

## CHAPTER - III

### POWER SUPPLY

#### Application for Supply

3. Application for initial supply or subsequent additional supply of power shall be made in the format in duplicate as provided in **Form Nos. 1 & 2** as the case may be. Copies of the format of the application may be obtained from the local offices of the licensee free of cost. Photocopies of a blank Form or Form downloaded from the web-site of the licensee may also be used as an application form.

4. 1) The application after filling in shall be signed by the owner or the lawful occupier with the consent of the owner of the premises for which supply is required and shall be submitted at the local office of the engineer along with a non-refundable fee not exceeding the amount as fixed below together with a sketch map of the premises and documentary evidence of his ownership or occupation of the premises in question. Any assistance or information required for filling up the application may be obtained by the applicant from the local office of the engineer.

For loads at single phase	...	Rs.25/-
For Loads at three phase	...	Rs.100/-
For loads at HT	...	Rs.500/-
For loads at EHT	...	Rs.5000/-

2) The licensee shall acknowledge the application/letter(s) of the applicant/consumer forthwith.

5. Notwithstanding anything contained in Regulation 4, the licensee may grant connection to the premises of any applicant, and the licensee's engineer may dispense with documentary evidence of lawful occupation of the premises at his discretion. In cases where such documentary evidence of lawful occupation of the premises is dispensed with, any documentary evidence regarding electricity connection or payment of bills raised by the licensee for consumption of electricity will not constitute evidence for the purpose of lawful occupation of the premises in any municipal record, revenue record or any court of law.

**Explanation :** Any consumer who has been granted connection under this provision shall be deemed to be an occupier for the purposes of the licensee notwithstanding that his occupation is found by any court, tribunal or other authority to be not bonafide or lawful.

6. All applications for supply of power shall be filed at least thirty days before the expected date of supply, where distribution mains have been laid and power supply commenced. In case of high tension service or service requiring extension of the licensee's distribution mains, the prospective consumer shall submit his application not less than ninety days in advance provided that for



contracting loads at HT or EHT in excess of 5 MW up to 10 MW, application shall be made one year in advance and for contracting loads in excess of 10 MW two years in advance.

7. An applicant, who is not the owner of the premises occupied by him, shall execute an indemnity bond, indemnifying the licensee against any damages payable on account of any dispute arising out of supply of power to the premises.
8. When the applicant's premises have no frontage on a street and the service line from the licensee's mains has to go over or under the adjoining premises of any other person (whether or not the adjoining premises is owned jointly by the applicant and such other person) the applicant shall obtain at his own expense necessary way-leave, licence, sanction, permission or other right or interest from the adjoining owner or co-owner. The licensee shall not supply power until such way-leave, licence, sanction or other right or interest is obtained and produced. Any extra expenditure incurred in placing the service line in accordance with the terms of way leave, licence sanction or other right or interest obtained from the owner or co-owner shall be borne by the applicant. No way-leave, licence sanction or other right or interest once granted shall be cancelled or withdrawn, without giving six months notice by registered post to the engineer and the concerned consumer and a provision to this effect should be incorporated in the terms of the way leave, licence, sanction, or other right or interest arranged by the consumer and submitted to the licensee. The consumer may however arrange for alternative route, if any, to retain the supply of power. In all such cases the consumer shall bear the cost of diversion and other incidental expenses as may be estimated by the engineer. It shall not be incumbent on the licensee to ascertain the validity or adequacy of the way-leave, licence, sanction, or other right or interest obtained by the applicant.

Notwithstanding anything stated above, any way leave (including way leave granted for supply to others) would be surrendered or alternate route would be accepted only if in the opinion of the licensee it is technically feasible. The decision of the licensee in this regard would be final.

9. The service connection to an applicant for Industrial or General Purpose may be given without prejudice to his liability to obtain permission or sanction, etc. from any other authority or body.
10. i) If the applicant in respect of an earlier agreement executed in his/her name or in the name of his spouse, parents or in the name of a firm or company with which he/she was associated either as a partner, director or managing director, is in arrears of electricity dues or other dues for the same premises payable to the licensee, the application for supply shall not be allowed by the engineer until the arrears are paid in full.  
ii) Where applicant has purchased existing property and connection is lying disconnected, it shall be the duty of the applicant to verify that the previous owner has paid all dues to the Licensee and has obtained "no dues certificate" from the Licensee. In case "no dues certificate" is not obtained by the previous owner, the applicant before purchase of property may approach the Engineer of the Licensee for a "no dues certificate". The Engineer shall acknowledge receipt of such request and shall either intimate in writing outstanding dues , if any, on the premises or issue "no dues certificate" within one month from the date of



application. In case the Licensee does not intimate outstanding dues or issue "no dues certificate" within specified time, new connection on the premises shall not be denied on ground of outstanding dues of previous consumer.

- iii) Where a property /premises has been sub-divided , the outstanding dues for the consumption of energy on such premises, if any, shall be divided on pro-rata basis based on area of sub-division.
  - iv) 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. A Licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the Licensee demand record of last paid bills of other portion(s) from such applicants.
  - v) In case of complete demolition and reconstruction of the premises or the building, the existing installation shall be surrendered and agreement terminated. Meter and service line will be removed, and only fresh connection shall be arranged for the reconstructed premises or building, treating it as a new premises after clearing the old dues on the premises by the consumer(s).
  - vi) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner / occupier of any land / premises as the case may be, shall be a charge on the premises transmitted to the legal representative/ successor-in-law or transferred to the new owner/ occupier having lawful occupation of the premises as the case may be, and the same shall be recoverable by the license as due from such legal representative or successor-in- law or new owner / occupier having lawful occupation of the premises as the case may be.
11. i) Within three days of receipt of the application for LT supply, three clear days notice shall be sent by the licensee to the applicant or to the licensed contractor acting on his behalf for the applicant or his representative to be present for the purpose of inspection of the premises and fixation of the point of entry of supply mains and the position of mains, cut-outs or circuit breakers and meters. The licensee will in no case fix meters and main cut-outs nor will allow the same to remain in any position which entails entry of the licensee's employees into private or religious quarters.
- ii) *The licensee shall respond to the application for supply at HT within twenty-one days stating whether the connection is feasible or not. If feasible, the licensee shall intimate voltage at which supply will be given and point of commencement of supply.*
  - iii) *The licensee shall forward the application for supply at EHT to the transmission licensee within three days of its receipt for its further processing in terms of provisions in the Grid Code. The licensee shall obtain the final reply regarding feasibility from the Transmission Licensee and communicate the same to the applicant within one-month receipt of application.*



## Estimate

12. 1) a) After the point of entry of the supply mains and the position of mains, cut-outs or circuit breakers and meters have been settled as provided for in Regulation-11 above, the licensee shall supply to the applicant within a period of one week an estimate of the cost of carrying out the work along with security deposit required. The licensee also shall forward the form of licensed contractors' completion and test report to the applicant. Before the work of laying the service line is taken up, the applicant shall pay in full the cost of laying the service line as per estimate prepared by the engineer.
  - b) If supply is requested at HT or at EHT, the licensee shall intimate the applicant the estimated charges and time required for providing new connection within sixty working days of notifying feasibility of supply as provided in Regulation-11 above. The licensee also shall forward the form of licensed contractors' completion and test report to the applicant. Before the work of laying the service line is taken up, the applicant shall pay in full the cost of laying the service line as per estimate prepared by the engineer.
  - c) After the deposit has been duly made, orders for taking up the work shall be issued within a period of three days from the date of deposit. The amount deposited by the applicant shall be subsequently adjusted, if necessary, on compilation of the figures of the actual cost of the service lines. The balance amount, if any, shall be refunded to the consumer by way of adjustment in the first electricity bill. The applicant shall pay any expenditure incurred in excess of the amount deposited by the applicant within fifteen days of demand.
  - d) A final bill shall be sent to the consumer after giving service connection, within one month, indicating therein the actual expenses incurred together with a demand or refund notice, if any.
- 2) Service lines for temporary connections shall be laid by the licensee where possible and the estimated cost for laying and removing such service lines together with estimated energy charge shall be paid by the applicant in advance on demand by the licensee.
  - 3) Where any difference or dispute arises as to the cost or fixing of the position of service lines, the matter shall be referred to the Electrical Inspector for decision.

## Licensee's Obligation to Supply and power to recover expenditure

13. 1) The supply of power shall be made, if it is available in the system, technically feasible and remunerative as per the norms fixed at **Appendix I**. by the Commission and the applicant enters into an agreement in the standard form under Regulation 15 accepting the terms relating to tariff and other conditions of supply of the licensee.
- 2) In case the scheme of supply is not remunerative, as above, the applicant shall be required to bear the portion of charges to make the scheme remunerative.



- 3) No additional power shall be supplied by licensee unless all arrear charges for the existing power supply have either been paid in full or paid in accordance with an installment facility granted by the licensee for unconditionally paying the arrears within the stipulated time.
- 4) Every Distribution Licensee shall, on receipt of an application from the owner or occupier of any premises give supply of electricity to the premises within the time stipulated in sub-clause (5), subject to the payment of fees, charges and security and the due fulfillment of other conditions to be satisfied by such owner or occupier of the premises.
- 5) Subject to Regulation 8, the Distribution Licensee shall give supply of electricity to the premises pursuant to the application under sub-clause (4) above:
  - a) Where no extension of distribution main or commissioning of new sub-station is required for effecting such supply within one month after the receipt of the application along with the fees, charges and security amount payable;
  - b) In cases where such extension of distribution main or commissioning of new sub-station is required but there is no requirement of erecting and commissioning a new 33/11kV sub station within the time frame given hereunder:

Type of service Connection requested	Period from date of payment of required security and other estimated charges, within which supply of electricity should be provided
Low Tension (LT) supply	30 days
11KV supply	60 days
33KV supply	90 days

Provided that the Distribution Licensee may approach the Commission for extension of the time specified above, in specific cases where the magnitude of extension is such that the Licensee will require more time, duly furnishing the details in support of such claim for extension and if satisfied with the justification given by the Distribution Licensee, the Commission may extend the time for commencing the supply.

- c) In the case of application for new connection, where extension of supply requires erection and commissioning of new 33/11 KV sub-station, the Distribution Licensee shall within 15 days of receipt of application, submit to the Commission a proposal for erection of 33/11 KV sub-station together with the time required for commissioning the substation. The Commission shall, after hearing the Distribution Licensee and the consumer concerned decide on the proposal and the time frame for erection of the sub-station. The Distribution Licensee shall erect and commission the sub-station and commence power supply to the applicant within the period approved by the Commission.

Provided that if the substation is meant to extend supply to an individual consumer, the Licensee may, unless otherwise directed by the Commission, commence erection of the substation only after receipt of necessary security from the applicant.



Provided further that, where such substation is covered in the investment plan approved by the Commission, the Distribution Licensee shall complete the erection of such substation within the time period stated in such investment plan.

Provided that wherever the substation or the line has been covered in the investment plan approved by the Commission the distribution licensee should not collect any charge from the intending consumers even though it may not be remunerative, in case the line or substation proposed in the investment plan would not have been there.

- 6) The Distribution Licensee shall not be responsible for the delay, if any, in extending the supply, if the same is on account of problems relating to statutory clearances, right of way, acquisition of land, or the delay in consumer's obligation to obtain approval of Chief Electrical Inspector for his High Tension or Extra High Tension installation, or for any delay in compliance with requirements by the applicant or delay or for any other similar reasons beyond the reasonable control of the Distribution Licensee.
- 7) Subject to the above it shall be the responsibility of the Distribution Licensee to have necessary commercial arrangements with the respective Transmission Licensee(s) to ensure that the required supply at Extra High Tension (EHT), i.e. above 33 KV, is made available within the time frame in consultation with Transmission Licensee.
- 8) In cases where the village or hamlet or area is not electrified earlier, the Distribution Licensee shall give supply of electricity to premises in such village or hamlet or area as per the programme of electrification of habitations covered in the investment plan approved by the Commission **after confirmation by the State Government** and subject to availability of fund for giving such supply and right of the way. The supply shall be extended within the time frame stated in such investment plan
- 9) **Shifting of service connection/deviation of lines and shifting of equipment**

Wherever the consumers request for shifting the service connection to the new premises or for deviation for the existing lines at their cost the following time schedule shall be observed for completing these works after getting the expenses as laid down in this Code.

- |   |         |
|---|---------|
| 1. Shifting of meter/service                                | 15 days |
| 2. Shifting of LT lines                                     | 30 days |
| 3. Shifting of 11KV lines                                   | 60days  |
| 4. Shifting of 33KV lines                                   | 90days  |
| 5. Shifting of 33/11 KV Distribution Transformer structures | 90 days |

The time schedule given above includes the time required for preparation of estimates, collection of deposits, etc.

The accounts should be settled within three months from the date of completion of shifting work by recovery of excess expenditure or refunding the balance deposit.



No charges to be levied in case the line was previously drawn unauthorisedly over a plot which causes inconvenience either to plot owner/owners, or other consumers affected.

**10) Transfer of service connection**

- a) Subject to the Regulation 8, the transfer of service connection shall be effected within 15 days from the date of receipt of complete application.
- b) The service connection from the name of a person to the name of another consumer shall not be transferred unless the arrear charges pending against the previous occupier are cleared.

**11) Change of Classification**

A consumer can utilise a service connection given to him for a purpose different from the purpose for which he originally obtained the service connection, only if the same tariff is applicable to the new purpose also. If a different tariff is applicable to the new purpose, the consumer shall apply to the Licensee before changing the purpose.

Within fifteen days from the date of receipt of application from the consumer, the Licensee shall effect change of tariff.

However, no consumer will be permitted to change the tariff of the service connection from any low-tension tariff (other than agriculture) to low-tension tariff for agriculture.

**Consequences of default**

14. 1) The Distribution Licensee who fails to comply with the time frame for supply of electricity stipulated in Regulation 13(5) above shall be liable to pay penalty as may be decided by the adjudicating officer of the Commission in accordance with Section 143 read with sub-section (3) of Section 43 of the Act.
- 2) The liability to pay penalty under this Regulation for default if any, shall not absolve the Distribution Licensee from the liability to pay compensation to the affected person as per the regulation notified under sub-section (2) of Section 57 of the Act.

**Agreement**

15. Every person whose application for initial supply or subsequent additional supply of power has been processed by the licensee who avails the supply at three phase, shall before taking such supply execute an agreement in the standard format as per **Form No.3** of this Code and will deposit security amount as per Regulation 19(2) of this Code. In the case of non-remunerative schemes, portion of charges as indicated in Regulation 13 (2) will also have to be deposited. Such agreement shall not be required for Domestic and General Purpose consumers and their applications for power supply in the form as per in Form No.1; if accepted, shall constitute the agreement between the licensee and the consumer. The duplicate copy of the application in **Form no.1** shall be handed over to the applicant with endorsement of acceptance for his reference and record.



## **Termination of Agreement**

16. 1) If power supply to any consumer remains disconnected for a period of two months for non-payment of charges or dues or non-compliance of any direction issued under this Code, and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee with the consumer for power supply shall be deemed to have been terminated on expiry of the said period of two months, without notice, provided the initial period of agreement is over.
- 2) On termination of the agreement, the licensee shall be entitled to remove the service line and other installation for supply of power from the premises of the consumer. After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as a fresh application for connection and would be entertained only after all outstanding dues have been cleared.
- 3) Consumer may terminate the agreement after giving at least two months notice to the licensee only after completion of initial period of agreement.

Provided that the notice shall be accompanied with a copy of payment of last bill.

17. Whenever restriction on power supply is imposed and power purchased from other States or agencies is supplied to the consumer on special request, a supplementary agreement shall be executed which shall remain in force for the period of such restriction.

## **Record of Disconnection and Reconnection**

18. The licensee shall maintain a record of disconnection and reconnection. The licensee shall intimate in writing the date of disconnection to the consumer within seven days of disconnection and obtain acknowledgement of the consumer or his authorised representative.

## **Security Deposit**

19. 1) Any person entering into an agreement with the licensee for supply of power shall deposit such amount to cover charges (i.e. demand/fixed charges and energy charges as applicable) for supply of three months where by-monthly bill is in vogue and two month charges in the case of monthly billing cycle, for the relevant consumer category. In case of phased contract demand, the security deposit will be accordingly phased. Enhanced security deposit shall be payable thirty days prior to each scheduled enhanced demand. Provisions to this effect shall be incorporated in the agreement.
- 2) The initial security deposit (demand charges plus energy charges) shall be calculated based on the load factor as under:



## PROPOSED GUARANTEED STANDARDS OF PERFORMANCE AND LEVEL OF COMPENSATION TO CONSUMER FOR DEFAULT IN EACH CASE

### I SCHEDULE OF COMPENSATION AND MANNER OF PAYMENT

Service area	Compensation payable to affected consumer	Manner of payment
<b>Normal Fuse-off</b>		
Urban Areas	Rs. 100 in each case of default	Automatic
Other Areas		
<b>Line Breakdowns</b>		
Urban Areas	Rs. 100 to each affected consumer	To be Claimed
Other Areas		
<b>Distribution Transformer failure</b>		
Urban Areas	Rs. 200 to each affected consumer	To be Claimed
Other Areas		
<b>Period of scheduled outages</b>		
Maximum duration in a single stretch	Rs. 200 to each affected consumer	To be Claimed
<b>Restoration of supply</b>		
<b>Voltage Variations</b>		
No expansion/enhancement of network is involved	Rs. 200 in each case of default	Automatic
Up-gradation of distribution system is required	Rs. 500 in each case of default	
<b>Harmonics</b>		
EHT connections	To be decided by the Commission at appropriate time.	
HT connections		
<b>Meter Complaints</b>		
Inspect and check correctness	Rs. 100 in each case of default	To be Claimed
Replace slow, creeping or stuck up meters	Rs. 100 in each case of default	Automatic
Replace burnt meters if cause not attributable to consumer	Rs. 200 in each case of default	Automatic
Replace burnt meters in all other cases		
<b>Application for new connection/additional load</b>		
<b>Connection feasible from existing network</b>		
Release of supply	Rs. 100 for each day of default	Automatic



Service area	Compensation payable to affected consumer	Manner of payment
<b>Network expansion/enhancement required for providing connection</b>		
Release of supply – Low Tension (including agriculture)	Rs. 100 for each day of default	To be Claimed
Release of supply – High Tension 11KV supply	Rs. 500 for each day of default	To be Claimed
Release of supply – High Tension 33KV supply	Rs. 500 for each day of default	Automatic
Release of supply – Extra High Tension services		
Erection of Substation required for release of supply	Rs. 1000 for each day of default	Automatic
<b>Transfer of ownership and conversion of service</b>		
Title transfer of ownership	Rs. 100 for each day of default	Automatic
Change of category	Rs. 100 for each day of default	Automatic
Conversion from LT 1-ph to LT 3-ph		
Conversion from LT to HT and vice-versa	Rs. 200 for each day of default	Automatic
<b>Resolution of complaints on consumer's bills</b>		
Resolution of complaint.	Rs. 50 for each day of default	Automatic
<b>Reconnection of supply following disconnection</b>		
Urban Areas	Rs. 100 for each case of default	Automatic
Other Areas		

#### Conditions Applicable to payment of compensation:

1. The Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters and payment of bills etc. and intimate the complaint number to the consumer.
2. The Licensee shall maintain all records regarding the Guaranteed Standards of Performance, in a consumer-wise manner, in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.
3. The compensation payable may be done by the licensee by way of adjustment against existing, current, and/or future bills for supply of electricity.
4. The compensation claims shall be dealt with in the following manner:  
Automatic: This mode of payment requires the Licensee to calculate and pay or adjust the compensation amount to the affected consumer automatically; following non-compliance of the



specific standard. The consumer can also approach the Licensee to claim compensation, if the standard is violated and the Licensee fails to dispense the compensation in a reasonable amount of time.

5. The Licensee is required to make internal investigation regarding fixing of liability for recovering the compensation amount from the erring employees concerned.
6. The employees should be informed on the details of Regulations and suitably trained so that they make endeavour in the form of proper operation and maintenance in their system to meet the standards.

**To be Claimed :** This mode of payment requires the consumer to bring to the notice of the Licensee that the standard has been violated and accordingly claim the compensation amount from the Licensee.





The first part of the report is a general introduction to the project. It describes the objectives of the study and the methods used to collect and analyze the data. The second part of the report is a detailed description of the results of the study. It includes a discussion of the findings and their implications for practice. The third part of the report is a conclusion and a list of references.

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