed by the terms and conditions as approved by the Commission in the Model Agreement.

(iv) The LD system in the colony/complex has been laid as per the layout plan approved by the Distribution Licensee and all the conditions in accordance with the provisions of

Regulation 12 of this Code applicable to such colonies have been fulfilled by the developer/RWA.

(v) The total estimated load of the colony as per the norms specified in Regulation 12 shall be treated as the load of the colony.

Provided that the Association may declare the contract demand of the colony which shall not be less than 70% of the estimated load of the colony .

Provided further that in case of partially completed LD system, the RWA shall either complete the LD system as per lay out plan approved by the distribution licensee or deposit the estimated cost of remaining works. The RWA shall deposit connectivity charges including system loading charges, if not already deposited, with the distribution licensee.

Provided also that in case connectivity has been released for partially completed LD system, the load for only the electrified area shall be considered to sanction the Contract Demand (CD) which shall not be less than 70% of the partial load requested by the Association. After energisation of additional area, the CD shall be revised accordingly.

(vi) All the connections in the colony shall be released by the Association through meters conforming to provisions of Regulation 39 of this Code and as per the timelines as specified in Regulation 21 of this Code. .

(vii) The LD system shall be jointly inspected by the Association and the distribution licensee or the promoter, as the case may be, and the defects points out by the Association shall be rectified by the licensee or the promoter, as the case may be. Thereafter, the LD system shall be taken over by the Association. Thereafter, the Association shall be responsible for maintenance of the LD system including replacement of damaged transformers etc.

(viii) The Association shall be responsible for release of connections, metering, billing and collection of the energy bills.

(ix) The existing meters installed at the premises of consumers in the colony by the distribution licensee may be replaced by the Association with the meters of the specifications and make approved by the licensee in accordance with Regulation 39 of this Code.

(x) In case the Association arrange back-up supply for the residents it shall be ensured that such back-up supply is recorded separately and such supply shall not intermingle with the supply system of the Distribution Licensee.

(xi) A main meter at the point of supply shall be installed by the Distribution Licensee. The Association shall be billed at the single point in accordance with the tariff for Bulk Supply (DS) approved by the Commission. In case the recorded maximum demand exceeds the sanctioned contract demand, action shall be taken as per the provisions of General Conditions of Tariff. In addition, in case the recorded maximum demand exceeds the sanctioned contract demand by 10% twice in a financial year then the highest of the recorded MD during the year shall be deemed to be the revised CD of the colony from the billing month immediately succeeding the billing month during which second default occurs. The promoter shall be liable to pay System Loading Charges and Security (consumption) for the additional demand at the prevailing rates.

(xii) The Association shall be responsible to raise energy bills to the individual residents/colony/complex on "No Profit No Loss" basis.

(xiii) The total billing done by Association for the electricity supplied by the distribution licensee shall not exceed the overall tariff paid to the distribution licensee.

(xiv) The Association shall deposit a "performance guarantee" in the form of bank guarantee for an amount equivalent to 20% estimated cost of the LD system for performance of various duties within the complex as per the terms and conditions approved by the Commission in the Model Agreement.

(xv) The Association, in lieu of his obligation to maintain the LD system, carry out billing and collection of energy bills from occupiers etc shall be allowed a rebate of 5% on energy charges payable by the Applicant to the distribution licensee.

(xvi) The consumers of such colony shall have same rights and obligations as are available to other consumers of the distribution licensee including but not limited to any grant of subsidy or concession granted to the consumers by the State Government.

(xvii) The members of the Society shall have the right to approach Appropriate Forum for redressal of their grievances as specified in PSERC (Forum & Ombudsman) Regulations, 2016, as amended from time to time.

(2) From existing single point supply connections of residential colonies/multi-storey residential complex and Co-operative Group Housing Society into individual connections.

In case a developer having a single point supply connection as a franchisee covered under Regulation 6.6.2 of the repealed Supply Code, 2014 or more than 50% of the owners of the plots/flats/dwelling units in the residential colonies/multi storey buildings covered under Regulation 6.6.2 of the repealed Supply Code, 2014 or Regulation 13(1) of this Code, opt to avail supply of electricity directly from the distribution licensee as individual consumers than the same shall be permitted on following terms and conditions:

(i) In case more than 50% of the owners of plots/flats/dwelling units of such colony opts for individual connections from the distribution licensee then the choice of the owners in such colony shall be ascertained by the Distribution Licensee through a transparent ballot.

(ii) The option for conversion of single point supply connection into individual connections for each owner of house or flat shall be irrevocable.

(iii) The developer or the Association, as the case may be, shall clear all the outstanding dues, if any, of the Distribution Licensee.

(iv) Each owner or the occupier of plots/flats/dwelling units shall submit A&A form along with Security (consumption) and Security (meter) to the distribution licensee approved by the Commission in accordance with the provisions of these regulations. The Security (consumption) and Security (meter) already deposited by the owners/occupiers with any agency other than Distribution Licensee shall be refunded by the agency holding these securities.

(v) Separate connections for common services such as lifts, water supply sewage, dispensary etc. shall be released under Schedule of DS tariff to the Association by the Distribution Licensee separately. The connections for shops and other commercial units shall be

released under Schedule of NRS tariff.

(vi) In case the LD system has been developed partially then the developer or the Association shall either complete the LD system as per lay out plan or deposit the estimated cost of remaining works along with connectivity charges with the distribution licensee, if not already deposited.

(vii) Before taking over the LD system of the colonies/complex, the Distribution Licensee shall inspect the LD system installed in the colony and the developer/Association shall be responsible to replace any damaged equipment at its cost.

Provided that the distribution licensee shall not refuse to take over the LD system if it has been erected as per the lay out plan approved by the distribution licensee. However, in case any alteration is required in the internal supply system to comply with the provisions of these Regulations or any other regulations/rules, the same shall be carried out by the promoter or the Association at his cost.

Provided further that once the LD system is taken over by the Distribution Licensee, the same shall be maintained and operated by the licensee and it shall be considered as an asset of the Distribution Licensee.

(viii) The licensee shall replace all the existing meters with own tested meters in accordance with these regulations. At the time of installation of new meters, the reading of the old meter as well as the initial reading of the new meter shall be recorded in the presence of a representative of either the developer or the owner and a final bill as per the old meter reading shall be settled by the owner with the developer or RWA as per their prevailing agreement.

(ix) On the basis of the meter reading at the single point supply, a final bill shall be prepared by the Distribution Licensee as per the existing bilateral agreement between the developer/RWA and the licensee which shall be payable by the developer before handing over the system to the licensee. The Security (consumption) and Security (meter) deposited by the developer/RWA with the licensee shall be adjusted against the outstanding amount.

(x) The licensee shall not be responsible to provide any back-up supply and the Association may arrange back-up supply for the residents provided the consumption of such back-up supply is recorded separately and such supply shall not intermingle with the supply system of the Distribution Licensee. Association shall be responsible to recover the charges for such back-up supply from the residents at its own level.

15. SINGLE POINT SUPPLY TO COMMERCIAL COMPLEXES/MALLS, IT PARKS AND INDUSTRIAL PARKS/ESTATE DEVELOPED UNDER BYE–LAWS/RULES OF THE STATE GOVT.

(1) The Distribution Licensee may give single point connection for supply of electricity to commercial complexes/malls, IT parks and Industrial parks/estate (hereinafter referred to as complex/estate) developed under bye–laws/rules of the State Government to the promoter by entering in to a franchisee agreement as per 7th proviso to section 14 of the Act. The supply at single point in such cases shall be governed as under:

(i) The single point supply shall be governed by the terms and conditions as approved by the Commission in the Model Agreement.

(ii) The promoter shall submit its requisition for getting single point connection for supply to the commercial complexes/malls, IT parks or industrial parks/estate along with complete layout plan of the project approved by the competent licensing authority proposed to be erected in the complex/estate i.e. LD system along with processing fee as per Schedule of General Charges for getting NoC from the distribution licensee as per Regulation 12(1) of this Code.

(iii) For planning of LD system of the complex/estate, the estimated load shall be determined as per the norms specified in Regulation 12(2) of this Code. While approving the LD system and the 11kV supply system to feed the load of the complex, the distribution licensee shall follow the provisions as specified in Regulation 12(3) of this Code.

(iv) The promoter shall furnish a bank guarantee valid for the period of NoC equivalent to 35% of the estimated cost as specified in Regulation 12(4) of this Code and shall be extended for each block of 3 years by increasing the base value as approved by the Commission in the Standard Cost Data to take care of increase in the cost of material & labour till completion of the LD system and deposit of all remaining charges including system loading charges for the total sanctioned demand.

(v) The temporary connection to the promoter shall be governed by the provisions of Regulation 12(5) of this Code.

(vi) The promoter may declare the contract demand of the complex/estate which shall not be less than 70% of the estimated load of the complex determined as per Regulation 12(2) of this Code otherwise the estimated load shall be considered for calculating contract demand by using power factor of 0.95.

Provided that in case connectivity has been released for partially completed LD system, the load for only the electrified area shall be considered to sanction the Contract Demand (CD). After energisation of additional area, the CD shall be revised accordingly.

Provided further that in case of single point supply connection/connectivity already released by the distribution licensee before the date of the commencement of these regulations , the contract demand already sanctioned irrespective of the estimated load of the complex/estate shall be allowed to continue till the Franchisee/RWA, as the case may be, applies for revision of NoC or change in lay out plan or contract demand or energisation of additional area in case of partial connectivity.

(vii) The promoter may deposit the cost of LD system as per approved sketch and get it executed from the distribution licensee as per terms and conditions specified in Regulation 12(6) of this Code or execute the work at its level as per the terms and conditions specified in Regulation 12(7)(i) of this Code, as applicable.

(viii) On completion of LD system, the promoter shall seek connectivity at single point from the distribution licensee by paying the connectivity charges including system loading charges for the total sanctioned contract demand as

specified in Regulation 12(3) of this Code.

Provided that in case the estimated load of the colony exceeds 10 MVA then the promoter shall also provide land measuring 1500 Sq. Yards with suitable dimensions to the distribution licensee at collector rates for the construction of grid sub-station along with the right of way within the project area for feeding lines or any other suitable place as mutually agreed between the promoter and the licensee. The provision of the land as per this regulation shall be applicable in cases of NOCs issued to the colonies/complex on or after the commencement of these regulations.

Provided that the distribution licensee shall acquire the land before the load builds up to 30% of the estimated load or 4 MVA, whichever is earlier.

Provided also that in case the distribution licensee fails to start erection of grid sub-station within 3 years from the date of getting possession of land, the promoter shall be entitled to buy back the allotted land at collector rates prevailing at that time. However, this period may be extended for further period as may be mutually agreed by the parties.

(ix) The promoter shall deposit Security (consumption) corresponding to the sanctioned contract demand and Security (meter) with the distribution licensee which shall be governed as per the provisions of this Code.

(x) In case the promoter opts to get connectivity for a partially completed LD system, the promoter may get contract demand sanctioned corresponding to the estimated load of electrified area against which partial connectivity is being sought by the promoter which shall not be less than 70% of the partial load requested for electrification by the promoter. The promoter in such case shall deposit cost of providing 11 kV supply as specified in Regulation 12(3) of this Code for catering the full sanctioned demand. The System Loading Charges shall be deposited corresponding to the contract demand sanctioned against partial load of the complex/estate. For energisation of additional area, the load shall be revised and revised contract demand shall be sanctioned accordingly on payment of requisite charges i.e system loading charges and security (consumption) for additional demand at the prevailing rates. The BG furnished by the promoter as per Regulation 12(4) at the time of NOC shall continue and shall be extended for each block of 3 years by increasing the base value as approved by the Commission in the Standard Cost Data to take care of increase in the cost of material & labour till completion of the LD system and deposit of all remaining charges including system loading charges for total sanctioned demand. The other terms and conditions shall be as specified in Regulation 12(7)(ii) of this Code.

The connectivity charges including System Loading Charges as per this regulation shall be recoverable from the developer corresponding to the demand against which connectivity charges are to be deposited by the

promoter with the distribution licensee on or afterthe date of commencement of these regulations.

(xi) The promoter shall be responsible to operate & maintain all electrical infrastructure, including transformers, required for distribution of electricity within the premises at his own cost.

(xii) The promoter shall be responsible for release of individual connections to the occupiers of such complex. Each occupier shall submit his application on A&A form prescribed by the distribution licensee and the developer shall sign the A&A form on behalf of the distribution licensee. Such connections shall be released through a meter as specified in Regulation 39(1) of this Code and timelines as specified in Regulation 21 of this Code.

Provided that the promoter may get Security (consumption) and Security (meter) deposited from individual occupiers as approved by the Commission. In such case, the promoter shall pay interest to the occupiers as specified in Regulation 43 of these regulations.

(xiii) The promoter shall be responsible for metering, bill generation and collection to the individual occupiers in the complex.

(xiv) A main meter at the point of supply shall be installed by the Distribution Licensee. The promoter shall be billed for the contract demand sanctioned as per clause (x) above and the meter consumption. In case of commercial complex, the billing including that of common services shall be as per schedule of NRS tariff. In case of industrial park/estate and IT park covered under Schedule of Industrial tariff, the billing shall be as per Schedule of Large Supply Industrial tariff (general) whereas the billing of common services shall be as per schedule of NRS tariff. No voltage rebate shall be admissible as the complex shall be fed at 11 kV. In case the recorded maximum demand exceeds the contract demand sanctioned as per clause (x) above, action shall be taken as per the provisions of General Conditions of Tariff. In addition, in case the recorded maximum demand exceeds the sanctioned contract demand by 10% twice in a financial year then the highest of the recorded MD during the year shall be deemed to be the revised CD of the colony from the billing month immediately succeeding the billing month during which second default occurs. The promoter shall be liable to pay System Loading Charges and Security (consumption) for the additional demand at the prevailing rates.

(xv) The promoter shall be responsible to raise energy bills to the individual occupiers.

Provided that the promoter shall not charge more than the tariff approved by the Commission for the relevant category of consumers.

Provided further that power to disconnect the supply of any consumer located in the complex/estate by the promoter shall only be in case of default/violation of the terms and conditions as specified in this Code.

(xvi) The consumers of the complex/estate shall have same rights and obligations as are available to other consumers of the distribution licensee including but not limited to grant of any subsidy/concession by the State Government.

(xvii) The promoter, in lieu of his obligation to maintain the LD system, carry out billing and collection of energy bills from occupiers etc shall be allowed a rebate of 3 % on energy charges payable by the promoter to the distribution licensee.

(xviii) All the provisions of the Act and the Rules read with this Code shall be applicable ipso facto to the franchisee and the occupiers of such colonies.

(xix) The consumers of the complex shall have the right to approach Appropriate Forum for redressal of their grievances as specified in PSERC (Forum & Ombudsman) Regulations, 2016, as amended from time to time.

(xx) In case the promoter arranges back-up supply for the occupiers it shall be ensured that such back-up supply is recorded separately and such supply shall not intermingle with the supply system of the Distribution Licensee.

(xxi) The promoter shall deposit a "performance guarantee" in the form of bank guarantee for an amount equivalent to 20% estimated cost of the LD system for performance of various duties within the complex/estate as per the terms and conditions approved by the Commission in the Model Agreement.

The distribution licensee shall frame a detailed Model Agreement governing various terms and conditions of single point supply as specified above within 3 months of the commencement of these regulations. All the agreements for single point supply of electricity to commercial complexes/malls, IT parks, industrial park/estate developed under bye–laws/rules of the State Government as per 7th proviso to section 14 of the Act read with Regulation 6.6.2 of the repealed Supply Code, 2014 signed between franchisees and the distribution licensee before the commencement of these regulations shall be substituted with the provisions of Model Agreement to be approved by the Commission as specified in this Code. The existing franchisee agreements shall be substituted with the Model Agreement approved by the Commission under this Code within 3 months of the approval of the Model Agreement.

(2) Conversion of Single point supply to commercial complexes/malls, IT parks and industrial park/estate to individual connections

In case a developer having a single point supply connection for commercial complexes/malls, IT parks or industrial park/estate as a franchisee covered under Regulation 6.6.2 of the repealed Supply Code, 2014 or under Regulation 15(1) of this Code or more than 50% of the owners of the commercial units/shops/industrial plot in the complex opt to avail supply of electricity directly from the distribution licensee as individual consumers than the same shall be permitted on following terms and conditions:

(i) The choice of the owners in such complex shall be ascertained by the Distribution Licensee through a transparent ballot.

(ii) The option by the promoter or the majority of owners of such complex/estate for conversion of single point supply connection into individual connections for each owner in such complex/estate shall be irrevocable.

(iii) The promoter or the Association, as the case may be, shall clear all the outstanding dues, if any, of the Distribution Licensee.

(iv) Each owner or the occupier of the commercial units/shops or Industrial park/estate shall submit A&A form along with Security (consumption) and Security (meter) approved by the Commission in accordance with the provisions of these regulations. The Security (consumption) and Security (meter) already deposited by the owners/occupiers with the promoter or any agency other than Distribution Licensee shall be refunded by the promoter/agency holding these securities.

(v) Separate connections for common services such as lifts, water supply sewage, dispensary etc. shall be released under Schedule of NRS tariff to the Association by the Distribution Licensee separately.

(vi) In case the LD system has been developed partially then the promoter shall either complete the LD system as per lay out plan or deposit the estimated cost of remaining works along with connectivity charges including system loading charges, if not already deposited.

(vii) Before taking over the LD system of the complex/estate, the Distribution Licensee shall inspect the LD system installed in the complex and the promoter/Association shall be responsible to replace any damaged equipment at its cost.

Provided that the distribution licensee shall not refuse to take over the LD system of such complex if it has been erected as per the lay out plan approved by the distribution licensee. However, in case any alteration is required in the internal supply system to comply with the provisions of these Regulations or any other regulations/rules, the same shall be carried out by the promoter at his cost.

Provided further that once the LD system is taken over by the Distribution Licensee, the same shall be maintained and operated by the licensee and it shall be considered as an asset of the Distribution Licensee.

(viii) The licensee shall replace all the existing meters with own tested meters in accordance with these regulations. At the time of installation of new meters, the reading of the old meter as well as the initial reading of the new meter shall be recorded in the presence of a representative of either the promoter or the owner and a final bill as per the old meter reading shall be settled by the owner/occupiers with the developer as per their prevailing agreement.

(ix) On the basis of the meter reading at the single point supply, a final bill shall be prepared by the Distribution Licensee as per the existing bilateral agreement

between the promoter and the licensee which shall be payable by the promoter before handing over the system to the licensee. The Security (consumption) and Security (meter) deposited by the promoter with the licensee shall be adjusted against the outstanding amount.

(x) The licensee shall not be responsible to provide any back-up supply and the Association may arrange back-up supply for the owners/occupiers provided the consumption of such back-up supply is recorded separately and such supply shall not intermingle with the supply system of the Distribution Licensee. Association shall be responsible to recover the charges for such back-up supply from the residents at its own level.

16. RELEASE OF CONNECTIONS IN ABANDONED COLONIES

In case a promoter has not obtained the NOC from the distribution licensee or has not fulfilled the conditions of the NOC issued by the distribution licensee such as an incomplete LD system or has not deposited the BG or the connectivity charges etc, within the stipulated time and in the manner as specified in these regulations, it shall be sufficient grounds to initiate action to get the license of such promoter suspended or cancelled from the licensing authority as per the provisions of the PAPR Act, 1995. The distribution licensee shall report all cases of violation by the promoters of the provisions of PAPRA or conditions of license or NOC issued by the distribution licensee to the competent authority as provided in PAPRA. In case the competent authority does not act against the promoter or initiate action under PAPRA within 3 months, the distribution licensee shall take up the matter with the competent court or the authority as per law to get necessary directions to the competent authority to proceed against the developer and initiate further action as per PAPRA. Once the license of a developer is suspended or cancelled by the licensing authority as per the PAPR Act, such colony shall be treated as an abandoned colony and the release of connections in such colonies, shall be governed as under;

(1) In case, the distribution licensee has accepted a BG at the time of allowing connectivity to a colony with incomplete LD system as per the provisions of these regulations then the distribution licensee shall be responsible to complete the remaining LD system and release connections to the residents by recovery of SCC from the residents. Since the distribution licensee is obligated to obtain a BG before allowing connectivity to a partially completed LD system, thus, in case partial connectivity has been released by the distribution licensee without getting a BG as per regulations then the remaining LD system shall be completed by the distribution licensee and connections shall be released by recovering full Service Connection Charges as approved by the Commission. Any financial loss may be recovered by PSPCL from the delinquent officials/officers as per law.

(2) The layout plan along with total estimated load of the colony as per the present loading norms shall be worked out along with the tentative estimated cost of laying the LD System for the colony as per the norms and the rates approved by the

distribution licensee for preparing estimates for release of GSC connections and the connectivity charges including system loading charges as per Regulation 12(3) of this Code. After estimating the Service Connection Charges (SCC), as approved by the Commission, which will be recoverable from the residents against the estimated load, the balance amount after deducting SCC from the estimated cost worked out above shall be intimated to the Licensing Authority.

In case, the distribution licensee has accepted a BG from the promoter at the time of issue of NOC as per the provisions of Supply Code, the same may be en-cashed by the distribution licensee and this amount shall also be deducted from the balance amount communicated to the competent authority.

As per the provisions of PAPRA, the Licensing Authorities may get the work of erection of LD System carried out at its level and recover any additional expenditure from the promoter and the allottees as per the provisions of PAPRA. Alternatively the Licensing Authority may get this work completed from PSPCL by depositing the amount worked out above.

(3) In case the RWA of such a colony opts to get the work of electrical system executed, the terms and conditions as at sub-regulation (2) above shall be applicable in that case also.

(4) During the period the issue is being settled by the distribution licensee with the licensing authority or RWA, the residents may seek electric connection from the distribution licensee by paying the 'Development Charges' @ Rs. 3000 per kW or Rs. 2850/kVA on normative basis or as may be decided by the Commission from time to time along with normal service connection charges applicable for the category of the consumer as approved by the Commission in the cost data. In case of recovery of expenses from either the promoter or the licensing Authority as per sub-regulation (2) above, the development charges deposited by the residents shall be refunded through energy bills.

The distribution licensee shall erect the distribution system only for the providing supply to the residents who have deposited the above charges and not complete LD system of the colony.

17. TEMPORARY SUPPLY

(1) Save as provided in these regulations, the applicant requiring supply of electricity from the distribution licensee for meeting temporary needs or for construction purposes shall be provided such temporary supply initially for a period not exceeding two years, which may be extended in blocks of six months upto a maximum of 5 years. For mega projects, this period may be relaxed for a further period of maximum 3 years by the licensee. The applicant shall make the request for temporary supply on the prescribed A&A form along with processing fee, which shall be released if technically feasible.

Provided that the said activity is duly authorized by the competent authority, wherever required under Section 54 of the Act and in case any permit/authorization is withdrawn by the competent authority after energisation of temporary connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/authorisation is restored.

(2) The temporary connections shall be released through smart meter with pre payment facility and in such case no advance security for consumption shall be recoverable from the applicant.

Provided that for a period of 3 months from the date of commencement of these regulations or the period as may be approved by the Commission, in case the distribution licensee releases the temporary connection without pre-paid meter or in case load is to be fed through a LT-CT or HT CT/PT meter then distribution licensee shall get advance security for consumption, as approved by the Commission, deposited from the applicant.

(3) The temporary supply shall be released on LT or 11 kV or above Supply Voltage, as feasible, according to the sanctioned load/demand.

Provided that the temporary connection to CPP/Generator may be permitted through evacuation line irrespective of the voltage rating of the line.

(4) The licensee shall inspect the site within 2 days of the application and examine the technical feasibility of providing temporary connection to the applicant provided that no connection up to a load of 10 kW shall be refused on technical grounds.

(5) If connection is found to be feasible, the licensee shall issue demand notice within 2 days from the date of inspection. The applicant shall deposit advance security for consumption (if covered under proviso to sub-regulation (2) above) and Security (meter) as per Schedule of General Charges along with test report and the estimated cost for providing the supply as Security (works) which shall include cost of material, erection, dismantlement charges and other charges as per the cost data approved by the Commission.

Provided that in the case of the temporary supply connections for construction purpose with load not exceeding 7kW which can be released without augmentation/extension of distribution system, the consumer shall pay monthly service rental @ Rs.40 per kW per month or as may be approved by the Commission from time to time, for the period of temporary connection along with the energy bills. Part of the month shall be counted as full month. No security (works) or cost of depreciated material shall be recoverable.

Provided further that in case the supply is not technically feasible, the distribution licensee shall inform the applicant within 2 days failing which the application shall be deemed to have been accepted.

(6) If on inspection, defects or deficiencies in installation are detected, the same shall be communicated to the applicant within 24 hours. The applicant shall rectify the defects and inform the licensee within 2 days.

(7) After compliance of the demand notice and ensuring compliance of safety norms, the temporary connection shall be released by the date of requirement as indicated in the application form by the applicant or as per the time schedule given below, whichever is later.

(i)	Where supply can be provided from existing network	2 days
(ii)	Where supply can be provided after extension / augmentation of network	

a)	LT supply	7 days
b)	11 kV supply & above	30 days

Note: The above period shall be counted from the date of compliance of demand notice by the applicant.

(8) In case any misuse of temporary supply is detected including but not limited to extension in load/demand, the licensee shall proceed against the consumer as per provisions of these regulations including penalty as per General Conditions of Tariff and such consumer shall be debarred from availing the temporary supply.

(9) If an existing LT DS/NRS consumer wants to avail temporary additional load upto 25% of the sanctioned load/demand for ceremonial purposes like marriage and religious function, the same shall be allowed with the permission of the distribution licensee for a period not exceeding 7 days at a time. In such case no separate temporary connection shall be required and supply shall be allowed on normal tariff.

(10) The distribution licensee shall review the advance security against consumption deposited by the consumer as per proviso to sub-regulation (2) above after every 6 months on the basis of average energy bills of last 6 months.

(11) After the period of temporary supply is over and supply has been disconnected, the Security (works), Security (meter) and balance amount outstanding in the pre-payment meter shall be refunded after deducting the depreciation calculated @1% of the material cost (as recovered from applicant at the time of supply) per month. Part of the month shall be treated as full month. In case of damage to any material or equipment due to negligence of the consumer, full cost of such damaged material/equipment shall be recoverable from the consumer. Refund shall be made within 15 days from the date of disconnection, failing which the distribution licensee shall be liable to pay interest at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable for the period of delay.

18. EXECUTION OF WORKS

(1) After the applicant/consumer deposit the service connection charges or Security (works), as applicable and complied with the conditions of the demand notice, the licensee shall start execution of work for providing supply within stipulated time.

Provided that in case the load/demand exceeds 150 kW/kVA, the distribution licensee on receipt of a specific request from the applicant may start work for providing the connection in anticipation of the submission of Test Report. The applicant shall have the option to submit the test report within validity period or get the period extended. However, the compliance of demand notice shall be reckoned from the date the consumer complies with all the conditions of the demand notice including submission of the test report. The execution of work in anticipation of submission of test report shall be governed as under:

(i) The Security (works) shall be regulated as per the provisions of Regulations 34 of this Code. The applicant shall also intimate his proposed schedule for availing load/demand. The Security (works) shall be got deposited from the applicant/consumer on the basis of initial estimate of works involved or as per the feeding arrangement approved in the feasibility clearance in accordance with the rates and methodology approved by the Commission in the cost data. The execution of the

work shall be taken up immediately after deposit of Security (works) by the applicant/consumer. The distribution license shall endeavour to complete the works so that connection can be released within the timelines specified in Regulation 21 of this Code. The detailed estimate shall be prepared and got sanctioned from the competent authority thereafter and in case the total amount of the sanctioned estimate exceeds the Security(works) deposited by the applicant/consumer by 30%, the distribution licensee may issue a supplementary demand notice for recovery of excess estimated amount. Such revision shall be permitted only once before release of connection. In case the applicant complies with the demand notice including submission of test report, the connection shall be released immediately after completion of works.

(ii) In case of delay in completion of works for the applicant covered under clause (i) above by the licensee, the validity period of demand notice shall be deemed to have been extended without levy of any extension fee till the completion of works. After completion of works, the distribution licensee shall issue a 30 days' notice to the applicant to submit test report, if not already submitted, without levy of any extension fee. If the applicant/consumer fails to submit the test report within the validity or extended validity period of Demand Notice or before expiry of 30 days' notice, whichever is later, then connection to such applicant shall be put on hold and the connection of junior applicant, who has complied with the demand notice, shall be processed and released. The technical feasibility of the consumer/applicant whose connection was put on hold on account of non-submission of test report shall be re-examined afresh after receipt of the test report.

Further, any damage or theft of line/equipment shall be to the account of the concerned consumer/applicant after expiry of 30 days from the date of intimation given by distribution licensee to the consumer/applicant regarding completion of work.

(2) The applicant/consumer has the option to get the work carried out through an 'A' class contractor as per the estimate and layout approved by the licensee. The applicant/consumer shall submit its option at the time of compliance of demand notice. In such cases, Service Connection Charges or Security (works), except proportionate cost of the common portion of line, shall not be recoverable from the applicant.

Provided that an applicant may also submit its option before the distribution licensee take up the execution of work in hand. In case Service Connection Charges or Security (works) has already been deposited by the applicant, the same shall be refunded less proportionate cost, if recovered, without any interest within 30 days of request failing which the distribution licensee shall pay interest at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable for the period of delay.

In such case, the applicant shall himself procure the materials as per the specifications and from the vendors approved by the licensee. The applicant shall pay supervision charges @ 15% of the labour charges to the distribution licensee. The consumer shall be responsible to get the clearances of statutory authorities/C.E.I, Punjab, if required. The applicant shall be responsible to get the work done within the timeframe as specified in Regulation 21 or get the period extended as specified in proviso to Regulation 21(1)(ii) of this Code. If the applicant fails to get the work done within the stipulated timeframe or extended time

period, the licensee may, on giving fifteen days' notice to the applicant, treat the requisition for supply as cancelled and the applicant has to apply afresh.

19. ONE CONNECTION IN ONE PREMISES

Save as otherwise provided in these regulations, each premises shall be provided single electric connection and separate premises shall have separate connections. However, another connection in the same premises may be allowed in the following cases:

(1) An owner of the premises having a domestic connection, may get more than one domestic supply connection in a duly partitioned and electrically separated portion of the same premises with separate kitchen or on different floor(s).

Provided that in case a tenant/occupier of the duly partitioned and electrically separated portion of the same premises or floor requires a separate connection under DS category in his/her name, the tenant/occupier shall either furnish an undertaking from the owner in the form of an affidavit duly attested by Notary Public that the owner shall clear all the liabilities in case the tenant leaves the premises without paying the distribution licensee's dues or get supply through a pre-paid meter or deposit Security (consumption) at double the normal rate for relevant category approved by the Commission.

(2) A new industrial connection in an existing premises having a industrial connection or a new NRS connection in an existing premises having a NRS connection may be allowed in the name of independent firm/company/commercial entity/person provided:

(i) it is a separate unit in duly partitioned and electrically separated premises or floor(s) owned or taken on lease/rent;

(ii) it is registered as a separate entity under the relevant law or it holds a separate GST number and any other valid document to establish independent entity, as may be applicable.

(3) If a portion of residential or industrial premises is regularly used for any activity covered under NRS schedule, the consumer shall be required to obtain a separate connection under NRS category in a duly partitioned & electrically separated portion put to commercial use if permitted under law. In such an event, two connections, one under Schedule DS or Industrial category and the other under Schedule NRS category shall be permitted.

(4) A tenant/occupier of the premises, in which an NRS or industrial or domestic connection already exists, shall have to seek a separate connection through a prepaid meter or deposit Security (consumption) at twice the normal rate for the relevant category as approved by the Commission to carry out any DS/commercial/ industrial activity permitted under law by duly separating the portion of the premises.

(5) Separate connection, in addition to an existing connection in a premises, shall be permissible for the purpose of Electric Vehicle (EV) Charging under relevant Schedule of Tariff.

20. POINT OF SUPPLY

(1) Unless otherwise agreed to, the distribution licensee shall supply electricity to a consumer at its premises at one point which shall be at the outgoing terminals of the meter/metering equipment if the meter is installed inside the premises. In case meter is installed outside the consumer's premises, the point of supply shall be the incoming terminal of Miniature Circuit Breaker/main switch of the consumer and in such case the service cable from the

meter up to the main switch/breaker of the consumer shall be provided at its own cost by the Distribution Licensee.

(2) The point of supply shall be determined by the distribution licensee such that meter and other equipment are fixed either outside or at the entry point to the premises so that these are always accessible to the distribution licensee for inspection without obstruction and infringing upon the consumer's privacy. All EHT/HT consumers shall provide independent entry to the meter or metering cubical from outside or at the entry point of the premises.

(3) At the point of commencement of supply as per the clause (1) & (2) of this regulation, the consumer shall provide a main switch/circuit breaker, as applicable. In addition, EHT/HT consumers shall also provide suitable protective devices as per the provisions of Regulation 37 of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time. The system of protection shall have to be approved by the licensee before commencement of supply. Meters, and associated equipment procured by the consumer shall be installed by the licensee at the point of supply.

(4) The meter, meter cup boards, service mains etc., shall not be handled or removed by anyone who is not an authorized employee/representative of the licensee. Seals which are fixed on the meters/metering equipments and on the licensee's apparatus, shall not be tampered with, damaged or broken.

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

21. TIME LIMITS FOR RELEASE OF NEW CONNECTION/ADDITIONAL LOAD/DEMAND.

(1) Connections at Low Tension (LT) and High Tension (HT)

(i) Where no extension/augmentation of distribution mains i.e. LT/HT line or commissioning of distribution sub-station is required, the distribution licensee shall provide supply of electricity to the premises pursuant to the application submitted under Regulation 9 of this Code within three (3) days in cities of Ludhiana, Jalandhar and Amritsar, seven (7) days in other municipal areas and fifteen (15) days in rural areas from the date of submission of application complete in all respects in case of consumers covered under Regulation 9(1)(i) and from the date of compliance of the Demand Notice in case of consumers not covered under Regulation 9(1)(i) of this Code.

(ii) Where extension/augmentation of distribution mains upto 33 kV or commissioning/augmentation of distribution sub-station or grid sub-station is required, the distribution licensee shall provide supply of electricity to the premises specified hereunder;

UNCONTROLLED COPY Simplifying compliance

Type of service connection requested	Period from date of application in cases covered under 9(1)(i) and from the compliance of Demand Notice for cases not covered under 9(1)(i) within which the distribution licensee shall provide supply
Low Tension (LT) supply	30 days
High Tension (HT) supply -11000 volts - 33000 volts	 60 days 75 days

Provided that the distribution licensee may, at the earliest but not later than fifteen days before the expiry of the time schedule, seek approval of the Commission, for extension of period specified above, in cases where the magnitude of work involved for extension/augmentation of the supply system require more time or circumstances are beyond the control of the distribution licensee.

(2) Connections at Extra High Tension (EHT)

(i) In case the release of supply at 66 kV involves only erection of 66 kV service line up without any augmentation/erection of common portion of 66 kV line or augmentation/erection of grid substation, the supply of electricity shall be provided within 90 days from the date of compliance of demand notice.

(ii) In cases (other than covered under (i) above) where supply of electricity at EHT requires erection/augmentation of EHT line and/or augmentation /commissioning a grid sub-station or power transformer, the distribution licensee shall within fifteen days of receipt of A&A form from the applicant/consumer, submit to the Commission a proposal for erecting/augmenting of EHT line (other than service line) and/or augmentation /commissioning a grid sub-station or power transformer, together with the time required for their commissioning. The Commission shall, after hearing the distribution licensee and the applicant(s) concerned, decide the time frame for erection/augmentation of EHT line and/or augmentation /commissioning of grid sub-station or power transformer. The distribution licensee shall complete the works and commence supply of electricity to the applicant(s) within the period approved by the Commission.

Provided that where the distribution licensee fails to submit the proposal as mentioned above, the time period for supply electricity to an EHT consumer shall be as specified in clause (i) of this sub-regulation (2).

(iii) It shall, however, be the joint responsibility of the distribution licensee and the transmission licensee, as specified in these regulations, to ensure that the required supply at 132 kV and above is made available within the time frame specified under this regulation.

22. AVAILING SANCTIONED LOAD/ DEMAND IN PHASES

A HT/EHT applicant/consumer may avail the sanctioned demand in phases within a period not exceeding six months from the date of release of partial demand with the permission of the distribution licensee. In case a HT/EHT consumer requests for release of partial demand at

voltage lower than the specified voltage for the total demand such request may be accepted by the licensee subject to deposit of cost of work at the lower voltage. After the consumer shifts to the specified voltage at a later stage, no credit of the works carried out to supply at lower voltage shall be given to the consumer. The billing of such a consumer, in the interim period, shall be done on the basis of demand actually availed and the voltage at which such demand is catered. It shall be the responsibility of the applicant to build up its demand to the sanctioned contract demand before the expiry of six months or seek extension from the distribution licensee. Such extensions in blocks of six months at a time may be granted up to a maximum period of 2 years. If the demand is not built up within the permissible period or the applicant opts to avail the reduced demand at lower voltage and surrenders the balance load/demand then the sanctioned contract demand of the applicant shall be reduced to the load/demand actually availed and billed under the relevant category.

Provided that the excess Security (consumption) and Security (works), if any, shall be refunded through the energy bills after deducting any expenses incurred by the distribution licensee to erect or to process erection of the electrical system for catering to the full sanctioned contract demand of the applicant.

23. REDUCTION IN SANCTIONED LOAD/DEMAND

The request for reduction in sanctioned demand/load by a consumer shall be submitted on A & A form prescribed by the distribution licensee along with processing fee. The electrical contractor's test report shall be submitted only in case there is change in electrical installation.

The request shall be granted by the distribution licensee within a maximum period of fifteen (15) days from the date of its submission of A&A form and deposit of necessary charges, wherever applicable, failing which the demand/load shall be deemed to have been reduced as requested by the consumer.

Provided that in case reduction in load/ demand results in reduction of supply voltage also, the supply may continue to be given at the existing higher supply voltage. However, in case the consumer opts for supply voltage corresponding to the reduced load/demand and it involves change in the licensee's distribution system then the same shall be allowed subject to technical feasibility and such consumer shall be liable to pay actual expenditure incurred by the licensee to effect such changes in infrastructure.

Provided further that in case a consumer (except seasonal industrial category) requests for increase in his sanctioned contract demand/load upto the original sanctioned demand/load within a period of one year from the date of approval for reduction in demand/ load, the same shall be allowed provided it is technically feasible, without recovery of any Service Connection Charges/Expenses for release of connection or proportionate cost of the common portion. Further no additional Security (consumption) & Security (Meter) for extended demand requested shall recoverable if same has not been adjusted/refunded to consumer on reduction of load/demand.

Provided also that such option shall be exercised by the consumer only once.

24. REVISION OF SANCTIONED OR CONTRACTED LOAD OF DS & NRS CONSUMERS NOT COVERED UNDER CONTRACT DEMAND SYSTEM.

(1) In case of DS/NRS consumers (with permanent connection) not covered under Contract demand system, if the maximum demand (in kW) recorded by the consumer meter exceeds the sanctioned load or contracted load, as applicable, in a billing cycle, the bill for that

billing cycle shall be prepared on the basis of actual recorded maximum demand and consumer shall be intimated through SMS on registered mobile or any other approved means.

Provided that in case the maximum demand (in kW) exceeds the sanctioned or the contracted load, as the case may be, in three or more billing cycles (in case of monthly billing) and two or more billing cycles (in case of bi-monthly billing) in a financial year, then the lowest of the maximum demand so recorded in such billing cycles shall be deemed to be the revised sanctioned or the contracted load of the consumer from next financial year for levy of all charges including Service Connection Charges for the additional load as per the Cost data approved by the Commission through energy bills. Such exercise shall be carried out by the distribution licensee at the start of each financial year.

(2) In case the consumer meter is not capable of recording the maximum demand (in kW) and during inspection, the connected load of the consumer is found to be more than the sanctioned load then a 30 days' notice shall be issued to such consumer to get the additional load regularized by submitting his consent to the distribution licensee. Such inspection shall be carried out only for facilitating the consumer to regularize the additional load and after the prior approval of the officer in-charge not below the rank of concerned AE/AEE (DS). In case a consumer files objection within the notice period, the same shall be considered by the officer in-charge and disposed of within 15 days of its receipt through a written order. After the lapse of notice period or issue of written order as above, the sanctioned load shall be deemed to have been revised to the load detected during inspection or as assessed after disposing of the objections, as the case may be, from the next billing cycle for the purpose of preparation of energy bill and levy of all charges including service connection charges for the additional load which shall be recovered through subsequent energy bill. In such case, no load surcharge shall be levied on the consumer. The meter of such consumer shall be replaced with smart meter within 15 days by the licensee. The consumer shall have the option to declare contracted load as specified in Regulation 8 of this Code.

Provided that the temporary additional load availed by the consumer as per Regulation 17(9) of these regulations shall not be considered for computing the connected load for the purpose of regularization under this regulation.

Provided further that the distribution licensee shall replace all meters which are not capable of recording maximum demand in kW with smart meters within 2 years of the commencement of these regulations. After the lapse of this period, the distribution licensee shall not be authorised to check the connected load of the consumer for the purpose of regularization of load.

25. CLUSTER SUB-STATIONS

(1) A group of new/existing HT/EHT consumers, who are the associate/subsidiary companies or partnership/sole proprietorship firm with one or more common partners/owners having contiguous premises with their total contract demand above 5000 kVA, may jointly install a 33 kV or higher voltage cluster substation to be owned and maintained by them. The supply of electricity shall be provided by the distribution licensee to the cluster substation at a voltage as specified in Regulation 5(2) of this Code

based on the sanctioned contract demand of the cluster sub-station in the premises of the leader of the group. The Cluster sub-station shall be fed directly from the nearest feeding grid sub-station.

Provided that in case Right of Way is not available then the cluster sub-station, if technically feasible, may be fed from in-between grid sub-station. The cost of HT/EHT line and other expenses shall be recoverable from the constituents of the cluster substation as specified in Regulation 25(9) of this Code.

(2) The Licensee shall sanction the contract demand of the cluster sub-station and individual consumers connected to the cluster sub-station provided the contract demand of the cluster shall not be less than sum total of sanctioned contract demands of constituent members of the group.

Provided that any change in the sanctioned contract demand of the constituent member of the cluster or change in the constituent members of the cluster, the contract demand of the cluster shall be re-determined and sanctioned by the distribution licensee.

(3) The billing of the cluster shall be carried out as per the consumption, maximum demand recorded and other parameters captured by the main meter installed at the cluster substation. The tariff, rebates and surcharges etc shall be corresponding to the applicable Schedule of Tariff corresponding to supply at cluster sub-station. The Fixed Charges shall be levied on the basis of sanctioned contract demand of the cluster sub-station in accordance with the General Conditions of Tariff approved by the Commission for the relevant year. The Energy Charges shall be levied on the consumption recorded by the HT/EHT meter installed at the cluster sub-station. The total bill amount including fixed, energy and other applicable charges shall be apportioned to the individual consumers as under:

The Fixed Charges shall be apportioned to individual consumers in proportion to the sanctioned contract demand. The energy & other applicable charges shall be apportioned in proportion to the consumption recorded by the meter installed on the 11kV feeder of each individual consumer fed from the cluster sub-station. The licensee shall install, seal & maintain all the meters including 11 kV meters as per Regulation 39 of this Code.

(4) Any penalty for violation of supply related restrictions, if any, shall be levied to individual consumer on the basis of readings recorded on the 11kV feeder of each consumer.

(5) In case maximum demand of the cluster sub-station exceeds its sanctioned contract demand then the demand surcharge shall be levied as per General Conditions of Tariff and shall be apportioned amongst constituent consumers exceeding their sanctioned contract demand according to the maximum demand recorded over and above the sanctioned contract demand during the month

(6) All consumers of the group shall jointly execute an agreement on the proforma prescribed by the distribution licensee for abiding by the conditions applicable to consumers catered supply from cluster sub-station.

(7) Each consumer shall be deemed to be connected at the voltage at which supply is catered to the cluster sub-station and separate bills shall be issued to each constituent member of the cluster sub-station.

(8) The erection of all the 11 kV feeders from cluster sub-station to individual constituent consumer shall be the responsibility of the concerned consumer. However, the job may be carried out by the licensee if so requested by constituent members at their cost as a deposit work. The operation and maintenance of these feeders shall be the responsibility of the constituent members.

(9) Expenses for release of connection in case of Cluster Sub-station shall be determined as under;

(i) The constituent consumers of a cluster sub-station shall jointly pay the full cost of feeding HT/EHT line including bay at the feeding sub-station. In case cluster sub-station is catered from in-between sub-station then the constituent consumers of the cluster sub-station shall jointly pay the full cost of the 'service line' from in-between sub-station to the cluster substation including bay and proportionate cost of common portion of the main line including bay(s), as the case may be, up to feeding substation. In case the specified voltage of the cluster sub-station is 33/66 kV then recovery of charges shall be governed as per the provisions of Regulation 32(1)(ii)(b) and in case the specified voltage of the cluster sub-station is 132/220/400 kV then recovery of charges shall be governed as per the provisions of Regulation 32(1)(ii)(c) of this Code. The leader of the cluster shall be responsible to deposit the full amount on behalf of constituent members.

(ii) In case any constituent consumer seeks extension in contract demand and such demand can be released without any augmentation of HT/EHT service line, then the constituent consumer shall be liable to pay only the proportionate cost of common portion(if any) of HT/EHT line upto feeding substation including breaker/bay(s) as per the Standard cost data approved by the Commission for the additional demand only subject to consent of all other constituent consumers failing which the consumer seeking extension in the contract demand shall pay proportionate cost of complete HT/EHT line i.e. service line and common portion (if any) including bay(s) as per the cost data approved by the Commission for the additional demand only. Any augmentation of 11 kV line shall be at the cost of the consumer & shall be governed by sub-regulation (8) of this regulation.

(iii) In case any associate/subsidiary company of the existing constituent member requires a new connection from the cluster sub-station, such connection can only be released from the cluster sub-station with the consent of all existing constituent consumers. If such demand can be released without any augmentation of any HT/EHT line (i.e. service line and/or common portion, if any), the consumer seeking new connection shall be required to pay to the licensee proportionate cost of complete HT/EHT line i.e. service line and common portion (if any) upto feeding station including bay(s) as per the cost data approved by the Commission and erect 11 kV as provided in sub-Regulation (8) above. The proportionate cost so recovered excluding proportionate cost of common portion of line/bay(s) (if any) shall be adjustable against any expenditure incurred for augmentation of feeding HT/EHT service line which might be necessitated in case any other existing constituent consumer requests for enhancement of load. However, in case augmentation of cluster sub-station is required then the constituent consumers including the new consumer shall get the capacity

augmented at their own cost since the cluster sub-station has been jointly installed by the constituent consumers.

(iv) In case of augmentation of HT/EHT service line for release of additional demand as per clause (ii) of this sub-regulation (9) above or release of new connection as per clause (iii) of this sub-regulation(9) above, the entire cost of augmentation of individual service line shall be borne by the concerned constituent consumer of the cluster. In case of augmentation of the common portion of the line, if any, is required, the same shall be carried out by the distribution licensee at its own cost provided the concerned constituent consumer of the cluster requesting for additional demand/new demand pay the proportionate cost of the common portion of the line up to feeding substation for additional demand/new demand only and leader of the group shall be responsible to ensure deposit of all charges.

(10) In case of any default(s) on the part of any of the constituent consumers, which warrant disconnection of the supply to his premises, the supply of such consumer shall be disconnected by isolating the individual 11kV feeder.

(11) In case any of the constituent consumer(s) is found indulging in Unauthorized Use of Electricity or theft of energy, such constituent consumer(s) shall be dealt with as per Regulations 49 and 51 of this Code.

(12) If at any time, a constituent consumer of a cluster sub-station opts to erect his own 33 kV or higher Voltage sub-station, the same may be allowed subject to technical feasibility.

26. CLUBBING OF CONNECTIONS

(1) When a consumer is found to have more than one connection in the same premises (in the same or different names), not fulfilling the conditions as specified in Regulation 19 of this Code, the distribution licensee shall:

(i) after serving a notice of not less than 15 days or on request by the consumer for clubbing of connections, effect supply at one point in case the consumers located in the premises are entitled to one connection only;

(ii) within the time frame as prescribed in the Regulation 21 of this Code, convert supply as per the Specified Voltage for the total demand at consumer's cost.

(2) All such consumers shall from the date of expiry of notice as per sub-regulation (1) of this regulation be billed under the relevant tariff category applicable to the total connected load/contract demand.

(3) Voltage surcharge shall be levied as per General Conditions of Tariff in the event of supply not being converted to specified voltage levels within the time period specified in Regulations 21(1) & 21(2), as applicable.

27. CHANGE OF TITLE, TRANSFER OF AGREEMENT AND OTHER SERVICES

(1) Procedure for Change of Title or Transfer of Agreement

A consumer shall not assign, transfer or part with the benefit of the agreement or create any partial or separate interest without the consent in writing of the distribution licensee. In the event where it is found that the consumer has assigned or transferred or part with the benefit of agreement for a connection to another person without the approval of the Licensee, a notice shall be served upon the consumer requiring that transfer of the

connection be sought as per the procedure prescribed within 30 days of the service of notice. The connection shall be liable to be disconnected in case no application is submitted to the distribution licensee within the period indicated in the notice.

A connection can be transferred in the name of another person upon death of the consumer or in case of sale of property or division of property or change of ownership of a firm in accordance with the procedure and conditions specified below:

(i) In Case of the death of a consumer (other than AP supply)

In the event of death of a consumer (except AP supply), the heirs may apply for the connection to be transferred in the name of one of the heirs. The application (A&A form) shall be accompanied by the following documents:

a) Death certificate

b) Succession certificate

c) No objection from other heirs for transferring the connection in the name of one of the heirs

d) In the absence of document at (b) above, all the heirs may submit an affidavit duly attested by a Magistrate identifying the legal heirs and their consent to the connection being transferred in the name of a particular heir

e) The distribution licensee shall on the submission of above documents, transfer the connection subject to the condition that all outstanding dues are cleared and charges, as indicated in the Schedule of General Charges approved by the Commission and/or the actual cost of providing service as applicable, have been deposited by the transferee. The transferee shall also be eligible to get the connection shifted after depositing the specified charges and completion of other formalities.

(ii) In case of the death of AP supply Consumer

In the event of death of an AP supply consumer, the heir(s) may apply for the connection to be transferred in the name of one or more of the heirs. The application (A&A form) shall be accompanied by the following documents:

a) Death certificate

b) Succession certificate. Alternatively, Sajjra Nasad certified by the revenue officers shall also be acceptable in place of succession certificate. The officer of the distribution licensee shall issue a notice to arrange for a gathering of the villagers of the concerned village for seeking objections from all claimants/legal heirs of the deceased consumer as appearing in Sajjra Nasad. The certification on plain paper regarding the death of the consumer by his/her legal heirs/claimants duly authenticated by Gram Panchayat/Nambadar will be prepared in front of villagers and there will be no need of an affidavit. The distribution licensee shall on the basis of certification, transfer the connection in the name of the legal heir(s) subject to payment of charges as per Schedule of General Charges.

c) No objection from other the heirs for transferring the connection in the name of one or more of the heirs.

d) Authorization from all the heirs to appoint one of the heirs as 'principal heir' to represent all of them for signing A & A form, payment of charges/dues and other matters relating to the electricity supply to the tube well connection.

e) In the absence of documents at (a) and (b) above, all the heirs may submit an affidavit duly attested by a Magistrate confirming the death of the consumer, identification of the legal heirs and their consent to the connection being transferred in the name of heir(s).

f) The distribution licensee shall on the submission of above documents, transfer the AP supply connection subject to the condition that all outstanding dues are cleared and charges, as indicated in the Schedule of General Charges approved by the Commission and/or the actual cost of providing service as applicable, have been deposited by the transferee. The transferee(s) shall also be eligible to get the connection shifted after depositing the specified charges and completion of other formalities. Provided that in case of shifting of jointly owned AP supply connection, the 'principal heir' shall not be allowed to get the connection shifted unless NoC from all the legal heir(s) is obtained.

(iii) In case the transfer of the connection is not obtained within 6 months of the death of a consumer and later on the same is detected by distribution licensee, a notice shall be issued by the distribution licensee requiring that any of the heirs should submit an application for transfer of the connection within 30 days of the service of notice. The connection is liable to be disconnected in case no application is submitted to the distribution licensee within the period indicated in the notice.

(iv) Transfer of connection due to purchase/sale of property or partition

In the event of transfer of a property due to sale/purchase, the transferee shall submit an application on A&A forms along with the following documents:

a) Letter of consent of the previous owner for transfer of connection;

b) In the absence of a letter of consent, the transferee shall provide proof of ownership of premises. In case of partition, details thereof or a family partition deed, if any, may be submitted;

c) The applicant shall deposit Security (consumption) and Security(meter) at the prevailing rates. In case the previous owner submits consent either through sale/transfer deed or otherwise for transfer of the existing Security (consumption) and Security (meter) to the transferee then such amount shall be adjusted against the new securities. The transferee shall also be liable to pay the outstanding dues, if any of the previous consumer;

d) In the case of land having an AP/AP-High-tech connection being jointly owned by more than one person and a part of the land along with the AP/AP-High-tech connection thereon being sold by the owner(s), the connection may be transferred in the name of the purchaser after execution of an indemnity bond in favour of the distribution licensee by the purchaser.

e) In case of change in partnership of a firm, a certified copy of the new partnership deed and execution of new agreement shall be submitted. In case of change in the name of company, a certified copy of the new memorandum of Association/Article of Association and other relevant documents along with execution of new agreement shall be submitted.

(2) Procedure for availing other services

(i) Consumers/ persons seeking other services such as transfer of title, change of category, shifting of service connection/meter or LT/HT/EHT line or Distribution Transformer shall submit their application and the prescribed documents along with processing fee as specified in Schedule of General Charges to the notified office of the distribution licensee.

The distribution licensee shall prescribe the application forms and the supporting documents to be submitted by consumer/person for different services and place them on its website. The application forms and information regarding supporting documents shall also be made available in each notified office of the licensee.

(ii) Consumers/persons seeking services as per this Regulation shall pay charges as indicated in the Schedule of General Charges approved by the Commission or the actual cost of providing service within the time limit as specified below:

Sr. No.	Description of service	Timelines	Applicable Charges
(i)	Transfer of title and/or change of category	7 days in case of LT consumer and 14 days in case of HT/EHT consumer.	Schedule of General Charges
(ii)	Shifting of meter within the premises	3 days	Schedule of General Charges
(iii)	Shifting of service connection LT connection HT connection	 10 days 20 days	As per actual
(iv)	Shifting of LT line	20 days	As per actual
(v)	Shifting of 11 kV line	30 days	As per actual
(vi)	Shifting of 33 kV line	45 days	As per actual
(vii)	Shifting of EHT line	90 days	As per actual
(viii)	Shifting of distribution transformer	30 days	As per actual

(iii) The distribution licensee shall prepare the estimate and issue demand notice to the consumer within 10 days of the receipt of request. After compliance of the demand notice, the distribution licensee shall accomplish the job within the time limits specified above failing which the consumer shall be entitled to seek compensation as per Annexure-4 of these regulations.

Provided that whenever the above schedule cannot be met due to non-availability of Right of Way or other constraints beyond its control, the licensee shall within the specified period, seek approval of the Commission for extension of time.

(iv) The distribution licensee shall finally settle the accounts within three months of the work being completed. The excess deposit, if any, shall be refunded to the applicant through adjustment in the bills of the immediately succeeding months failing which interest at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable shall be payable for the period of delay.

Provided that a consumer/person can also carry out the works of shifting of LT/HT/EHT line or Distribution Transformer at his own cost as per provision specified in Regulation 18. He shall get the same carried out through A class Licensed Electrical Contractor as per layout plan approved by the distribution licensee and subject to payment of supervision charges to the distribution licensee@ 15% of labour charges only.

Provided further that a HT/EHT consumer carrying out shifting of HT/EHT line or any other work shall furnish a BG equivalent to cost of the material to be dismantled calculated at 50% of the stock issue rates. The BG shall be returned after material is handed over to the distribution licensee.

(3) Any consumer/person aggrieved by the charges/expenditure payable and/or delay in providing service, may seek redressal in accordance with the provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

28. ADDITIONAL TERMS AND CONDITIONS FOR SUPPLY OF ELECTRICITY

(1) A distribution licensee may require any person who has applied for supply of electricity in pursuance of Regulation 6 of these regulations to accept:

(i) any restrictions imposed by the distribution licensee in order to comply with the regulations specified by CEA under Section 53 of the Act;

(ii) any terms restricting the liability of the distribution licensee for economic loss resulting from negligence of the person to whom the electricity is supplied.

(2) Right of Way

A consumer shall provide to the distribution licensee right of way in, through or over any land under his/her control and jurisdiction as may be required by the distribution licensee in connection with provision or maintenance of a service line to the premises of the consumer, and subject to the provisions of Section 67 of the Act to the premises of any other consumer in accordance with Rules framed by the State Govt.

(3) Failure of Supply

(i) The distribution licensee shall take all reasonable measures to ensure continuity of supply of power to the consumer(s) but shall not be responsible for any loss or damage to the plant and equipment of a consumer on account of interruptions in supply of power caused by damage to the distribution licensee's plant, equipment and supply system for reasons including but not limited to war, mutiny, riot, earthquake, cyclone, tempest, strike, civil commotion, lock out, lightning, fire,

flood, accident or break down of plant and machinery or other causes beyond the control of the Licensee. The distribution licensee shall as early as possible inform the consumer(s) of the probable duration of such interruptions in supply of power.

(ii) The distribution licensee may curtail, stagger or temporarily discontinue the supply of electricity in case of emergency to protect plant & machinery or loss to life & property or due to system constraints. The distribution licensee shall inform all the affected consumers regarding such restrictions as early as possible.

(iii) The distribution licensee shall be entitled, for reasons of testing, maintenance, repair or augmentation of the supply system, to temporarily discontinue the supply for such periods as may be necessary subject to prior notice being given in this regard.

(iv) In the event of shortage of electricity or to maintain grid stability and securing equitable distribution of electricity, the distribution licensee may with the approval of the Commission impose such regulatory measures as may be approved by the Commission.

29. REFUND OF SECURITY (CONSUMPTION)

(1) On Withdrawal of Application

(i) In case the applicant after submitting his application for supply of electricity/extension of load etc. withdraws the same, 10% of the Security (consumption)/additional Security (consumption) shall be deducted by the distribution licensee and the balance refunded within thirty (30) days to the applicant without payment of any interest by the distribution licensee.

Provided that in case the application is cancelled due to non-compliance by the applicant/consumer, 20% of Security (consumption)/additional Security (consumption) shall be deducted by the distribution licensee and balance refunded within thirty (30) days to the applicant without payment of any interest by the distribution licensee

(ii) If Demand Notice is not issued by the distribution licensee to the applicant within the time period specified in Regulation 11(4) and the applicant withdraws his application, the Security (consumption)/additional Security (consumption), as the case may be, shall be refunded in full within thirty (30) days along with interest for the period the Security (consumption)/additional Security (consumption) remained with the distribution licensee at Bank Rate (as on 1st April of each year) as notified by RBI.

(iii) In case the distribution licensee finds that release of connection is not technically feasible, full amount of Security(consumption)/additional Security (consumption), as the case may be, shall be refunded in full to the applicant without interest within 30 days through cheque or any approved electronic means.

(iv) In the event of delay in refund beyond the stipulated period as per clause (i) to (iii) above, the distribution licensee shall pay interest at Bank Rate (as on 1st April of each year) as notified by RBI plus 2% for the period of delay.

(2) On Withdrawal of Application for Temporary Connections

In case an application for temporary connection is withdrawn, the following procedure shall be adopted for refund of advance Security for consumption:

(i) If the application is withdrawn before the due date by which supply of electricity is required or time frame fixed as per Regulation 17(7), whichever is later, 10% of the advance Security for consumption shall be deducted and the balance amount refunded to the applicant with in thirty (30) days from the date of request.

(ii) In case the distribution licensee fails to provide the temporary connection by the due date or time frame fixed as per Regulation 17(7), whichever is later and the application is withdrawn, the advance Security for consumption shall be refunded in full to the applicant within thirty days (30) from the date of request.

(iii) In the event of delay in refund beyond the stipulated period, as per clause (i) and (ii) above, the distribution licensee shall pay interest at Bank Rate (as on 1st April of each year) as notified by RBI for the period of delay.

UNCOMPLYCATE Simplifying Compliance

CHAPTER IV

30. APPARATUS IN CONSUMER PREMISES AND SAFETY MEASURES

(1) Wiring on consumer premises

For the protection of the consumer and the public in general, it is necessary that the wiring on the consumer's premises should conform to CEA (Measures Relating to Safety & Electricity Supply) Regulations, 2023, as amended from time to time and be carried out by a Licensed Electrical Contractor. The materials used for wiring shall conform to the relevant specifications of the Bureau of Indian Standards or its equivalent. As soon as the consumer's installation is completed in all respects and tested by the electrical contractor, the consumer should submit test report at the local office of the licensee.

For the safety of the wiring at the consumer's premises, separate circuit for the equipments, other than lighting and fan load, like heaters, geysers, air-conditioners, oven, etc. shall be run with adequate size of wire from the main distribution board of the consumer.

(2) No electrical installation work, including additions, alterations, repairs and adjustments to existing installation, except such replacement of lamps, fans, switches, domestic appliance of voltage not exceeding 250 volts & fittings as in no way alters its capacity or character, shall be carried out upon the premises by or on behalf of any consumer except by an electrical contractor licensed in this behalf and under direct supervision of a person holding a certificate of competency & by a person holding a permit issued or recognized by the State Government.

No electrical installation work which has been carried out in contravention of above regulation shall be energized or connected to the work of licensee.

(3) Earthed terminal on consumer's premises

(i) The supplier shall provide and maintain on the consumer's premises for the consumer's use, a suitable earthed terminal in an accessible position at or near the point of commencement of supply as per relevant standards:

Provided that in the case of installation of voltage exceeding 250 V the consumer shall, in addition to the aforementioned earthing arrangement, provide his own earthing system with an independent electrode and the same shall be interlinked with the earthed terminal mentioned above through a suitable link.

(ii) The consumer shall take all reasonable precautions to prevent mechanical damage to the earthed terminal and its lead belonging to the supplier.

(4) Precautions against leakage before connection

(i) As provided in Regulation 35 of CEA (Measures Relating to Safety & Electricity Supply) Regulations, 2023, the supplier shall not connect its works with the installation or apparatus in the premises of any applicant seeking supply unless the supplier is satisfied that at the time of making the connection cause a leakage from that installation or apparatus of a magnitude detrimental to safety which shall be checked by measuring the installation's or apparatus' insulation resistance as stipulated in the relevant standards.

(ii) If the supplier declines to make a connection under the provisions of sub-regulation (i) the supplier shall convey to the applicant the reasons thereof, in writing for so declining.

(5) Testing of Consumer's Installation:

(i) It shall be the duty of the licensee to satisfy before connecting or re-connecting the supply to any premises that the applicant has complied with all the provisions of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time.

(ii) Upon receipt of an application for new or additional supply of electricity and before connecting the supply or reconnecting the same to the licensee's supply line after a period of six months, the licensee shall either test the installation himself or accept the test results submitted by the consumer when the same has been duly signed by the Licensed Electrical Contractor as specified in Regulation 33 of CEA (Measures Relating to Safety & Electricity Supply) Regulations, 2023.

Provided that in case of voltage level equal to or below the notified voltage, Chartered Electrical Safety Engineer can also test the installation on request of owner.

[**Note:** As per Government of Punjab notification dated 26.04.2016, 650 volts is the notified voltage for the purpose of inspection, testing and self-certification by the owner before commencement of supply]

(iii) Upon receipt of the Electrical Contractor's Test Report in compliance to a Demand Notice, the distribution licensee, if required, shall inform the applicant about the time and date on which the representative of the distribution licensee shall inspect and test the installation in the presence of consumer or his representative.

(iv) No charges shall be levied for the first test/inspection by the distribution licensee but subsequent test/inspection, on account of deficiencies during the initial test/inspection shall be charged in accordance with the Schedule of General Charges.

(v) If as a result of such inspection and test, the licensee is satisfied that the installation is likely to be dangerous, he shall serve on the applicant a notice in writing requiring him to make such modifications as are necessary to render the installation safe and may refuse to connect or reconnect the supply until the required modifications have been completed.

(vi) If any applicant for a supply or a consumer is dissatisfied with the action of the supplier in declining to commence, to continue or to recommence the supply of electricity to his premises on the grounds that the installations is defective or likely to be dangerous, he may appeal to Electrical Inspector to test the installation and the supplier shall not, if the Electrical Inspector intimates that the installation is free from the defect or danger complained of, refuse supply to the consumer on the grounds aforesaid, and shall, within twenty four hours after receipt of such intimation from the Electrical Inspector, commence, continue or recommence the supply of electricity. Any test for which application has been made shall be carried out within seven days after the receipt of such application.

(6) Leakage on consumer's premises

(i) If the Electrical Inspector or the supplier has reasons to believe that there is leakage in the system of a consumer which is likely to affect injuriously the use of electricity by the consumer or by other persons, or which is likely to cause danger, he may give notice to the consumer in writing to inspect and test the consumer's installation in accordance with Regulation 36 of CEA (Measures Relating to Safety & Electricity Supply) Regulations, 2023.

(ii) If after such notice, the consumer fails to provide access to its installation for inspection and testing, or an insulation resistance of the consumer's installation is so low as to prevent safe use of electricity, the supplier may, and if directed so by the Electrical Inspector, shall discontinue the supply of electricity to the installation but only after giving to the consumer forty eight hours notice in writing for disconnection of supply and shall not recommence the supply until he or the Electrical Inspector is satisfied that the cause of the leakage has been removed.

(7) Periodic Inspection & Testing of Consumer's Installations:

(i) The periodic inspection and testing of installation of voltage above the notified voltage belonging to the owner or supplier or consumer, as the case may be, shall be carried out by the Electrical Inspector:

Provided that the electrical installation below or equal to the notified voltage shall be self-certified by the owner or supplier or consumer, as the case may be.

[Note: As per Government of Punjab notification dated 26.04.2016, 66 kV is the notified voltage for the purpose of periodic inspection and testing of installation]

(ii) The periodicity of electrical inspection by the Electrical Inspector or the self-certification by the supplier, owner or consumer shall be as directed by the Appropriate Government:

Provided that the periodicity of electrical inspection and self-certification shall not exceed five years.

(iii) The periodic inspection and testing of installation of voltage equal to or below the notified voltage belonging to the owner or supplier or consumer, as the case may be, shall be carried out by the owner or supplier or consumer and shall be self-certified for ensuring observance of safety measures specified under these regulations and the owner or supplier or consumer, as the case may be, shall submit the report of self-certification to the Electrical Inspector in the Forms as prescribed in Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023;

Provided that the electrical installation so self-certified shall be considered as duly inspected and tested only after the report of self-certification is duly received by the office of Electrical Inspector and if not acknowledged by the Electrical Inspector within three working days, it shall be deemed to be received:

Provided further that the owner or supplier or consumer has the option to get his installation inspected and tested by the Electrical Inspector of the Appropriate Government.

(iv) Notwithstanding anything contained in clause (iii) above, every electrical installation covered under section 54 of the Act including every electrical installation of mines, oil-fields and railways shall be periodically inspected and tested by the Electrical Inspector of the Appropriate Government.

(v) The Electrical Inspector may, on receipt of such report, accept the report or record variations as the circumstances of each case may require and may recommend that the defects may be rectified as per report.

(vi) In the event of the failure of the owner of any installation to rectify the defects in his installation pointed out by the Electrical Inspector in his report and within the time indicated therein, such installation shall be liable to be disconnected under the directions of the Electrical Inspector after serving the owner of such installation with a notice for a period not less than forty eight hours:

Provided that the installation shall not be disconnected in case an appeal is made under sub section (2) of section 162 of the Act and appellate authority has stayed the orders of disconnection.

(vii) It shall be the responsibility of the owner of all installations to maintain and operate the installations in a condition free from danger and as recommended by the manufacturer or by the relevant standards.

(8) Supply & Use of Electricity in Multi-storeyed Building:

Before commencement of supply or recommencement of supply after installation has been disconnected for a period of 6 months or more, the owner or occupier of multi-storeyed building of more than 15 metres in height, having connected load and voltage above the limits as may be specified by the State Government under Regulation 38 of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023 as amended from time to time, shall give not less than 30 days notice to Electrical Inspector specifying therein particulars of such installations and supply of electricity shall not be commenced or recommenced within this period without the approval of Electrical Inspector. The safety measures as provided in Regulation 38(3) of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023 shall be provided in such multi-storeyed buildings.

(9) Conditions for supply and Use of electricity

The electricity shall not be supplied, transformed, converted, inverted or used or continued to be supplied, transformed, converted, inverted or used unless the following conditions are complied with.

(i) The following controls of requisite capacity to carry and break the current shall be installed as near as possible after the point of commencement of supply so as to be readily accessible and capable of completely isolating the supply to the installation, such equipment being in addition to any control switch installed for controlling individual circuits or apparatus, namely:

Supplied at voltage	Control
Below 11 kV	Switch fuse unit or a circuit breaker by consumers
11 kV and above	A circuit breaker by consumers

(ii) In case of every transformer the following shall be provided, namely:

a) on primary side of transformer, a linked switch with fuse or gang operated air break switch with fuse or circuit breaker of adequate capacity:

Provided that the linked switch with fuse on the primary side of the transformer may be of such capacity as to carry the full load current and to break only the magnetising current of the transformer:

Provided further that for transformer having capacity of 1000 kVA and above, a circuit breaker shall be provided:

Provided also that the linked switch with fuse or gang operated air break switch with fuse or circuit breaker on the primary side of the transformer shall not be required for the unit auxiliary transformer and generator transformer;

b) on the secondary side of all transformers a circuit breaker of adequate rating shall be installed:

Provided that for supplier's transformers of capacity below 1000 kVA, a linked switch with fuse or circuit breaker of adequate rating shall be installed on secondary side.

(iii) Except in the case of composite control gear designed as a unit each distinct circuit is to be protected against excess energy by means of a suitable fuse link or a circuit breaker of adequate breaking capacity, suitably located and so constructed as to prevent danger from overheating, arcing or scattering of hot metal when it comes into operation and to permit for ready renewal of the fuse link without danger.

(iv) The supply of electricity to each motor or a group of motors or other apparatus meant for operating one particular machine shall be controlled by a suitable linked switch or a circuit breaker or an emergency tripping device with manual reset of requisite capacity placed in such a position as to be adjacent to the motor or a group of motors or other apparatus readily accessible to and easily operated by the person incharge and so connected in the circuit that by its means all supply of electricity can be cut off from the motor or group of motors or apparatus from any regulating switch, resistance of other device associated therewith.

(v) All insulating materials shall be as per their application and their mechanical strength shall be sufficient for the purpose so as to maintain adequately their insulating property under all working conditions in respect of temperature, moisture, salinity and pollution.

(vi) Every consumer shall use all reasonable means to ensure that where electricity is supplied by the supplier, no person other than the supplier shall interfere with service lines and apparatus placed by the supplier on the premises of the consumer.

(vii) Adequate precautions shall be taken to ensure that no live parts are exposed as to cause danger.

(10) Connection with Earth

The following safety provisions for electrical installations and apparatus, as provided in Regulation 43 of the Central Electricity Authority (Measures Relating to Safety and

Electric Supply) Regulations, 2023 shall apply to the connection with earth of systems at voltage exceeding 50 V but not exceeding 650 V, namely:

(i) neutral conductor of a three phase, four-wire system and the middle conductor of a two-phase, three-wire system shall be earthed as per the relevant standards;

(ii) neutral conductor shall also be earthed at one or more points along the distribution system or service line in addition to any connection with earth which shall be at the consumer's premises;

(iii) in the case of a system comprising electric supply lines having concentric cables, the external conductor or armour of such cables shall be earthed by two separate and distinct connections with earthing system;

(iv) in a direct current system, earthing and safety measures shall be as per the relevant standards;

(v) every building shall have protective equipotential bonding by interconnecting the exposed and extraneous conductive parts as per the relevant standards;

(vi) the alternating current systems which are connected with the earth as provided in this regulation shall be electrically interconnected:

Provided that each connection with the earth is bonded to the metal sheathing and metallic armouring, if any, of the electric supply lines;

(vii) the frame of every generator, stationary motor, portable motor, and the metallic parts, not intended as conductors, all transformers and any other apparatus used for regulating or controlling electricity, and all electricity consuming apparatus, of voltage exceeding 250 V but not exceeding 650 V shall be earthed by two separate and distinct connections with earth by the owner as specified in the relevant standards;

(viii) all metal casing or metallic coverings containing or protecting any electric supply line or apparatus shall be connected with the earth and shall be so joined and connected across all junction boxes and other openings as to provide good mechanical and electrical connection throughout the length:

Provided that the conditions mentioned in this regulation shall not apply, where the supply voltage does not exceed 250 V and the apparatus consists of wall tubes or brackets, electroliers, switches, ceiling fans or other fittings, other than portable hand lamps and portable and transportable apparatus, unless provided with the earth terminal and to class-II apparatus and appliances of the relevant standards:

Provided further that where the supply voltage is not exceeding 250 V and where the installations are either new or renovated, all plug sockets shall be of the three pin type, and the third pin shall be permanently and effectively earthed;

(ix) All earthing systems shall, –

a) consist of equipotential bonding conductors capable of carrying the prospective earth fault current without exceeding the allowable temperature limits as per relevant standards in order to maintain all noncurrent carrying metal works reasonably at earth potential and to avoid dangerous contact potentials being developed on such metal works;

b) have earth fault loop impedance sufficiently low to permit adequate fault current for the operation of protective device within the time stipulated in the relevant standards; and

c) be mechanically strong, withstand corrosion and retain electrical continuity during the life of the installation and all earthing systems shall be tested to ensure effective earth bonding as per the relevant standards, before the electric supply lines or apparatus are energised;

(x) all earthing systems belonging to the supplier shall in addition, be tested for resistance on dry day during the dry season at least once in a year;

(xi) earth fault loop impedance shall be tested to ensure the automatic operation of the protective device and a record of every earth test made and the result thereof shall be kept by the supplier for a period of not less than two years after the day of testing and shall be available to the Electrical Inspector when required;

(xii) earth fault loop impedance of each circuit shall be limited to a value determined by the type and current rating of the protective device used such that, on the occurrence of an earth fault, disconnection of the supply shall occur before the prospective touch voltage reaches a harmful value; and

(xiii) the neutral point of every generator and transformer shall be earthed by connecting it to the earthing system not by less than two separate and distinct connections.

(11) Residual Current Device

The use of electricity to electrical installation, shall be controlled by a residual current device to disconnect the supply having rated residual current and duration as per the relevant standards:

Provided that in domestic installation, residual current device having residual operating current not exceeding 30 milliampere shall be used:

Provided further that such protective device shall not be required for supply lines having protective devices which are effectively bonded to the neutral of supply transformers and conforming to Regulation 76 of CEA Safety Regulations.

(12) Safety Provisions for HT/EHT Installations:

(i) All the installations and substations or switching stations using electricity at voltage exceeding 650 V shall abide by the provisions of Regulation 46(2) of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023.

(ii) It shall be ensured that only dry type transformers shall be used inside the residential and commercial building as provided in clause (xii) of Regulation 46(2) of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023.

(iii) Before commencement of supply or re-connection after shutdown of 6 months or more, all HT/EHT installations will be required to be inspected and tested by Electrical Inspector as specified by the State Government for ensuring observance of safety measures as per Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023.

(iv) The owner of any HT/EHT installation shall before making application to the Electrical Inspector for approval of his installation or addition thereto, test every HT/EHT circuit or additions thereto, other than an overhead line and satisfy himself that they withstand the application of the testing voltage set out in Regulation 48 of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023 and shall duly record the results of such tests and forward them to the Inspector.

(v) The owner of any HT/EHT installation who makes any addition, alteration to the installation shall not connect to the supply line his apparatus or electric supply line comprising the said alterations or additions unless & until such alteration or addition has been approved in writing by Electrical Inspector.

(vi) Testing/inspection of a HT/EHT installation of the applicant shall be taken up jointly by the representatives of the CEI and the distribution licensee on an appointed date and time fixed by the former. In case the representative of the distribution licensee is unable to join the test/inspection, the CEI or his representative shall alone conduct the test/inspection.

(vii) Testing of an installation/equipment shall be carried out in accordance with the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time.

(viii) Manufacture's test certificates shall, if required, be produced for all the type, acceptance and routine tests as required under the relevant standards.

(ix) To break the current, the controls as specified in Regulation 37(2) of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time, shall be placed as near as possible after commencement of supply so as to be readily accessible & capable of being easily operated to completely isolate the supply to the Installation.

(13) Distribution Licensee's Supply Mains and Apparatus

(i) Before release of connection to an applicant, a person authorized by the distribution licensee shall inspect the premises and fix the general layout of the service line and meter in consultation with the consumer and/or his electrical contractor. The meter including metering equipment shall be placed in a manner prescribed in Regulation 39(2) of this Code.

(ii) For release of connection at LT supply voltage, the meter shall be installed in a Meter Cup Board (MCB) of the design approved by the distribution licensee.

(iii) The distribution licensee shall provide necessary protection system for LT /HT consumers as per Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023. These equipments shall remain the property of the distribution licensee and shall be operated, handled or removed only by person authorized by the distribution licensee.

(iv) On an application by a consumer, the distribution licensee may in the case of HT/EHT connections grant permission, to operate the licensee's terminal switches, fuses or circuit breakers for the purpose of isolating a consumer's apparatus in the event of an emergency, provided such operation by the consumer does not affect

continuity of supply to other consumers. Any unauthorized tampering with or operation of the distribution licensee's equipment may constitute an offence under Section 138 of the Act.

(v) The distribution licensee shall not be liable to compensate for any loss resulting from the negligence of a consumer.

(vi) The distribution licensee shall have the right to use the mains and allied apparatus installed at the premises of a consumer for effecting supply to other premises in the neighborhood.

(vii) Any electrical plant, electric line or meter owned by or leased to a consumer by the distribution licensee or having sufficient marking indicating the distribution licensee as the owner thereof, shall:

a) not be deemed to be a landlord's fixtures, not withstanding that these may be fixed or fastened to any part of the landlord's premises; and

b) not be subject to distress or be liable to be attached in execution under process of any court or any proceedings against the person in whose possession these may be.

(viii) If a transformer and allied equipment installed by the distribution licensee at the premises of a consumer is being used for supply of electricity to other consumers as well, the distribution licensee shall, even in the event of the consumer discontinuing to receive supply, have the right to continue using the said transformer and allied equipment for a period not exceeding six months.

(ix) The meter, cut-out/MCB, service mains and other equipment belonging to the licensee, shall be handled or removed by an authorized employee/representative of the licensee only. The seals, which are fixed on the meters/metering equipments and the licensee's apparatus, shall not be tampered, damaged and broken. The responsibility for the safe custody of licensee's equipment and seals on the meters/metering equipments within the consumers premises shall be on the consumer.

(x) In the event of any damage caused to the licensee's equipments in the consumer's premises by reason of any act, neglect or default of the consumer or his employees/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.

31. POWER OF LICENSEE TO ENTER ANY PREMISES

(1) A licensee or any person duly authorized by a licensee may, at any reasonable time and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by him, or any premises or land, under, over, along, across, in or upon which the electric supply lines or other works have been lawfully placed by him for the purpose of:

(i) inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the licensee; or

(ii) ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; &

(iii) removing, where a supply of electricity is no longer required, or where the licensee is authorized to take away and cut off such supply, any electric supply lines, meters, fittings, works or apparatus belonging to the licensee.

(2) The licensee or his authorized person shall be entitled to enter the premises immediately after informing the occupier of his intention, for checking unauthorised use of energy, unauthorized additions and alterations to installation, theft and misappropriation of energy, diversion of power, by-passing or tampering of the meter, or for general inspection and testing. On detection of unauthorised use of energy, unauthorized additions and alterations to equipment, theft and misappropriation of energy, diversion of power or bypassing or tampering of the meter the licensee may take actions as per prevailing laws.

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

(4) Where a consumer refuses to allow the licensee or any person authorized as aforesaid, to enter his premises or land in pursuance of the provisions of sub-Regulation (1) or (2) above or having entered, refuses to allow him to perform any act for which he is authorized by these regulations or fails to give reasonable facilities for such entry, the licensee may, after the expiry of twenty-four (24) hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues.

UNCOMPLICATE Simplifying Compliance

CHAPTER-V

RECOVERY OF EXPENDITURE FOR SUPPLY OF ELECTRICITY AND OTHER MISC. CHARGES.

Subject to the provisions of the Act & these regulations and subject further to such directions, orders or guidelines which the Commission may issue from time to time, every distribution licensee is entitled to recover from an applicant/consumer requiring new connection or additional load/demand, any expenses reasonably incurred by the distribution licensee for providing or making available any electric line and/or electrical plant for catering to the load/demand of the applicant/consumer. Such expenses shall be computed in accordance with Regulations 32 and 33 of these regulations.

32. FOR NEW CONNECTION

(1) Domestic, Non-Residential, Industrial, Bulk Supply, Railway Traction, AP High Tech/High Density Farming and Compost plants/solid waste management plants for municipalities/urban local bodies categories

(i) Supply For Load/Demand Not Exceeding 150 kW/kVA

The applicant requesting the distribution licensee for a new connection for above mentioned categories with load/demand not exceeding 150 kW/kVA, shall be required to pay only the per kW/kVA service connection charges, irrespective of the length of service line, as per Standard Cost Data approved by the Commission from time to time.

Provided that in case the domestic connection is to be provided to the premises outside the village phirni where the total length of service line exceeds 500 meters, the applicant shall also pay variable charges for the additional length of service line along with fixed service connection charges on kW/kVA basis at the rates approved by the Commission.

Provided further that the connection for demand exceeding 100 kVA shall be released at voltage specified in Regulation 5(2) of these regulations.

(ii) Supply For Demand Exceeding 150 kW/kVA

Where demand required for above mentioned categories exceeds 150 kW/kVA, the recoverable expenditure from the applicant shall comprise of cost of service line and proportionate cost of common portion of the main line including bay/breaker, as the case may be, up to feeding substation. The distribution licensee on the basis of initial estimate of works involved or as per the feeding arrangement approved in the feasibility clearance shall estimate the amount of Security (works) in accordance with the rates and methodology approved by the Commission in the cost data and such Security (works) shall be got deposited from the applicant. The execution of work for release of connection shall be taken up after the compliance of demand notice by the applicant. However, the execution of the work, on the request of the applicant, shall be taken up immediately after deposit of Security (works) by the applicant pending submission of test report. The distribution license shall endeavour to complete the works within the timelines specified in Regulation 21 of this Code without waiting for the submission of the test report by the applicant. The detailed estimate as per the prevailing material cost and actual work involved shall be

prepared by the licensee and got it sanctioned from the competent authority thereafter. No additional demand for Security (works) shall be raised by the distribution licensee before completion of the work.

Provided that in case the total amount of the sanctioned estimate as per the prevailing material cost and work involved exceeds the Security(works) deposited by the applicant by 30%, the distribution licensee may issue a supplementary demand notice for recovery of excess estimated amount. The applicant shall be provided at least 15 days to deposit the additional Security (works). The time period for completion of work as per Regulation 21 shall be deemed to have been extended accordingly. Such revision of Security (works) shall be permitted to the licensee only once before release of connection.

A final bill shall be prepared by the distribution licensee after completion of work and necessary recovery or refund shall be made as per Regulation 34 of this Code.

The expenditure under this regulation shall be computed as under:

a) the applicant with load/demand exceeding 150 kW/kVA and with specified Supply Voltage of 11 kV (except consumers catered through 11 kV independent feeder under Regulation 35) shall be required to pay the expenditure incurred by the distribution licensee for providing the individual 11 kV service line to the premises of the applicant and proportionate cost of the common portion of the distribution main including breaker from the nearest feeding grid substation having power transformer of 33-66/11 kV or 132/11 kV or 220/11 kV, as the case may be, which is feeding the 11 kV line connected to the consumer premises. In case a new line has to be erected directly from the nearest feeding grid substation to the consumer premises then same shall be considered as Distribution Main and portion of the line from last pole to consumer premises shall be considered as Service line. In case the existing 11 kV distribution main is required to be augmented/extended or a new 11 kV line/plant is to be erected for bifurcation of existing line to release the demand of an applicant then such work shall be carried out by the distribution licensee at its own cost provided the applicant pay the full cost of service line and proportionate cost of the common portion of the augmented/extended/new distribution main including breaker as per the standard cost data approved by the Commission.

   Provided that the applicant for a new connection with total demand exceeding 4000 kVA but not exceeding 5000 kVA shall pay actual full cost of providing 11kV supply including cost of the breaker. In case the 11 kV supply line is used subsequently to feed any other applicant/consumer having load/demand exceeding 150 kW/kVA, the proportionate cost recovered from the subsequent applicants/consumers shall be accounted for as per Regulation 35(5) of this Code.

b) The applicant with specified voltage of 33/66 kV, shall be fed from nearest 132/220 kV grid substation. The applicant shall pay the expenditure of providing the 33/66 kV individual service line from the feeding 132/220 kV substation to the premises of the applicant along with cost of bay at feeding

substation as per the standard cost data approved by the Commission. However, the distribution licensee, if technically feasible, may extend the 33/66 kV line from the nearest 33/66 kV radial/ring main substation (hereinafter referred to as 'in-between substation') to the premises of the applicant provided the applicant pay the expenditure of such individual 33/66 kV service line from 'in-between substation' to the premises of the applicant including bay at 'in-between substation' and proportionate cost of the common portion of 33/66 kV line from 'in-between substation' to the 132/220 kV 'feeding substation' including proportionate cost of one bay at the feeding 132/220 kV substation and one common incoming bay at 'in-between substation' as per the cost data approved by the Commission.

c) The applicant with specified voltage of 132/220/400 kV, shall be fed from nearest 132/220/400 kV grid substation, as the case may be, and applicant shall be liable to pay cost of service line including cost of bay at the feeding 132/220/400 kV substation, as the case may be and proportionate cost of common portion of the transmission line including bay(s) on normative basis, as may be approved by the Commission in the standard cost data.

For EHT consumers, where 132/220/400 kV transmission system is involved, the distribution licensee in co-ordination with transmission licensee shall estimate the amount of Security (works) on basis of initial estimate of works involved or as per the feeding arrangement approved in the feasibility clearance as per the cost data approved by the Commission. The distribution licensee shall be responsible to recover the amount from the consumer and transfer the cost that may be incurred by the transmission licensee including proportionate cost of transmission assets to transmission licensee for execution of work, within 15 days of the receipt of amount from applicant. After receipt of the amount by the transmission licensee, it shall be the responsibility of the transmission licensee to complete the related transmission works within the time period specified in Regulation 21 of these regulations failing which the transmission licensee shall be liable to pay penalty/interest on Security(works), as applicable, for delay as specified in these regulations.

d) In case, the 11/33 kV line (except 11 kV independent feeder under Regulation 35 of this Code) whose entire cost including cost of breaker/bay has been paid by a consumer, is tapped to feed another applicant/consumer, such subsequent applicant shall pay entire cost of service line up to his premises and proportionate cost of the common portion of the line up to feeding station, including breaker/bay, as per the cost data approved by the Commission. The proportionate cost of common portion of the line and the breaker/bay, recovered from the subsequent applicant(s) shall be refunded to 1st consumer through adjustment in the energy bills starting from immediate subsequent bill but shall be limited to the total cost of the common portion of the line deposited by the 1st consumer less proportionate cost of the common portion corresponding to his load/demand as per the cost data approved by the Commission. However, the 1st consumer has the option not to claim proportionate cost of the common portion of line of subsequent applicant(s) from the distribution licensee and in such case, he shall be entitled to extend his

load/demand in future up to the original capacity of the line without payment of charges. Before taking up the work for connecting the second consumer/applicant to such line, the distribution licensee shall intimate the 1st consumer in writing and get the option exercised regarding claiming of proportionate cost of the line.

e) Where double circuit towers/multi- circuit supports are provided for erecting a single circuit line, the concerned applicant shall be charged the cost of single circuit tower/supports only as per the cost data approved by the Commission.

f) The creation of new grid sub-station or augmentation of existing grid sub-station or shifting/erection of bays and/or alteration/modification of existing works etc., if required, shall be carried out by the licensee at its own cost.

(2) Agriculture Pump Set (A.P. Supply):

The applicant seeking a new connection under AP category shall pay charges (per BHP/kW) as per Standard Cost Data approved by the Commission. Such charges shall be payable where length of the required service line is up to five hundred metres. In case a service line of more than 500 meters is required for release of a connection, the applicant shall also be liable to pay variable charges for additional length of service line along with per BHP/kW charges at the rates approved by the Commission.

Provided that in case of out of turn release of connection or extension in load as per the State Government policy, the applicant shall be liable to pay cost as may be approved by the Commission.

(3) Street Lighting:

The applicant seeking connection under Street Light category (LT) shall execute all the works at its cost including the cost of all the fittings/lamps and brackets etc. and its replacement thereafter. The applicant shall pay all the expenses incurred by the distribution licensee to release connection.

(4) Captive Power Plants (CPP)/Co-generation Plants/New & Renewable Sources of Energy (NRSE) Plants/Independent Power Producers (IPPs)

The recovery of Service Connection Charges/expenses in case the owner of CPP/Co-generation Plant/ NRSE Plant/IPP requests for release of load/demand to meet his requirements (other than start up power) shall be regulated as under:

(i) In case the load/demand can be fed from the line erected at the cost of the applicant and used for evacuation of power from these plants, no Service Connection Charges/expenses for release of such load/demand shall be recoverable by the distribution licensee from the applicant.

(ii) In case the evacuation line used for feeding the load/demand has been erected at the cost of the distribution licensee then cost of the line including breaker/bay, as applicable, shall be recoverable from the applicant if the voltage rating of the evacuation line is same as specified voltage prescribed for the release of applied load/demand as per Regulation 5(2) of this Code.

(iii) In case the voltage rating of the evacuation line used for feeding the load/demand is of voltage rating higher than the specified voltage prescribed for release of such load/demand as per Regulation 5(2) of these regulations and has been erected at the cost of the distribution licensee then if the applicant opts for release of

connection from such line, the applicant shall be required to pay kW/kVA charges, as approved by the Commission, for load/demand not exceeding 150 kW/kVA. However, in case the load/demand exceeds 150 kW/kVA then the applicant shall pay the normative total cost of the line including breaker/bay corresponding to the voltage rating of the line required to cater the sanctioned contract demand of the applicant as per Standard Cost data approved by the Commission.

33. FOR ADDITIONAL LOAD/DEMAND

(1) Domestic, Non-Residential, Industrial, Bulk Supply, Railway Traction, AP High Tech/High Density Farming and Compost plants/solid waste management plants for municipalities/ urban local bodies categories:

(i) Supply for Load/Demand not Exceeding 150 kW/kVA

The consumer of above mentioned categories requesting the distribution licensee for extension in load/demand with total load/demand, including extension, not exceeding 150 kW/kVA, shall be required to pay only the per kW/kVA charges for additional load/demand only. The slab rate for these charges shall be as applicable for the slab corresponding to total load as per Standard Cost Data approved by the Commission from time to time.

Provided that in case there is change in the specified Supply Voltage of the consumer due to additional demand (LT to HT), the consumer shall be liable to pay expenditure as per Regulation 32(1)(i) of these regulations treating it as a new connection.

Provided further that in case of electric connection outside village phirni, where the length of the existing service line is more than 500 meters and additional load/demand necessitates augmentation of the existing service line, the applicant/consumer, in addition to per kW/kVA charges for the additional load/demand, shall also be required to pay variable charges for the length of service line beyond the specified limits of 500 meters, at the rates approved by the Commission. However, if no augmentation of existing service line is required then the consumer/applicant shall pay only kW/kVA charges for the additional load.

(ii) Supply where Total Load/Demand Exceeds 150 kVA

Where the total demand including existing demand of above mentioned categories exceeds 150 kVA, the HT/EHT consumer shall pay the cost of augmentation of individual service line, if any, and the proportionate cost of the common portion of distribution main upto the feeding substation including breaker/bay, as the case may be, for only the additional demand, as per the standard cost data approved by the Commission.

The distribution licensee on the basis of initial estimate of works involved or as per the feeding arrangement approved in the feasibility clearance shall estimate the amount of Security (works) in accordance with the rates and methodology approved by the Commission in the cost data and shall be got deposited from the applicant. The execution of work for release of additional load/demand shall be taken up after the compliance of demand notice by the applicant. However, the execution of the work, on the request of the applicant, shall be taken up

immediately after deposit of Security (works) by the applicant pending submission of test report. The detailed estimate as per the prevailing material cost and actual work involved shall be prepared by the distribution licensee and got sanctioned from the competent authority thereafter. No additional demand for Security (works) shall be raised by the distribution licensee before completion of the work. A final bill shall be prepared by the distribution licensee after completion of work and necessary recovery or refund shall be made as per Regulation 34 of this Code.

Provided that in case the total amount of the sanctioned estimate as per the prevailing material cost and work involved exceeds the Security(works) deposited by the applicant/consumer by 30%, the distribution licensee may issue a supplementary demand notice for recovery of excess estimated amount. The applicant shall be provided at least 15 days to deposit the additional Security (works). The time period for completion of work as per Regulation 21 shall be deemed to have been extended accordingly. Such revision shall be permitted only once before release of connection.

Provided further that in case the common portion of the line is to be augmented/extended or a new line/plant is to be erected to release the additional demand, such work shall be carried out by the distribution licensee at its own cost provided the consumer requesting for additional demand pay the proportionate cost of the common portion of the line up to feeding substation including breaker/bay, as the case may be, for the additional demand only as per the Standard Cost data approved by the Commission.

Provided also that in case there is change in the specified Supply Voltage of the consumer due to additional demand, the consumer shall be liable to pay expenditure as per Regulation 32(1)(ii) of these regulations treating it as a new connection.

Provided also that where a 11/33 kV consumer or 66 kV consumer fed from in-between substation, having a sanctioned contract demand exceeding 150 kVA and who has paid the actual cost of HT/EHT service line and proportionate cost of common portion of line including breaker/bay at the time of release of connection, requests for additional demand and such demand can be fed from the same service line without any augmentation, then the HT/EHT consumer shall be liable to pay only the proportionate cost of common portion of HT/EHT line up to feeding sub-station including breaker/bay for the additional demand as per the Standard Cost data approved by the Commission.

Provided also that the applicants / consumers for a additional load/demand with total demand exceeding 4000 kVA but not exceeding 5000 kVA shall pay actual full cost of providing 11 kV supply including cost of the breaker less proportionate cost already deposited, if any, by the consumer.

Provided also that in case a HT/EHT consumer, fed directly from the feeding substation through a HT/EHT line whose entire cost including cost

of breaker/bay has been paid by a consumer, requests for additional demand, which can be released without augmentation of the line then such consumer shall not be liable to pay any charges for the additional load/demand.

Provided also that for application with specified voltage of 132/220/400 kV, the proportionate cost of common portion of the transmission line including bay(s) shall be calculated for the additional demand on normative basis, as may be approved by the Commission in the standard cost data.

Provided also that in case a 11/33 kV consumer covered under Regulation 32(1)(ii)(d) above or a 66 kV consumer existing as on the date of commencement of these regulations, who has paid the full cost of the line including bay/breaker at the time of release of his connection but has accepted the full proportionate cost of the common portion of the line recovered by the distribution licensee from the subsequent consumer(s) and requests for increase in load/demand at later stage which can be fed from the same line without augmentation then such consumer shall pay the proportionate cost of the common portion of the line as per the cost data approved by the Commission. In case of augmentation/bifurcation of line is required to release extension in load/demand, the consumer shall pay the actual expenses incurred by the distribution licensee to release the extension in load/demand. However, in case the 1st consumer has not claimed proportionate cost of the common portion of line of subsequent applicant(s) from the distribution licensee, he shall be entitled to extend his load/demand in future up to the capacity of the originally erected line to cater the demand without payment of charges.

However, creation of new grid sub-station or augmentation of existing grid sub-station, or shifting/erection of bays and/or alteration/modification of existing works etc., if required, shall be carried out by the licensee at its own cost.

(2) Agriculture Pump Set (AP Supply):

A consumer seeking additional load under this category shall pay charges (per BHP/kW) for additional load as approved by the Commission. These charges shall be payable where the length of the service line is up to five hundred metres.

Where the length of the existing service line is more than five hundred metres and the provision of additional load necessitates augmentation of the existing service line, the applicant shall in addition to BHP/kW charges for additional load, be required to pay the variable charges for the length of service line beyond the specified limit as indicated above at the rates approved by the Commission. However, if no augmentation of service line is required then the consumer shall only pay BHP/kW charges for additional load.

(3) Street Lighting:

The applicant seeking additional load under Street Light category, shall pay expenses as provided in standard cost data as approved by the Commission.

(4) Captive Power Plants (CPPs)/Co-generation Plants/New & Renewable Sources of Energy (NRSE) Plants/Independent Power Producers (IPPs)

The recovery of Service Connection Charges/expenditure in case of owner of CPP/Co-generation Plant/NRSE Plant/IPP requests for release of additional load/demand to meet his requirements (other than start up power) shall be regulated as under:

(i) In case the consumer presently running from another source of supply, requires extension of demand from evacuation line erected at the cost of the consumer then same shall be treated as new connection and dealt with as per Regulation 32(4)(i) of this Code.

(ii) In case the total load/demand including additional load/demand can be fed from the evacuation line erected at the cost of the consumer and used for evacuation of power from these plants as per Regulation 32(4)(i) above, no Service Connection Charges/expenditure for release of such additional load/demand shall be recoverable from the applicant. However, if augmentation is required, the same shall be carried out at the cost of the applicant.

(iii) In case the additional load/demand can be fed from the evacuation line whose cost has been recovered from the consumer as per Regulation 32(4)(ii) above, no Service Connection Charges/expenditure shall be recoverable by the distribution licensee from the applicant. However, if augmentation is required, the same shall be carried out at the cost of the applicant

(iv) In case additional load/demand is to be released from the line as per Regulation 32(4)(iii) above, then the consumer shall be required to pay kW/kVA charges for additional load/demand at the slab rate applicable for total load/demand not exceeding 150 kW/ kVA as per Standard Cost Data.

In case the total load/demand exceeding 150 kW/kVA can be released from the line whose normative total cost has been recovered from the consumer as per Regulation 32(4)(iii) above, no amount shall be recoverable from the consumer. In case there is change in the specified supply voltage of the consumer due to additional demand and is same as voltage rating of the evacuation line then cost of the evacuation line including breaker/bay, as applicable less cost already deposited as per Regulation 32(4)(iii), shall be recoverable from the applicant. However, if specified supply voltage of the consumer due to additional demand changes but is still less than voltage rating of the evacuation line then consumer shall have to pay normative total

cost of the line including breaker/bay corresponding to the voltage rating of the line required to cater the sanctioned contract demand of the applicant as per Standard Cost data approved by the Commission less cost already deposited as per Regulation 33(4)(iii).

34. SECURITY (WORKS) FOR THE ELECTRIC LINE OR ELECTRICAL PLANT

(1) The distribution licensee shall be entitled to get Security (works) deposited from an applicant as provided in Regulations 32(1)(ii) and 33(1)(ii) of this Code against estimated expenditure for providing electric line or electrical plant, as the case may be, worked out on the basis of Standard Cost Data and communicated to the applicant through a Demand Notice. However, where double/multi-circuit towers/supports are used for erecting a single circuit line/feeder for the applicant, the cost of only single circuit towers/supports shall be recoverable.

(2) After deposit of Security (works) by the applicant as per sub-regulation (1) of this regulation, the distribution licensee shall take up the work and initiate other necessary steps for effecting supply of electricity within the time limits as specified in Regulation 21 of this Code.

(3) If the applicant fails to deposit Security (works), the distribution licensee may not take up the work of providing electric line or electrical plant, as the case may be, for effecting supply of electricity to such applicant.

(4) In case release of new connection or extension in load/demand is delayed beyond the period as specified in Regulation 21 or such period as may be allowed by the Commission, the distribution licensee shall pay interest on Security (works) for the period of delay beyond the specified period at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable. This shall be in addition to a compensation payable by the distribution licensee under Regulation 6(11) read with Annexure-4 of this Code.

(5) The distribution licensee shall maintain a record of expenditure incurred for providing an electric line or electrical plant for supply of electricity to the applicant.

(6) After execution of work of the electric line or electrical plant as the case may be, the distribution licensee shall be entitled to demand from the applicant the total amount of expenditure actually incurred (recoverable amount) and adjust Security (works) against such recoverable amount. In the event of Security (works) being in excess of the recoverable amount, the excess amount shall be determined by the distribution licensee within sixty (60) days from the date of release of connection and refunded by adjustment against electricity bills of the immediately succeeding months. In case the distribution licensee fails to refund the excess amount within the stipulated time and adjust it against electricity bills of the immediately succeeding months, the distribution licensee shall be liable to pay interest on the excess amount at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable for the period of delay of the date of release of connection beyond the stipulated time till the excess amount is adjusted. The amount of such interest shall be adjusted against the electricity bills thereafter.

(7) In case the recoverable amount from the applicant works out to be more than Security (works), then a notice shall be served on the applicant specifying such amount and

requiring him to deposit the balance amount after adjusting the security (works). In case the applicant fails to deposit the balance amount within a period of thirty (30) days of the notice, the applicant shall, for the period of delay, be liable to pay interest on the balance amount at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable. This shall be in addition to the licensee's right to disconnect supply of electricity if it has already been provided.

35. INDEPENDENT 11 kV FEEDER

(1) Consumers with specified voltage of 11kV and running essential services or continuous process industries and other Industrial consumers with a contract demand exceeding 5000 kVA but catered at 11 kV by paying voltage surcharge due to constraint as per Regulation 5(2) of this Code, may apply for an independent 11 kV feeder to avail the benefit of continuous supply of electricity provided the applicant/consumer agree to pay the cost of the independent feeder from the feeding sub-station including breaker and establishment charges at the rate of 16% of the cost of material and labour.

[Explanation: The continuous supply of electricity shall mean supply to the consumer without application of regulatory measures viz power cuts, off days etc. as applicable to general category consumers except as specifically approved by the Commission under section 23 of the Act.]

(2) When a consumer getting supply from an existing common feeder is allowed an independent feeder, the cost incurred in converting the existing feeder into an independent feeder including the cost of shifting the supply system of other consumers connected to the existing feeder shall be payable by that consumer. A consumer requiring supply from an independent feeder who has initially paid only proportionate cost of mains/common line including breaker/bay as per Regulation 32 of this Code shall be further liable to pay cost of the line including breaker after adjusting the cost already paid.

(3) The independent feeder provided at the cost of a consumer shall not be tapped/extended to provide supply to any other dis-similar consumer. However, if such tapping has to be resorted on account of technical constraints, then it shall be effected in such a way that an independent feeder of essential service consumer is tapped/extended for another essential service consumer only. Similarly, an independent feeder of a continuous process industrial consumer shall be tapped/ extended for another continuous process industrial consumer only.

(4) In the event of tapping /extending an independent feeder, the consumer getting the benefit of independent feeder by tapping/ extending shall be liable to pay proportionate cost for common portion of feeder including breaker at the feeding sub-station as per the cost data approved by the Commission in addition to actual cost of independent portion/section of service line.

(5) The proportionate cost of common portion of feeder recovered from 2nd and/or subsequent consumer(s) shall be refunded to 1st consumer through adjustment in the energy bills starting from immediate subsequent bill but shall be limited to the total cost of the common portion of the line deposited by the 1st consumer less proportionate cost of the common portion corresponding to his load/demand as per the cost data approved by the Commission. However, the 1st consumer has the option not to claim proportionate cost of

the common portion of line of subsequent applicant(s) from the distribution licensee and in such case, he shall be entitled to extend his load/demand in future up to the original capacity of the line without payment of charges.

Provided that in case a consumer, who has paid the full cost of the line including bay/breaker at the time of release of his connection but has accepted the full proportionate cost of the common portion of the line recovered by the distribution licensee from the subsequent consumer(s), as mentioned above, requests for increase in load/demand at later stage which can be fed from the same line without augmentation then such consumer shall pay the proportionate cost of the common portion of the line for additional demand as per the cost data approved by the Commission. In case augmentation/bifurcation of line is required to release the extension in load/demand then the consumer shall pay the actual expenses incurred by the distribution licensee to release the extension in load/demand.

(6) Distribution Licensee shall intimate the original consumer regarding congestion in and around the substation and the proposal of tapping his independent feeder. The cost of common portion payable by 2nd and or subsequent consumer shall also be intimated to the concerned consumer.

(7) Where multi- circuit supports are provided for erecting a single circuit independent feeder, the concerned consumer shall be charged the cost of single circuit supports only as per the cost data approved by the Commission.

36. STANDARD COST DATA

(1) The distribution licensee shall submit data after every three years in respect of:

(i) per kW/kVA charges for the cost of service connection to different categories consumers, as specified;
(ii) the proportionate cost of main/sub main and breaker/bay at the feeding sub-station payable by different categories of applicants;
(iii) per BHP/kW charges under the AP category;
(iv) standard rates for providing new feeder/augmentation of existing feeders (per kM/kVA basis) for different capacities and at different voltages;
(v) 'System Loading Charges' to be recovered from developers of colonies/complexes; and
(vi) any other data as may be required by the Commission.

(2) The Commission shall thereafter approve the rates with or without modification and the distribution licensee shall place the rates approved by the Commission on its website and also publish the same in leading newspapers of Hindi, English and Punjabi language within 7 days of its approval.

(3) The rates approved by the Commission in the standard cost data under sub-regulation (2) of this regulation shall continue to be in force till these are amended or modified by the Commission either on the request of the licensee or suo-motu.

Provided that the fixed kW/kVA charges or KM-kVA charges as proportionate cost on normative basis shall be increased annually as may be decided by the Commission while approving the Cost data to neutralize cost escalation.

37. REFUND OF SERVICE CONNECTION CHARGES/ SECURITY (WORKS)

(1) On Withdrawal of Application by Applicant/Consumer with load/demand not exceeding 150 kW/kVA:

(i) If an applicant/consumer with load/demand not exceeding 150 kW/kVA declines to take supply after the deposit of Service Connection Charges and works have been taken in hand by the distribution licensee, the expenditure incurred by the distribution licensee for erection and dismantlement of works (if any) shall be deducted from the Service Connection Charges and balance amount refunded to the applicant/consumer through any approved electronic means. However, if erection and dismantlement charges are more than the Service Connection Charges, the applicant/consumer shall be liable to pay balance amount to the licensee.

(ii) If the applicant withdraws before starting the work of laying of electric line/plant or creating any other facility for extending supply, the full amount shall be refunded.

(2) On Withdrawal of Application by Applicant/Consumer with load/demand exceeding 150 kW/kVA

In the event of an applicant/consumer with load/demand exceeding 150 kW/kVA withdrawing the application for new connection/extension in load;

(i) Security (works) deposited by the applicant/consumer shall be refunded in full where no expenditure has been incurred by the distribution licensee for supply of electricity.

(ii) In cases where works have been taken in hand and some expenditure has been incurred by the distribution licensee for supply of electricity, the erection and dismantlement charges so incurred shall be deducted from Security (works) and the balance amount shall be refunded to the applicant/consumer.

(iii) In cases where works for supply of electricity have been completed by the Distribution Licensee, no amount of Security (works) shall be refunded. Provided that where the erection and dismantlement charges is less than the amount of Security (works), the excess amount of Security (works) over and above the expenditure shall be refunded to the applicant/consumer as per Regulation 34 of this Code. If the expenditure is more than the amount of Security (works), the excess amount of actual expenditure over and above the Security (works) shall be payable by the consumer/applicant.

(3) On Withdrawal of Application for Temporary Connection.

UNCONTROLLED COPY Uttar Pradesh Compliance

In case of withdrawal of application for temporary connection after compliance of demand notice, the following procedure shall be adopted for refund of Security (works):

(i) If the application is withdrawn before the due date by which supply of electricity is required or time frame fixed as per Regulation 17(7), whichever is later and no work has been undertaken by the distribution licensee, the entire Security (works) shall be refunded.

(ii) If the application is withdrawn before the due date by which supply of electricity is required or the time frame fixed as per Regulation 17(7), whichever is later and works have been taken up, the expenditure incurred by the distribution licensee on the erection and dismantlement of works shall be deducted from the Security (works) and the balance amount shall be refunded.

(iii) If a distribution licensee fails to release the connection by the due date or time frame fixed as per Regulation 17(7), whichever is later and the application is withdrawn thereafter, Security (works) shall be refunded in full.

(4) The refund of Service Connection Charges/Security (works) as per sub-regulation (1) to (3) above of this regulation shall be affected within thirty (30) days of receipt of request from the applicant/consumer where work has not yet started. However, if work has started then refund shall be made within 60 days. In case a distribution licensee fails to refund Service Connection Charges/Security (works), as the case may be, within the stipulated period, the licensee shall pay interest at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable for the period of delay beyond stipulated period.

38. REFUND OF SECURITY (METER)

(1) Security (meter) shall be refunded in full in all cases specified in Regulations 37(1) to 37(3) of this Code provided that meter is in healthy condition.

(2) The refund of Security (meter) shall be made within thirty (30) days of receipt of request from the applicant. In case a distribution licensee fails to refund Security (meter) within the stipulated period, he shall for the period of default starting from the 31st day of the date of withdrawal of application till the date Security (meter) is refunded, be liable to pay interest at Bank Rate (as on 1st April of each year) as notified by RBI plus 2%.

CHAPTER-VI

SUPPLY, INSTALLATION, TESTING AND REPLACEMENT OF METERS – OVERHAULING OF ACCOUNTS.

39. METERING

(1) Requirement of Meters

(i) All meters shall conform to CEA (Installation and operation of Meters) Regulations 2006, as amended from time to time. The term meter shall also

include, wherever applicable, other equipment such as Instrument Transformer i.e. 'Current Transformer' (CT) or 'Current Transformer' (CT) and 'Capacitor Voltage Transformer' (CVT) or 'Current Transformer' (CT) and 'Inductive Voltage Transformer' (IVT), necessary for the purpose of measurement.

(ii) All consumers in areas with communication network, shall be supplied electricity with Smart Meters working in prepayment mode, conforming to relevant IS, within the timelines as specified by the Central Government. All new connections shall be released with smart meters working in prepayment mode:

Provided that all consumer connections having current carrying capacity beyond that specified in relevant IS, shall be provided with meters having automatic remote meter reading facility or Smart Meters as per relevant IS.

Provided further that in areas which do not have communication network, installation of prepayment meters, conforming to relevant IS, shall be as may be allowed by the Commission.

Provided also that any exception to the smart meter or prepayment meter shall have to be duly approved by the Commission. The Commission, while doing so, shall record proper justification for allowing the deviation from installation of the smart pre-payment meter or pre- payment meter.

[**Note:** As per IS 16444 part-1, the whole current smart meters can be installed in prepaid mode only on LT consumers (both single and three phase) with load not exceeding 100 Amperes.

The LT- CT operated meters or HT CT/PT operated meters shall be used as per IS 16444 part 2. Such meters cannot be used in prepaid mode.]

(2) Supply and Installation of Meters

(i) The Consumer meter shall generally be owned by the licensee and the consumer shall pay the monthly rental for such equipment at rates specified in the Schedule of General Charges approved by the Commission. However, a consumer/applicant may opt to purchase the meter, MCB or CB and associated equipment himself at the time of submission of A&A form for release of new connection. The distribution licensee shall ensure that tested and sealed meters of make, specifications and of approved meter manufacturers are available to consumers for purchase. The information of the make and specifications and places from where the consumers can purchase the metering equipment of approved vendors should be made available by the distribution licensee on its website. The consumer/applicant shall deposit the meter along with the requisite installation fee at the notified office. Once the meter is deposited by the consumer, the distribution licensee shall test, seal and install the meter within 10 days. In such a case, the

distribution licensee shall not charge any monthly rental for the meter including metering equipment and no Security (meter) shall be recovered from the applicant/consumer.

Provided that in case the licensee has engaged the services of Advanced Metering Infrastructure Service Provider to provide Advanced Metering Infrastructure services for an Advanced Metering Infrastructure project area, the ownership of meters shall remain with Advanced Metering Infrastructure Service Provider during the contract period.

(ii) The consumer meter shall be installed by the distribution licensee either at the consumer's premises or outside the consumer premises. The meter at the consumer premises shall be installed preferably at the entrance of the premises according to mutual convenience of the distribution licensee and the consumer. As provided in Regulation 13(2) & 13(3) of the CEA (Installation and Operation of Meters) Regulations, 2006, as amended from time to time, the consumer shall, as far as circumstances permit, take precautions for the safety of the consumer meter installed in his premises belonging to the licensee. The licensee shall be responsible for the safety of the consumer meter located outside the premises of the consumer and the consumer shall be responsible for the safety of the in home display unit installed by the licensee in consumer premises.

(iii) In case a meter is installed outside the premises of a consumer, the service cable from the outgoing terminals of the meter to Miniature Circuit Breaker/main switch installed at the consumer premises shall be provided and maintained by the distribution licensee at its own cost.

As provided in Regulation 7 of CEA (Installation and Operation of Meters) Regulations, 2006, as amended from time to time, where the licensee installs the consumer meter outside the premises of the consumer then the licensee on a request from consumer shall provide in home display unit at the premises of the consumer for his information to indicate the electricity consumed by the consumer;

Provided that for the purpose of billing, the reading of consumer meter shall be taken into account.

Provided further that the entire cost of installing the meter outside the premises and providing a display unit within the premises shall be borne by the Distribution Licensee. However, the cost of display unit shall be treated as part of the meter cost while determining meter rentals.

Provided also that the location of meter and height of meter display from floor shall be as specified in IS 15707, as amended from time to time.

Provided also that for outdoor installations, the meters shall be protected by appropriate enclosure of level of protection as specified in IS 15707, as amended from time to time.

(iv) The cost of shifting of already installed meters from inside the premises of consumer to outside or vice-versa, wherever required by the distribution licensee shall be borne by the licensee.

(v) In the case of multi storey buildings/apartments, meter may be installed near the entrance of the complex/apartment or at any other convenient common space provided that the cost of infrastructure from the premises of a consumer to the common space is borne by the owner/promoter or an association/society of occupants/owners that may be formed in the complex. In such a case, the owner/promoter or association/society would also be required to ensure protection of the meter from theft or damage.

(vi) The distribution licensee before introducing any new technology in metering or changing specifications which may affect the billing of the consumers, shall inform the consumers through public notice in at least three leading Newspapers of the State indicating salient features of the new meter and necessary guidelines for its usage.

Provided that the meter including any metering equipment conforms to the provisions of CEA Metering Regulations.

(vii) In case of pre-payment meters, it shall be ensured by the licensee that:

a) there is arrangement for recharge of the credit in the meter by the consumer online and offline within area of his supply.

b) the meter shall set off alarm when the balance amount in the meter account has reached the threshold amount defined by the consumer.

c) the electricity supply shall be automatically cut-off once the credit gets exhausted in the meter and there shall be no requirement of 15 days notice. This shall not be treated as disconnection and the supply shall be resumed automatically on recharging. No reconnection fee shall be recovered.

d) In case of offline recharge for pre-payment meter, the recharge coupon shall have validity of three months after which the same shall be required to be revalidated.

e) adequate number of vending machines for facilitating recharge of coupons in addition to the facility of online recharge shall be provided.

f) there is vending system interoperability so that consumer shall not have any problem in getting recharge coupon from anywhere through any mode as per the availability of the service. It shall be possible to recharge coupon for different make of meters from any vending station.

Provided that in case of pre-paid meter, a rebate of 2 % shall be allowed on the energy charges.

(viii) Wherever new meter/metering equipment is installed, the meter shall be sealed by the distribution licensee immediately thereafter in the presence of the consumer. The sealing of the consumer meter shall be governed as per Regulation 12 of CEA (Installation and Operation of Meters) Regulations, 2006, as amended from time to time. No liability shall be cast on the consumer in case of delay in affixing of the seals by the licensee. The seals of the meter shall be removed only by the licensee, as and when required and no consumer shall tamper with, break or remove the seal(s) under any circumstances.

(3) Testing of Meters

(i) It shall be the responsibility of the distribution licensee to satisfy itself regarding the accuracy of a meter before it is installed for the consumer.

(ii) The distribution licensee shall set up such number of accredited testing laboratories or utilize the services of other testing laboratories accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL) as the Commission may require. The distribution licensee shall take immediate action to get the accreditation of existing meter testing laboratories at Zonal headquarters or as may be directed by the Commission from time to time from NABL, if not already done.

(iii) After testing in the laboratory, the body of the meter shall be duly sealed by an officer(s) authorized by the distribution licensee.

(iv) Testing of meters shall be done by the distribution licensee within thirty days of receipt of the complaint from the consumer about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter and the like.

(v) The Commission may also require the distribution licensee to undertake third party testing of meters/metering equipment installed at the consumers' premises.

(vi) The distribution licensee shall also conduct periodical testing of the meters/metering equipment installed at the consumers' premises as specified in CEA (Installation and operation of Meters) Regulations 2006, as amended from time to time and carry out recalibration, if required.

(vii) Testing of Inaccurate Meter

a) The distribution licensee shall have the right to test any consumer meter and related equipment, either at site or in the laboratory, if there is a reasonable doubt about its accuracy and the consumer shall co-operate with the distribution licensee in conducting the test. The consumer shall

have the right to be present during such testing. A copy of the test results indicating the accuracy of the meter shall be provided to the consumer. In case the meter is found to be beyond the limits of accuracy as prescribed in relevant Indian Standards, the account of the consumer shall be overhauled as per Regulation 39(4)(i) of this Code.

b) A consumer may also request the distribution licensee to test the meter, if he doubts its accuracy. No test fee shall be charged from the consumer at the time of reporting.

Provided that in case of complaint from the consumer regarding their meter readings not being commensurate with his consumption of electricity, the distribution licensee shall install an additional meter within 5 days from the date of receipt of the complaint, to verify the consumption, for a minimum period of 3 months. A copy of the test results indicating the accuracy of the meter shall be provided to the consumer immediately.

c) If after testing, the meter is found to be correct then the consumer shall be charged testing fee as per Schedule of general Charges in the electricity bill for the immediately succeeding billing cycle.

d) In case a consumer is not satisfied with the site testing of the meter installed in his premises or the meter cannot be tested by the distribution licensee at site then the meter shall be removed and packed/sealed in the presence of consumer/ authorized representative or the occupier of the premises for testing in the laboratory and another duly tested meter shall be installed at the premises of such a consumer. In the event the distribution licensee or the consumer apprehends tampering of meter and/or its seals then the packing containing the meter shall be jointly sealed by the distribution licensee and the consumer/authorized representative or the occupier of the premises.

e) In case of testing of a meter removed from the consumer premises in the licensee's laboratory, the distribution licensee shall communicate the date and time for such test to the consumer through any electronic means viz registered e-mail or SMS on registered mobile or by any other approved means as specified in this Code so that the said consumer may be present

during testing. The seals shall be removed/broken in the presence of the consumer or his/her authorised representative and testing undertaken in the laboratory/accredited laboratory of the distribution licensee within fifteen (15) days from the date of removal of meter from consumer's premises. However, such testing after removal of seals can be carried out by the distribution licensee in the absence of consumer if he/she fails to associate with testing even after issue of written notice or he/she gives his/her written consent for such testing without his/her presence. The signature of the consumer, or his authorized representative, if present, would be obtained on the test results sheet and a copy thereof would be supplied to the consumer. If the meter is found to be inaccurate or tampered, the same shall be re-packed & sealed and kept in safe custody till disposal of case in order to preserve evidence.

f) If a consumer disputes the results of testing, the meter shall be tested at a third party testing facility selected by the consumer from the list of third party testing agencies approved by the Commission. If it is successfully established that the results of this test are contrary to the results of the test performed by the distribution licensee, then the cost of undertaking such test shall be borne by the distribution licensee. However, in case it is established that the results of this test are similar to the results of the test performed by the distribution licensee as per sub-clause (e) of this clause, then the cost of undertaking such test shall be borne by the Consumer. The meter test results and the meter data shall be issued to the consumer after such test has been completed and the said results shall be final and binding on both the consumer and the distribution licensee.

(viii) Testing of Defective/ Dead Stop/Burnt/Stolen Meters

a) In case a consumer's meter becomes defective/dead stop or gets burnt, a new tested meter shall be installed within the time period specified in Standards of Performance on receipt of complaint or detection by the distribution licensee. In case of non-availability of meter, the supply of electricity to the premises shall be immediately restored even if direct supply is to be resorted to, till such time another tested meter is installed. Initially, no cost of meter shall be got deposited from the consumer by the distribution licensee. If on testing it is established that meter became defective or get burnt due to technical reasons, the licensee shall bear the cost of the meter. However, if on testing/investigation in the laboratory, the meter is found to be defective or burnt due to reasons attributable to the consumer, the distribution licensee shall debit the cost of the meter to the consumer who shall also be informed about his liability to bear the cost. In such cases the investigation report regarding reasons for damage to the meter must be supplied to the consumer within 30 days of meter

testing.

[**Note:** The defective meter means a meter where inaccuracy cannot be determined through testing either in laboratory or at site.]

Provided that if on testing it is established that the meter has been tempered or any intervention has been carried out to influence the working of the meter, the consumer shall be assessed and proceeded against as per provisions of the Act read with chapter VIII of this Code.

b) In case where a meter installed at a consumer's premises is reported to have been stolen, FIR to this effect shall be lodged by the consumer. If the meter is installed outside the consumer premises, the distribution licensee shall lodge FIR in such cases on receipt of intimation from the consumer or otherwise. The supply of electricity shall be immediately restored by the distribution licensee after verification of the complaint by installing another tested meter or by resorting to direct supply on consumer's request in case a meter is not available. The cost of the meter shall be recovered from the consumer through electricity bills of the immediately succeeding months, if the meter is installed in the premises of consumer. Where the stolen meter was installed outside the consumer premises, the cost of meter shall be borne by the distribution licensee.

(ix) In case the meter is owned by the consumer then the inaccurate /defective/dead stop/burnt meter has to be replaced by consumer at its cost. However, the licensee shall replace such meter immediately till consumer arranges his meter. The consumer in such case has the option to get the meter permanently installed from distribution licensee by paying Security (meter) and meter rental as approved by the Commission.

(4) Overhauling of Consumer Accounts

(i) Inaccurate Meters

If a consumer meter, on testing in the laboratory or at site or through check meter, as the case may be, as per Regulation 39(3)(vii) of this Code, is found to be beyond the limits of accuracy as prescribed in relevant Indian Standards, the account of the consumer shall be overhauled and the electricity charges for all categories of consumers shall be computed in accordance with the said test results for a period during which meter remained inaccurate provided the period during which the meter remained inaccurate is established beyond any doubt from the data downloaded from the meter or any other verifiable evidence subject to maximum of 12 months. The account shall be overhauled from the period immediately preceding the:

a) date of test in case the meter has been tested at site to the satisfaction of the consumer or replacement of inaccurate meter whichever is later; or

b) date the inaccurate meter is removed for testing in the laboratory of the distribution licensee.

Provided that where accuracy of meter is not involved and it is a case of application of wrong multiplication factor, the accounts shall be overhauled for the period this mistake continued subject to maximum of 3 years.

(ii) Defective or Inoperative (other than inaccurate)/Dead Stop/Burnt/Stolen Meters

The accounts of a consumer shall be overhauled/billed for the period meter remained defective or inoperative/dead stop subject to maximum period of six months. In case of burnt/stolen meter, where supply has been made direct, the account shall be overhauled for the period of direct supply subject to maximum period of three months. The procedure for overhauling the account of the consumer shall be as under:

a) On the basis of energy consumption of corresponding period of previous year.

b) In case the consumption of corresponding period of the previous year as referred in sub-clause (a) above is not available, the average monthly consumption of previous six (6) months preceding immediately the date the meter is found defective or Inoperative/Dead Stop/Burnt/Stolen during which the meter was functional, shall be adopted for overhauling of accounts.

Provided that in case of seasonal industry if data of corresponding period of previous year as per sub-clause (a) is not available then account shall be overhauled as per procedure specified under sub-clause (d).

c) If neither the consumption of corresponding period of previous year (sub-clause a) nor for the last six months (sub-clause-b) is available then average of the consumption for the period the meter worked correctly continuously for atleast 4 months during the year preceding the date meter is found defective or Inoperative/Dead Stop/Burnt/Stolen shall be taken for overhauling the account of the consumer except in case of seasonal industry where if data as per sub-clause (a) is not available then same shall be covered under sub-clause (d) directly.

d) Where the consumption for the previous months/period as referred in sub-clause (a) to sub-clause (c) is not available, the consumer shall be tentatively billed on the basis of consumption assessed as per Annexure-7 and subsequently adjusted on the basis of actual consumption recorded in the corresponding period of the succeeding year. In case of seasonal industries, the factor (L) i.e. load in the LDHF formula during non-seasonal period shall be considered as 10% of the sanctioned contract demand or maximum demand recorded during last one year, whichever is higher.

e) In case there is change of load/demand during the period of overhauling of

accounts then methodology as specified in clause (d) above shall be adopted for overhauling of account.

(iii) Bi-directional Meters

In case of defective or inoperative/dead stop bi-directional meter where prosumer is also exporting power to the licensee, the accounts of the prosumer shall be overhauled for the period the bi-directional meter remained defective or inoperative/dead stop subject to maximum of six months. The procedure for overhauling the account of the prosumer shall be as under:

a) In case the data regarding export and import of energy during corresponding period of previous year is available then the account shall be overhauled on the basis of export and import energy data during corresponding period of previous year.

b) In case the data regarding export and import of energy during corresponding period of previous year is not available as per sub-clause (a) above then the export and import of energy shall be the difference of consumption of the prosumer computed as per Regulation 39(4)(ii) of this Code and energy generated as per generation meter.

Provided that in case the data of generation meter is also not available then normative generation @ 3.5 units per kW per day as per MoP/GoI notification no S.O 4617 (E) dated 20.10.2023 shall be taken to assess the generation from SPV plant. This generation data shall be used to calculate export and import of energy.

(iv) Any evidence provided by the consumer about conditions of working and/or occupancy of the concerned premises during the said period(s) which might have a bearing on computation of electricity consumption shall, however be taken into consideration by the distribution licensee. In case it is established that premises was not occupied during which the meter remained inoperative defective or burnt or stolen then the account should be overhauled on the basis of fixed charges only for such period.

(5) Recovery/Refund of Charges

If a consumer is liable to pay an additional amount or entitled to refund in consequence of an overhaul of his account in accordance with Regulations 39(4) above, the distribution licensee shall effect recovery or adjust the excess amount in the electricity bills of the immediately succeeding months.

Provided that in case the refundable amount is more than average bill of the consumer for more than 3 billing cycles, the amount in excess of average bill for 3 billing cycles shall be refunded through cheque within 30 days failing which interest at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year shall be payable by distribution licensee to the consumer for the period of delay.

UNCOMPLYCATE Simplifying Compliance

CHAPTER VII

METER READING, BILLING, PAYMENT OF BILLS AND SETTLEMENT OF DISPUTED BILLS

40. RECOVERY OF ELECTRICITY CHARGES FROM CONSUMERS

(1) A distribution licensee may recover from a consumer any charges in respect of the supply of electricity as per General Conditions of Tariff and Schedules of Tariff. In addition, a consumer shall be liable to pay rent and/or other charges in respect of any electric meter or electrical plant provided by the distribution licensee as per Schedule of General Charges.

(2) Tariff for each category of consumers shall be displayed on distribution licensee's website and consumers shall be notified of change in tariff excluding fuel surcharge and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills or SMS.

(3) Consumers shall also be liable to pay the amounts chargeable by way of taxes, duties, octroi, cess etc. as may be levied by the State Government or any other competent authority.

(4) All consumers shall make payment for every billing cycle to the distribution licensee within the time and in the manner as specified in Regulation 41(15) at the notified offices of the distribution licensee or any other place or through any agency approved by the distribution licensee for the purpose or through approved digital mode.

(5) The Fixed Charges shall be payable by a consumer even if no electricity is actually consumed. Fixed charges shall also be payable on reconnection for the period the connection remained disconnected due to default on the part of consumer. However, for any delay in re-connection by distribution licensee, the consumer shall not be liable to pay Fixed Charges for such period of delay.

41. ELECTRICITY BILLS

(1) The distribution licensee shall prepare the bill for every billing cycle based on actual meter reading, except where pre-payment meters are installed. The electricity bill shall disclose the period of billing, date when the meter was read, the date of issue of bill, the due date for payment and the additional amount payable in case payment is delayed. The bill shall also include other particulars as detailed in Annexure-6.

(2) The bill cum notice for arrears in the case of under assessment or the charges levied as a result of checking etc. shall be initially tendered separately and shall not be clubbed with the current electricity bill. The arrear bill cum notice would briefly indicate the nature and period of the arrears along with calculation details of such arrears. If the arrears are not cleared by the consumer such arrears shall be indicated regularly in the subsequent electricity bills. However, in case arrear bill is included in the current energy bill at the first instance, the distribution licensee shall not be entitled to take any punitive action against the consumer for non- payment of such arrear amount along with the current energy bill.

(3) The meter shall be read at least once in every billing cycle on fixed date ($\pm$3 days) by an authorised representative of the distribution licensee. The distribution licensee may use handheld instrument, meter reading instrument (MRI), or wireless equipment for recording of the meter reading and/or for generation of spot bill;

Provided that if bills are prepared on the basis of AMR, MRI downloads etc and consumer requests for the reading data, the same shall be provided by the licensee to the consumer.

(4) In case of smart meters, the meter shall be read remotely at least once in a day and the other pre-payment meters shall be read by an authorised representative of the distribution licensee at least

once in every three months and the data regarding energy consumption shall be made available to the consumer, through website or mobile application or Short Message Service and the like, provided that the consumers having smart pre-payment meters shall also be given the data access for checking their consumption and balance amount atleast on daily basis.

(5) In case meter is installed outside the consumer's premises and a display unit installed inside the premises, the readings of the consumer meter and not the display unit shall be taken into account for billing purposes.

(6) In case meters are installed outside the consumer's premises in meter box or in the pillar box, it shall be duty of the meter reader to report any breakage of seal of meter box or lock of pillar box to the official in-charge of such meter box/pillar box. On receiving such report from the meter reader, it shall be the responsibility of the official incharge to inspect all the meters housed in such a meter box/pillar box to rule out any foul play or theft of energy by tampering etc. by any person. In case any theft of energy or any foul play is detected, further action as per this Code shall be initiated. After inspection, the meter box/pillar box shall be securely sealed/locked by the official incharge.

(7) Locked Premises

(i) In the event of anticipated long absence, a consumer may deposit in advance an amount equivalent to Fixed Charges along with meter rentals and any other applicable charges for the period of absence. In such cases when a consumer gives prior information in writing about his continued absence, the distribution licensee shall not send any notice or provisional bill to the consumer and his supply line shall not be disconnected. The interest on such advance payment of electricity bills shall be paid as specified in sub-regulation 16 of this regulation.

(ii) For post payment meters, if the premises is locked or the meter is inaccessible to the meter reader on two consecutive meter reading dates, the consumer shall have the option to send the picture of the meter indicating the meter reading and proof of the date of meter reading through registered mobile or through registered e-mail to the authorized office of the licensee or through online application of the licensee.

During the period a premises remained locked without intimation to distribution licensee or meter is inaccessible and the consumer failed to send the picture of the meter indicating reading as mentioned above, a provisional bill shall be issued in the manner prescribed in Regulation 39(4)(ii). The distribution licensee shall not generate more than two provisional bills for a consumer during one financial year. In case the meter remained inaccessible on third reading date, the distribution licensee shall issue a 10 days' notice to the consumer to ensure meter reading on the date and time mentioned in the notice failing which the connection shall be liable to be disconnected. In case the provisional billing continues for more than two billing cycles except under extraordinary situation due to force majeure, the consumer may refuse to pay the dues until bill is raised by the distribution licensee as per actual meter reading and no interest on delay in payment shall be leviable on such provisional bill. When the meter is ultimately read, the provisional bill shall be adjusted on the basis of actual consumption. In case payment of bill is not made by the consumer within stipulated time, interest on delay in payment shall be leviable as per the General Conditions of Tariff.

(8) Issue of Electricity Bills

(i) The distribution licensee shall issue bills to the consumer for the electricity supplied or for other services rendered on monthly basis.

Provided that the distribution licensee may continue to render bills to single phase DS/NRS consumers with load less than 7 kW or as may be permitted by the Commission with a periodicity of not more than two months.

Provided further that all consumers, irrespective of the load, having smart meters shall also be covered under monthly billing.

Provided also that bill may not be issued where Govt. intends to fully subsidize the electricity charges for any category of consumers but record of the energy consumed must be maintained.

Provided also that in case of pre-payment metering, the distribution licensee shall issue the bill, to the consumer, on his or her request.

Provided also that the electricity charges may be collected on a monthly basis from agricultural consumers charged at a flat rate and suitable entries made to that effect in a passbook to be provided by the distribution licensee to each such consumer. The passbook may also contain such other information as may be prescribed by the distribution licensee.

(ii) When supply to a new consumer is commenced in the middle of a billing cycle, all the fixed charges shall be levied on pro rata basis for the number of days for which supply is given during the billing cycle.

(iii) In case any tariff/other charges are made applicable in the middle of a billing cycle, the licensee shall raise the bill on a pro-rata basis.

(9) Govt. Subsidy

In the event of supply of electricity to any category of consumers being fully or partially subsidized by the State Government, payment of subsidy for such consumers to the distribution licensee shall be made by the State Government in the manner as may be specified by the Commission.

(10) Delivery of Bills:

(i) The bill shall be delivered to the consumer immediately in case of spot billing and in other cases the licensee shall ensure that the bill is delivered to the consumer within a period not exceeding 10 days from the date of meter reading except in case of supply through pre-payment meters.

Provided that the distribution licensee shall intimate the consumer about despatch of bill (other than spot bills) through SMS on registered mobile or registered email, or by both, immediately and the intimation shall consist of the details of bill amount and the due date for payment.

Provided further that the billing details of last one year for all consumers shall also be made available on the bill of the consumer.

(ii) The bills shall be sent to the consumers, either under certificate of posting or by hand delivery/courier service or through registered e-mail. The distribution licensee shall also upload bills on its website for information and payment by the consumers. In case of hand delivery, record of delivery of the bill shall be maintained at the designated office of the distribution licensee. The delivery of bill through registered e-mail shall be followed by SMS on the registered mobile.

Provided that where smart meter has been installed and distribution licensee has registered mobile number and e-mail Id of the consumer then the bill shall be sent through e-mail only followed by SMS.

(iii) The distribution licensee shall issue the first bill for a new connection within two billing cycles. In case the distribution licensee fails to render the bill within two billing cycles from the date of release of connection, in such case, on the request of the consumer the licensee

shall issue the bill within 7 days and the recovery of amount of bill may be made in interest free installments without any interest on unpaid bill amount.

Provided that in cases where the bill of any cycle could not be issued by the licensee due to any reason and the current bill is for more than one billing cycle, in such cases, on the request of the consumer, the recovery of amount of bill shall be made in installments without any interest on unpaid bill amount.

Provided further that in case the consumer defaults in making timely payment of installment(s) then he shall be liable to pay interest on unpaid bill amount as per General Conditions of Tariff.

(11) Duplicate Bill

The Distribution Licensee's notified offices shall maintain facilities to provide duplicate bills immediately on request from a consumer on payment of requisite fee as specified in Schedule of General Charges. Non-receipt of the bill, however, may not entitle a consumer to delay payment beyond the due date.

Provided that in case of non-receipt of bill, the consumer shall have the option to deposit the bill on self-assessment basis before the due date calculated on the basis of the consumption of corresponding month of the previous year. In case, the consumption of the corresponding month of the previous year is not available then average consumption of last six months shall be considered. The excess or deficit payment, as the case may be, shall be adjusted in the subsequent bill(s).

(12) Billing in case of Change of Occupancy

It shall be the responsibility of the owner/occupant of a premises to get a special reading done by the distribution licensee at the time of change of occupancy or on the premises falling vacant. The owner or occupier may request the distribution licensee in writing for a special reading at least 15 days in advance of such vacancy of the premises. The distribution licensee shall arrange a special reading and deliver the final bill, including all arrears till the date of billing, within 7 days of the meter reading. The final bill shall also include payment for the period between the date of special reading and the proposed vacation of the premises on a pro rata basis. On receipt of final payment from the consumer, the distribution licensee shall issue a No-Dues certificate to the consumer within 7 days from the receipt of final payment. However, issuing of NoC shall not debar the distribution licensee to recover additional amount if detected subsequently as permissible under law.

(13) If a consumer vacates any premises to which electricity has been supplied by a distribution licensee without paying all charges due from him in respect of such supply, or for the provision of an electricity meter, electric line or electrical plant, the distribution licensee may refuse to give him supply at any other premises in his area of supply until he pays the amount due and also may refuse to connect such premises either on request from existing consumer or on application for new connection by any person till all dues are cleared.

(14) In case of transfer of property by sale/inheritance, the purchaser/ heir shall be liable to pay all charges due with respect to such property and found subsequently recoverable from the consumer.

(15) Payment of Electricity Bills

(i) Payment of the bills by different categories of consumers shall be effected within a period of:

a) ten (10) days from date of delivery of the bills in the case of Large Supply, Medium Supply, Small Power supply industrial consumers and DS/NRS consumers covered under spot billing & where monthly bills are issued except consumers covered under sub-clause (d) below.

b) twenty one (21) days from date of delivery of the bills in case of Railway Traction, Large/Bulk Supply connections of Railways;

c) fifteen (15) days from date of delivery of the bills in case of all other categories of consumers except covered under sub-clause (a) & (d) and

d) thirty (30) days from date of delivery of the bills in case of Department of Water Supply and Sanitation (DWSS), Government of Punjab.

(ii) The payment of the bills shall be affected at the notified local collection centres of the distribution licensee or through authorized collection agencies or any other means notified by distribution licensee without payment of any extra collection fee on any working day during hours allocated for the purpose. In addition, the payment of bill can be made by the consumer through any approved digital mode.

(iii) If the due date indicated in the bill for payment is a Sunday or a Public Holiday declared by the State Government or if the distribution licensee's office is closed for any other reason, the succeeding working day shall be treated as the due date.

Provided that in case of payment to be made by a consumer through RTGS and the due date indicated in the bill for payment is a bank holiday/RTGS holiday then the succeeding bank working day shall be treated as the due date.

(iv) The bill shall be paid by the consumer in cash, by cheque payable at par, banker's cheque, demand draft, bank transfer, e-banking/credit/debit card or in such other manner, as the distribution licensee may prescribe.

Provided that the distribution licensee may not accept cash payment, if the total amount payable exceeds Rupees Five thousand (Rs. 5000/-) in case of monthly billing and Rupees ten thousand (Rs.10,000/-) in case of bi-monthly billing or the amount, as may be decided by the Commission from time to time.

Provided further that all payments exceeding Rs. 10,000/- (Rupees Ten Thousand only) or the amount, as may be decided by the Commission from time to time, shall only be accepted through e-banking, credit/debit card, RTGS, NEFT or any other approved digital mode. A rebate of 0.25% of the bill amount subject to maximum of Rs. 200/- shall be allowed to the consumer making payment through digital mode. The rebate shall be credited to the account of the consumer in the next bill.

Provided also that in case the consumer makes the payment through digital mode before the due date but there is delay in transfer of funds by the bank to the distribution licensee, no interest on delayed payment shall be recoverable from the consumer.

Provided also that for the consumers having period of 15 days or more for payment of bill, the due date for payment of bill through any approved means other than cash and digital mode shall be two working days prior to the due date as per clause (i) above of this sub-regulation. For consumers having period for payment less than 15 days, the due date through cash or any other approved means shall be same.

(v) The distribution licensee or his authorized collection agency shall issue a receipt to the consumer for payment of the bill. In case of payment made by cheque, the distribution licensee shall issue an acknowledgement of receipt of the cheque. A bank certificate indicating transfer of money to the licensee's account, shall be sufficient proof of payment.

(vi) In case the cheque tendered by a consumer is not honoured, action may be initiated by the distribution licensee treating it as a case of non-payment without prejudice to its right to take any action under the law. In case such default is repeated in any billing cycle during next 6 months, the licensee may not accept further payment through cheques from such a consumer

for a period of one year from the billing cycle of second default and the consumer may be required to pay the bill in cash or by demand draft or through any approved digital mode only as permissible under this code.

(16) Advance Payment of Electricity Bills

The consumer may deposit advance payment of future bills which shall be adjusted in the succeeding months. Any amount less than average bill amount of the consumer for one billing cycle shall not be considered as Advance Payment for the purpose of this regulation. The distribution licensee shall, continue to issue monthly/bimonthly bills which would indicate the amount adjusted and the balance amount of advance payment. The distribution licensee shall give interest on the advance payment at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable. The credit for the interest shall be given when the advance paid becomes zero or on 31st March whichever is earlier for such advance payment.

(17) Interest on delayed payment

(i) In case a consumer does not pay the bill or installment of the bill or an arrear bill by the due date, interest on delayed payment shall be payable as per General Conditions of Tariff approved by the Commission from time to time.

(ii) The unpaid amount of the arrears/current bill etc. shall be treated as part of next bill and shown as arrears in the bill.

(18) Adjustment of Amounts Paid

The amount paid by a consumer against a bill shall be adjusted as per priority stated hereunder:

(i) arrears as on thirty first of March of the previous financial year;

(ii) arrears accrued from first of April of the current financial year till the date of bill;

(iii) electricity charges for the current billing cycle; and

(iv) Any other charges or levies.

42. REVIEW OF SECURITY (CONSUMPTION) & PAYMENT OF ADDITIONAL SECURITY (CONSUMPTION)

(1) After release of connection, all consumers shall maintain as Security (consumption) with the distribution licensee an amount equivalent to consumption charges (i.e. fixed and variable charges as applicable to the relevant category) for two and a half months where bi-monthly billing is applicable and one and a half month in case of monthly billing, during the period of agreement for supply of electricity. The variable charges for calculating additional security (consumption) shall include Voltage Rebate, Voltage Surcharge, Single Point Rebate, but shall exclude FCA and ToD tariff. The electricity duty and other State Government levies shall not be considered while calculating additional security (consumption).

(2) Whenever spot billing is introduced for any category of consumers in any area of operation of the licensee or billing is carried out through AMR or online capturing of meter data through smart meter, the Security (consumption) shall be maintained on the basis of consumption charges for two months for bimonthly billing and one month for monthly billing categories. Excess amount of Security (consumption) in respect of existing consumers shall be refunded by the distribution licensee by adjustment against any outstanding dues and/or any amount becoming due to the distribution licensee immediately thereafter.

(3) The distribution licensee shall not be entitled to demand Security (consumption) from any applicant/consumer in case electricity is supplied through a pre-payment meter.

Provided that in the case a pre-payment meter is installed at the premises of an existing consumer, the distribution licensee shall refund the Security (consumption) including interest of such

consumer by adjustment against any outstanding dues and balance amount, if any, shall be refunded through cheque to the consumer within 30 days.

(4) The adequacy of the amount of Security (consumption) in accordance with Regulation 42(1) & 42(2) above shall be reviewed by the distribution licensee after every three years (preferably after revision of tariff for the relevant year) based on the average monthly consumption for the twelve months period from April to March of the previous year except for HT/EHT consumers in whose case review of Security (consumption) shall be carried out annually.

In case of new connection or extension in load/demand of an existing connection which is less than one year old, the first review shall be carried out only after 12 months consumption from April to March is available with the distribution licensee.

Provided that in case of reduction in load/demand by the consumer during the period from April to March of the previous year, the Security (consumption) shall be reviewed for the current year based on the consumption of the previous year extrapolated on the basis of the reduced load/demand.

(5) Notice for Additional Security (consumption)

(i) Based on a review as per Regulation 42(4) above, demand for shortfall or refund of excess Security (consumption) shall be effected by the distribution licensee from/to the consumer.

Provided, however, that if the Security (consumption) payable by the consumer is short or excess by not more than 10% of the existing Security (consumption), no action shall be taken.

(ii) If the Security (consumption) payable by a consumer after review as per Regulation 42(4) above is found to be short by more than 10% of the existing Security (consumption), the distribution licensee shall refund the excess amount to such consumer by adjustment against any outstanding dues and/or any amount becoming due to the distribution licensee immediately thereafter.

Provided that in case the refundable amount is more than average bill of the consumer of 3 billing cycles, the amount in excess of average bill for 3 billing cycles shall be refunded through cheque within 30 days failing which interest marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable shall be payable by distribution licensee to the consumer for the period of delay.

(iii) Where the consumer is required to pay the additional Security (consumption), the distribution licensee in case of consumers other than LT DS/NRS category, shall issue to the consumer a separate notice cum bill specifying the amount payable along with supporting calculations. In case of LT DS/NRS category consumers, the additional Security (consumption) payable or receivable by the consumer shall be depicted under a separate box in the energy bill

(iv) The consumer shall be liable to pay the additional Security (consumption) within thirty (30) days from the date of service of the notice or along with energy bill, as applicable.

(v) In the event of any delay in payment, the consumer shall for the actual period of default pay interest as applicable for delay in payment of energy bill as provided in General Conditions of Tariff without prejudice to the licensee's right to disconnect supply of electricity, under these Regulations.

(vi) In case, demand for additional security (consumption) is included in the current energy bill instead of separate notice cum bill consumers other than LT DS/NRS category as mentioned in clause (iii) above, then distribution licensee shall not be authorized to take punitive actions as provided in clause (v) above.

43. INTEREST ON SECURITY (CONSUMPTION) AND SECURITY (METER)

(1) The distribution licensee shall pay interest on Security (consumption) and Security (meter) at the Bank Rate (as on 1st April of the year for which interest is payable) as notified by RBI.

(2) The interest on Security (consumption) and Security (meter) shall be credited to the account of a consumer annually on first day of April each year and shall be adjusted/paid in first bill raised after first April every year against the outstanding dues and/or any amount becoming due to the distribution licensee thereafter.

(3) In the event of delay in effecting adjustments due to the consumer as per sub-regulation (2) above, the distribution licensee shall for the actual period of delay pay interest at Bank Rate (as on 1st April of each year) as notified by RBI plus 2%.

44. DISCONNECTION OF SUPPLY

(1) Where a consumer fails to deposit the billed amount with the distribution licensee by the due date mentioned in the bill, the distribution licensee may, after giving not less than fifteen days notice in writing to such consumer and without prejudice to his other rights to recover such amount by suit, disconnect supply to the consumer and for that purpose disconnect any electric supply line or other works being the property of such a distribution licensee until such charges or other sum together with any expenses incurred by the distribution licensee in disconnecting and reconnecting the supply are paid.

Provided that the supply of electricity shall not be disconnected if a consumer makes payment under protest as per Regulation 47(1) of these regulations.

Provided further that except in the case of theft of electricity, the supply of electricity to a consumer shall not be disconnected on a day when the next day is a holiday in the offices of the distribution licensee.

(2) In case of pre-paid meter, the supply shall be automatically cut-off once the credit gets exhausted in the meter and there shall be no requirement of 15 days notice. This shall not be treated as disconnection and the supply shall be resumed automatically on recharging. No reconnection fee shall be recovered.

(3) Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer, under sub-regulation (1) of this regulation shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied & the distribution licensee shall not disconnect supply of electricity in such cases.

(4) In the case of non-payment of bills, the supply to essential services shall be disconnected only with prior approval of officer authorized so by the distribution licensee.

(5) The distribution licensee shall not resume supply of electricity to the consumer until such outstanding amount together with charges, if any, for disconnecting and reconnecting the supply, specified in the Schedule of General Charges approved by the Commission are paid by the consumer.

(6) The licensee may take steps to prevent unauthorized reconnection of disconnected premises as provided above. Wherever the licensee discovers that the connection has been reconnected in an unauthorized manner, the licensee may initiate action as per provisions of Section 138 of the Act.

45. TERMINATION OF AGREEMENT

(1) In case of continued default in payment of any amount due to the distribution licensee by any consumer for a period of more than six months, the distribution licensee shall terminate the agreement executed with the consumer and dismantle the electric line or works connected with the supply of electricity to the consumer.

Provided that the distribution licensee may retain the electric line or plant in case it is likely to used for other consumers or to retain right of way.

(2) A consumer may also request the distribution licensee for permanent disconnection of supply and termination of agreement from a future date. On receipt of such a request, the licensee shall arrange a special meter reading and prepare the final bill. The supply shall be disconnected by the distribution licensee immediately after receipt of all outstanding amounts till that date. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against Security (consumption) and Security (meter) with the licensee. The balance security deposit shall be refunded to the consumer within a period of 7 days.

(3) If a refund due is delayed beyond a period of seven days of termination of the agreement as per sub-regulations (1) and (2) of this regulation of this regulation, the distribution licensee shall, without prejudice to other rights of the consumer, pay interest on such refund for such period of delay at Bank Rate (as on 1st April of each year) as notified by RBI plus 4%.

46. RESTORATION OF SUPPLY OF ELECTRICITY

(1) Supply to the consumer shall be immediately reconnected, if the distribution licensee reasonably believes that the circumstances leading to the disconnection were actually an omission on the part of the distribution licensee. In such an event, no charges on any account shall be recoverable from the consumer.

(2) Where a distribution licensee has disconnected supply of electricity to any premises in consequence of a default on the part of the consumer and if the consumer seeks reconnection within 6 months from the date of disconnection then the distribution licensee shall resume supply of electricity (other than theft cases) within six working hours from the time the consumer:

(i) Deposit the entire outstanding amount or makes payment of 1st installment of outstanding amount (if allowed to deposit the charges in installment). However, if the consumer defaults in making the 2nd installment in time, the connection shall be disconnected again and then the supply shall only be restored after the recovery of total outstanding amount. In case of consumers found to be resorting to theft of electricity, the supply shall be restored only after recovery of entire amount as specified in Regulation 51(5)(iii);

(ii) pays the prescribed amount as per Schedule of General Charges, if any, for disconnecting and reconnecting the supply of electricity; and

(iii) pays the fixed charges for the period of disconnection and the interest on the delayed payment as per General Conditions of Tariff.

(3) Where a consumer (other than AP) has been disconnected for more than 6 months but his service line/feeding line irrespective of voltage has not been dismantled, the connection may be reconnected after recovering the following charges:

(i) Deposit the entire outstanding amount or makes payment of 1st installment of outstanding amount (if allowed to deposit the charges in installment). However, if the consumer defaults in making the 2nd installment, the connection shall be disconnected again and then the supply shall only be restored after the recovery of total outstanding amount. In case of consumers found to be resorting to theft of electricity, the supply shall be restored only after recovery of entire amount as specified in Regulation 51(5)(iii);

(ii) Fixed charges for the period of disconnection and additional charges for delayed payment; and

(iii) Security (consumption) and reconnection fee as applicable in accordance with Schedule of General Charges.

Provided the connection can be reconnected without any augmentation of system i.e. it is technically feasible to reconnect the connection from existing system.

(4) Where a supply has been disconnected & the agreement has been terminated on the request of the consumer (other than AP) as per Regulation 45(2) but his service line/feeding line, irrespective of voltage, has not been dismantled, the connection may be reconnected after recovering the following charges:

(i) Outstanding amount, and interest on delayed payment, if any;

(ii)Fixed charges for the period of disconnection limited to charges applicable for release of new connection to such consumer; and

(iii) Security (consumption), Security (Meter) and reconnection fee as applicable at the time of reconnection in accordance with Schedule of General Charges after adjusting Security (consumption), Security (Meter) of the consumer lying with the distribution licensee along with interest as per Regulation 43(1) of this Code.

Provided that the connection can be reconnected without any augmentation of system i.e. it is technically feasible to reconnect the connection from existing system.

Provided further that in case, the service line/feeding line has been dismantled or used to feed other consumer(s) and connection cannot be given from existing distribution main then it shall be considered as new connection for all intents and purposes.

47. DISPUTED ELECTRICITY BILLS

(1) Current Energy Bills

(i) A consumer shall affect full payment of the billed amount even if it is disputed failing which the distribution licensee may initiate action treating it as a case of non-payment.

Provided that no action shall be initiated if such a consumer deposits, under protest:-

a) an amount equal to the sum claimed from him; or

b) the electricity charges for each month calculated on the basis of average charge for electricity paid by him during the preceding six months,

whichever is less, pending disposal of any dispute between him and the distribution licensee.

(ii) The distribution licensee shall after the receipt of a complaint from a consumer in its notified office or customer care centre or any other approved means, decide on the billing dispute within twenty four (24) hours if no additional information is required and within seven working days if additional information is required.

(iii) If on examination of a complaint, the distribution licensee finds a bill to be erroneous, a revised bill shall be issued to the consumer indicating a revised due

date of payment, which shall not be earlier than ten days from the date of delivery of the revised bill to the consumer. If the amount paid by the consumer under clause (i) above is in excess of the revised bill, such excess amount shall be refunded through adjustment first against any outstanding amount due to the distribution licensee and then against the amount becoming due to the distribution licensee immediately thereafter.

Provided that in case a consumer pays excess amount erroneously due to typographical error in figures while making payment of his electricity bill(s) by digital means, such excess amount paid by consumer shall be refunded after verifying the genuineness of the case,

Provided further that in case the refundable amount is more than average bill of the consumer for more than 3 billing cycles, the amount in excess of average bill for 3 billing cycles shall be refunded through cheque.

The distribution licensee shall pay to such consumer interest on the excess amount at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable from the date of payment till such time the excess amount is adjusted.

(iv) If the distribution licensee finds the bill to be correct, the consumer shall be intimated accordingly and shall be required to pay the balance amount if any along with interest on delayed payment from the due date, initially stipulated in the bill.

(v) In case the consumer is not satisfied with the decision of the distribution licensee, he may after effecting payment in terms of clause (i) above seek redressal in accordance with PSERC (Forum & Ombudsman) Regulations 2016, as amended from time to time.

(2) Arrear Bills

In case of arrear bills other than charges for Unauthorized Use of Electricity (UUE) and theft of electricity, where the arrear amount pertains to previous period and the consumer is not satisfied with such demand, he may seek redressal of his case under PSERC (Forum & Ombudsman) Regulations 2016, as amended from time to time.

UNCOMPLYCATE Simplifying Compliance

CHAPTER-VIII

UNAUTHORISED USE OF ELECRICITY AND THEFT OF ELECTRICITY

48. UNAUTHORIZED USE OF ELECTRICITY (UUE)

(1) As per explanation (b) to Section 126 of the Act, the unauthorized use of electricity means usage of electricity:

(i) by any artificial means; or

(ii) by a means not authorized by the concerned person or authority or licensee; or

(iii) through a tampered meter; or

(iv) for the purpose other than for which the usage of electricity was authorized; or

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

[Note: As per Hon'ble Supreme Court judgement dated 20.10.2011 in CA No.8859 of 2011 titled Executive Engineer and others V/s M/s Sri Seetaram Rice Mills, it has been held that the term 'Unauthorised Use of Electricity' in explanation (b) to Section 126 of the Act cannot be restricted to the examples given in the explanation but has to be given a wider meaning so as to cover cases of violation of terms and conditions of supply and the regulations and the provisions of the Act governing such supply.]

49. PROCEDURE IN CASE OF UNAUTHORIZED USE OF ELECTRICITY

(1) Inspection of the premises/installation by Assessing Officer

(i) An Assessing Officer, designated as such by the State Government (Annexure-8) shall suo-motu or on receipt of information/complaint regarding unauthorized use of electricity in any place or premises promptly inspect such place/premises.

(ii) The Assessing Officer and other members of his team shall at the time of inspection carry along with them identity cards, which shall on demand be shown to the consumer/person present at site before entering the premises/place.

(2) Preparation of Inspection Report

(i) If on inspection of the premises/place or after inspection of the equipments, gadgets, machines, devices found connected or used or after inspection of the records maintained by the person, the assessing officer concludes that such person is indulging in unauthorized use of electricity as per section 126 of the Act, he shall prepare an inspection report inter alia indicating the connected load and the load being used unauthorizedly by such person.

(ii) The inspection report shall also mention condition of seals/meter and give details of evidence substantiating the unauthorized use of electricity. The assessing officer shall wherever possible photograph/videograph the means of such unauthorized use.

(iii) The inspection report shall be signed by the Assessing Officer and a copy handed over to the person/consumer or his/her representative present at site. The Inspection Report may also be signed by the person present at site. In case of refusal to accept the report, a copy of the inspection report shall be pasted at a

conspicuous place in/outside the premises and another sent under registered/speed post.

(iv) In case theft of electricity is suspected by the Assessing Officer at the time of inspection under clause (i) above and in case the Assessing Officer is himself not an Authorized Officer under Section 135 of the Act, an immediate reference reporting the facts shall be made to the Authorized Officer for taking further action under Regulation 51 of this Code. The Assessing Officer shall also take suitable measures to ensure that status of the means adopted for theft is maintained in "as found condition" at the premises/place till investigation is initiated by the Authorized Officer.

(v) The increase in load above the sanctioned or contracted load, as the case may be, shall be dealt with as per the provisions of Regulation 24 of this Code read with General Conditions of Tariff and relevant Schedule of Tariff. Any increase the demand above the sanctioned contract demand shall be dealt with as per General Conditions of Tariff read with relevant Schedule of Tariff except as specified in 1st proviso to this clause below.

Provided that in case the increase in load/demand in a billing cycle exceeds the sanctioned load/contract demand by 10% and also results in change in tariff category, the consumer shall be served with a written notice to either remove the additional load or restrict the demand or to submit application complete in all respect within 15 days from the date of issue of notice to get the excess load/demand regularized from the distribution licensee. However, the consumer shall be liable to pay demand surcharge for the demand in excess of sanctioned demand, as approved by the Commission. On any subsequent default within a period of six months, if the load/demand exceeds the sanctioned load/demand by 10% again and also results in change in tariff category, then such consumer shall be liable to be booked under UUE.

[Explanation: Tariff category for this regulation means category having different schedule as specified in Schedules of Tariff annexed to the Tariff Order for the relevant year approved by the Commission. Further, the fixed plus energy charges shall be the criteria to determine which tariff category is having higher tariff.]

Provided further that in case of change of tariff category of the consumer due to any order of the Commission or amendment in regulations or the Act subsequent to the release of connection, the distribution licensee shall issue a written notice to the consumer within a month of the issue of such order/change in law, to get his tariff category changed within two months of the issue of notice by the distribution licensee and during this period, it shall not be treated as Unauthorised Use of Electricity.

Provided also that any consumer paying electricity charges for higher or equivalent tariff for permanent category but found using it for equivalent or lower permanent tariff category, if permitted under law (except for Agricultural use), such case shall not be considered as unauthorized use of electricity. However, the consumer shall be directed through written notice to get the supply

regularized as permitted under law after following the laid down procedure within a period of 45 days.

Provided also that the use of supply by the tenant(s)/occupier(s) in the same premises and for the same purpose for which usage of electricity was authorised by the distribution licensee by installation of sub meter for the purpose of accounting of energy shall not be considered as 'Resale of Electricity' or 'Unauthorized Use of Electricity' provided the sub meter is used only to apportion the electricity charges raised by the distribution licensee amongst the user(s) of electricity in that premises by the consumer. However, supplying electricity by a consumer to any other person/tenant to earn profit shall be treated as 'Resale of electricity' and consumer shall be liable to be proceeded against under section 126 of the Act read with this regulation.

(3) Provisional Assessment of Electricity Charges

(i) Where it is concluded that unauthorized use of electricity has taken place, the Assessing Officer shall provisionally assess to the best of his judgment the electricity charges payable by such person or any other person benefited by the unauthorized use of electricity. The assessment shall be made for the entire period during which such unauthorized use has taken place. If, however, the period during which 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.

(ii) if a consumer is found indulging in more than one act of Unauthorized Use of Electricity, the charges payable by the consumer in respect of each such unauthorized use shall be separately assessed and billed accordingly.

(iii) While determining the period during which unauthorized use of electricity has taken place, the following factors, if occurred during the period of one year preceding the date of inspection, shall also be kept in view;

a) The period from date of release of connection to the date of inspection;

b) The period from the date of previous inspection, if any, by the competent officer of the licensee to the date of inspection;

c) The period of Unauthorized Use of Electricity, if it can be conclusively determined from the data downloaded from the electronic meter;

d) Actual period from the date of change of meter or associated equipment of the consumer to the date of inspection in case the UUE is related to metering equipment;

e) Any valid documentary proof produced by the consumer.

(iv) The consumption of electricity in such case will be computed on the basis of the meter reading. However, in case where electricity is used for the purpose other than for which the usage of electricity was authorized as per Regulation 48(1)(iv) then assessment shall be made in proportion of the load used for other purpose i.e. unauthorised load to the total load as explained under. In case where electricity is used for the premises or the areas other than those for which the supply of

electricity was authorized as per Regulation 48(1)(v) then assessment shall be made in proportion of the load extended to other premises or area i.e. unauthorised load to the total load including extended load as explained under.

Explanation:

Quantum of assessed consumption of energy (Q) = C x (A/B)

Where C = Total Consumption recorded by the healthy meter during the period of assessment (in kWh or kVAh, as applicable)

A = Unauthorised load (kW) detected at the time of inspection

B = Total Load detected (kW) at the time of inspection

(v) If, the consumption of electricity cannot be computed on the basis of meter reading, then the same will be computed on the basis of the LDHF formula as specified in Annexure-7 of this Code. However, where electricity is used for the purpose other than for which the usage of electricity was authorized or is used for the premises or the area other than those for which the supply of electricity was authorized, in such cases, 'L' in the LDHF formula shall be considered as load used for other purposes or load extended to other premises or areas, as the case may be, for assessment.

(vi) The consumer shall, on the basis of consumption of electricity computed as above, be liable to pay electricity charges at a rate equal to twice the tariff applicable for the relevant category in which the service should have been classified. For consumers covered under two-part tariff, the fixed charges shall be levied for the load being used in an unauthorised manner at twice the applicable fixed charges as per the Tariff Order for the relevant year. The Energy Charges shall be recovered on consumption computed as per clause (iv) & (v) above, at twice the energy charges applicable for the relevant category in which the service should have been classified.

(vii) The electricity charges already paid by the consumer for the electricity consumed during the presumptive period of assessment, if any, will be adjusted in the electricity charges assessed as clause (iv) to (vi) of this sub-regulation.

Provided that in case of unauthorized use of electricity covered under Regulation 48(1)(iv) and 48(1)(v) and charged in accordance with clause (iv) to (vi) of this sub-regulation (3), the electricity charges already paid by a consumer will be calculated on pro-rata basis for the electricity consumed for the load used for other purposes or extended to other premises for the assessment period and will be adjusted in electricity charges assessed as per this sub-regulation.

(viii) Electricity charges in all cases of unauthorized use of electricity shall continue to be levied as in clause (vi) above till the cause of unauthorized use of electricity is rectified.

(4) Notice to the consumer, objections and personal hearing

(i) The provisional assessment order shall be issued within three days of inspection and served upon the consumer/person in occupation or possession or in-charge of the place/premises.

(ii) In case, the assessing officer fails to issue provisional assessment order within stipulated time, he shall be required to record the reasons for such delay. The assessment order should clearly state the date, time and place at which the objections have to be submitted along with designation of the assessing officer to whom these should be submitted.

(iii) The provisional assessment order shall contain a detailed calculation sheet for arriving at the assessment and shall also specify the provision of Act or the relevant regulation under which UUE has been booked by the assessing officer.

(iv) The consumer/person served with the order of provisional assessment may accept such assessment and deposit the assessed amount with the distribution licensee within seven (7) days of the order being served on him.

(v) Any consumer/person not satisfied with the provisional assessment shall be entitled to file objections, if any, against the provisional assessment order before the assessing officer within seven (7) days of the order having been served upon him.

(vi) Within 5 days from the date of submission of consumer's reply to the provisional assessment order, the assessing officer shall arrange personal hearing with the consumer/person. On the request of the consumer, the hearing may be held on any future date but not later than 10 days from the date of filing of objections by the consumer/person.

(5) Final assessment order

(i) Within seven days of submission of the objections and the personal hearing, in case the Assessing Officer after due consideration of the facts/documents submitted by the consumer reaches a conclusion that no unauthorized use of electricity is established, the assessing officer shall pass an assessment order dropping the case immediately and the person/consumer shall be informed accordingly.

(ii) However, if the assessing officer, after due consideration of the facts/documents submitted by the consumer, is still of the view that unauthorized use of electricity has taken place, he shall pass a final speaking order of assessment containing facts of the case, reply/objections submitted both orally and in writing by the consumer and reasons for its acceptance or rejection within thirty (30) days from the date of service of such order of provisional assessment.

(iii) The assessing officer shall assess the electricity consumption and electricity charges as per the procedure specified in Regulation 49(3) of this Code. The consumer shall also be directed to stop unauthorized use of electricity immediately failing which he shall be liable to penal action as per this regulation.

(iv) The consumer/person served with final order of assessment may accept it and deposit the assessed amount with the distribution licensee within thirty (30) days of receipt of the final order of assessment.

(v) In the final assessment order, it shall be clearly mentioned that the order is challengeable before Appellate Authority, if so desired by the person, under Section 127 of the Act within 30 days of the said final orders.

(vi) In case the consumer fails to deposit the charges within stipulated time and also fails to file appeal before the Appellate Authority, the distribution licensee may disconnect the connection of such consumer. The consumer shall also be liable to pay charges for unauthorized use of electricity for the period such misuse continued after the date upto which assessment was made in the final order.

(vii) The distribution licensee may extend the last date of payment of the assessed amount or allow the payment in installments subject to payment of interest on the unpaid amount for the extended period beyond thirty (30) days at marginal cost of funds based lending rate (MCLR) for one year of SBI as applicable on 1st April of the financial year for which interest is payable.

(viii) Non-compliance of procedure for booking a case of Unauthorised Use of Electricity including non-adherence to the time schedule specified above by assessing officer shall be treated as willful contravention of the provisions of the Act & the regulations and assessing officer may be proceeded against under section 142 of the Act.

(6) Appeal to Appellate Authority

(i) The consumer/person aggrieved by the final assessment order made under Regulation 49(5) may, within thirty (30) days of the said order, prefer an appeal before the Appellate Authority designated by the State Govt. (Annexure-8) in Form of Appeal (Annexure-9) verified in such manner and accompanied by fee as specified in PSERC (Procedure of filing Appeal before the Appellate Authority) Regulations, 2005.

(ii) No appeal shall be entertained by the Appellate Authority unless the consumer/person deposits with the distribution licensee an amount equal to half of the assessed amount and encloses documentary evidence of such deposit along with the appeal. No appeal shall lie to the Appellate Authority against the final order of the assessment if it has been passed with the consent of the parties.

(iii) The Appellate Authority shall within ninety (90) days of an appeal being admitted, pass an appropriate speaking order and send copies thereof to the Licensee, the Assessing Officer and the appellant.

(iv) The order of the Appellate Authority passed under these regulations shall be final.

(v) In case the Appellate Authority holds that no case of unauthorized use of electricity is established, no further proceedings shall be initiated by the distribution licensee and the amount deposited by the appellant refunded along with interest for the period from the date of deposit to the date of refund, at the marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, prevalent on first of April of the relevant year through cheque or adjustment in the electricity bills of immediately succeeding months, as per the discretion of the consumer/person.

(vi) In case the Appellate Authority holds that a case of Unauthorized Use of Electricity is established, the Distribution Licensee shall serve a fresh bill to the consumer for charges of Unauthorized Used of Electricity as per the final order issued by the Appellate Authority. The consumer shall the within thirty (30) days deposit the balance amount as per the orders of the Appellate Authority.

(vii) In case the amount payable as determined by the Appellate Authority is less than the amount already deposited by the consumer/person, the excess amount shall be refunded by adjustment in the bills of the immediately succeeding months together with interest at marginal cost of funds based lending rate (MCLR) for one year of the State Bank of India, as applicable on the 1st April of the financial year for which interest is payable for the period from the date of such excess deposit till the date of actual adjustment.

(viii) In case of default in payment of the assessed amount or any installments thereof by a consumer, the distribution licensee shall, without any notice disconnect the supply of electricity. The defaulter, on the expiry of thirty (30) days from the final order of assessment or the decision of the appeal as the case may be, shall also be liable to pay interest on the outstanding amount at the rate of sixteen percent (16%) per annum compounded every six (6) months till the assessed amount is finally paid.

50. THEFT OF ELECTRICITY

(1) A consumer or any person shall be guilty of theft of electricity within the meaning of section 135 of the Act, whoever, dishonestly:

(i) taps, makes or causes to be made any connection with overhead, underground or under water lines or cables, or service wires, or service facilities of a licensee or supplier, as the case may be; or

(ii) tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or

(iii) damages or destroys an electric meter, apparatus, equipment or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity or as to interfere with the proper or accurate metering of electricity; or

(iv) uses electricity through a tampered meter; or

(v) uses electricity for the purpose other than for which the usage of electricity was authorized;

so as to abstract or consume or use electricity shall be punishable with imprisonment for a term which may extend to three years or with fine or with both.

Provided that in case any artificial means or means not authorised by the licensee exist for the abstraction, consumption or use of electricity by the consumer/person then it shall be presumed, until the contrary is proved, that any abstraction, consumption or use of electricity has been dishonestly caused by the consumer/person.

51. PROCEDURE IN A CASE OF THEFT OF ELECTRICITY

(1) Inspection of the premises/installation by the Authorised officer

(i) An Authorized Officer, designated by the Govt. of Punjab under Section 135 of the Act (Annexure-10) may enter, inspect, break open and search any place or premises or examine or seize any document relevant to the proceedings as per

section 135(2) of the Act in which he has reason to believe or has been intimated by an Assessing Officer under Regulation 49(2)(iv) that theft of electricity has occurred or is occurring.

(ii) The Authorized Officer and other members of his team shall, at the time of inspection carry identity cards, which shall on demand be shown to the consumer/ person present at site before entering the place/premises.

(iii) The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all items seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list.

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

(2) Preparation of Inspection Report by Authorised Officer

(i) The Authorized Officer shall prepare an inspection report inter alia indicating connected load, status of meter/metering equipment, condition of meter & seals and any other irregularity noticed (such as means adopted for theft of electricity) in such premises/place.

(ii) The Authorized Officer shall record evidence substantiating theft of electricity in the premises and shall, wherever possible, photograph/ videograph the means of theft of electricity with a camera having facility for recording date and time of event. Where the theft of electricity is done through a tampered meter, such meter shall be confiscated. No case for theft shall be booked merely on account of seals on the meter missing or tampered or breakage of window glass unless dishonest abstraction of electricity through these means is corroborated by consumption pattern of the consumer and such other evidence as may be available.

(iii) The Authorized Officer shall sign the inspection report and also obtain the signature of the person/occupant present during the search and seizure. In case of refusal to sign, the same shall be recorded by the Authorized officer. A copy of the inspection report and seizure memo shall be handed over to the occupant/person present at the premises during the search. In case of refusal to receive the inspection report, a copy of the same shall be pasted at a conspicuous place in/outside the premises and another copy sent to the consumer/ person under registered/speed post. In the case of suspected theft of electricity, the inspection report shall indicate the time in which the occupant/person may respond to the said report before the Authorized Officer gives his findings in accordance with Regulation 51(4) below.

(3) Procedure for prosecution in case of Theft of Electricity

(i) Disconnection of Premises:

In case theft of electricity by a consumer/person is prima facie established as per Section 135 of the Act, then the supply to such premises shall be immediately disconnected by the order of an officer as authorized for the purpose by the Commission under sub-section (1A) of section 135 of the Act (Annexure-10) or any other officer of the rank higher than the rank of an officer so authorized by the

Commission. In such a case, an officer authorized to order disconnection of the supply shall lodge a complaint in writing relating to commission of such offence, with the police station having jurisdiction of the area within twenty-four hours from the time of such disconnection.

(ii) Assessment of Charges

Where theft of electricity is established as per Section 135 of the Act, the Assessing Officer, as designated by the State Government (Annexure-8) without prejudice to the criminal proceedings which may be initiated under Section 135 of the Act, shall assess the electricity charges payable by such consumer/person within 3 days as under:

a) The consumption of electricity shall be computed on the basis of LDHF formula specified in Annexure-7 of this Code for a period of 12 months preceding the date of detection of theft of energy or the exact period of theft, if determined, whichever is less. While determining the period of assessment during which theft of electricity has taken place the following factors shall be kept in view:
   - Actual period from the date of commencement of supply to the date of inspection;
   - Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of inspection;
   - Actual period from the date of previous checking of installation/premises by the competent officer of the licensee to the date of inspection;
   - The data recorded in the energy meter memory wherever available;
   - Any valid documentary proof produced by the accused person.

b) After establishing the period of assessment, the assessment shall be made at twice the applicable tariff comprising of both fixed and energy charges. The assessment order shall be a speaking order and shall be delivered to the concerned consumer/person under proper receipt. In case, the assessment period is less than 12 months, the assessing officer shall record the reasons in the speaking order.

c) The electricity charges already paid by the consumer for the electricity consumed during the period of assessment, if any, shall be adjusted in the electricity charges assessed as per sub-clause (a) & (b) above.

d) The Distribution Licensee shall submit a copy of the assessment order in the Special Court immediately after submission of the challan by the Police.

(4) Suspected case of Theft of Electricity:

(i) In case where theft of electricity cannot be established on inspection of the premises but where a consumer is suspected to have indulged/indulging in theft of electricity by tampering with the meter/metering equipment and/or its seals or otherwise then such equipment shall be sealed by the Authorized Officer so as to keep it in 'as found condition'. The consumer or his representative shall also be permitted to affix his seal at that time. However, the supply of such consumer shall continue with the new meter.

(ii) The meter shall be tested in the laboratory of the licensee as per the procedure specified in Regulation 39(3)(vii)(e) of this Code.

(iii) If the authorized officer on the basis of laboratory report and the inspection report comes to the conclusion that it is prime facie a case of theft of electricity as per Section 135 of the Act, then further action shall be immediately initiated in accordance with Regulation 51(3) above.

(iv) In case of suspected theft of electricity by tampering with meter/metering equipment or its seals or otherwise, detected as per clause (i) of this sub-regulation is not established, the Authorized Officer shall record reasons thereof after which all further proceedings shall be dropped and the consumer/person informed accordingly.

(5) Payment of Assessed Amount

(i) A consumer/person shall deposit with the distribution licensee the assessed amount under Regulation 51(3)(ii) of this Code within fifteen (15) days of the assessment order.

(ii) The distribution licensee may extend the last date of payment of the assessed amount or allow the consumer to make payment in installments subject to payment of interest for the unpaid amount for the extended period beyond fifteen (15) days at marginal cost of funds based lending rate (MCLR) for one year of SBI as applicable on 1st April of the financial year for which interest is payable.

(iii) After the assessed amount is deposited by the consumer in full, the distribution licensee, without prejudice to the action under second proviso to clause (1A) of section 135 of the Act, shall restore supply of electricity to the premises within forty-eight (48) hours of such deposit.

(iv) After the assessed amount is deposited by a person who is not an existing consumer, the connection to his premises may be released treating it as a case of release of a new connection.

(6) Compounding of the offence under section 152 of the Act:

(i) The officer authorized by the State Government under Section 152 of the Act (Annexure-10), may on the application made by the consumer or a person who has committed or is reasonably suspected to have committed a theft of electricity punishable under the Act, may accept a sum of money by way of compounding of the offence at the rates notified by the State Government under sub-section (1) of Section 152 of the Act (Annexure-10). The payment of compounding fee shall be in addition to any assessed amount/civil liability accruing under Regulation 51(3)(ii) or Regulation 51(7) of this Code.

(ii) On receipt of such amount in accordance with clause (i) above, any person in custody in connection with that offence shall be set at liberty and no proceedings shall be instituted or continued against such consumer or person in any criminal court.

a) The acceptance of the sum of money for compounding of offence in accordance with clause (i) above of this sub-regulation (6) by the Appropriate

Government or an officer authorised in this behalf shall be deemed to amount to an acquittal within the meaning of section 300 of the Code of Criminal procedure 1973.

b) The compounding of an offence of theft of electricity under this sub-regulation shall be allowed only once to any consumer or person.

(7) Procedure of Special Court under section 154 of the Act:

(i) Every offence of theft of energy punishable under section 135 and other offences under section 136 to 140 and section 150 of the Act shall be triable only in the Special Court within whose jurisdiction such offence has been committed.

(ii) The Special Court shall determine the civil liability against a consumer or a person in terms of money for theft of energy which shall not be less than an amount equivalent to two times of the tariff rate applicable for a period of twelve months preceding the date of detection of theft of energy or the exact period of theft if determined whichever is less and the amount of civil liability so determined shall be recovered as if it were a decree of civil court.

(iii) In case the 'civil liability' so determined finally by the Special Court is less than the amount deposited by the consumer or the person under Regulation 51(3)(ii), the excess amount so deposited by the consumer or the person shall be refunded within fifteen (15) days from the date of communication of the order of the Special Court to the distribution licensee together with interest at the prevailing RBI prime lending rate from the date of such deposit till the date of payment.

52. DAMAGE TO ELECTRICAL PLANT AND LINES

(1) If any person intentionally or by negligence damages or allows to be damaged any electric plant or electric line belonging to a distribution licensee, he shall be liable to pay the expenses likely to be incurred for repair/replacement of such plant/line, as assessed by the distribution licensee without prejudice to the right of the distribution licensee to take any other action under the Act.

(2) The distribution licensee shall, within 24 hours of any such damage to an electric line or plant, arrange that the likely expenditure for the repair/replacement thereof is provisionally assessed. The person concerned shall be required to deposit the provisionally assessed amount within two (2) days of the intimation of the assessment. In the event of the person not being satisfied with the provisional assessment, he may after depositing such amount submit a representation to the higher authority so designated by the distribution licensee who shall after providing the concerned person an opportunity of being heard, make final assessment within seven (7) days.

(3) In case the amount deposited by the person exceeds the finally assessed amount then such excess amount shall be refunded by the distribution licensee within two (2) working days of the final assessment. Where the person is a consumer, the refund shall be allowed through adjustment in the electricity bills of the

immediately succeeding months.

(4) In the event of the person still not being satisfied with the final assessment so made, he may seek redressal as per the PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

(5) The distribution licensee may discontinue the supply of electricity to the consumer until the finally assessed expenses have been deposited or the consumer comply with procedure under relevant provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

53. THEFT OF ELECTRICAL LINES AND MATERIALS

(1) As per section 136 of the Act, any person who has dishonestly committed an offence indicated below shall be declared to have been involved in theft of electric lines and materials:

(i) Cuts or removes or takes way or transfers any electric line, material or meter from a tower, pole, any other installation or place of installation or any other place, or site where it may be rightfully or lawfully stored, deposited, kept, stocked, situated or located including during transportation, without the consent of the licensee or the owner, as the case may be, whether or not the act is done for profit or gain; or

(ii) stores, possesses or otherwise keeps in his premises, custody or control, any electric line, material or meter without the consent of the owner, whether or not the act is committed for profit or gain; or

(iii) loads, carries, or moves from one place to another any electric line, material or meter without the consent of its owner, whether or not the act is done for profit or gain.

(2) The Procedure for booking a case of theft of Electrical Lines and Materials

(i) The licensee shall publish the list of the Authorised Officers as nominated under section 135 of the Act prominently in all the Offices and the Photo Identity Card issued to such officers shall indicate so.

(ii) An Authorised Officer, suo-motu or on receipt of reliable information regarding theft of electrical lines or materials shall promptly conduct inspection of such premises.

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

(iv) The Authorised Officer shall prepare a report giving details such as electrical lines or materials recovered from the site.

(v) The report shall clearly indicate whether sufficient evidence substantiating the fact that theft electrical lines or materials have been found or not. The details of such evidence should be recorded in the report.

(vi) In case sufficient evidence is found to establish direct theft of electrical lines or materials, the licensee as per Section 136 of the Act shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises and shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within 24 hours from the time of such disconnection. The Authorised Officer of the licensee shall within 2 days from date of inspection, file a case against the consumer in designated Special Court as per the provisions of Section 136 of the Act.

(vii) If found guilty the person involved in the theft of electrical lines or materials shall be punishable with imprisonment for a term which may extend to three years or with fine or with both.

(viii) If a person, having been convicted of an offence punishable under subsection (1) of section 136 of the Act is again found guilty of an offence punishable under that sub-section, he shall be punishable for the second or subsequent offence for a term of imprisonment which shall not be less than six months but which may extend to five years and shall also be liable to fine which shall not be less than ten thousand rupees.

54. INTERFERENCE WITH METERS OR WORKS OF LICENSEE

As per section 138 of the Act, any person involved in an act indicated below shall be declared to have interfered with meters or works of licensee:

(i) unauthorisedly connects any meter, indicator or apparatus with any electric line through which electricity is supplied by a licensee or disconnects the same from any such electric line; or

(ii) unauthorisedly reconnects any meter, indicator or apparatus with any electric line or other works being the property of a licensee when the said electric line or other works has or have been cut or disconnected; or

(iii) lays or causes to be laid, or connects up any works for the purpose of communicating with any other works belonging to a licensee; or

(iv) maliciously injures any meter, indicator, or apparatus belonging to a licensee or willfully or fraudulently alters the index of any such meter, indicator or apparatus or prevents any such meter, indicator or apparatus from duly registering.

The authorized officer shall follow the procedure as specified in Regulation 53 of this Code and shall file a case with the Special Court within 2 days from the date of inspection.

A person found guilty of involvement in the interference with meters or works of licensee shall be punishable with imprisonment for a term which may extend to three years or with fine which may extend to Ten Thousands rupees or with both.

Provided that if a person, having been convicted of an offence punishable under section 138 of the Act is again found guilty of an offence punishable under that sub-section, he shall be punishable with a daily fine which may extend to five hundred rupees.

55. PUNISHMENT FOR RECEIVING STOLEN PROPERTY

Whoever, dishonestly receives any stolen electric line or material knowing or having reasons to believe the same to be stolen property, shall be punishable with imprisonment of either description for a term which may extend to three years or with fine or with both, as per section 137 of the Act.

56. MEASURES TO PREVENT DIVERSION OF ELECTRICITY, THEFT OR UNAUTHORIZED USE OF ELECTRICITY OR TAMPERING, DISTRESS OR DAMAGE TO ELECTRICAL PLANT, ELECTRIC LINES OR METER

With a view to prevent theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter, the distribution licensee shall inter alia initiate preventive measures such as:

(i) arrange annual inspection and testing of meters in a phased manner in his area of supply.
(ii) install smart meters as per the timelines prescribed by the Central Government. The meters in high loss areas should be replaced with smart meters on priority. Mechanism to monitor the data captured by the smart meters on real time basis should be put in place immediately.
(iii) install meters on distribution transformers and carry out energy audit to identify the high loss areas.
(iv) arrange to provide tamper proof meter boxes on meters installed at the consumer premises. In case the meters are installed outside the premises of the consumers then the sealing of meter boxes/pillar boxes shall be ensured.
(v) periodically inspect the status of service lines and ensure that it is in good working condition and well insulated. The worn-out service lines should be replaced to prevent theft.
(vi) carry out regular monthly monitoring of consumption pattern of high end consumers to check any variation in consumption vis-a-vis the sanctioned load/demand.
(vii) replace overhead bare conductors with cables in theft prone areas.
(viii) provide High Voltage Distribution System (HVDS) in theft prone areas.
(ix) prepare annual plan for reduction of AT&C losses
(x) arrange to give due publicity through media, TV and newspapers to bring awareness about the implication of high level commercial losses on the onus

consumers and seek the co-operation of the public for prevention of theft or Unauthorised Use of Electricity.

UNCOMPLYCATE Simplifying Compliance

CHAPTER IX

STANDARDS OF PERFORMANCE

57. GENERAL

(1) These standards specify critical distribution system parameters which a distribution licensee shall maintain with a view to provide an efficient, reliable and safe system of electricity distribution and retail supply. These standards shall be read with the provisions of PSERC (Power Quality) Regulations, 2023. These standards seek to:

(i) ensure that the distribution licensee meets minimum standards essential for the safety and optimal performance of electrical equipment installed in a consumer's premises,

(ii) enable a consumer to design his systems and install equipment suitable to the electrical environment, and

(iii) specify the minimum levels of service to be provided by the distribution licensee in the short term and move towards improved standards in the long term.

(2) The limits specified in these standards refer to maximum time permissible to the distribution licensee for performance of different activities of consumer service. However, the distribution licensee shall strive to provide these services well before the time specified in these standards.

(3) The Commission may specify different standards for a class or classes of the distribution licensees.

(4) The distribution licensee shall prepare a "Manual of Consumer Services" within 3 months of the commencement of these regulations. The manual shall include all the details and procedures for availing various services along with approved forms/charges and list of designated officers/officials responsible for delivering these services. The manual shall also include the procedure for claiming compensation in case of failure of the licensee to deliver service within stipulated time. The manual shall be available to the consumers free of cost and a copy shall also be available on licensee's website.

58. MINIMUM STANDARDS OF PERFORMANCE

(1) Restoration of Supply

(i) Normal Fuse off Call

The distribution licensee shall, in case of normal fuse off calls, restore supply within 2 hours of receipt of a complaint in urban areas and 4 hours in rural areas. However, when the fault is of such a nature that it requires shutting down supply to other consumer(s), work on such calls may not be undertaken between 10 p.m. to 6 a.m. except in the case of essential

services. A normal fuse off would for these purposes include blowing off of HT/LT fuse of Distribution Transformer, Miniature Circuit Breaker (MCB) tripping or disruption of supply owing to loose connections at the meter or service line.

(ii) Breakdown of overhead lines

(a) In case of failure of supply on account of LT/HT (except category 2, 3 & 4 HT feeders) line breakdown (not including breaking/uprooting of poles) or failure of supply from a service main, the distribution licensee shall restore supply within 6 hours of receiving a complaint in urban areas and 10 hours in rural areas. Where disruption of supply is on account of breakage/uprooting of poles, restoration of supply shall be undertaken within 12 hours in urban areas and 24 hours in rural areas. In case of category 2, 3 & 4 HT feeders, the distribution licensee shall restore supply within 6 hours. The distribution licensee shall, wherever technically feasible, make arrangements for effecting supply from alternative sources within 2 hours in the case of LT and 4 hours in the case of HT supply.

(b) However, in case of failure of supply on account of 66/132/220/400 kV line breakdown (except EHT line feeding not more than 2 consumers), the licensee shall restore supply within 12 hours in case of normal fault such as disc insulator failure etc. and within 24 hours in case of major fault viz. conductor breakdown etc.

(c) In case of breakdown of EHT line feeding not more than 2 consumers, the licensee shall restore supply within 8 hours in case of normal fault such as disc insulator failure etc. and within 16 hours in case of major fault viz. conductor breakdown etc.

(iii) Breakdown of underground cables

In case disruption of supply is on account of any fault in an underground cable, the distribution licensee shall rectify the same within a period of 24 hours of receiving the complaint/information. Where access to the underground cables requires permission of other departments/authorities, the said period of 24 hours shall be computed from the time the distribution licensee receives such permission from the concerned departments/authorities. The distribution licensee shall, however, ensure that an application seeking permission shall be preferred to the competent authorities within 8 hours of receiving the complaint. The distribution licensee shall, wherever technically feasible, make arrangements for effecting supply from alternative sources within 2 hours in the case of LT and 4 hours in the case of HT supply.

(iv) Distribution Transformer failure

In case of failure of a distribution transformer, the distribution licensee shall ensure replacement of the transformer within 24 hours in urban areas and 48 hours in rural areas of receiving the complaint.

However, the distribution licensee shall make arrangement to effect supply from alternative sources within 4 hours, wherever technically feasible.

(v) Power Transformer failure

In case of failure of a power transformer with primary voltage up to 66000 volts or associated switchgear, the distribution licensee shall replace/repair it within fifteen days of receipt of complaint/information. However, the distribution licensee shall restore supply within 24 hours from alternate sources, wherever such arrangements are technically feasible.

(vi) Street Light faults:

a) The distribution licensee shall rectify line faults and restore streetlights within 4 hours of detection or receipt of a complaint, whichever is earlier.

b) Where an agreement between the distribution licensee and the concerned local body envisages that the maintenance of street lights is also the responsibility of the former, the distribution licensee shall in the case of a fused light or defective unit replace the light or rectify/replace the unit within 24 hours of detection or receipt of a complaint, whichever is earlier.

(vii) Within one hour of receipt of a complaint, the distribution licensee shall ascertain whether disruption in supply is on account of line/cable fault or failure of distribution/power transformer and/or switchgear. For any subsequent complaint linked with the same fault, the distribution licensee shall inform the consumer of this fact and the time in which supply is likely to be restored.

(viii) The period in which supply is to be restored as stipulated in clause (i) to (vi) above shall not apply in cases where disruption is on account of force-majeure conditions. In the event of a dispute as to whether or not such conditions existed, the decision of the Appropriate Forum/Ombudsman shall be final.

(ix) Period of scheduled outages

Interruption in supply on account of scheduled outages shall be notified by the distribution licensee at least 24 hours in advance by public notice through radio/press/TV etc and shall not exceed 6 hours in a day.

(x) In the event of supply being restored through temporary arrangements, it shall be the responsibility of the distribution licensee to ensure that safety standards are not in any way compromised.

(2) Complaints about Meters

(i) The distribution licensee shall inspect and check correctness of a meter within three days of receipt of a complaint or report by its authorized official/officer/representative. If the meter is defective, the distribution licensee shall replace the meter within 24 hours in urban areas and 72 hours in rural areas of the confirmation regarding defective meter from the field officials.

(ii) The distribution licensee shall replace a burnt out or stolen meter within 24 hours in urban areas and 72 hours in rural areas of the receipt of a complaint. Supply to the consumer shall, however, be immediately restored even by bypassing the meter till such time a new meter is installed.

(3) Application for New Connection, Additional Load /Demand

The distribution licensee shall ensure release of a new connection or additional load/demand within the time limits specified in Regulation 21.

(4) Transfer of Title and Provision of Other Services

The distribution licensee shall give effect to transfer of title, change of category and other services within the time limits specified in Regulation 27.

(5) Shifting of Meter/Service Connection or LT/HT Lines and Distribution Transformer.

The distribution licensee shall shift the meter/service connection and provide other services within the time limits as specified in Regulation 27.

(6) Complaints about Consumer's Bills & Restoration of Supply

(i) The distribution licensee shall decide disputes concerning erroneous bills within the time specified in Regulation 47.

(ii) The distribution licensee shall restore the supply following disconnection on account of non-payment of electricity bills within the time specified in Regulation 46.

(7) Information concerning receipt and disposal of complaints listed in sub-regulation (1) to (6) above shall be maintained at the notified offices of the distribution licensee in accordance with the proforma at Annexure-3.

(8) Billing Mistakes:

The distribution licensee shall ensure that not more than 0.1% of the total number of bills issued during a billing cycle require modifications.

(9) Faulty Meters:

The distribution licensee shall ensure that not more than 0.5% of the total number of consumer meters are faulty meters at any time.

59. CONSUMER SERVICE & CONSUMER GRIEVANCES REDRESSAL MECHANISM

(1) Call Centre for Consumer Services:

(i) To register all the complaints and for providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply etc., the distribution licensee shall establish a centralised 24x7 toll-free call centre. All complaints and service requests shall be assigned a unique registration number which shall be used for monitoring the disposal of the complaint and service requests.

(ii) The distribution licensee shall provide online access to consumers to apply for various services viz extension of demand notice, extension in period of temporary connection, replacement of meter, change of name, shifting of line etc. within a period of 6 months from the date of commencement of these regulations.

(iii) While other modes to provide services like paper application, email, mobile, website, etc., may continue, the licensees shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.

(iv) The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers of the licensee for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

(v) The distribution licensee shall, in addition to its notified offices and centralized call centre, set up an adequate number of complaint centres for the registration/redressal of the complaints by consumers/applicants.

(vi) The licensee shall hold regular quarterly grievances redressal meetings with consumers at sub-divisional and above levels which shall be attended by officers not below the rank of Sr. XEN.

(vii) The distribution licensee shall strive to provide various services viz release of connection, payment of bill, resolution of disputed bill etc to the senior citizens at doorstep.

(2) Consumer Grievances Redressal Mechanism

(i) Consumer Grievances Redressal Forum

The distribution licensee shall establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the Act read with Electricity (Rights of Consumers) Rules, 2020 and PSERC (Forum & Ombudsman) Regulations, 2016, as amended from time to time, at different levels to cater the needs of the sub- division, division, circle, zone and company level. The forum shall be headed by an officer of the licensee of appropriate seniority. The forum shall consist of officers of the licensee and have not more than four members as consumer and prosumer representatives. The Commission shall nominate one independent member who is

UNOFFICIAL Simplifying Compliance

familiar with the consumer affairs. The forum may be assigned different types of grievances depending on the nature of the grievance and the level at which it can be best resolved.

Any complainant aggrieved by the non-redressal of his/her grievance by the distribution licensee may himself/herself or through his/her authorized representative, approach the Appropriate Forum established by the distribution licensee as per PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time, in writing for the redressal of his/her grievance.

In case of non-compliance of the order of the Appropriate Forum within the specified period, the aggrieved person may approach the appropriate authority as per the provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

(ii) Redressal of Grievances by Ombudsman

A complainant aggrieved by an order of the Corporate Forum or non-redressal of grievance by the Corporate Forum within the specified period shall have the right to submit an appeal to the Ombudsman as per the provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

(3) Registration of Complaints/Reporting mechanism

(i) Complaints/grievances pertaining to failure/interruption of supply, meters, release of connections, reconnection or other services listed in Regulation 58 shall be registered by the distribution licensee at the complaint centres and/or centralized call centre in the format specified in Annexure-2. The complainant shall be immediately intimated of the complaint number and the date and time of its registration.

(ii) All complaints shall be attended to/rectified first by the officer/functionary in charge of the notified office within the time limits specified by the Commission. In case the complainant is not satisfied with the response or there is no response, the complainant shall have the right to approach the Appropriate Forum as specified in the PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

(iii) The Commission may at any time review the adequacy of the complaint centres set up by the distribution licensee and functioning of centralized Call Centre. The Commission may issue such directions to the distribution licensee as deemed necessary in the interest of consumers.

(iv) The distribution licensee shall every month compile data of complaints registered in Annexure, in the proforma at Annexure-3. The distribution licensee shall submit the information as per Annexure-3 to the Commission along with the quarterly/half yearly/annual reports to be submitted as per Regulation 58.

(4) The distribution licensee shall be required to maintain standards of performance for supply to all consumers as specified Regulation 58 read with Annexure-4. The periods specified in these standards are the maximum time permissible for services to be provided to the consumers. It shall, however, be the endeavor of the distribution

licensee to provide the best possible services well before the time limits specified in these regulations.

60. PAYMENT OF COMPENSATION

(1) In the event of failure to meet the Standards of Performance specified in Regulation 58 read with Annexure-4, the distribution licensee shall be liable to pay compensation to the affected consumers as specified in Annexure-4.

Provided that the maximum limit of compensation payable in case of violation of any Standard of Performance shall be Rs. 10,000/- except in case of reference no. 1.2(e), (h), (i) and 4 of Annexure-4 where the maximum limit of compensation shall be Rs. 20,000/-. In case the affected consumers are more than one, the amount of compensation within this limit shall be shared by all the claimant consumers for each notified office and this amount shall be distributed equally amongst all the claimant consumers who are eligible to get compensation by the competent authority.

(2) The aggrieved consumer(s) (only in case of manual compensation as specified in Annexure 4) may submit the claim for compensation in the format to the Nodal officer of the Appropriate Forum and as per the procedure specified in PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time, within a maximum of 60 days from the date of cause of action. The award of compensation shall be decided by the Appropriate Forum within 30 days of the filling of claim by the affected consumer(s). The compensation, as may be decided by the Appropriate Forum, shall be paid to the affected consumer(s) by way of adjustment in the electricity bills of the immediately succeeding months upon the award of compensation. The distribution licensee shall create an online facility on which a consumer may register and claim compensation amount.

Provided that consumer(s) shall be automatically compensated for the parameters specified by the Commission in Annexure-4 when it can be successfully established that there is a default in performance of the distribution licensee. In such case, the amount shall be paid to affected consumer(s) in the electricity bills of the immediately succeeding second billing cycle. The automatic compensation mechanism shall be implemented by the distribution licensee within 3 months of the commencement of these regulations. Provided further that in case automatic compensation is not paid by the distribution licensee within the stipulated time, the aggrieved consumer may file complaint with the Appropriate Forum within 30 days from the date when automatic compensation was payable by the distribution licensee. In case the Appropriate Forum reached the conclusion that compensation was payable to the consumer, such compensation amount shall be 1.5 times the amount of compensation specified in Annexure-4 of these regulations.

Provided also that only those consumers shall be eligible for getting compensation under this regulation who have paid all their bills to the distribution licensee Provided also that an aggrieved consumer(s), not satisfied with the orders of the Appropriate Forum, may approach the Corporate Forum within 2 months from the receipt of the order as per the provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

UNOFFICIAL Uploaded for compliance

Provided also that the aggrieved consumer(s), not satisfied with the orders of the Corporate Forum, may approach the Ombudsman within 30 days from the receipt of the order of the Forum as per the provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

(3) The compensation payable by the distribution licensee under sub-regulation (1) of this regulation and attributable to its negligence/inefficiency of the licensee shall not be allowed as a pass-through expense in the Aggregate Revenue Requirements of the Licensee.

61. INFORMATION ON STANDARDS OF PERFORMANCE

(1) The distribution licensee shall furnish the following information to the Commission in a half yearly report and a consolidated annual report:

(i) the levels of performance achieved by the distribution licensee with reference to those specified in Regulation 58 of this Code as per Proforma at Annexure–3 and 5A;

(ii) the measures taken by the distribution licensee to improve performance in the areas covered by the minimum Standards and the licensee's views on improved targets for the ensuing year;

(iii) the number of claims preferred by consumers or automatic paid by the distribution licensee along with compensation paid for failure to meet the Standards of Performance and related information as per proforma at Annexure–5B; and

(iv) any other information that may be specifically sought by the Commission.

(2) The half yearly report for the period April-September and the consolidated annual report ending March, shall be furnished to the Commission in the months of November and May of that year.

(3) The Commission may direct the distribution licensee to publicise information furnished by the distribution licensee under these regulations in such form, manner and frequency as it may deem appropriate but not inconsistent with the Act.

62. EXEMPTION

(1) The Standards of Performance specified in these regulations may be suspended during Force Majeure conditions including but not limited to war, mutiny, civil commotion, riot, flood, cyclone, lightening, storm, earthquake, lockout and fire or any other condition beyond the control of the distribution licensee that may affect a licensee's installations or activities.

In case of any dispute as to the existence of Force Majeure conditions, the decision of the Commission shall be final.

(2) Standards of performance would also not be applicable where supply of electricity is affected due to adoption of power regulatory measures by the distribution licensee as per the approval of the Commission or under the directions of Northern Regional Load Despatch Centre (NRLDC) or State Load Despatch Centre (SLDC).

(3) The Commission may after hearing the distribution licensee and representatives of affected consumer(s) relieve the distribution licensee from liability to compensate

consumer(s) for any default in the performance, if the Commission is satisfied that the distribution licensee has made all due efforts to fulfill its obligations and that such default is for reasons beyond the reasonable control of the distribution licensee.

UNCOMPLYCATE Simplifying Compliance

CHAPTER X

MISCELLANEOUS

63. SERVICE OF NOTICE

(1) Any order/notice to a person/consumer by the distribution licensee including a notice under Section 56 of the Act, shall be deemed to be duly served by the distribution licensee if it is:

(i) sent by registered post, speed post, under certificate of posting, courier or through e-mail at registered mail Id of the consumer;

(ii) delivered by hand to a consumer/person and an acknowledgement taken from any person in the premises; &

(iii) affixed at a conspicuous part of such premises in case there is no person available, to whom the order/notice can, with reasonable diligence, be delivered.

(2) Any notice by the consumer to the distribution licensee shall be deemed to be duly served, if given in writing, and delivered by hand or sent by registered post or speed post or through courier to the concerned Officer Incharge.

64. OBLIGATION OF STU/TRANSMISSION LICENSEE(S)

State Transmission Utility and/or any other Transmission licensee operating in the State shall extend all reasonable co-operation to enable a distribution licensee to release new connection or additional load/demand to an applicant in accordance with these regulations. Execution of transmission works for release of EHT connections within stipulated time shall be the responsibility of the transmission licensee once funds are transferred by the distribution licensee.

65. INTERPRETATION

(1) These regulations shall be read and construed in all respects as being subject to the provisions of the Act and the rules or regulations made under the Act and the provisions of any other law relating to the supply of electricity for the time being in force.

(2) Nothing contained in these regulations shall abridge or prejudice the rights of the distribution licensee and the consumer under the Act and the rules or regulations made there under.

66. ISSUE OF ORDERS AND PRACTICE DIRECTIONS

Subject to the provisions of the Act, the rules and these regulations, the Commission may, from time to time, issue orders and directions in regard to the implementation of these regulations and matters incidental or ancillary thereto.

67. POWERS TO REMOVE DIFFICULTIES

If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may do or undertake things or by a general or special order, direct the distribution licensee, to take suitable action, not being inconsistent with the Act, which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

68. POWER TO AMEND

(1) The Commission may, at any time, add or amend any of the provisions of these regulations.

(2) 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.

69. REPEAL AND SAVING

(1) The Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2014, along with amendments, shall stand repealed from the date of commencement of these regulations. Notwithstanding such repeal, anything done or purported to have been done under the repealed PSERC (Electricity Supply Code and Related Matters) Regulations, 2014, as amended from time to time, shall deemed to have been done or purported to have been done under these regulations to the extent that same were not inconsistent with the Act.

(2) The Punjab State Electricity Regulatory Commission (Single Point Supply to Co-operative Group Housing Societies/ Employers) Regulations, 2008, along with amendment, shall stand repealed from the date of commencement of these regulations. Notwithstanding such repeal, anything done or purported to have been done under the repealed (Single Point Supply to Co-operative Group Housing Societies/ Employers) Regulations, 2008, shall deemed to have been done or purported to have been done under these regulations to the extent that same were not inconsistent with the Act.

By Order of the Commission

Sd/-

Secretary to the Commission

UNCOMPLICATE Simplifying Compliance

Annexure-1

COMPUTATION OF CONNECTED LOAD

The connected load of the applicant/consumer shall be computed as under;

Sr. No	Description of equipment	Domestic/Bulk Supply (for domestic purpose)	Other than covered under column C
A	B	C	D
1	Fan Point	Actual rating or 60 Watt each (one third of the total to be counted)	Actual rating or 60 Watt each (all to be counted)
2	Light Point	Actual rating or 40 Watt each (half of the total to be counted)	Actual rating or 40 Watt each (all to be counted)
3	Wall Socket	60-Watt each (one fourth of the total to be counted)	60-Watt each (one third of the total to be counted)
4	Power Plug	1000 Watt each (one fourth of the total to be counted)	1000 Watt each (half of the total to be counted)
5	Air-Conditioner 1 Ton/1.5 Ton	Actual or 2500 Watt for 1.5 tonne AC (Half to counted)	As per name plate (all to be counted)
6	Television	100 Watt	
7	Refrigerator	250 Watt or actual rating	
8	Dessert Cooler	250 Watt or actual rating	
9	Geyser	1500 Watt or actual rating	
10	Washing Machine	500 Watt or actual rating	
11	Water lifting pump	As per actual.	
12	Any other motive load/device	Rated capacity	

Note:

(i) If any equipment is connected with plug point, the equipment's actual wattage rating shall be taken in to account. In case actual rating of the appliance is not available then standard wattage rating mentioned above shall be adopted for computation of connected load. In such case, load of plug point shall not be counted separately.

(ii) The equipment which is not connected electrically or equipment stored in warehouse/showrooms either as spare or for sale is not to be considered as "connected load".

(iii) Load of the protection equipments shall not be considered for assessing the connected load.

(iv) Three phase power sockets for NRS/Industrial/AP High Technology purposes shall be taken as 6 kW each and half of the no. of sockets shall be counted.

(v) Any fraction of lamp/fan/socket shall be counted as one.

(vi) In case a single switch is used for controlling more than one lamp/appliance, the sum of the total capacity of all the lamps/ appliances shall be taken into account for computing connected load.

(vii) Where the installation of a consumer consists of a combination of two motors, with a changeover switch in between and one secondary equipment/gadget, the motor having the higher rating shall be taken into account for working out the total connected load provided such an arrangement has been sealed by an officer authorized by the distribution licensee.

(viii) Where the rating of any energy consuming apparatus is indicated in kVA, its corresponding rating in kW shall be worked out by multiplying it with the power factor of 0.95.

(ix) In case of welding sets, kVA rating indicated on the name plate by standard manufacturers shall be multiplied by a power factor of 0.40 for computing connected load. In case of non-standard makes, kVA rating of the welding set shall be 75% of the product of open circuit voltage and maximum continuous hand welding current, and a power factor of 0.40 shall be assumed for computing connected load in kW.

(x) The connected load of UPS indicated in kVA shall be converted into kW by multiplying with the power factor of 0.90. However, sockets installed on the output side of UPS shall not be taken into account.

UNCOMPLICATE Simplifying Compliance

Annexure – 2

FORMAT FOR REGISTERING THE COMPLAINTS/GREIVANCES AT COMPLAINT CENTRES/NOTIFIED OFFICES OF THE LICENSEE

(See Reg. 58 & 59)

Name of Office _____

Sr. No.	Time & Date of receipt of complaint	Name, Address & A/c No. of the complainant	No. of complaint	Complaints classification		Time & Date of disposal of complaint /grievance	Time taken for disposal (in Days/Hrs./mts)	Whether redressed within stipulated time as per standards of performance Yes/No
				Nature of complaint	Complaint classification & its no.			
1	2	3	4	5	6	7	8	9

CLASSIFICATION OF COMPLAINTS:

(A) Reasons of interruption in supply

(i) Normal fuse off.
(ii) Overhead line breakdown.
(iii) Underground cable breakdown.
(iv) Distribution transformer failure.
(v) Power transformer failure.
(vi) Unscheduled outage/excessive outage

(B) Voltage Fluctuations:

(i) Loose joints
(ii) Ordinary case which requires no augmentation
(iii) Where augmentation is required.

(C) Meters

(i) Defective meters
(ii) Burnt Meters

(D) Release of new Connection/additional load

(i) Where extension of mains is not required
(ii) Where extension of mains is required

(E) Bills

(i) Where no additional information is required
(ii) Where additional information relating to correctness of reading etc. is required.

(F) Shifting of Meters/Service connections

(i) Meters
(ii) LT/HT Lines
(iii) Transformer
(iv) Service Connection

(G) Reconnection of supply following disconnection due to non-payment

(H) Others

UNCOMPLYCATE Simplifying Compliance

Annexure - 3

REGISTER FOR COMPILING THE COMPLAINTS/GREIVANCES-CLASSIFICATION WISE

(See Reg. 58, 59 and Annexure-2)

Month_____

Name of Office _____

Classification	Pending complaints of previous month	Complaints received during the month	Total complaints	No. of complaints redressed during the month		Balance complaints to be redressed (4)-(5)-(6)
				within stipulated time limit	Beyond stipulated time limit	
1	2	3	4	5	6	7
A (i)						
A (ii)						
A (iii)						
A (iv)						
A (v)						
A (vi)						
B (i)						
B (ii)						
B (iii)						
C (i)						
C (ii)						
D (i)						
D (ii)						
E (i)						
E (ii)						
F (i)						
F (ii)						
F (iii)						

UNCOMPLYCATE Simplifying compliance

F (iv)						
G						
H						

Note : Compilation of data shall be made every month.

UNCOMPLYCATE Simplifying Compliance

Annexure- 4

COMPENSATION PAYABLE TO CONSUMERS IN CASE OF VIOLATION OF MINIMUM STANDARDS OF PERFORMANCE (See Reg. 58 and 60)

Ref. No.	Complaint classification	Standard	Compensation payable for each block of delay for violation of standard		Mode of compensation Manual or Automatic
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	
1.1	**Normal fuse off call/complaint**				
(a)	Urban areas	Within 2 hours	Rs.100/- in each block of 2/4 hrs	Rs. 50/- in each block of 2/4 hrs	**Automatic**
(b)	Rural areas	Within 4 hours			
1.2	**Overhead Line breakdowns**				
	LT Line				
(a)	Urban areas	Within 6 hours	Rs. 100/- in each block of 3/5 hrs	Rs. 50/- in each block of 3/5 hrs	**Automatic**
(b)	Rural areas	Within 10 hours			
	HT mixed feeder				
(c)	Urban areas	Within 6 hours	Rs. 200/- in each block of 3/5 hrs.	Rs. 100/- in each block of 3/5 hrs.	**Automatic**
(d)	Rural areas	Within 10 hours			
(e)	**HT Cat. 2, 3 & 4 feeder**	Within 6 hours	Rs. 2000/- in each block of 3 hrs.	Rs. 1000/- in each block of 3 hrs.	**Automatic**
	EHT Line				
(f)	Normal fault such as Disc Insulator failure	Within 12 hours	Rs. 1000/- in each block of 6/12 hrs	Rs. 500/- in each block of 6/12 hrs	**Automatic**
(g)	Major fault such as Conductor Breakdown	Within 24 hours			
	EHT Line feeding not more than 2 consumers or cluster S/S				
(h)	Normal fault such as Disc Insulator failure	Within 8 hours	Rs. 2000/-in each block of 4/8 hrs.	Rs. 1000/-in each block of 4/8 hrs.	**Automatic**
(i)	Major fault such as Conductor Breakdown	Within 16 hours			
	Breakdowns including breakage of poles				
(j)	Cities and towns/urban areas	Within 12 hours	Rs. 100/- in each block of 6/12 hrs	Rs.50/- in each block of 6/12 hrs	**Automatic**
(k)	Rural areas	Within 24 hours			

1.3	**Underground cable breakdowns**				
	Cities, towns/urban and rural areas	Within 24 hours	Rs.100/- in each block of 12 hrs	Rs.50/- in each block of 12 hrs	**Automatic**
1.4	**Distribution Transformer failure**				
(a)	Urban areas	Within 24 hours	Rs. 200/- in each block of 12/24 hrs	Rs.100/- in each block of 12/24 hrs	**Automatic**
(b)	Rural areas	Within 48 hours			
1.5	**Power Transformer failure (with primary voltage upto 66000 volts)**	Within 15 days	Rs. 2000/- for each day of default	Rs. 1000/-for each day of default	**Manual**
1.6	**Street Light Faults**	i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours	Rs.200/- for each day of default	-	**Manual**
1.7	**Period of Scheduled Outage**				
(a)	Maximum duration in a single stretch	Not to exceed 6 hours in a day	Rs.200/- in each case of default	Rs.100/- in each case of default	**Manual**
(b)	Restoration of supply	not later than 6.00 PM			
2.	**Meter complaints**				
2.1	Inspection and replacement of slow, fast/creeping, stuck up meters	Inspection within 3 days and replacement within 24 hours in urban areas and 72 hours in rural areas of receipt of confirmation	Rs. 200/- for each day of default	Not applicable	**Manual**
2.2	Replacement of burnt meters	Within 24 hours in urban areas and 72 hours in rural areas of the receipt of complaint	Rs.300/- for each day of default	Not applicable	**Manual**
3.	**Release of new connection/additional load/demand**				
(a)	Grant of feasibility clearance	45 days or as approved by Commission	Rs. 100/- for each day of default	Not applicable	**Automatic**
(b)	Issue of demand notice	LT Supply: 5 days 11 kV Supply: 10 days 33 kV and above: 20 days	Rs.100/- for each day of default	Not applicable	**Automatic**

		After Commission approval: 10 days			
	Release of new connection/additional load/demand without erection/augmentation				
(c)	Release of supply	Big Cities like LDH, JAL, ASR: within 3 days.	Rs.200/- for each day of default	Not applicable	
		Other MC areas: within 7 days			
		Rural areas: within 15 days			
	Network expansion/enhancement required to release supply				
(d)	Release of supply – Low Tension	Within 30 days	Rs.400/- for each day of default	Not applicable	**Automatic**
(e)	Release of supply – High Tension 11000 volts	Within 60 days	Rs.1000/- for each day of default		
(f)	Release of supply - High Tension 33000 volts	Within 75 days			
(g)	Release of supply – Only EHT service line	Within 90 days			
(h)	EHT supply requiring extension/augmentation of system	Within the time period approved by the Commission	Rs.1000/-for each day of default		
4.	**Transfer of title and conversion of services**				
	Transfer of title and/or change of category	Within 7 working days in case of LT consumer and 14 days in case of HT/EHT consumers	Rs.1000/- for each day of default	Not applicable	**Manual**
5.	**Shifting of Meter/Service Connection & other services**				
(a)	Shifting of Meter within premises	Within 3 days	Rs.200/- for each day of default	Not applicable	**Manual**
(b)	Shifting of Service Connection LT Connection HT Connection	 10 days 20 days			
(c)	Shifting of LT	Within 20 days			
(d)	Shifting of 11 kV Line	Within 30 days			
(e)	Shifting of 33 kV line	45 days			

(f)	Shifting of EHT line	90 days			
(g)	Shifting of distribution Transformer	30 days			
6.	**Complaints about Consumer's Bills & restoration of supply**				
(a)	Resolution of complaints on disputed electricity bill	(i) within 24 hrs if no additional information is required (ii) Within 7 working days if additional information is required	Rs.200/- for each day of default	Not applicable	**Manual**
(b)	Reconnection of supply following disconnection due to non-payment of bills	Within 6 working hours	Rs.400/- for each day of default	Not applicable	**Manual**

UNCOMPLYCATE Simplifying Compliance

Annexure – 5A

STATUS REPORT ON LEVELS OF PERFORMANCE OF MINIMUM STANDARDS ACHIEVED BY THE DISTRIBUTION LICENSEE

1st April to September 30, _____

or 1st April to 31st March,_____

See Reg. 61(1)(i)

Sr. No.	Complaint classification	Standards specified by the Commission	No. of complaints received	No. of complaints resolved within the specified Standards	% age achieved in resolving complaints
1	2	3	4	5	6

UNCOMPLYCAT Simplifying Compliance

Annexure – 5B

STATUS REPORT ON CLAIMS PREFERRED BY THE CONSUMERS ON DISTRIBUTION LICENSEE'S FAILURE TO MEET THE STANDARDS OF PERFORMANCE AND RELATED INFORMATION

1st April to September 30, _____

or 1st April to 31st March,_____

See Reg. 61 (1)(iii)

Sr. No.	Complaint classification	Standards specified by the Commission	No. of claims preferred by the consumers	No. of claims settled by the Licensee	No. of claims rejected by the Licensee	Amount of compensation paid	Amount of compensation yet to be paid	Remarks
1	2	3	4	5	6	7	8	9

Note : Reasons for delay in payment or non-payment may be furnished separately.

UNCOMPLYCATE Simplifying Compliance

Annexure- 6

PARTICULARS TO BE INCLUDED IN THE BILLS

(See Reg. 41)

1) Bill Number

2) Bill date

3) Name of Sub-division/division

4) Consumer a/c no., name and address

5) Sanctioned load/contract demand

6) Category of consumer (i.e. DS, NRS etc)

7) Status of meter (OK/defective/missing/locked etc.)

8) Meter No. – In case replacement of energy meter is involved during the billing period, the meter number of the new meter and consumption recorded by the old meter shall also be indicated on the bill.

9) Meter reading Date

10) Initial meter reading of the billing period/cycle with date

11) Final meter reading of the billing period/cycle with date

12) a) Multiplying Factor of the meter

    b) CT and PT ratios and multiplication factor, if any

13) Consumption (kWh/kVAh) during the billing period.

14) Billing details: - The following details for the current month charges and arrears shall be furnished in the bill;

    a) Energy Charges

    b) Fixed Charges

    c) Maximum Demand recorded during the month

    d) Demand surcharge, if any

    e) Other taxes/duties/cess etc.

    f) Fuel cost adjustment charges

    g) Voltage surcharge or rebate

    h) Meter/ MCB rental

i) Interest of delayed payment

j) interest on Security (consumption & Security (meter)

k) Total current month charges

l) Arrears – (i) Preceding financial year

(ii) Current financial year.

m) Others

n) Total amount due

o) Adjustment

(Reason and period of adjustment

to be indicated)

p) Due date of payment

1) by cash/digital mode

2) by cheque payable at par/demand draft

q) Amount payable by due date

r) Amount payable after due date

15) Mode of payment

16) In case of cheque and bank drafts, the receiving authority in whose favour the cheque/draft should be drawn.

17) Address/Details of concerned local collection centres and notified offices of the distribution licensee or such other facility notified by the distribution licensee, with working hours where payment of Electricity Bill may be effected.

18) Designation and address of authorities with whom complaints or grievances can be lodged and addresses and telephone numbers of the Forum and the Ombudsman constituted under Section 42 of the Act

19) Telephone No. of complaint centre and notified office

20) Tariff rates

21) Last six months & corresponding month of previous year consumption

22) Last payment received

23) Security (consumption) & Security (meter) deposited by the consumer

24) Additional Security (consumption)

25) Aadhaar number of the consumer

26) Email Id. of the consumer

27) Mobile number of the consumer.

Annexure-7

LDHF FORMULA FOR ASSESSMENT OF ELECTRICITY CONSUMPTION

Units assessed = L x D x H x F, where.

L for consumers covered under non-contract demand system shall be load found connected during inspection in kW and

L for consumers covered under contract demand system shall be the sanctioned contract demand or the maximum demand in kVA recorded during last one year which ever is highest.

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

a)	Continuous process industry	30 days
b)	Non-continuous process industry (Including compost plants)	25 days
c)	Domestic use	30 days
d)	Agriculture Supply/AP High Tech	30 days
e)	Non-Residential (continuous) viz. hospitals, hotels, restaurants, guest houses, nursing homes, Petrol pumps and Tele-communication towers	30 days
f)	Non Residential (general) i.e. other than (e)	25 days
g)	Bulk Supply	30 days
h)	Public lighting	30 days
i)	Other categories (not included above) including temporary supply	30 days

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

a)	Single shift industry including compost plants (day / night only)	08 hrs.
b)	Non-continuous process industry including compost plants (day & night)	
c)	Continuous process industry	16 hrs.
d)	(i) Non-Residential (general) including restaurants	24 hrs
(ii)	Hotels, hospitals, nursing homes, guest houses, Petrol pumps and Tele-communication towers	12 hrs. 20 hrs

e)	Domestic	08 hrs.
f)	Agriculture Supply/ AP High Tech:	
	Fed from AP feeder	04 hrs.
	Fed from Urban feeder	12 hours
g)	public lighting	08 hrs.
h)	Bulk Supply	08 hrs.
i)	Other categories (not included above) including temporary supply	12 hrs.

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

a)	(i) Industrial including compost plants (General)	60%
	(ii) Power Intensive, Arc Furnace	75%
	(iii) Continuous process industry	100%
b)	Non-Residential including charitable hospital	40%
c)	Domestic	30%
d)	Agriculture Supply/AP High Tech	100%
e)	Bulk Supply	40%
f)	Public lighting	40%
e)	Other categories not included above	60%
f)	Direct supply for any use by a person and temporary supply	100%

UNCOMPLYCATE Simplifying Compliance

Annexure-8

ASSESSING OFFICERS/APPELLATE AUTHORITY DESIGNATED UNDER SECTION 126 AND 127 OF THE ACT BY THE GOVT. OF PUNJAB

(See Regulation no. 49)

GOVERNMENT OF PUNJAB
DEPARTMENT OF POWER
(Power Reforms Wing)
NOTIFICATION
The 26th March, 2021

No.1/13/04-EB(PR)/103: In partial modification of the Government of Punjab, Department of Power, Notification No. 1/60/03-EB (PR)/1186 dated 27.12.2004, the Governor of Punjab, in exercise of the powers conferred under Section 126 of the Electricity Act, 2003, is pleased to designate the following officers of the State Distribution Utility Punjab State Power Corporation Limited for the Implementation of provisions under Section-126 of the aforesaid Act in the State in their respective areas of Punjab State Power Corporation Limited, as Assessing Officer, as follows:-

Schedule

Category of consumers	Assessing Officer
All consumers having Contract Demand above 1 MVA.	Officer of the rank of Dy.CE/SE (DS) of the respective Distribution Circle.
All consumers having Contract Demand above 100 KVA upto 1 MVA.	Officer of the rank of Addi.SE/Sr. Executive Engineer (DS) of the respective Distribution Division.
All consumers having Contract Demand/ Sanctioned Load upto 100 KVA or 100 KW as applicable.	Officer of the rank of Executive Engineer/ Assistant Executive Engineer/Assistant Engineers (DS) of respective Distribution Sub-Division.

2. This Notification shall come into force from the date of publication in the official Gazette of Government of Punjab.

Dated, Chandigarh,
the 24 March, 2021

(Anurag Agarwal)
Additional Chief Secretary to Govt. of Punjab
Department of Power

Endst. No. 1/13/04-EB(PR)/104-106 Dated: 26-3-2021

A copy is forwarded to the following for information and further necessary action:-

1. The Chairman-cum-Managing Director, PSPCL, Patiala.
2. The Chairman-cum-Managing Director, PSTCL, Patiala.
3. The Secretary, PSERC, Chandigarh.

OSD/Power Reforms
A/w Addl. Chief Secretary, Power

2) Officers of the State Transmission Utility designated as Appellate Authority under section 127 of the Act vide Government of Punjab Notification No. 1/13/04-EB (PR)/ 660 dated 09.07.2019

GOVERNMENT OF PUNJAB
DEPARTMENT OF POWER
(Power Reforms Wing)
NOTIFICATION
The 26th March, 2021

No.1/13/04-EB(PR)/108: In partial modification of the Government of Punjab. Department of Power, Notification No 1/13/04-EB (PR)/660 dated 9.7.2019, the Governor of Punjab is pleased to designate the following officers of the State Transmission Utility as Appellate Authority for the purpose of deciding Appeals under Section-127 of the Electricity Act, 2003 against the Orders of the Assessing Officers made by them under Section-126 of the said Act:

Category of Consumers	**Appellate Authority**	
	Authority	**Distribution Zone of PSPCL**
For appeals by all consumers having Contract Demand above 1 MVA	**Director/Technical, PSTCL**	All Zones
For appeals by all consumers having Contract Demand above 500 KVA up to 1 MVA	**CE/TS, PSTCL**	South
	CE/P&M, PSTCL	Central
	CE/HR, IT and S&D, PSTCL	Border and North
	CE/SLDC, PSTCL	West
For appeals by all All consumers having Contract Demand above 100 KVA up to 500 KVA	**SE/P&M, PSTCL, Patiala**	South
	SE/P&M,PSTCL,Ludhiana	Central
	SE/P&M,PSTCL, Jalandhar	North
	SE/P&M, PSTCL, Amritsar	Border
	SE/P&M, PSTCL, Bathinda	West
For appeals by all consumers having Contract Demand/ Sanctioned Load up to 100 KVA or 100 KW as applicable	**Sr.XEN/P&M, Patiala**	South
	Sr.XEN/P&M, Lalton Kalan	Central
	Sr.XEN/P&M, Jamsher	North
	Sr.XEN/P&M, Batinda	West
	Sr.XEN/P&M, Civil Line Amritsar	Border

2. This Notification shall come into force from the date of publication in the official Gazette of Government of Punjab.

Dated, Chandigarh,
the 24 March, 2021

(Anurag Agarwal)
Additional Chief Secretary to Govt. of Punjab

Department of Power
Endst No 1/13/04-EB(PR)/ 109-111 Dated 26-3-2021

A copy is forwarded to the following for information and further necessary action.

1. The Chairman-cum-Managing Director, PSPCL, Patiala
2. The Chairman-cum-Managing Director, PSTCL, Patiala
3. The Secretary, PSERC, Chandigarh.
4. OSD/Power Reforms A/w Addl. Chief Secretary, Power

UNCOMPLYCATE Simplifying Compliance

Annexure-9

FORM OF APPEAL

(See Regulation no. 49)

APPEAL BEFORE THE APPRELLATE AUTHORITY UNDER SECTION 127 OF THE ELECTRICITY ACT-2003

Appeal against final order (A.F.O.) No._____ of _____.

Between

(Name and address of the consumer_____ Appellant

AND

1. (Name and address of the distribution licensee)

2. (Name and address of the Assessing Officer)_____ Respondents

Appeal under section 127 of the Electricity Act, 2003

1. Detail of Applicant
   - a) Full Name of the Applicant :
   - b) Full Address of the Applicant :
   - c) Name, Designation & Address of the Contact Person:
   - d) Contact telephone/mobile numbers :
   - e) Fax Number(s):
   - f) Email ID:
2. Details of the Distribution Licensee :
   - a) Name and address of the distribution licensee
   - b) Name of the concerned Divisional Engineer
   - c) Address of the office of the Divisional Engineer
3. Details of the Assessing Officer:
   - a) Name
   - b) Address
   - c) Contact details
4. Address of the premises inspected under section 126 of the Electricity Act-2003.
5. Connected load.
6. Particulars of the meter installed.
7. Date of Inspection.

8. Date of the provisional assessment.

9. Amount provisionally assessed.

10. Date of filing of the objections by the Appellant against provisional assessment.

11. Date of hearing of the objections by the Assessing Officer.

12. Nature of the unauthorized use alleged.

13. Gist of the final order of assessment under section 126 of the Elecy. Act-2003.

14. Whether any amount assessed paid/ deposited relating to the period in issue and if so the details thereof.

15. Whether the appellant has paid one half (1/2) of the amount assessed if so, the details thereof.

16. Whether there was any consent of the Appellant to the final order of assessment.

17. GROUNDS OF APPEAL:

(state the grounds of the case on which the appeal is filed and the reasons(s) why the final order is unsustainable)

Prayer:

It is therefore, prayed that _____

_____

Appellant

UNCOMPLYCATE Simplifying compliance

VERIFICATION

I_____(Name of the appellant (if individual) or the authorized representative of the appellant) declare that the facts stated in the above memorandum of appeal are true to my knowledge or based on information from _____and believed by me to be true, no part of the same is false and nothing material has been concealed there from.

Verified at _____on this _____day of_____

Place_____

(Signature)

Note: Attach extra sheets wherever necessary, if space is less.

UNCOMPLYCATE Simplifying Compliance

Annexure-10

AUTHORIZED OFFICERS TO ENTER THE CONSUMER PREMISES FOR CHECKING/ INSPECTION, FOR ACCEPTING COMPOUNDING FEE, TO ORDER DISCONNECTION AND RATES OF COMPOUNDING CHARGES UNDER SECTION135 & 152 OF THE ACT.

(See Regulation no.51)

1) Authorized Officers to enter the consumer premises for checking/ inspection, designated under section 135 of the Act by the Govt. of Punjab vide Notification No. 1/13/04-EB (PR)/23 dated 10.1.2005:

Sr. No.	Category of Connection	Authorized Officer
A	**Operation Officers**	
i)	All DS/NRS/AP, SP and Medium/Large /Bulk Supply upto 500 kW load	Any Officer of Distribution wing not below the rank of AE (within his jurisdiction).
ii)	Large and Bulk Supply beyond 500 kW and Railway traction supply	Any Officer of Distribution wing not below the rank of Sr. Xen (within his jurisdiction).
B)	**Enforcement Officers**	
i)	All categories of consumers with loads upto 500 kW	Any Officer of the Enforcement Wing not below the rank of AEE (within his jurisdiction).
ii)	All categories of consumers with loads above 500 kW	Any Officer of the Enforcement Wing not below the rank of Sr. Xen (within his jurisdiction).
C)	**MMTS Officers**	
	Medium/Large Supply and Bulk Supply	Any Officer of the MMTS Wing not below the rank of Sr. Xen (within his jurisdiction).

2) Authorized Officers for accepting Compounding fee under section 152 of the Act designated by the Govt. of Punjab vide Notification No. 1/27/05-EB (PR)/204 dated 22.3.2006

S.No	Category of Connection	Authorized Officer
1)	All LT and HT Domestic, Bulk Supply, Industrial SP, Agriculture and NRS	: SE/Distribution of the respective zone

	Connections		
2)	All LS & MS industrial Connections	:	CE/Distribution of the respective zone

3) The Compounding Charges Notified by the Govt. of Pb. under section 152 of the Act vide Notification No. 1/27/05-EB (PR)/204 dt. 22.3.06

Sr. No.	Category of Consumer	Rate at which the sum of money for compounding to be collected
1.	Industrial	
	a) Small Power	Rs.10000/- per kW of sanctioned load
	b) Medium Supply	-do-
	c) Large Supply - General Industry/ Power Intensive	Rs.10,000/- per kW of sanctioned load or ₹ 10,000/- per kVA of contract demand whichever is higher.
2.	Commercial	Rs. 5000/- per kW of sanctioned load.
3.	Agriculture Supply	Rs. 2000/- per BHP of sanctioned load
4.	Other category of consumers Domestic / Bulk Supply / Street Light	Rs. 3000/- per kW of sanctioned load.

4) Authorised Officers to issue orders for disconnection of supply where Theft of Electricity is prima-facie established as per notification No. PSERC/Secy./ Regu.-35 dt. 27.11.07 of the Commission:

Sr. No.	Category of Connection	Authorized Officer
A	**Operation Officers**	
i)	All DS/NRS/AP, SP and MS, LS/Bulk Supply upto 500 kW load	Any Officer of Distribution wing not below the rank of AE (within his jurisdiction).
ii)	LS / Bulk Supply beyond 500 kW and Railway traction supply	Any Officer of Distribution wing not below the rank of Sr. Xen (within his jurisdiction)

B)	**Enforcement Officers**	
i)	All categories of consumers with loads upto 500 kW	Any Officer of the Enforcement Wing not below the rank of AEE (within his jurisdiction).
ii)	All categories of consumers with loads above 500 kW	Any Officer of the Enforcement Wing not below the rank of Sr. Xen (within his jurisdiction).
C)	**MMTS Officers**	
	MS/LS and Bulk Supply	Any Officer of the MMTS Wing not below the rank of Sr. Xen (within his jurisdiction).

Note: In case of essential service where public at large is effected due to disconnection the officer so authorized above shall obtain prior approval of officer next above him before ordering XEN/AEE/AE/(DS) to disconnect supply to the premises.

4025/10-2024/Pb.Govt.Press S.A.S. Nagar

UNCOMPLYCATE Simplifying Compliance