## Chapter 4

## Procedure for Grant of Supply

### 4.1 Licensee's Obligation to Supply

The Licensee shall on an application by the owner or occupier of any premises, located in his area of supply, give supply of electricity to such premises within the one month after receipt of completed application and payments,

Provided where such supply requires extension of distribution mains, or commissioning of new sub-stations, the distribution Licensee shall supply the electricity to such premises immediately after such extension or commissioning or within such period as specified by the Commission in clause 4.8:

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

[3 (4)] [Provided further that in case of arrears of electricity dues in respect of any of old consumers / *premises where ownership has changed,* the new connection shall be released to the new owners only after submission of No-Dues Certificate as provided in clause 4.3(f):]

[2] [And provided that if there are arrears of electricity dues on a premises, a new connection shall not be released to a new applicant / or the old consumer on the same premises. The connection shall also not be released if*],* -

(i) The applicant (being an individual) is an associate or relative (as defined in Section 2 and 6 respectively of the Companies Act, 1956) of the defaulting consumer,
(ii) Or where the applicant being a company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person, is controlled, or having controlling interest in the defaulting consumer, provided, the Licensee shall not refuse electric connection on this ground, unless an opportunity to present his case is provided to the applicant and a reasoned order is passed by an officer as designated by the licensee.

### 4.2 Licensee's Obligation to Extend the Distribution System

(a) The Licensee shall have obligation for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply. Wherever the existing transformation capacity is loaded upto 80% of its capacity, the licensee shall prepare a scheme report for augmentation of such transformation capacity.

Provided that the responsibility of laying the distribution network for new streetlights shall be that of the concerned local body.

[3(4)] [Provided also that for prospective connections in un-electrified areas in his area of supply, the Licensee may intimate to the Commission the details of such un-electrified colonies / areas along with approximate no. of prospective consumers. The licensee may also submit detailed plan for electrification of such areas by any licensee / developer / Authority / Private Colonizers / Promoters / local body or any collective body of the consumers. The plans may be updated each year before submission to Commission.]

(c) The Licensee shall meet the cost for strengthening / up gradation of the system to meet the enhanced demand of the existing consumers as well as future growth in demand. Such expenditure shall be allowed to be recovered from the consumers through tariff subject to financial prudence check by the Commission.

### 4.3 New Connections - General

***a)*** The system of supply and voltage shall depend on the category of the consumer and the load as per details given in Chapter 3.

***b)*** [3 (4)] [Application form for obtaining new connection and for enhancement / reduction of load shall be made available to the applicant free of charge at all offices of the Licensee. The Licensee shall also put them on its website for downloading. Photocopies of a blank form may be made by the applicant and shall be accepted by the Licensee. The Licensee shall endeavour to introduce systems facilitating electronic filing of the applications *for release of connections through meters (all categories), or filing / processing for connections through prepaid meters provided commercially viable and sustainable technology is available.]*

c) The licensee / local authority shall designate Officers / authority for accepting applications in respect of sanction of load (for different categories of load) for new connection and releasing load by way of giving new connection. However the local authority for a rural area may frame it's own procedure for release of connection from time to time which shall as far as possible be in conformity to approved guidelines/specifications / costs specified by Commission.

d) All information relating to procedure, fees, designated officers for releasing new connections may be displayed on the notice boards of Subdivision office, Divisional offices and offices of DGM's / GM's / office of licensee. Public information counters for new forms, filing, and disseminating information status in the above offices, with computerized facilities in all towns with a population greater than 10 lakhs may be made operational within a time frame of one year.

e) The electronic filing of a new application, status of connection pending to be released, and tracking of status of a connection through IVRS facility may also be made possible in a phased manner in all cities, through use of information technology, on the internet website, centralized call centres, and proper linking with the subdivision / Division / DGM / GM offices.

*f)* [3 (1)] *[(i) It will be the duty of the seller and of the purchaser to find out the outstanding electricity dues up to the date of sale, and further that both seller and purchaser will be either/or, jointly and severally liable to pay the outstanding electricity dues/ obtain No dues certificate.*

*(ii) Before sale of a premise is made, the outstanding dues will be cleared and, in the alternative the deed to agreement / sale will specifically mention the outstanding dues and the method of its payment. "Outstanding dues" means all dues pending on a premises including late payment surcharge.*

*(iii) In case the no-dues certificate is not obtained by the old owner, new owner before purchase of property may approach the licensee for no-dues certificate, by giving the reference of the connection in said premises. The licensee shall either intimate the pending dues, if any, on the premises or issue no dues certificate within 30 working days from the date of application.*

*(iv) The outstanding dues will be first charge on the assets of the company, and the licensee shall ensure that this is entered in an agreement with new applicant.*

*(v) The recovery proceedings against the defaulting consumer, and where the defaulting consumer is a company, from the Directors of the company, shall be ensured. Where a financial institution has auctioned the property without consideration to licensees charge on assets, claims may be lodged with the concerned financial institution with diligent pursuance.*

*(vi) In case the electricity connection to the said premises was given with the consent of house owner, such person shall ensure the payment of all arrears/ dues of electricity by the tenant before the tenant vacates the premises.*

*(vii) However the above conditions shall not apply if inconsistent with the provision of any higher court order or an order as a consequence to it.*

*(viii) The application shall be processed by licensee on clearing of dues.*]

g) Where the property has been legally sub-divided, the outstanding dues for the consumption of energy on such premises, if any, shall be divided on pro-rata basis.

h) A new connection to such sub-divided premises shall be given only after the share of outstanding dues attributed to such sub-divided premises, is duly paid by the applicant. Licensee shall not refuse connection to an applicant only on the ground that, dues on the other portion(s) of such premises have not been paid, nor shall the licensee demand record of last paid bills of other portion(s) from such applicants.

**4.4 Processing of Application for Supply:**

(a) Application for new connections, in prescribed form (Annexure 4.1) and complete in all respects and accompanied by the prescribed Registration-cum-processing fee, shall be filed in duplicate in the office, specified by the Licensee, along with -attested true copies of the following documents:

(i) Proof of ownership of the premises in the form of registered sale deed or partition deed or succession or heir ship certificate or deed of last will or Proof of occupancy such as valid power of attorney or latest rent paid receipt or valid lease deed or indemnity form as per Annexure 4.2. Order Copy of appropriate court, in case of litigation regarding ownership of the premises, has to be enclosed.
(ii) Approval / permission / NOC of the local authority, if required under any law / statute.
(iii) In case of a partnership firm, partnership deed.
(iv) In case of a Limited Company, Memorandum, articles of Association, Certificate of incorporation and list of Director's / certified addresses.
(v) [3(4) [Work completion and Test certificate, on the prescribed format (Annexure 4.4), given by the licensed electrical contractor *can be submitted later but prior to commencement of supply.]*
(vi) Owner's consent for getting new supply connection. (Annexure 4.3)

(b) Licensee shall arrange to assist the applicants, if required, in completing the application form.
(c) The Licensee shall verify the application and the enclosed documents at the time of receipt of application. Written acknowledgement shall be issued on the spot. The acknowledgement shall indicate the date of proposed inspection (not later than 10 days in electrified areas, and two weeks in un-electrified areas) if the application is complete, otherwise it should mention the shortcomings if the application is incomplete.
(d) No application for the new connection for an electrified area shall be refused under any circumstances if it complies with statutory requirements and is in conformity with Act. In case consumer has not been intimated within stipulated period about any deficiencies in his application, the application shall be deemed to have been accepted for processing by the licensee.
(e) Licensee shall not be responsible if the reasons for delay are on account of Right of Way, acquisition of land, technical feasibility and lack of transmission capacity etc, over which the licensee has no reasonable control, provided the reasons for the expected delay are communicated to the applicant within the period specified for energisation.
(f) If any information furnished in application form is found wrong or the installation is defective or the energisation would be in violation of provision of Act / Electricity Rules / Tariff Order, the licensee shall not sanction the load and shall intimate the applicant the shortcomings / reasons thereof in writing on the spot as far as possible.

**4.5 Inspection by Licensee:**

The applicant along with the licensed contractor or his representative shall be present during the inspection. During the inspection, the Licensee shall:

(a) Satisfy themselves regarding the work completion certificate and the test report submitted by the applicant.
(b) In consultation with the applicant, fix the point of supply and the place where meter and the MCB etc. shall be fixed.
(c) Estimate the distance between the point of supply and the nearest Distribution mains from where supply could be given.

(d) Determine if the supply line shall go over any property belonging to a third party. In such a case the applicant shall obtain no objection from the third party, in absence of which, the licensee may adopt a different route for which the applicant shall bear the cost differential.

(e) Verify other particulars mentioned in the application form, if required.

(f) If the Licensee is not satisfied, he shall intimate to the applicant shortcomings on the spot. The applicant shall be required to get the defects removed. Inspection shall again be conducted and a fee, as prescribed, may be charged for such subsequent inspections.

**4.6 [3 (1)] Estimate**

(a) [*After sanction of load, an estimate shall be prepared, which shall remain valid for three months from the date of sanction letter to the applicant.*

(b) *The estimate shall include security deposit, charges for laying the service line, distribution mains (if required) & material, and system-loading charges etc, as determined by the Licensee with the approval of the Commission once in two years.*

(c) *After approval of the Commission, the Licensee shall publish a cost data book, and make it available to any interested person at a reasonable charge, and shall also place it on their website.*

(d) *The above estimate shall be based on Rs / KW (or Rs / KVA) of the sanctioned / contracted load, or on Rs per service installation for specific bands of contractual load applied for OR sanctioned load at each voltage level up to 33 KV voltage on which supply is to be given. Beyond 33 KV voltage level, the charges for laying shall be based on actual estimates of the licensees.*
*Provided that the estimates for independent feeder shall be in accordance to requirements laid down in clause 3.4 of this code.*

*Note:*
*Commission had specified a time frame for release of new connection in the Code subject to certain conditions. Commission observes that estimates to be made by licensee for the initial connection has uncertain elements - the uncertainty of time, as well as uncertainty of what consumer has to pay. The Commission is therefore constrained to direct the licensee to notify in advance the normative estimated charges as specified above, within 3 months from the date of enforcement of this revised Code, failing which, the licensee shall charge on such provisional normative charges that may be specified by Commission.*

***(e)*** *If the work is to be done by the developer/ applicant / development authority, the Licensee shall charge supervision charges as a percentage as given below, of the normative estimate arrived at on KVA or KW basis as specified in cost data book, which shall be deposited with the licensee before work begins.*

*Load 50 KW (56 KVA) upto 3600 KW (4000 KVA): - 15%*
*Above 3600 KW upto 9000 KW (10,000 KVA): - 8%*
*Above 9000 KW (10,000 KVA): - 5%*

*In other cases, Licensee shall commence the work after the applicant, has deposited the full amount of the estimate. Until the normative cost estimates are enforced, the supervision charges shall be levied as percentage specified above on estimated material cost and shall also include the estimated labour cost, cost of material handling and storage/inventory, and shall not include the system loading charges and the establishment costs.*

*(f)* *Disputes regarding the estimate may be referred to the authority that is one level higher than the sanctioning authority and if the applicant is still aggrieved he may approach the Consumer Grievance Redressal Forum for adjudication.*

*(g) A final bill shall be prepared after completion of the work by the Licensee.*
*- If the final bill exceeds the value of the estimate, the difference shall be deposited by the applicant before connection is energized.*
*- If it were less, the difference shall be adjusted in subsequent electricity bills or refunded by cheque within 60 days.*

*Provided further that, in case of revision of charges, if the estimates were sanctioned prior to the date of revision, the estimates in excess shall not be charged on completion of works on the basis of revised charge. However, if the work is completed at an estimate less than that prepared in revised charges, the excess amount deposited by the applicant on the basis of unrevised charges, shall be refunded within 60 days.*

*Provided also that, if the licensee has published updated normative charges in the cost data book, and has included the same in preparing the estimate, the final bill and above proviso, shall not be necessary]*

**(h) Consumer's Share in the Cost Estimate**

(i) The cost of extension and up-gradation of the system for meeting demand of new consumers / consumers desiring enhancement of load shall be deemed to have been recovered from them through system loading charges as approved by the Commission.

(ii) In areas where distribution mains do not exist, the costs for installation of new distribution mains shall normally be covered by grant from State Government or the local body or any collective body of the consumers or a consumer. The Licensee may also install new Distribution Mains from the surplus available with the Licensee after meeting all expenditure.

(iii) In all cases the applicant shall bear the cost of the extension of service line from the Distribution Mains to the point of supply.

**4.7 [3 (1)] *Release of Connection where extension of distribution mains or commissioning of sub-station / increasing capacity is not required:***

*[(a) The Licensee shall intimate in maximum 10 working days of the site inspection, the charges needed to be deposited by the applicant.*

*(b) The applicant shall deposit the charges within 7 working days of the receipt of the demand note, and furnish the right of way permission if the supply line passes over the property not belonging to the applicant.*

*(c) Licensee on request of consumer may extend the date of payment beyond 7 days, but this extended time shall not be counted for delay in connection under Section 43 of Act, and no compensation shall be paid during the said period.*

*(d) The applicant shall provide a board at the point of supply where meter and MCB shall be installed.*

*(e) The Licensee shall, upon completion of formalities as indicated in sub-clause (d), intimate the date when the meter shall be installed. The meter, MCBs etc. shall be installed and sealed in the presence of the applicant on the appointed date and the connection shall be energized immediately thereafter.*

*(f) The supply shall be given within 7 working days after the applicant deposits the charges, if a new pole or an underground cable is not required to be erected.*

(g) *(i) The applicant can procure the meter and MCB himself of approved make and specification fixed by the licensee as per clause 5.4 of this Code.*
*(ii) The applicant shall deposit the meter & MCB, along with test charges with the Licensee. After testing/ensuring the accuracy of the meter, the Licensee shall install the meter and MCB.]*

**4.8** ***New Connection where Extension of Distribution Mains or Commissioning of New Sub-Station / Enhancement of capacity of sub-station is required.***

[3 (4)] [(a) Application in prescribed format in accordance to procedure as per clause 4.4, shall be filed with the local office of the Licensee along with the documents, except that the work-completion certificate may not be attached, if the wiring has not been completed. The applicant may indicate in the application the time schedule in which load is required to be released. *The applicant shall also submit Phasing Schedule for release of load in case of Phased Contracted Demand.]*

(b) Within:
(i) 15 days for request for supply on LT;
(ii) 30 days for request for supply on HT;
(iii) 60 days for request for supply on EHT,

the Licensee shall communicate to the applicant:-

(i) whether the supply is technically feasible
(ii) financial estimate for the works if feasible after sanction of load and inspection of site
(iii) estimated time to execute these works, after site inspection and load sanction.
*(iv)* date of site inspection, at least 7 days in advance when applicant / authorized representative shall be required to be present.
(v) security deposit and other applicable charges.
(vi) the point where meter is to be installed.
(vii) the civil / other works that are to be completed by the applicant for installation of meter cubicles and other electrical apparatus.

*[3(1)] [(c) Within 90 days validity period of the estimate, the applicant shall be required to deposit the estimated amount.*
*(d) (i) Change in site of the sanctioned load will not be permitted.*
*(ii) Change in purpose of use of power within same tariff schedule shall be permitted.*
*(iii) If the applicant opts for lesser load than the sanctioned load before signing of agreement, the agreement for the same shall be executed accordingly and the sanction of surrendered load shall stand forfeited.]*

(e) The Licensee shall execute the work expeditiously within:
(i) 45 days for loads to be connected with 400 V;
(ii) 60 days for loads to be connected at 11 KV;
(iii) 120 days to be connected at 33 KV;
(iv) 300 days for loads to be connected at 132 KV.
from the date of deposit of estimated charges.

Provided for connections requiring augmentation of distribution systems, the licensee shall inform the applicant maximum time frame for which load can be sanctioned as below:
- Where extension of lines or augmentation of Distribution Transformer is required - 60 days,
- Where new Distribution Transformer is required - 120 days and
- Where existing 11 KV network needs to be strengthened or existing 66 / 33 KV sub-station needs to be augmented -180 days.

Also provided that the licensee shall electrify the un-electrified areas and release new connection therein as per the schedule given below:
(i) Where augmentation from newly existing work is possible - 180 days;
(ii) Where new work or grid needs to be laid - 1 year;
*(iii)* In case of Isolated Consumer - 180 days.

[3(4)] *[(f) The applicant shall have the option to execute these works himself through LEC under the supervision of the Licensee for which supervision charges as specified in clause 4.6(d) shall be payable to the Licensee.]*

(g) The applicant shall be responsible for getting the electrical works on his site inspected if required preferably 2 weeks prior to the scheduled date of completion of works relating to the distribution system, in accordance to the rules as framed under Sec 53 of Electricity Act 2003, and until framing of such rules, by the Electrical Inspector, and submit the inspection report to the Licensee. The HT or EHT applicants, upon demand of the Licensee, shall submit the test results of the manufacturers of the apparatus.

Provided that any delay due to non-submission of test results / NOC from electrical Inspector / Work Completion certificate shall be attributable to the applicant's account.

(h) Upon satisfactory verification of the work completion certificate, test results, submission of security, by the applicant and completion of the distribution system related works, the Licensee shall intimate the date (not later than 7 days) when the connection shall be energized. The applicant or his authorized representative shall be present at the time of sealing of meter and energizing of the connection.

**4.9** [3 (1)] **Electricity Connection in the Multistorey Buildings / Multiplex / Marriage Halls / Colonies to be developed by Development Authorities and / or Private Builders / Promoters / Colonizers / *Institutions / Individual applicants. (Approved by Licensed Electrical Inspectors).***

*(a) [Electricity connection at single point of supply with single point metering shall be provided to a new domestic / non-domestic Multistoried Buildings / Multiplex / Marriage Halls / Cooperative Group Housing Societies / Colonies, with load exceeding 25 KW. However this shall not restrict the individual owner from applying for individual connection, and the licensee shall sanction the connection to such applicant at L.T.*

*(b) The load shall be calculated on the basis of area constructed as per norms given in annexure 4.6, provided the applicant for single point supply may give an option in the application for either (i) covered area calculation procedure, or (ii) as per actual requirement to the satisfaction of the licensee.*

*(c) The applicant / developer / development authority shall be responsible to:*

*(i) Develop, construct the entire infrastructure required for distribution network from the licensee's sub station (220/132/33 KV or 33/11KV or 11/0.4 KV), upto the connection outlets in individual owner's premises, at his own cost, or by depositing fixed amount as per Cost Data Book, with the Licensee.*

*(ii) Arrange for safe housing with sealing of the bulk supply meter / sub-meters, and / or individual meters, and lay the underground / overhead internal cabling in trenches/ducts to each individual premise in the complex / colony.*

*(iii) Construct Metering room of proper size and well ventilated for housing the licensee's meters preferably near the entrance at the boundary wall inside the property limits, and should be accessible from outside without entering the complex.*

*(iv) Make use of HVDS wherever applicable, and introduce prepaid billing system for the use of individual owners. The licensee may provide necessary guidelines to the applicant / developer / development authority.*

*(d) For loads exceeding 25 KW, the Development Authority / Promoter / Builder / Colonizer/Institution shall: -*

- *Submit an application in the prescribed form alongwith processing charges if any, to the designated officer of the Licensee as per the procedure specified above.*
- *Submit a copy of the plan/map of the building / colony duly showing the constructed area of the entire building / colony, approved by the concerned Development Authority / Mahapalika / Nagarpalika /Gram Panchayat, or certified by registered Architect, and signed by the applicant.*
- *In case of non-submission of approval by the relevant authority / Government bodies / registered architect, the supply shall be given conditionally on receipt of an undertaking*

*from the applicant taking full responsibility that in the event of demolition, or objections from such authority, the supply shall be permanently disconnected by the licensee.*

- *Indicate the time schedule in which load is required to be released, and phasing schedule for part release of load.*
- *In case single point supply option is not exercised, submit an agreement affirming consent to maintain the lines and transformer centers erected in the layout till completion of works satisfactorily.*
- *Submit undertaking that only after completion of works satisfactorily, shall handover the entire Distribution System along with the transformer(s) to the Distribution Licensee, without claiming any payment or refund of any charges.*
- *Adhere to the prescribed procedure, submission of No- dues certificate, and applicable charges specified by licensee and approved by the Commission.*

*(e) The Licensee shall sanction the load as per the procedure specified in Annexure 4.6 and clauses above.*

*(f) The Development Authority / Promoter / Builder / Colonizer shall bear the estimated cost of the distribution system (including the cost of transformer and / or Sub-Station, wherever required) as per clause 4.6(d), on the basis of sanctioned load, or a part of sanctioned load (in case of request for release of load in phases / stages for a colony or a township), in the following manner:*

- *Load up to 50 KW (56 KVA): -*
  *The L.T. existing mains shall be strengthened.*
- *Above 50 KW and upto 3600 KW (4000 KVA): -*
  *11 KV existing feeders shall be extended if spare capacity is available, otherwise 11 KV feeder shall be constructed from the nearest 33 KV or 132 KV sub-station (if 11 KV voltage is available at 33 KV or 132 KV sub-station).*
- *Above 3600 KW upto 9000 KW (10,000 KVA): -*
  *33 KV feeder from 132 KV sub-station.*
  *Above 9000 KW (10,000 KVA): -*
  *132 KV feeder from nearest 132 KV or 220 KV sub-station.*

*(Note: 220 KV feeder from nearest 220 KV or 400 KV sub-station if considered essential by the licensee, shall also be permissible to the developers/ colonizer on their request. For 132KV and above, clearances from transmission licensee shall be obtained wherever necessary.)*

*Provided that the above limits are indicative only, and:*

*(i) The provisions for supply through independent feeder shall be as per Clause. 3.4.*

*(ii), The Licensee may decide differently the mode of giving supply in individual cases, after due approval of it's Deputy General Manager / Chief General Manager /or MD depending on voltage levels, to manage the infrastructure expeditiently keeping in mind the provisions of cl 4.2 (a).*

*(g) Authority / Promoter / Builder / Colonizer shall make payment for the estimated cost of the above work only. The service connection charges, system loading charges, cost of meter, security charges etc. shall be borne individually by the applicant inhabitants at the time of making an application for individual electricity connection.*

*Provided that in case the Authority / Promoter / Builder / Colonizer submits an application for single point supply to the licensee, for supplying to the individual owners of the flat in the multistoried complex / colony, all the costs / charges specified as in (g) above, shall be borne by him. The rules regarding the sale of energy to individual owners, and transfer of ownership of connection by the Authority / Promoter / Builder / Colonizer, shall be as per the provisions laid down in clause for 'Sale of Energy by consumer' as prescribed in clause 4.46.*

*(h)The levy of charges on account of excess load where single point supply exists, shall be as per clause 6.9(A), and no checking of load or purpose of the individual owners of the flat shall be necessary.*

*(i) The Authority / Promoter / Builder / Colonizer shall deposit prescribed charges as per cost data book at the time of making an application for temporary connection for the construction of the building/colony on per KW/KVA basis. The release of load for temporary connection shall be metered, and the load shall be as per requirement subject to a maximum of 15% of the total load required.*

*(j)The Licensee shall start the work of construction of feeder after receipt of 100% estimated cost. However, if Authority / Promoter / Builder / Colonizer desires to construct the lines etc. can do so after depositing with the licensee the supervision charges specified in clause 4.6(e).]*

**4.10 Application for Temporary Supply**

[3 (4)] *[(a) Licensee may grant temporary supply for a period not exceeding 2 years for building construction and three months for other purposes (upto six months for cane crushers/other seasonal processes) of temporary nature, unless otherwise provided in the tariff order.]*

(b) Application for temporary supply shall be given in the format prescribed in Annexure 4.5 to the local office of the Licensee at least 15 days before the day when supply is required where no new pole or mains extension is required and 30 days where additional pole(s) or mains extension Is required along with the following documents:

(i) No objection certificate, to ensure safety and security, from the local authority / owner of the premises if the supply is required at a place owned by the local authority / owner of the premises.

(ii) Proof of ownership in case applicant is not a consumer of the Licensee for the premises where temporary connection is to be given or copy of the latest paid bill of the Licensee in other cases.

(c) The Licensee shall examine the technical feasibility and if feasible shall send to the applicant an estimate of the cost of the service line and other charges within a week of the receipt of application.

(d) The Licensee shall also intimate the charges towards electricity consumption for the period for which supply is requested, as per tariff approved by the Commission from time to time.

[3(4)] (e) After deposit of the estimated cost and the advance charge for electricity as intimated above, and the load shall be released within 3 days for load up to 50 KW and within 21 days for loads exceeding 50 KW [*with proper metering]*. However, the load shall be released only after receipt of approval in writing from the Electrical Inspector in cases where 100 or more people are expected [*to gather in a congregation at one place*].

(f) The date of availing of the temporary supply may be got amended, to a date not later than 90 days of the date in the original sanction, by the consumer / applicant, by applying to the authority who sanctioned the load, at least three days before the commencement date indicated in the order.

(g) In case any permit / license / NOC is withdrawn by the competent authority after the connection is energized, the supply shall be disconnected forthwith and shall be reconnected only after the permit / license / NOC is restored. Further, Licensee shall not be liable for any damages. Reduction of any charges or refund shall not be permissible on this account.

(h) For further extension of the period of temporary supply, the consumer / applicant shall apply to the Licensee at least one week before the date of expiry of temporary supply. The Licensee may grant extension subject to the provisions of clause 4.10(a) and deposit by the consumer / applicant of the advance charges of electricity, for the period of extension.

(i) On conversion to permanent services, the security amount deposited by consumer if any, shall be adjusted in security deposit required for permanent connection.

Provided in the case of construction of building in colonies / multi-storey complexes etc, the period of temporary supply can be extended beyond 2 years subject to maximum of six months in exceptional circumstances at the discretion of licensee.

[3(2)] *[Provided also that temporary connection shall be released on premises only after clearing of electricity dues, if such dues are not stayed by court.]*

**4.11 Tatkal Yojana for Temporary Supply**

Licensee may give temporary supply at a notice of 24 hours, subject to the following conditions:

(i) If it is technically feasible,
(ii) On payment of an additional fee as fixed by the Licensee and approved by the Commission.

**4.12 General Conditions of determination of Connected / Contracted Load**

The prevailing method of determination of connected load is given in Annexure 4.6.

**4.13 Contracted Load**

[3 (4)] ***[(a) LT Consumers without MDI***

The Contracted load shall be equal to the connected load except that in domestic and *non-domestic* categories the Licensee shall sanction contracted load less than the connected load subject to the condition, that in domestic category it shall not be less than 50% of the connected load, and in *non-domestic* category not less than 75% of the connected load as desired by the applicant.

***(b) LT Consumers with MDI and all HT and EHT Loads***

*Contracted load shall be as mutually agreed between the consumer / applicant and the Licensee, having regard to the requirement of the consumer / applicant installation.]*

**(c)** Supply to Induction and Arc furnaces shall be made available only after ensuring that the loads sanctioned are corresponding to the load requirement of tonnage of furnaces. The minimum load of one-ton furnace shall in no case be less than 600 kVA and all loads will be determined on this basis. No supply will be given on loads below this norm.

4.14 **Agreement**

[(a) An agreement, on stamp paper of a prescribed value, shall be executed by the applicant for getting a new connection and for enhancement of load in all cases other than contracted loads of less than 25 KW.

(b) For contracted loads of less than 25 KW (except PTW and Industrial consumers) the application form itself shall serve the purpose of the agreement.

[3 (1)] [ *(c) The connection shall be energized within 7 days of submission of duly signed agreement at the licensee's office in the format as per Annexure 4.12.]*

(d)The agreement shall be for a minimum period of 2 years from the date of release of connection and shall remain valid till it is terminated by either party, after following the procedure detailed subsequently.

[3 (4)] (e) The standard agreement format as per Annexure 4.12 of this Code can be amended with the approval of the Commission.[*Hard /soft copies of all the agreement formats for applicable categories shall be made available by the licensee field office and also placed at web site by Licensee.]*

(f) After permanent disconnection the agreement shall be deemed to be terminated.

*(g)* [3 (4)] [A consumer may terminate the agreement after giving a notice in the specified format (Annexure 4.7). The notice period shall be 30 days for all consumers. Upon service of the said notice, the licensee shall arrange to take reading, disconnect the supply, remove meter, cable etc., deliver final bill including all arrears upto the date of disconnection with in 30 days *from the date of said application. Upon payment, the Licensee shall issue receipt with FINAL BILL stamped on it, which shall be treated as No Dues Certificate.]*

*(h)* However, if the agreement is to be terminated before completion of 2 years:

(i) Consumer shall be liable to pay the minimum charges (or the demand / fixed charges, if no minimum charges are prescribed for that category) for a period of 6 months or the

period by which the total duration of the agreement falls short of 2 years, whichever is lower.

(ii) The HT / EHT / Private Tube-well (PTW) consumers shall bear the estimated expenditure for the removal of the apparatus and line.

(i) The service line shall be dismantled on the termination of the agreement and the Licensee may take necessary steps for recovery of balance dues.

(j) Whenever, an agreement is terminated the Licensee shall give a written intimation to the consumer as per format in Annexure 4.8.

4.15 **Point of Supply**

(a) Supply shall be given at a single point, in premises, at the outgoing terminal of the Licensee. The Licensee shall determine the point of supply such that the meters and other equipment are always accessible to the Licensee without obstruction for inspection.

(b) All EHT & HT consumers / applicants shall provide independent entry to the meter or metering cubicle.

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

4.16 **Installation of equipment at point of supply**

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

(b) In addition, HT / EHT consumers / applicants shall also provide suitable protective devices as per the provisions of Rule 56 and 64 of the Indian Electricity Rules 1956 and thereafter as per regulations framed under Section 53 of the Electricity Act, 2003. The system of protection shall be got approved by the Licensee before commencement of supply.

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

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

(e) [3 (2)] *[The licensee shall install and maintain the communication link facility from the grid sub station supplying the railway traction through PLCC.]*

4.17 **Damage to equipment at consumer's premises**

(a) The meter, meter boards, service mains, MCB / CB, load limiters etc., must on no account be handled or removed by any one who is not an authorized employee / representative of the Licensee. The seals, which are fixed on the meters / metering equipments, load limiters and the Licensee's apparatus, must on no account be tampered, damaged and broken. The responsibility for the safe custody of Licensee's equipments and seals on the meters / metering equipments within the Consumer's premises shall be on the Consumer.

(b) 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, 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 supply is liable to be disconnected.

4.18 **Waiting list of prospective consumers**

(a) The Licensee shall allot a unique reference number on the basis of registration. The applicants shall be granted connections on the basis of first cum first served basis.

(b) An area wise information on waiting list of prospective consumers, their current status, reference number upto which connections stand released, may be maintained at Centralized call centres, and shall also be displayed on the Notice Board, or on a Blackboard kept at a prominent place in the licensees office, to be updated regularly.

4.19 **[3 (1)] Miscellaneous Charges to be levied**

*[The licensee's shall prescribe Schedule of Charges in Cost Data Book with the approval of the Commission and in accordance with clause 4.6, on account of Registration-cum Processing fee for new connection, estimates for new connection & enhancement of load. It shall also include the charges for reconnection and disconnection, and any other charge for miscellaneous services.]*

**4.20 [3 (1)] Security Deposit**

*(a)* [A security deposit to cover the estimated power consumption for two months shall be made by all consumer / applicant.

(b) The estimated consumption and security deposit amount for different categories of new consumers shall be determined by the Licensee with the approval of the Commission.

(c) In case of enhancement of load, only additional security to cover the additional load (Load after enhancement minus existing load) shall need to be deposited.

*(d)* [3 (3)] *Deleted*

(e) The Licensee may give notice to any consumer for deposit of additional security deposit if:

(i) The security deposit falls short of covering the estimated power consumption bill for 2 months based on his average monthly consumption for the preceding financial year.

(ii) In case of a new connection, additional security shall be demanded only after completion of one full financial year.

(iii) Only when the required additional security deposit payable by the consumer exceeds 10% of the existing security deposit, a demand for additional security deposit, shall be made.

(iv) The security deposit is reduced due to adjustment of outstanding dues.

(v) Security deposit has become invalid or insufficient due to any other reason.

*(f)* [3 (4)] **[**The consumer shall deposit the additional security within 30 days after the service of the notice. If a person fails to give such security, the Licensee may discontinue supply of electricity for period during which failure continues. *However, a maximum of three instalments, if considered prudent by the licensee, may be permitted.]*

(g) If the existing security deposit is found to be in excess of more than 20% of the required security deposit, refund of the excess amount shall be made by adjustment in the ensuing bills within three billing cycles to the consumer.

*(h)* [3(4)] *[*The security deposit shall be returned to consumer, upon termination of the agreement & finalization of permanent disconnection, and after adjustment of all dues, within 30 days. However, if the delay in payment exceeds 90 days, *interest at bank rates of Reserve Bank of India, shall be payable to the consumer. In this regard it shall be the responsibility of the licensee to keep a watch on the bank rate from time to time.*

*(i)* The Licensee shall pay interest on security deposit to the consumers at bank rate as on 1st April of applicable financial year by way of credit in the bill of the consumer in the months of April, or May or June as per the applicable billing cycle. However, no interest shall be payable if the deposit is not made by way of *cash, cheque or bank draft*. The

interest rates are subject to change as per the tariff orders of Commission from time to time.]

*(j)* The amount of security deposit shall be accepted in parts according to the phasing agreed for release of load in case of "Phased Contract Demand". The subsequent additional security amount shall be deposited 30 days prior to the release of additional load.

**(k)** The Licensee shall energise no connection until the requisite security amount has been deposited by the applicant / consumer.

**(l)** [3 (4)] [A distribution licensee shall not be entitled to require security in pursuance of this section, if the person requiring the supply is prepared to take the supply through a pre-payment meter*, as and when distribution licensee provides a choice to consumer to opt for supply through pre-payment meter.]*

4.21 **Cost of Servicing a New Connection / Reduction / Enhancement of Load**

[3(1)] (a) *[The consumer shall pay the cost of service line etc. and system loading charges as a cost of servicing a New Connection / Enhancement of Load to the licensee. These charges shall be either on the basis of the schedule of standard charges specified in the cost data book duly approved by the Commission, or in its absence, the actual cost of works as given in the estimate (clause 4.6) prepared by the Licensee. For reduction of load, system loading charges shall not be refunded, but if the load is enhanced again by the same consumer, only enhanced system loading charges over and above the system loading charges already deposited shall be charged.]*

(b) For Conversion from 1 phase to 3 phase LT & vise-versa, and Conversion from LT to HT & vice-versa, the procedure laid down for new connection, and clause 3.3 shall be followed.

4.22 **Mode of Payment:**

*[3 (1)]* [(a) All payments shall be made by way of Cash (up to Rs 20,000), Banker's Cheque, Cheque or Demand Draft. The Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Divisional Office is located*. No outstation cheque shall be accepted.*

*(b) The date of payment by cheque shall be deemed to be the date on which the cheque is received in the office of the Licensee. In case a cheque is not encashed or is dishonoured, the applicant shall deposit the amount in cash or through bank draft along with non-encashment fee as prescribed by the licensee in accordance with the provisions of Negotiable Instruments Act, including the temporary disconnection as per clause 4.36(h), and under no circumstances the right of consumer for making payment in future by cheque shall be withdrawn.]*

(c) However, for new connections for contracted load exceeding 10 MW, the consumer may have the option of making payment for the security deposit by way of a bank guarantee, valid for an initial period of 5 years, drawn on a branch of a scheduled bank, situated in the district. It shall be the responsibility of the consumer to get the guarantee renewed for further periods of five year at least 3 months prior to the date of the expiry of the guarantee.

4.23 **Wiring on Consumer's Premises**

(a) The work of wiring at the premises of the consumer shall be carried out by a licensed electrical contractor and conform to the standards specified in and Chapter VII of the Indian Electricity Rules, 1956 until regulations are framed under Section 53 of the Electricity Act, 2003.

(b) The material used for wiring shall comply with or be superior to the standards laid down by the Bureau of Indian Standards.

(c) All high-rise buildings, having a height of more than 15 meters from ground level, shall also comply with Rule 50-A of the Indian Electricity Rules, 1956 until regulations is framed under

Section 53 of the Electricity Act, 2003. The wiring shall be tested as per provisions of Section 47 to 49 of the Indian Electricity Rules, 1956 until regulations are framed under Section 53 of the Electricity Act, 2003.

4.24 **Installation of AC Motors**

No AC motor shall be connected to the low or medium voltage system of the Licensee unless the motor and the installation thereof has a suitable device to limit the starting current in accordance with the requirement indicated below.

(a) Power supply shall not be given to any applicant at low or medium voltage for utilizing induction motors of 3 HP capacity or above or welding transformers of 1 KVA capacity or above, unless shunt capacitors of appropriate rating are installed by the consumer across the terminal of such motors and welding transformers to achieve an average monthly power factor that is specified in this Code.

(b) Motors of low or medium voltage shall be provided with control gear to satisfactorily prevent the maximum current demand from the consumer's installation exceeding the limits given in the following schedule under all possible conditions:

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

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

(c) A triple pole linked switch protected by a no-volt release shall control the motor circuit and triple pole fuses (or overload release). It is important that the release shall be maintained in good working order. Wiring for motors shall be run with all three-phase wire bunches in a metallic conduit, which shall be effectively earthed throughout and shall be connected to the frame of the motor from which two separate earth wires shall run. The minimum permissible size of the earth wire permitted shall be No. 14 SWG. Indian Electricity Rules, 1956 until Regulations under Section 53 of the Electricity Act, 2003 are framed, shall be complied with in every respect.

(d) Total harmonic voltage distortion shall not exceed the limits mentioned below:

EHT = 4%
HT = 5%
LT = 10%

The licensees shall publicise for installation of Harmonic filters for all HT consumers, and LT commercial consumers (above 15 KW) to begin with, giving them a time period of one year from the date of implementation of this code, after which, it shall become mandatory on such consumers.

(e) In addition, synchronous motors shall also be provided with an apparatus to control watt-less current.

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

All new pumping set connection / reconnections shall ensure minimum losses and to achieve the same, shall conform to the requirement of Bureau of Energy Efficiency, and shall not be inferior, and shall also have the following: -

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

The licensee shall collect the data of water levels in the areas from appropriate / concerned authority / agency, and if this calls for enhancement of load, the consumer shall be required to get the load enhanced.