



ELECTRICITY SUPPLY CODE, 2005

(3rd Amendment)
vide Commission's Order dated 11th August 2006

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List of Amended Clauses

Superscript Notations used for Amendment No.	<u>Notifications - Dates</u>	<u>Clause No.s</u>
	ESC, 2005 was notified vide: Noti. No. UPERC/Secy-Supply Code/05-4528 dated 18 th February 2005	
'1'	Noti.No. UPERC/Secy/Regulation/05/4566 dated 1st March 2005	2.1 3 rd para, 2.2(u), 5.2 (f)
'2'	Issued on 5 th May 2005 by Commission's Order	2.2(jj), 3.4(b) proviso, 4.1- 4 th proviso, 8.4(a)
'3'	Noti. No. UPERC/Secy/Regulation/Supply Code/2006-517 dated 11 th August 2006	As below
For Amendment No. 3	<u>Denotes</u>	<u>Clause No.s</u>
'3(1)'	'Clause / sub-clause / annexure replaced '	1.4(iii), 2.2(w), 2.2(ff), 4.8(c), (d), 4.9, 4.14(c), 4.19, 4.20, 4.21(a), 4.22(a), (b), 4.36(e), 4.38(c), 4.39(c), 4.40, 4.41(a), 4.42(f), 4.47, 5.2(c), (d), 5.4(a) & (f), 5.5(a) & (c), 5.6(b)(i), 5.7(f), 5.8(a), 5.9(a), 5.9(b)(i), 6.1(f), 6.8, 6.9, 6.10(a)(iii), 6.12, 7.7.1(e), (g), 7.7.6-ist para, 7.9 all provisos, 7.12, 7.13, 8.0-8.3, 9.6, Annexure- 4.4, 4.6, 4.9, 6.3, 7.1
'3(2)'	'New clause / sub-clause / annexure added '	2.2(ddd)-(ggg), 2.3 Note 1 formula, Note III (w-ff), 3.1(2 nd proviso), 3.4(note), 4.10(i) proviso, 6.1(m), 6.4(d), 6.16, 7.7.1(e)&(g), 7.7.2(d), 7.9(b)(vi)-last proviso, 7.14, Annexure- 4.12, 4.13, 6.5
'3(3)'	'Clause / sub-clause deleted '	3.4(c), 3.4(d)(v), 4.20(d), 4.41(a)(iii), 7.12(b)
'3(4)'	'Clause / sub-clause amended '	2.2(ll), 3.2(b), 3.4(b), 3.5(b), 4.2(a) 2 nd proviso, 4.4(a)(v), 4.8 (a),(f), 4.10(a),(e), 4.20(f) & (h), 4.34, 4.39(f), 4.45(B), 4.46(a); 5.4 (c); 5.6(c)(iii), 5.7(d), 5.8(iv), 6.1 (g), 6.10(ii) & (iii) (b)(iii), 6.14(ii), 6.15-expl, 7.5, 7.9

No. UPERC/Secy/Regulation/Supply Code/2006-517

Dt. 11th August 2006

Electricity Supply Code – 2005
(3rd Amendment)

COMMISSION ORDER DATED: 11TH AUGUST 2006

1. The Electricity Supply Code, 2005 had been notified vide gazette notification no. 4528 dated 18th February, 2005. The Ministry of Power, Government of India had issued an order on "The Electricity (Removal of difficulties)", vide number S.O. 796 (E) and G.S.R. No. 379 (E) (Electricity Rules, 2005), dated 08th June 2005 in accordance with Sections 176 and 183 of Electricity Act 2003. Keeping in view the provisions of aforesaid order and also on account of difficulties experienced by the licensees and the consumers, the Commission proposed certain amendments in the existing Electricity Supply Code 2005. The proposed amendments have been routed through the procedure specified in clause 1.4 (i) of the existing Code whereby these proposals were made available to all distribution licensees, public, the State Government and other stakeholders for their comments/suggestions. In accordance with the requirements of section 181(3) of Electricity Act, 2003 the Commission made previous publication of these proposals through a public notice in newspapers and by placing the proposed document on its website inviting comments on the proposed changes by 15-12-2005. Taking note of lack of response from some licensees the Commission allowed further time upto 31st January 2006. The Commission also consulted Electricity Supply Code Review Panel and State Advisory Committee in order to solicit their views on the proposal. After carrying out above statutory process, the Commission specifies amendments in the Electricity Supply Code, 2005, which broadly cover sections/issues related to performance standards, provisions of theft and unauthorized use of electricity, timeframe for new connections and normative estimates.

2. The Electricity Supply Code 2005 (Third Amendment) shall come into force with effect from the date of its notification in the official gazette, in the areas served by all distribution licensees in the State. The licensees are directed to take necessary action for printing the Code immediately after the notification and making it available to all field units. The licensees are also directed to publish it in at least two newspapers having wide circulation in their area of supply and to ensure wide publicity through consumer bills. The Code shall be available in the web site of the Commission and that of licensees.

Electricity Supply Code - 2005

Statement of Objects and Reasons

1. Under UP Electricity Reforms Act, 1999 (hereinafter referred to as the "Reforms Act"), UP Electricity Regulatory Commission was assigned with functions to regulate the distribution, supply, utilization of electricity, issue licenses to regulate the working of licensees and to set the standards of services for the consumers as well as standards for the electricity industry in the State. While granting licenses to the then three major distribution licensees i.e. UPPCL, KESCO & NPCL, the Commission required that the licensees should prepare distribution codes and submit them to the Commission for approval, as a condition of the supply license. In pursuance to the Commission's directions, Uttar Pradesh Power Corporation Limited (UPPCL) had submitted a draft distribution code which was approved by the Commission and was made applicable in areas served by UPPCL, Kanpur Electricity Supply Company Limited ("KESCO") and the Noida Power Company Limited ("NPCL") with effect from 1st July 2002.
2. Electricity Act, 2003 was made applicable on 9th June 2003, as a self-contained comprehensive legislation, which replaced the existing legislations while preserving their core feature. Section 14 of the Electricity Act, provided that any supply licensee under Reforms Act shall be deemed to be a licensee under Electricity Act, 2003 for such period as stipulated in the license and the provisions of the Reforms Act in respect of such license shall apply for one year from the date of commencement of Electricity Act, 2003 that is up to 9th June 2004 in absence of any earlier period specified by the Commission, which was not done in the present case. Therefore, complete provisions of Supply Code, as a condition of supply license, continued to remain in force till 9th June, 2004. Meanwhile, in pursuance of Section 131(4) of the Electricity Act, 2003 and Sub-Section 4(23) of the Reforms Act, the Uttar Pradesh Power Sector Reforms (Transfer Of Distribution Undertakings) Scheme, 2003 was effected on 12th August, 2003, wherein UP Power Corporation Limited i.e. one of the aforesaid distribution licensees was broken into four distribution companies viz Paschimanchal Vidyut Vitran Nigam Limited, Poorvanchal Vidyut Vitran Nigam Limited, Dakshinanchal Vidyut Vitran Nigam Limited & Madhyanchal Vidyut Vitran Nigam Limited, which have a deemed licensee status in accordance with fifth proviso of Section 14 of Electricity Act, 2003. Therefore, complete provisions of Supply Code 2002 continued to operate on above four distribution companies also till 9th June, 2004, as condition of license. Subsequent to 9th June 2004, only those provisions of the Reforms Act and accordingly Electricity Supply Code 2002 applied with respect to above six supply licensees, which were not inconsistent with the provisions of the Electricity Act, 2003, along with general application of Section 6 of the General Clauses Act, 1897 with regard to the effect of repeals.
3. Whereas Electricity Supply Code, 2002 was approved as a condition of supply license in Reforms Act, Section 50 of Electricity Act, 2003 required each State Commission to specify Electricity Supply Code for the purposes provided therein. The Commission, thus, undertook the exercise of specifying a Draft Electricity Supply Code, which was consistent with the Electricity Act, 2003 and was in line with the mandate setout in the aforesaid Section. In order to integrate various issues related to electricity supply business with harmonious construction, the Commission also decided to cover other supply related regulations envisaged under the Electricity Act, 2003 within the ambit of Draft Supply Code, 2004. Therefore, the Draft Supply Code covered issues of Sections 43-48, 50, 55-59 along with following regulations of Section 181(2) of the Electricity Act, 2003.
 - The period to be specified by the State Commission under Sub-Section (1) of Section 43 regarding 'Duty of supply on request';
 - Reasonable security payable to the distribution Licensee under Sub-Section (1) of Section 47;
 - Payment of interest-on security under Sub-Section (4) of Section 47;
 - Standards of performance of a licensee or a class of licensees under Sub-Section (1) of Section 57;

- The period within which information is to be furnished with respect to levels of performance by the licensee under Sub-Section (1) of Section 59;
- The form of preferring the appeal and the manner in which such form shall be verified under Sub-Section (1) of Section 127;

The Draft Electricity Supply Code 2004, as a condition of previous publication and otherwise also to ensure extensive participation and transparency in the process, was put through an extensive process of consultation involving all stakeholders. The copies of the draft were sent to UPPCL, all Distribution Licensees, the State Government, Members of the State Advisory Committee and was also placed on the Commission's website for comments. Comments on the Draft Code were also invited through public notices in newspapers having wide circulation and copies of the Draft Code were made available on request to the public. A public hearing was also conducted on May 13, 2004 to take into account the objections and comments received from stakeholders and public at large. The Draft Supply Code had progressive features and it endeavored to strike the right balance between consumer interest and ground realities of distribution sector.

On the basis of comments/objections/suggestions submitted by the licensees and other stakeholders and having considered the documents available on record and other relevant information, the Commission has prepared the final draft of the Electricity Supply Code 2004. The Code endeavors to capture the operational side of distribution related business clearly specifying form, manner, procedure for carrying out distribution / supply related activity along with competent authorities to deal with them. Electricity Act 2003 provided that some of these notifications / guidelines had to be issued by the Central and State Government in accordance with Sections 176 and 180. Some other guidelines were to be issued by CEA. The Code being a self contained, comprehensive document is now being promulgated as it could not have been issued earlier in absence of some of these major notifications, which have now been issued. Year "2004" is being replaced by "2005" to denote the year of issue. The Electricity Supply Code 2005 will come into force, with effect from the date of its notification in the official gazette, in the areas served by all distribution licensees in the State. The licensees are being directed to take necessary action for printing the Code immediately after the notification and making it available to all field units apart from giving it a wide publicity. The Code shall be available on the website of the Commission and that of licensees.

The Electricity Supply Code 2002 shall stand repealed from the date of notification of the "Electricity Supply Code 2005" in the Official Gazette. However, prior to its notification in Official Gazette, the applicable legal framework shall be in accordance with Para 2 above.

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Chapter 1

1.1 Short Title and Objectives

The Electricity Supply Code 2005 (hereinafter called 'Code'), shall be applicable to all distribution licensees in their respective licensed areas in the State, from the date the Commission may by notification, appoint for the purpose. The Code enlists the obligations of the Licensee and consumers vis-à-vis each other and specifies the set of practices to provide efficient, cost-effective and consumer friendly service to the consumers. It interalia deals with the following:

- (a) Procedure for new connection and for enhancement or reduction of load.
- (b) Recovery of electricity charges and intervals for billing of electricity charges.
- (c) Disconnection, reconnection and restoration of supply of electricity.
- (d) Tampering, distress or damage to electrical plant, electric lines or meter.
- (e) Entry of distribution Licensee or any person acting on his behalf for disconnecting supply and removing the meter and / or for replacing, altering or maintaining electric lines or electrical plant or meter.
- (f) Practices relating to payment of bills, consumer metering and assessment of energy.
- (g) Standards of Performance for the Licensee; and
- (h) Procedure for redressal of consumer grievances.

1.2 Electricity Supply Code Review Panel

- (i) The Commission shall set up an Electricity Supply Code Review Panel (ESCRP)
The ESCRP shall perform the following functions and shall meet at least once in a year:
 - (a) To consider views from licensees, consumers and other interested parties about the implementation of the Code,
 - (b) To assess compliance by licensees with conditions of supply, protection of consumer interests, overall performance of utilities and recommend changes in the code wherever needed.
 - (c) To review the Code due to any operational problems faced by them in implementation of the Code
 - (d) ESCRP shall consist of following Members:
 - a) The Chairman / Member of the Commission shall be Ex-officio Chairman of ESCRP.
 - b) One representative from each distribution Licensees (having 10000 or more consumers) of the State to be nominated by the Licensee.
 - c) One representative from STU and each transmission Licensees (optional).
 - d) Representative from SLDC (optional).
 - e) Representatives of the consumers to be nominated by the Commission. Of these, three representatives shall be from LT consumers, two from HT /EHT consumers and one each from registered consumer rural and urban bodies. At least two representatives from the above shall be from the category of the domestic consumers.
 - f) Secretary of the ESCRP shall be an officer of Commission nominated by Chairman of the ESCRP.
 - g) And any other member as nominated by the Chairman.
 - h) Provided that the maximum number of members in the ESCRP will be 21. Provided also that if seven members are present, the quorum of the panel shall be considered complete for holding the meeting of the panel.

1.3 Manner of reviewing the Code

- (i) Any Licensee, consumer or other interested persons desiring any change in this Code shall send the proposal in writing to the Secretary of the Panel in one soft copy, accompanied with 4 *hard copies* specifying the reasons for such change and setting out the attendant circumstances.
- (ii) The Secretary of the Panel shall prepare comments and place before the Members prior to the date of meeting.
- (iii) The Secretary shall consider the comments of the members during the meeting, and if necessary, may invite and hear the person who had submitted suggestions requiring changes.
- (iv) The Panel may, in considering the suggestion and the comments of the members thereon, set up sub committees to study the related issues.
- (v) The Panel shall, after finalizing its views on the modifications to the Code submit the same to the Commission
- (vi) The Commission may approve the changes with or without modification as it may deem fit and follow the procedure as per clause 1.4 for amendment of code.

1.4 Amendment in the Code

- (i) The Commission may amend the Code suo moto or on the recommendations of ESCRP. However, before any amendment is made in the Code, comments on the proposed changes shall be obtained from all the Supply Licensees and public.
- ³⁽¹⁾ **(ii)** *Any change in the Code shall be placed on the website of the licensee and UPERC, and a notice briefly highlighting the changed clauses, shall be issued to this effect by the licensee in at least two newspapers having wide circulation in licensees area of supply. The copies of changes in Code shall also be kept in all local offices of the licensee.*

1.5 Existing Provisions in Licensee's own Manuals

The licensee may refer to their own manual or orders in the matters not specifically covered in this Supply Code, provided that such guidelines are not inconsistent with any of the provisions in this Supply Code and the Electricity Act 2003.

Chapter 2

Definitions

- 2.1 Words, terms and expressions defined and used in this Code shall have and carry the same meaning as defined in the Electricity Act 2003, UP Electricity Reforms Act 1999 to the extent not inconsistent with the Electricity Act 2003, Indian Electricity Rules 1956 till regulations under Section 53 of the Electricity Act, 2003 are issued, and rules & regulations made therein under these Acts as amended from time to time.
- The expression used in this Code but not specifically defined in the Act or any law passed by the Parliament shall have the meaning, as had been generally assigned in the electricity supply industry before the U.P. Electricity Supply Code 2002 came into force.
- ¹[In case of any inconsistency between the Supply Code 2005 and Tariff Order in force, the provisions and meanings contained in Tariff Order in force at that time shall prevail over this Code].
- 2.2 In this Code, unless it is repugnant to the context:
- (a) "Act" means Electricity Act, 2003 and the provisions of the Uttar Pradesh Electricity Reforms Act 1999 (UP Act, 24 of 1999) to the extent not consistent with the Electricity Act, 2003.
 - (b) "Agreement" means an agreement, with its grammatical variations and cognate expressions, entered into by the Licensee and the consumer under this Code.
 - (c) "Apparatus" means electrical apparatus and includes all machines, fittings, accessories and appliances in which conductors are used.
 - (d) "Applicant" means an owner or legally authorised occupier of any premises, who makes or intends to make an application for getting electricity from the Licensee.
 - (e) "Area of Supply" means the area within which a distribution Licensee authorised by his license to supply electrical energy.
 - (f) "Assessing Officer" means an officer of a UP Government or Licensee, designated by the UP Government under Section 126 of the Electricity Act, 2003.
 - (g) "Authorised officer" shall mean an officer so designated by U.P. Government under Section 135(2) of the Act.
 - (h) "Appellate Authority" means the authority prescribed by the Central Government for hearing appeal against the order of Assessing Officer under Section 127(1) of the Act 2003.
 - (i) "Billing Cycle or Billing Period" means the period for which electricity bills shall be prepared for different categories of consumers by the Licensee.
 - (j) "Breakdown" means an occurrence on account of failure of equipments of the electric energy supply system including electrical line that results in disruption of supply.
 - (k) "Business Regulation" means UP Electricity Regulatory Commission (Conduct of Business) Regulations as amended from time to time.
 - (l) "Calendar Year" means the period starting from the first day of January of a year and ending on the thirty-first day of December, of the same year.
 - (m) "Commission" means the Uttar Pradesh Electricity Regulatory Commission constituted under the Act.
 - (n) "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.
 - (o) "Connected Load" means aggregate of the manufacturer's rating of all energy consuming devices, in the consumer's premises, which can be simultaneously used. In case manufacturer-rating plate is not available, the Licensee shall measure actual load of the device. This shall be expressed in KW, KVA or BHP units and shall be determined as per the procedure laid down by the Commission (Annexure 4.6).
 - (p) "Consumer" means any person who is supplied with electricity for his own use by a Licensee, and includes a person whose supply has been disconnected for the time being; or the Government or by any other person engaged in the business of supplying electricity to the public under this 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.

- (q) “Consumer Grievance Forum” means the forum established under UPERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2003.
- (r) “Consumer Installation” means the whole of the electric wires, fittings, motors, transformers and apparatus installed by the consumer or on his behalf in one and the same premises starting from the point of supply.
- (s) “Contracted Load” means maximum electrical load in KW, KVA or BHP agreed to be supplied by the Licensee which may be different than connected load and reflected in the agreement between the parties. It shall be rounded off to next higher number. Wherever the word ‘sanctioned load’ is used, it shall mean contracted load or vice versa.
- (t) “Date of Commencement of Supply” shall be the date when the Licensee energizes consumer installation by connecting to the Distribution mains.
- (u) “Demand Charge” for a billing period means a charge levied on the consumer based on the ¹[maximum demand] (Refer clause 2.2 (II)), or as per the Tariff Order of the Commission.
- (v) “Distribution mains” means the portion of any main with which a service line is, or is intended to be, immediately connected.
- (w) ³⁽¹⁾ *“Distribution System” means the system of wires and associated facilities between the delivery point 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, sub-station 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.]*
- (x) “Electrical Inspector” means an Electrical Inspector appointed under sub-Section (1) of Section 162 of the Electricity Act, 2003 and also includes Chief Electrical Inspector.
- (y) “Emergency Rostering” Load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment.
- (z) “Energy charge” refers to a charge levied on the consumer for each unit of electricity supplied as per tariff order of the Commission.
- (aa) “Extra High Tension (EHT)” means a voltage exceeding 33000 Volts under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956 till the regulations under Section 53 of the Electricity Act 2003 are notified.
- (bb) “Financial Year” means the period beginning from first of April in a English calendar year and ending with the thirty first of the March of the next year.
- (cc) “Feeder” means a HT or EHT distributor, emanating from a sub-station, to which a distribution sub-station or HT or EHT consumers are connected.
- (dd) “Fixed Charges” shall be as per the provisions of the Tariff order.
- (ee) “High Tension” means a voltage level above 650 volts and upto 33000 Volts (33KV) under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956 till the regulations under Section 53 of the Electricity Act 2003 are notified.
- (ff) ³⁽¹⁾ *“Independent feeder” in case of 11 KV supply voltage shall mean a feeder emanating from 33 KV or higher voltage substation, and in case of 33 KV supply voltage shall mean a feeder emanating from 132 KV or higher voltage substation, for supplying electricity to a single consumer, or a group of consumers having similar process, on the same or contiguous premises.]*
- (gg) “Licence” means a licence granted under Section 14 of the Act.
- (hh) “Licensed Electrical Contractor (LEC)” means a contractor licensed under Rule 45 of the Indian Electricity Rules 1956.
- (ii) “Licensee” means a person who holds a licence under the UP Electricity Reforms Act, 1999 read with provisions of the Electricity Act, 2003.
- (jj) “Load Factor” is the ratio of the total number of units (KWh or KVAh) consumed during a given period to the total number of units which have been consumed had the maximum load (in KW or KVA), been maintained throughout the same period and shall usually be expressed as the following percentage:

¹ 2.2(u): The words “contracted load or maximum demand, whichever is higher’ replaced.

Load Factor in Percentage = Actual units (KWh or KVAh) consumed in a given period *100 / maximum load in KW or KVA* No. of Hours of supply available on the feeder during the given period.

Note: * means multiply

- (kk) "Low Tension (LT)" means a voltage that does not exceed 250 volts between phase and neutral or 440 volts between any two phases under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956 till the new rules are made under Section 53 of the Act.
- (ll) ³⁽⁴⁾ ["Maximum Demand" means the average amount of KW or KVA, as the case may be, delivered at the point of supply of the consumer and recorded during a thirty minute period (fifteen minutes period in case of Railway Traction) of maximum use in the billing period.]
- (mm) "Meter" means an equipment used for measuring electrical quantities like energy in KWh and / or KVAh maximum demand in KW and / or KVA, reactive energy in KVAR hours etc. including accessories like Current Transformers (CT) and Potential Transformers (PT) where used in conjunction with such meter and any enclosure used for housing or fixing such meter or its accessories and any devices like switches or MCB or fuses used for protection and testing purposes. It will include any seal or sealing arrangement provided by the Licensee for avoiding unauthorized use of electricity. This shall also include prepayment meters.
- (nn) "Minimum Charge" shall be as per the provisions of the tariff order.
- (oo) "Occupier" means the owner or authorized person in occupation of the premises where energy is used or proposed to be used.
- (pp) "Phased Contract Demand" means contract demand agreed to be availed in a phased manner.
- (qq) "Point of Supply" means the outgoing terminals of the Licensee's cut-outs / MCB fixed in the premises of the Consumer in case of LT installations and the outgoing terminals of the Licensee's Metering cubicle placed before any Consumer's apparatus in case of HT or EHT installations. In the absence of any metering cubicle or the metering being on the LT side in case of H.T installations / multi-storey complexes, the point of commencement of supply shall be the incoming terminals of the Consumer's main switchgear.
- (rr) "Power factor" means the ratio of watts to Volt-amperes, or the ratio of KWh to KVAh; as applicable, for the duration for which, it is to be determined.
- (ss) "Premises" means the area / portion of the building / shed / field etc., for which, the electric connection has been applied for or sanctioned for a single consumer.
- (tt) "Protective Load" means a load not subjected to normal rostering.
- (uu) "Rules" mean the Indian Electricity Rules 1956 until Regulations under Section 53 of the Electricity Act, 2003 are framed.
- (vv) "Service Line" means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main.
- (ww) "SLDC" means State Load Dispatch Centre, established by the State Government under Section 31 of the Act 2003.
- (xx) "State Transmission Utility" means the Board or the Government company specified as such by the State Government under sub-section (1) of Section 39 of the Electricity Act 2003 and whose functions have been outlined under Section 39 of the Electricity Act 2003. UPPCL, which has been declared an STU vide U.P. Government Gazette No.151/P-1/2000-74 dated January14, 2000, will continue as the STU till fresh notification is issued in this regard.
- (yy) "Tariff Order" in respect of a Licensee means order issued by the Commission for that Licensee indicating the rates to be charged by the Licensee from various categories of consumers for the supply of electrical energy and services.
- (zz) "Tariff Schedule" is the most recent schedule of charges for supply of electricity and services issued by the Licensee as per the provisions of the Tariff order for that Licensee.
- (aaa) "Transmission Line" means the system consisting of 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, switchgear and other works and the operating staff thereof;
- (bbb) "UP Electricity Grid Code" means the document notified by the Commission describing interalia, the responsibilities for planning and operation of the power system in Uttar Pradesh.
- (ccc) The words and expressions used and not defined in these regulations but defined in the Electricity Act 2003, and CEA: Regulations on Installation and operation of meters shall have the meaning assigned to them in the said Act.
- ³⁽²⁾ [(ddd) "*Electricity Rules*" means *Indian Electricity Rules, 1956 to the extent saved by the Act or the rules made under Electricity Act thereafter.*
- (eee) "*Electricity Ombudsman*" means *the authority created in pursuance of the Section 42(6) of the Act.*
- (fff) "*Rural Area*" means *the areas declared by U.P. Government under section 14 of the Act. Rural schedule and rural feeder shall have the same meaning as assigned to it in the tariff order of the Commission or as declared by the licensee to the extent not inconsistent with the tariff order.*
- (ggg) "*Urban Area*" means *all areas other than rural areas. Urban schedule and urban feeder shall have the same meaning as assigned to it in the tariff order of the Commission or as declared by the licensee to the extent not inconsistent with the tariff order.]*

2.3 Notes and Explanations

Note I: Conversions:

If any rating is in KVA, the same may be converted to KW by multiplying the KVA figure with a power factor of 0.90 or any other value the Commission may specify in the tariff order; if the same or any other apparatus is rated by the manufacturer in HP, the HP rating shall be converted into KW by multiplying it by 0.746.

$$^3(2) [KW = 0.746 * HP$$

$$KW = 0.90 * KVA]$$

Note II: Names of Offices and Designation of Officers:

In this code the names of offices such as Sub Divisional office, Divisional office, Circle Office etc. and designations of officers such as Assistant Engineer (AE), Sub Divisional Officer (SDO), Executive Engineer (EE), Deputy General Manager (DGM) etc. if appearing, refer to the existing names of the offices / designation of officers of the Uttar Pradesh Power Corporation Ltd (UPPCL) or its successor entities. In case of other Licensees, they shall refer to the appropriate office / designation of officer to be notified by them with the information to Commission.

Note III: Abbreviations used in the Code:

Following abbreviations have been used in this Code:

- a. V = Volt
- b. A = Ampere
- c. KV = Kilo Volt
- d. KA = Kilo Ampere
- e. KWh = Kilo Watt Hour
- f. KVA = Kilo Volt Ampere
- g. CT = Current Transformer
- h. PT = Potential Transformer
- i. KVAh = Kilo Volt Ampere Hour
- j. B.H.P. = Brake Horse Power
- k. W = Watt
- l. KW = Kilo Watt
- m. CB = Circuit Breaker

- n. MCB = Miniature Circuit Breaker
- o. LEC = Licensed Electrical Contractor
- p. KVAR = Kilo Volt Ampere Reactive
- q. SWG = Standard Wire Gauge
- r. GIS = Geographical Information System
- s. GPS = Global Positioning System
- t. SCADA = Supervisory Control and Data Acquisition System
- u. MIS = Management Information System
- v. HVDS = High Voltage Distribution System
- w. ³⁽²⁾ [PTW = Private Tube wells
- x. MCG = Minimum Consumption Guarantee
- y. PD = Permanent Disconnection
- z. BDO = Block Development Officer
- aa. GSM = Global System for Mobile Communication
- bb. VSAT = Very Small Aperture Terminal
- cc. CEA = Central Electricity Authority, New Delhi
- dd. LAN = Local Area Networking
- ee. WAN = Wide Area Networking
- ff. IVRS = Interactive Voice Response System]

Chapter 3

System of Supply and Classification of Consumers

3.1 System of Supply

- (a) The Licensee shall as far as possible supply and maintain uninterrupted power supply at a frequency between 49.02 and 50.5 Hz, which is the frequency band for operation of the grid ordered by the Central Electricity Regulatory Commission.
- (b) The declared voltage of the AC supply shall be as follows:
- (1) Low Tension (LT) - Single Phase: 230 volts between phases and neutral. Three Phase: 400 volts between phases.
 - (2) High Tension (HT) - Three Phase: 6.6 KV / 11KV / 33 KV. For existing Railway Traction supply shall be single phase at 25 KV.
 - (3) Extra High Tension (EHT) - Three Phase: 66 KV / 132 KV / 220 KV. Two Phase at 132 KV / 220 KV for existing Railway Traction.

Provided that the actual voltage / frequency may vary within the tolerance limits permissible under IER (Indian Electricity Rules) 1956 until regulations under Section 53 of the Electricity Act 2003 are framed.

³⁽²⁾*[Provided also that the quality and reliability of supply to railway traction shall strictly be monitored by licensees to be within the permissible tolerance limits for which essential protective and corrective equipments shall be installed.]*

3.2 Classification of Supply

The Licensee, unless the technical conditions of the distribution system otherwise permit, shall give supply at a voltage and phase indicated as below:

(i) Low Tension

- (a) All installations including Private Tubewells and Pump sets, with a contracted load less than 5 KW - Single phase at 230 V
- (b) ³⁽⁴⁾*[Private Tube wells and Pump sets and all installations with a contracted load of 5KW or more and up to 50 KW / 56 KVA - 3 Phase, 4 wire at 400 V*

(ii) High Tension

- (a) *Contracted load exceeding 56 KVA and up to 3000 KVA - 3 Phase at 6.6 / 11 KV]*
- (b) *Contracted load exceeding 3000 KVA and up to 10000 KVA - 3 Phase at 33 KV*

(iii) Extra High Tension

Contracted load exceeding 10000 KVA - 3 Phase at 132 / 220 KV

- 3.3** (a) The above classification of supply shall apply to new connections / additional loads to be sanctioned after the notification of this Code.
- (b) However, if the licensee so requires, may convert the existing services at their cost without the benefit of higher voltage tariff to the consumer. To avail the benefit of higher voltage tariff, consumer shall bear the cost of conversion of existing services.
- (c) The existing consumers, who apply for reduction of load, shall have the option to continue in their existing system of supply. However, if the Licensee agrees to bear the cost of change in system of supply after reduction of load, the consumer & the Licensee shall follow the clause 3.2.
- (d) The Licensee may, depending upon the technical conditions of the distribution system, give supply at a different voltage and phase than the classification indicated in clause 3.2

(e) ^{3 (2)} *[Professionals architects, chartered accountants, engineers, doctors, lawyers and teachers etc. may utilize a maximum of 50 square meters of residential space in their possession, for carrying out professional practice or consultancy work, and this shall not attract non-domestic tariff.]*

3.4 Supply through Independent feeders

a) Load for Arc / Induction furnaces, Rolling Mills, Re-rolling Mills and Mini steel plants, of 1000 KVA and above, shall be released only through an independent feeder and all necessary charges including the feeder cost shall be paid by the consumer.

(b) ³⁽⁴⁾ *[In other cases including townships / complexes, domestic or non-domestic or institutions, the supply may be given at independent feeder for load above 500 KVA, including those industries mentioned in clause 3.4(a) above but having load less than 1000 KVA, at the request of the consumer / applicant, if he is willing to bear all applicable charges, subject to technical feasibility and availability of bay / corridor at the sub-station.]*

²*[Provided that for releasing the supply to consumer / applicant on independent feeder, having load below 500 KVA, it shall depend on nature and purpose of supply such as emergency services, and such other reasons where continuity of supply is required by consumers, if the licensee so determines, the supply can be released depending on system constraints, technical feasibility, cost parameters as well as safeguarding the provisions of duty of supply on request as per Act.]*

(c) ^{3 (3)} Deleted

(d) ^{3 (1)} *[The licensee shall allow tapping of feeders supplying Arc/ Induction furnaces, Rolling Mills, Re-rolling Mills and Mini steel plants, with either of these plants, and this shall not be construed as change in process. The tapping of the independent feeder shall be permitted by licensee to other connection having a similar process subject to the following conditions,*

- (i) Construction of separate feeder from the sub-station is not possible on account of non-availability of corridor, right of way *and bay at the respective sub-station.*
- (ii) Consent of original consumer has been obtained by prospective consumer for cost sharing of common portion of feeder with the prospective consumer.
- (iii) Quality of supply is not likely to be affected, *and if technically feasible.*
- (iv) The outdoor metering at the tapping point, and the additional cost due to changes in system shall be done at the cost of prospective consumer. However the cost credit due to removal of the existing system shall not be given to the consumers.

(v) ^{3 (3)} Deleted

³⁽²⁾ *[Note: Process of use of electricity means the sub-category mentioned under applicability clause of appropriate tariff schedule as per the latest applicable Tariff Order of the Commission.]*

3.5 Power Factor

(a) It shall be obligatory for the consumer to maintain the desired average power factor of 0.9 for his load or any other value that the Commission may specify in its Tariff order during any billing period.

(b) ³⁽⁴⁾ *[The Licensee may disconnect the supply temporarily if power factor is below 0.75 unless otherwise specified in the tariff order, during any billing period as per details given in clause 4.36(c).*

² Amended by Commission's order dated 5th May 2005.

(c) The Licensee may charge a penalty and / or give an incentive for low / high power factor respectively as per the tariff order of the Commission.]

3.6 Load Balancing

(a) The Licensee shall ensure that the load unbalances does not exceed 5% at the point of commencement of supply.

(b) The consumer taking three-phase supply shall also balance his load in such a way that the difference in loading between each phase does not exceed 5% of the average loading between the phases.

(c) The licensee may submit to Commission the procedure and time frame desired for levying charges on consumer / providing compensation to consumers, for not complying to (a) and (b) above.

3.7 Classification of Consumers

The Licensee may classify or reclassify consumers into various categories from time to time and may fix different tariffs for different categories of consumers with the approval of the Commission. The existing classification is given in Annexure 3.1.

3.8 Tariff and other Charges for Supply

(a) Tariff and other charges for the supply of electricity shall be announced by the Licensee with the approval of the Commission in accordance with Section 24 of the UP Electricity Reforms Act, 1999 to the extent consistent with provisions of the Electricity Act, 2003. Such tariffs or charges shall take effect only after seven days from the date of publication in at least two daily newspapers having wide circulation in the area of supply. The charges may include:

- (i) Minimum monthly charges / fixed charges / yearly charges.
- (ii) Demand charges.
- (iii) Energy charges for energy supplied or wheeled.
- (iv) Seasonal and time of day charges
- (v) Synchronization charges.
- (vi) Protective load charges
- (vii) Cross-subsidy surcharges for open access
- (viii) Compensation for system losses
- (ix) Additional surcharge in cases where a consumer takes supply from an authorized person / agency other than distribution Licensee of his area

(b) The Licensee may also realize other charges including, but not restricted to, connection charges, re-connection charges, delayed payment surcharge, fuel surcharge, power purchase surcharge, grid support charges and power factor penalty / incentive, with the prior approval of the Commission.

(c) After Commission's approval, the Licensee shall publish Tariff Schedule on its web site immediately and make available copies to consumers at a reasonable price.

3.9 Statutory Levies

Statutory levies such as electricity duty, taxes or any other duties etc. shall be payable by the consumer as per law.

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:

- o Load up to 50 KW (56 KVA): -
The L.T. existing mains shall be strengthened.
- o 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).
- o 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 expeditiously 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 licensee's office, to be updated regularly.

4.19 ^{3 (1)} **Miscellaneous Charges to be levied**

[The licensee 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 & vice-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	<ul style="list-style-type: none"> a) Up to and including 1 BHP. b) Above 1 BHP and up to and including 10 BHP. c) Above 10 BHP and up to and including 15 BHP. d) Above 15 BHP 	<ul style="list-style-type: none"> a) Six times full load current b) Three times full load current c) Two times the full load current 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.

4.26 **Parallel Operation with the Supply System of Licensee**

(a) In case a consumer desirous to operate his generating equipment in parallel with the grid, the consumer shall arrange his installation to protect it from disturbances in the Licensees system.

(b) The Licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof.

(c) For parallel operation with the grid, the consumer shall have to follow the provisions of the UP Electricity Grid Code and other relevant regulations and shall pay synchronizing charges as approved by the Commission.

(d) The actual operations shall be carried out in coordination with the STU and the Licensee.

(e) Where old agreements exist with the licensee, condition of paying parallel operational charges shall prevail till the termination of the agreement.

4.27 **Protective Load**

The Licensee may grant protective load in exceptional cases, to be specified in agreement to those consumers, who have opted for twenty four hours use of power, on the following terms and conditions: -

- (a) An additional charge as specified in the latest Rate Schedule (in the Tariff Order) shall be recovered each month through regular billing if any.
- (b) The protective load may be subjected to any emergency rostering.
- (c) The charges for protective load shall not count towards minimum charge for the main supply.
- (d) Protective load shall also be utilised for lights & fans and drinking water purposes.
- (e) The consumer availing the facility of protective load shall, however, not be subjected to scheduled power cut imposed from time to time by the State Government or the Licensee. During the period of scheduled power cut, the protective load shall not exceed the sanctioned protective load.
- (f) Protective load shall be sanctioned only to such consumers, who are given supply through an independent feeder at 11 KV and above emanating from a sub-station.
- (g) Protective load shall not be released or continued to such consumer, against whom there are arrears towards the Licensee. The arrears, which are sub-judice before any competent court and have been stayed, shall not be treated as arrears.
- (h) If it is brought to the notice of the SLDC / Licensee that a particular consumer is using electricity during the period he is not permitted to do so, exceeding the sanctioned protective load, the feeder supplying such a consumer shall be opened to de-energize it from the source sub-station.

4.28 General Provisions Regarding Service Line and Apparatus

- (a) The consumer shall provide space of requisite dimensions and at convenient location as mutually agreed between the consumer and the Licensee, free of charge, for erection / installation of that part of service line that falls within his premises, transformers, switch gear, meter and all other apparatus up to the point of commencement of supply. The whole of service line and other apparatus shall be deemed to be the property of the Licensee and shall remain under his control.
- (b) In all multi-storied buildings irrespective of the number of floors, service connections (whether through overhead wires or through under-ground cables) will be effected normally at the ground floor. Service connections will also be effected, at the request of the consumer, at the basement floor of the storied building, provided the place where the Licensee's meters, cut-outs etc., are installed has direct and independent access from outside, is well ventilated, has sufficient headroom and the doors provided for the service room have adequate Fire Resistance Property and is water proof and free from water logging.
- (c) In multi storied building sufficient space at a suitable place shall be made available free of cost to the Licensee for installing transformers, switchgears etc., this is in addition to the space requirements stated below.
- (d) For multi-storied buildings having a total floor area of 900 square metres and above, and multi-storied building i.e. Ground plus three floor including base floor for LT Service Connection:
- (i) an electrical room with RCC roof having clear floor area 6 m x 4 m with a vertical clearance of 2.75 metres with locking facility, exhaust fans and adequate size of cable duct, shall be provided at the ground floor within the consumer premises of storied buildings nearer to the main entrance for installing floor mounted distribution transformer and associated switchgear or
 - (ii) A clear space of 10mx4m or 5m x 5m open to the sky shall be provided within the consumer premises preferably at the main entrance for installing structure mounted distribution transformer and associated switchgears.
 - (iii) Space as per the norms to be specified by the Commission shall be allotted for establishment of a sub-station / switching station in places of group housing / commercial complex where the total demand exceeds 3 MVA, or wherever 33 / 11 KV sub-station is required to be constructed. These areas shall be specifically shown in the plan.

^{3 (4)} [(e) An approach road of not less than 3 metres width shall be provided from the public road to the electrical room / open space earmarked for installation of distribution transformer, associated switchgear, sub-station / switching station *shall be provided by consumer at his own cost.*]

^{3 (2)} [(f) *The metering room provided by the consumer should have fire-fighting equipments of appropriate capacity and quality as per the requirement of safety regulations.*]

4.29 Use of Service line of consumers by Licensee

- (a) The Licensee may use the service line and other apparatus to give supply to other consumers provided that the supply to the consumer who has paid for them is not affected.
- (b) Further, even if the supply to the consumer who has paid for the line / apparatus is disconnected for whatever reason, the consumer shall permit the Licensee continued access to the service line and other apparatus if they are required to give supply to other consumers, and no payment shall be due to the consumer for such access / facility, until alternate arrangements are made.
- (c) However, it is expressly provided, that the Licensee shall make all possible efforts to make alternate arrangements, as early as may be practicably possible. For this purpose, the

Licensee may explore a mutually acceptable arrangement for continuation of the installation at the existing place.

4.30 **Access to Consumer's Premises**

The Licensee or his authorised staff 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 the Licensee, of any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by the Licensee 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; or
- (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.

4.31 The Licensee or his authorised staff may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than twenty-four hours notice in writing to the occupier;

- (a) Enter any premises or land referred to in clause 4.30 for any of the purposes mentioned therein;
- (b) Enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires fittings, works and apparatus for the use of electricity belonging to the consumer.

4.32 Where a consumer refuses to allow a Licensee or any person authorized by him to enter his premises or land in pursuance of the provisions of clauses 4.30 or 4.31, when such Licensee or person has so entered, refuses to allow him to perform any act which he is authorized by those clauses to perform, or fails to give reasonable facilities for such entry or performance, the Licensee may, after the expiry of twenty-four 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.

4.33 Any officer authorized in this behalf by the State Government may-

- (a) Enter, inspect, break open and search any place or premises in which he has reason to believe that electricity has been or is being used unauthorisedly;
- (b) Search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been or is being used for unauthorized use of electricity;
- (c) Examine or seize any books of account or documents which in his opinion shall be useful for or relevant to, any proceedings in respect of the offence under sub-section (1) and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts there from in his presence.

4.34 The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list:

- ³ ⁽⁴⁾ *[Provided that no entry inside the domestic premises for inspection, search and seizure shall be carried out between sunset and sunrise.*
- *Provided also that inspection, search and seizure at domestic place shall be carried out only in presence of an adult representative of consumer, or in presence of magistrate].*

4.35 Procedure for Disconnection of Supply

The supply may be disconnected temporarily or on a permanent basis as per the procedure described below:

- (i) The Licensee shall remove service line, meter etc after permanent disconnection.
- (ii) However, the Licensee may not remove service line, meter etc in case of temporary disconnection.
- (iii) The licensee may remove service line / cable if he has sufficient reason of unauthorized use of electricity in case of temporary disconnection. However meter shall not be removed in such cases.

4.36 Temporary Disconnection

The supply shall be disconnected temporarily only after due diligence, and if the cause of the disconnection is not removed within the number of days indicated in notice served in the manner as described in Section 171 of the Act, in each of following cases, within:

- (a) The disconnection date indicated in the notice served to the consumer, but not less than 15 days, if electricity bills on account of charges of electricity, or any sum other than a charge for electricity, are not paid, provided further that the amount of bill indicated in notice is not stayed by any court of law, else, the supply shall not be disconnected.
Provided that the supply shall not be disconnected, if such person deposits under protest, an amount equal to the sum claimed by licensee, or 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 licensee.
- (b) After a minimum period of seven days, if of a particular business / industry, any activity being carried out becomes unlawful due to lack of necessary permission or withdrawal of permission from the authority competent in law.
- (c) After a minimum period of seven days, if the power factor of consumer's installation other than the following categories of consumer is less than 0.75, unless otherwise specified in the tariff order, during any billing period
 - (i) Domestic having connected load up to 10 KW
 - (ii) Non-domestic having connected load up to 5 KW
- (d) Within 48 hours,
 - if the wiring, apparatus, equipment or installation at the premises of any consumer is found to be defective,
 - if there is leakage of electricity,
 - if the consumer is found to have altered the position of the meter and related apparatus,
 - if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the Licensee,
 - if the limits of Maximum current demand at the consumer installation is exceeded beyond the limits indicated in table under clause 4.24,
 - if it is found that consumer is using electricity in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.
- (e) ^{3 (1)} [The disconnection date indicated in the notice served to the consumer, but not less than 15 days, if consumer defaults in making payment of the assessed amount as a result of unauthorized use or theft of electricity as per the procedure specified in clause 6.8(e) or 8.1(c). Provided that serving of notices before disconnection shall not be essential in cases of theft or UUE where the licensee has a prima facie evidence and in such other cases wherever express provisions for disconnection have been made.]
- (f) At least 30 days, if the consumer fails to deposit the additional security or the security has become insufficient.

- (g) After a minimum period of 24 hours, if the consumer fails to give the Licensee or his authorized person reasonable facility for such entry or performance as specified in clause 4.30 to 4.34 of the Code.
- (h) After a minimum period of seven days, in case of dishonoring of the cheque by the bank (non-encashment of cheque)]

4.37 (a) The Licensee shall, after a connection is temporarily disconnected, bill a consumer on minimum charges, and also issue a notice, as per format given in Annexure 4.9, to the consumer, to remove the cause of disconnection failing which, the supply shall be disconnected permanently after six months. Such connections shall be treated as dormant connections (awaiting final account), and the billing shall be stopped after carrying out inspections and duly informing the consumer, and final account of the consumer shall be prepared.

(b) Wherever licensee discovers that connection has been re-connected unauthorisedly after temporary disconnection, licensee may initiate action as per provisions of Section 138 of the Act.

4.38 Permanent Disconnection

- (i) The supply shall be disconnected permanently in following cases:
 - (a) With the termination of the agreement.
 - (b) If the cause for which the supply was temporarily disconnected is not removed within six months period.
 - ^{3 (1)} (c) [On request of consumer as described under section 4.14(g)].
 - ^{3 (2)} (ii) [If the dues are not paid by the consumers the surcharge payable by the consumer on dues shall be levied upto the period of issue of section-5 notice, or for maximum eight months only.
 - (iii) The security amount shall be adjusted first and after adjusting the security amount the net arrear shall be calculated on which surcharge shall be payable by the consumer.]

4.39 Procedure for Reconnection

- [(a) A Connection that is disconnected permanently shall not be reconnected and the consumer shall have to apply for a new connection.
- (b) In case of temporary disconnection, supply shall be reconnected after the cause of disconnection has been removed.
- (c) ^{3 (1)} [If the disconnection was on account of non-payment of bill, the connection shall be reconnected on an application of the consumer accompanied by the copy of the notice,
- (d) On receipt of payment of dues along with the prescribed disconnection and reconnection fee. Supply shall be reconnected within 24 hours of the submission of the complete application. Provided where service cable/conductor has to be re-erected, the connection shall be reconnected within 48 hours.
- (e) If payment is made by Cheque (other than Banker's Cheque) supply may be reconnected after realisation of the Cheque.
- (f) In other cases, the applicant shall apply for reconnection after removal of the cause along with the prescribed disconnection & reconnection fee and the following documents:
 - (i) Receipt of payment of disconnection/reconnection fee.
 - (ii) Test report by a LEC, if the disconnection was made under clauses 4.36 (d) and 4.36 (e).
 - (iii) Documentary evidence of removal of cause if the disconnection was made under clause 4.36 (b).
 - (iv) An affidavit in cases covered under clause 4.36 (e).
 - (v) Receipt of payment for regularisations of excess load (security amount, system loading etc) in cases covered under clause 4.36 (f)

The Licensee shall inspect the premises on intimation of removal of cause of disconnection by the consumer and if he is satisfied that the cause of disconnection has been removed the supply shall be reconnected within 24 hours of intimation.]

4.40 ³ (1) **Change of category**

[(i) "Category of Consumer" means the Tariff Schedule under which a consumer is billed as per latest applicable Tariff Order of the Commission.

The applicant shall apply for change of category from one tariff rate schedule to another on the format prescribed at Annexe 4.13.

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

(iii) The Licensee shall inspect the premises to verify and shall change the category within 10 working days from the date of acceptance of application.

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

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

(vi) The application of the consumer shall be treated as fresh application and accordingly he will deposit processing fees, new additional security, if any, and execute supplementary agreement wherever necessary.]

4.41 **Reduction in Contracted load**

³ (1) *[(a) Reduction of contracted load shall be permissible for all categories of consumers having electronic meters capable of recording demand, if their consumption is ascertained to be lower than the normal consumption in past six months or for such period that takes seasonality into account. The application shall be made in duplicate to the concerned officer on prescribed form (Annexure 4.10) along with the prescribed processing fee only with no additional charges for reduction of load, along with the following documents:*

(i) Work completion certificate and test report from a licensed electrical contractor where alteration of the installation is involved.

(ii) Maximum demand recorded in the last two billing cycles if the meter has the facility to record maximum demand and the electricity bill of the previous two billing cycles.

(iii) Deleted

(iv) Copy of the paid, latest electricity bill. If matter related to dues is stayed and pending in court, the procedure as per clause 4.49 may be followed, otherwise, the latest bill shall be paid in full.

(v) Addendum to the Agreement to act as supplementary to the main agreement duly filled and signed by the consumer.

(b) The designated authority of the Licensee after verification, shall sanction the reduced load within thirty days from the date of acceptance of application

(c) The period of compulsory agreement of 2 years shall be counted from the date of original agreement for the purpose of PD for all cases.

(d) No refund shall be allowed for the deposited cost of the line and sub-station. However, if the security deposited earlier is in excess of the requirement for the reduced load, the excess security shall be adjusted in future bills. If the line, substation and metering system require reduction in their capacity/quantity, then the licensee shall be free to do this at their own cost.]

(e) The effective date of such reduction shall be reckoned from the first day of the following month in which the licensee has sanctioned the application.

(f) The reduction in load shall not be permitted in following cases:

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

- (ii) Contracted load shall not be reduced below the total rating of installed machines in case of Small & Medium industrial and private tube wells consumers, having no MDI meter.
- (iii) Load shall not be reduced within 24 months of the date of commencement of supply. However, if the consumer is willing to pay the fixed/minimum charge applicable for the quantum of contracted load surrendered /reduced for the balance of the 24 months period or six months, which ever is less, reduction may be allowed.
- (iv) No application for reduction of load shall be rejected without recording reasons and the decision shall be communicated to the applicant.
- (v) If the maximum demand recorded in any of the last two billing cycles is higher than the reduced contracted load desired by the consumer.
- (vi) In cases where meter does not have the facility to record maximum demand the Licensee shall ascertain the maximum demand from the energy bills and by site inspection. However, this requirement can be waived in those cases where the Licensee is convinced by site inspection that the consumer is not likely to use electricity beyond reduced contracted load.

4.42 Procedure for Enhancement of Load for Public Lighting

In notified areas / public places belonging to the development Authorities / Trust Boards / Municipal Corporations / City Municipalities / Housing Boards and such other Authorities / Bodies as may be approved by the Licensee, power supply to additional public lamps or change in type of fitting shall be arranged subject to the following conditions:

- (a) The applicant shall apply in the prescribed form at the Sub-Division Office of the Licensee on payment of prescribed registration cum processing fee.
- (b) Licensee shall intimate the cost of arranging power supply within fifteen days.
- (c) The applicant shall pay the estimated cost of the supply including the cost of the security within one month of intimation.
- (d) The applicant shall execute an agreement in the prescribed form.
- (e) The Licensee shall arrange to supply enhanced demand within fifteen days of the amount deposited by the applicant.
- (f) ^{3 (1)} [A suitable metal waterproof box to house the meter and street light control MCB as per Licensee's approved design shall be provided *by the applicant at his own cost.*]

4.43 Enhancement of Load for cases other than Public Lighting

- (a) Applications for enhancement of load shall be filed in duplicate to the concerned sub divisional officer of the Licensee in the prescribed form (Annexure 4.10) along with the following:
 - (i) Prescribed Registration-cum-processing fee as approved by the Commission from time to time.
 - (ii) Work completion certificate and Test report from a LEC (Licensed Electrical Contractor).
 - (iii) Letter of approval from the Electrical inspector, if required.
 - (iv) Copy of the paid, latest electricity bills / arrears due.
 - (v) If matter related to dues is stayed by court, the procedure as per clause 4.49 may be followed.
 - (vi) ^{3 (4)} [*Addendum to the Agreement to act as supplementary to the main agreement duly filled and signed by the consumer.*]
- (b) *If the system and voltage of supply do not change as a result of requested enhanced load (Load after enhancement minus existing Load), the load enhancement shall be sanctioned*

by the concerned Executive Engineer or authority/ Committee competent to sanction the load.

- (i) *Within 7 days from the date of acceptance of application, if the metering and related apparatus does not need any change, subject to deposition of additional security and system loading charges.*
- (ii) *Within 30 days from the date of acceptance of application where the metering and related apparatus needs to be changed, after deposition of additional security, system loading charges, and cost for new meter if supplied by Licensee. After carrying out inspection of the premises in presence of consumer's LEC or his representative, for which notice shall be served to the consumer, the meter with proper seals shall be fixed and the enhancement shall be effective immediately thereafter.*
- (c) *If there is a change in the system or voltage of supply, the authority competent to sanction the enhanced load shall follow the same time frames and procedure for sanction of new connection as detailed in clause 4.8.]*
- (d) A fresh agreement for the enhanced load shall be executed for a minimum period of two years.
- (e) The application for enhancement of the sanctioned load will not be accepted if the consumer has any arrears of the licensee's dues.

4.44 Transfer of Connection and Mutation of Names

- (a) A connection shall be transferred in the name of another person upon the death of the consumer or in case of transfer of ownership or occupancy of the premises, upon an application of the consumer.
- (b) Application for mutation shall be filed, in the prescribed format (Annexure 4.11), along with prescribed fee by the transferee or the legal heir or successor of the deceased consumer with the local office of the Licensee.
- (c) The application shall be accompanied by documentary evidence of transfer or legal heir ship or succession and proof of no arrears on account of electricity charges on that connection.
- (d) The Licensee shall decide the mutation case within 21 days. If the mutation application is allowed, intimation shall be sent to the applicant along with information regarding pending dues against the connection and the formalities that are to be completed for transfer to take effect.
- ³ (4) (e) *[However, if the mutation application is to be disallowed and mutation is refused the orders shall be passed only after the applicant has been given an opportunity to present himself, by a speaking order. Provided further, that in case where mutation is not allowed, the transferee seeking the transfer, may agree to continue the connection in the old name (but not in case of consumer's death), or may have choice to seek permanent disconnection and apply for new connection.]*
- (f) The transferee or the legal heir shall submit a fresh agreement, in the prescribed format, along with pending dues, if any, within 30 days. The transfer shall be affected and a copy of the agreement shall be sent to the consumer within 7 days.
- (g) In case of PTW consumers, suo-moto mutation may be under taken after taking the report from the Government revenue department. However the legal heir shall be responsible for clearing the electricity dues, and shall submit an affidavit to this effect.

4.45 (A) Procedure in Case of Change in Wiring and / or Apparatus or Shifting of Service Line in the Premises of the Consumer:

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

- a. The consumer shall get all work relating to wiring on his premises only by or under the supervision of a Licensed Electrical Contractor and obtain a Work Completion certificate and Test report., as prescribed by Indian Electricity Rules, 1956 until Regulations are issued under the Electricity Act, 2003.
- b. No reference shall be made to the Licensee if the change in wiring of LT loads does not result in dislocation of the meter or other related apparatus and there is no change in the load. However, the consumer shall produce the test report if required by the Licensee in future.
- c. In other cases, if the consumer desires to alter the wiring on his premises, or change the location of meter or other related apparatus or shift the service line on his premises notice thereof shall be sent in writing with the modified wiring diagram and other necessary details to the Licensee. The Licensee shall after due enquiry grant approval, with or without modification to the proposal, or reject the request stating reasons thereof, in writing, within 15 days.
- d. The work relating to change in wiring shall be done by the consumer through a licensed electrical contractor and the work completion certificate along with test results shall be provided to the Licensee. The Licensee shall, within one week, inspect the premises to confirm that the alteration(s) is in accordance with the approval given by him and the Indian Electricity Rules 1956 until Regulations are issued under the Electricity Act, 2003.
- e. The work of change in position of point of supply, meter or related apparatus and shifting of service line shall be done by the Licensee at the cost of the consumer. The estimate for this work shall be sent to the consumer along with the approval and work shall be completed within 15 days of the money being deposited.

(B) Procedure for shifting of connections

³ (4) *[Only the PTW connection can be shifted, in case of (a) failure of boring and (b) change of location of plot due to Chakbandi on the request of consumer and on production of certificate of failure of boring from BDO or certificate of change of location of plot due to Chakbandi from Revenue Department. The consumer shall be required to deposit all necessary charges as per cost data book and clear the electricity dues before shifting the connection. In case of dispute pending in any court, the connection shall not be allowed to be shifted. In cases other than PTW, the shifting of connection may be allowed under extraordinary circumstances only, for which proper sanctioning of the MD shall be necessary.]*

4.46 Sale of Energy by Consumer

- (a) ³ (4) *[The Consumer shall not supply part or whole of the energy supplied to him by the Licensee to another person or other premises unless he holds a suitable sanction or license for distribution and sale of energy, granted by the Commission, or has been exempted by the Commission.]*
- (b) In case of non-domestic, office or residential complexes, where Power supply is availed originally in the name of the builder or promoter of the complex and who subsequently transfers the ownership of the complex, either entirely, to different individuals or partly to

different individuals retaining the balance for lease, the power supply may be continued in the following methods:

- (i) The builder or promoter of the complex in whose name the supply continues, is permitted to extend power supply to the individual owners of the flats etc. or to the lessee by installing sub-meters and to collect the cost of consumption of power from them on no profit or no loss basis (i.e. sharing of expenses of consumption of electricity) and this shall not be treated as unauthorized extension of supply or resale of energy.
- (ii) In case, the promoter or builder of the complex does not wish to have any stake in the complex after promoting the complex, the service connection originally availed may be permitted to be transferred in the name of an Association or Society that may be formed in the complex and registered and the service agency so formed is permitted to extend supply to the individual owners of the flats etc. or lessees by installing sub-meters and to collect the cost for consumption of power from them on no profit or no loss basis (i.e., sharing of expenses of consumption of electricity) and this shall not be treated as unauthorized extension or resale of energy.

4.47 ^{3 (1)} **Single Point Supply:**

[Supply of electricity at a single point can also be made to:

(i) a franchisee / panchayat / cooperative or a registered association of consumers for supply to a group of consumers,

(ii) a person or organization for making electricity available to his employees for residential purposes residing in the same premises.

Provided that in (i) & (ii) above, the body that has taken the single point connection shall be responsible for all payments of electrical charges to the Licensee and for collection from the end consumers as per applicable tariff for the category used.]

4.48 **Distribution Supply through services of franchisees:**

^{3 (4)} [A Licensee may undertake distribution of electricity for a specified area within its area of supply through another "Person" being a company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person].

4.49 **Permanent disconnection / Release of Connection / Enhancement and Reduction of Load where arrears disputed are stayed by Court / other forums :**

Where there is a stay order by any Court, Forum Tribunal, or by Commission, staying the recovery of any dues by licensee, and during the operating period of any such order:

- (i) If a consumer sells a premises and an application for release of new connection is made by the purchaser
or
- (ii) ^{3 (4)} [If any application for *new connection, reconnection*, enhancement or reduction of load is made by a consumer, or
- (iii) If any application for permanent disconnection is made by a consumer

the licensee shall release the new connection to such consumer and also permit *reconnection*, reduction or enhancement of Loads, as well as allow permanent disconnection,

subject to: -

- *submission of Bank Guarantee to the satisfaction of licensee, of equivalent amount of pending dues, by the applicant or owner, and,]*
- agreement with licensee on terms of extension / invoking of guarantee, and
- levy of surcharge amount on pending dues,

and the application of such consumers shall not be kept pending by the licensee.

Chapter 5

Metering

5.1 Licensees obligation to give supply on meters: Requirement of Meters

- (a) ² [No new connection shall be given without a Meter and Miniature Circuit Breaker (MCB) or Circuit Breaker (CB) of appropriate specification from the date of issue of this code.
- (b) All unmetered connections including PTW, streetlights shall be metered by the licensee.
- (c) The Licensee shall not supply electricity to any person, except through installation of a correct meter in accordance with the regulations to be made by the Central Electricity Authority under Electricity Act, 2003.]

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

² [Provided also that if a person makes default in complying with the provisions contained in the clauses 5.1(a), (b) and (c), UPERC may make such order as it thinks fit for requiring the default to be made good by the generating company or licensee or by any officer of a company or other association or any person who is responsible for the default.]

5.2 Classification of meters, etc:

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

- (a) For all domestic and non-domestic loads in Rural areas - Electromechanical or Static meters
- (b) For all loads in urban areas - Static Meters.
- (c) For LT (contracted load > 25 KW) / HT / EHT consumers –
 - Static, 3 Phase Tri-vector meters with MDI.
 - ^{3 (1)} [*The meters shall have a facility for “Time of the Day Metering” and storage of 35 days or more with sufficient memory for accommodating data for 12 months.*]
 - Three phase meters for HT / EHT segment should be capable of recording with date and time stamping, the common system / connection anomalies like phase wise missing potential, phase wise CT reversal, Current unbalance & voltage unbalance.
 - The meters shall have anti-tamper features as per CEA regulations above and duly approved by the Commission.
 - The meters shall have facility of remote communication for data retrieval through GSM / Microwave / SCADA / VSAT, using standard protocol.

The licensee shall ensure the above within a definite time frame under intimation to the Commission.

- (d) ^{3 (1)} [*The Licensee may install pre-paid meters for single phase metering and three-phase whole current supply which should display the amount left, unit consumed, and the tariff applicable, with a disconnection / tripping switch inside the meter.]*
- (e) Meter Seal should be made from high grade engineering plastic / polycarbonate material having permanent laser engraved unique serial number on seal, capable to withstand the prescribed environmental tests. Sealing shall be done at the following points (as applicable):
 - o CT Secondary Boxes (in addition to locking arrangement)
 - o PT Secondary Box (in addition to the locking arrangement)
 - o Meter Cabinet
 - o Meter Test Block

- Meter Terminal cover
- Meter Cover
- Panel doors where CT and PT secondary circuits are terminated or where possibility for shorting or breaking exists and fuses / links are provided.
- PT selector relay box where automatic change over of potential supply to meter from one PT to another is provided
- CT Primary Links and Top covers
- Maximum Demand (MD) Reset Push Button
- Boxes / Cabinets containing terminals for remote transmission of metered data via communication channels, junction boxes in the system and boxes wherein interface devices are mounted.

³⁽¹⁾ [Note: Seal of the consumer meter shall be removed only by the licensee. No consumer shall tamper with, break or remove the seal under any circumstances. Any tampering, breaking or removing the seal from the meter shall be dealt with as per relevant provisions of the Act.]

- (f) ¹ [For all the 11 KV & 33 KV consumers, the licensee shall introduce facility for taking remote meter reading (GSM technique), and for distribution transformers, remote meter reading (with facility of low power Radio) to extract data from meter centrally, in order to have access on data as and when required.]
- (g) The accuracy class of meters for EHT / HT / LT (whole current meters) / LT (CT operated consumers, shall be 0.2 / 0.5 or better / 1.0 or better / 1.0 or better, or as laid down in CEA specifications.

5.3 Supply and Installation of Meters and MCBs / CBs

- a) The meters shall be supplied and installed in conformity to the technical requirements as prescribed by Central Electricity Authority (Installation and Operation of Meters) Regulations 2006 framed by CEA on installation and operation of meters.
- b) In case the option of single point supply is exercised for a premise having different categories of load, separate meter(s) shall be installed for measurement of energy for each category of load.
- c) For LT loads MCBs and for HT / EHT loads CB of appropriate rating and specifications, as approved by the Licensee, shall be installed at the cost of consumer along with the meter.
- d) In case of existing consumers having HT loads up to 250 KW and metering at LT, *the* HT reading for billing purposes shall be computed by adding 2 percent to the Maximum Demand reading and 3 percent to the KWh reading recorded on the LT meters, if not given in the rate schedule.
- e) If supply to a HT / EHT consumer is given on an independent feeder for his exclusive use, the metering arrangement shall be installed at the consumer's premises or, if mutually agreed, the metering arrangement at the sub-station of the Licensee may be used for billing and no meter need be installed at the premises of the consumer.
- f) The Licensee shall arrange for metering at sub-stations for all incoming and outgoing feeders, including sub-station transformer (LV and HV side) starting from independent feeders / dedicated feeders within 3 months for the purpose of energy accounting, energy audit and checking the commercial losses on supply to colony, industry, or any institution.
- g) EHT / HT consumers may have meters at sub-stations also as far as possible, for keeping a check on the consumption and losses, but their readings shall not be used for billing purpose, except where the meter is defective / lost at consumer end.
- h) The group of consumers belonging to the same category may opt for metering at the distribution transformer in place of individual metering. The Licensee may accept this, if it is satisfied that no misuse will take place.

- i) Licensee shall arrange for adequate metering on LV side of distribution transformers of feeder having high losses in a time bound manner for the purpose of energy accounting, auditing, and checking commercial losses on supplies. Composite stand alone metering unit for distribution transformer metering is preferred / Static meters shall have provision for remote reading in case of distribution transformer metering as meters to be installed at height near the transformer.
- j) The licensee shall install meters on street light connections with facility for time of use switching on / off features, in a phased manner.

5.4 Ownership and Use of meters:

- ³ (1) (a) *[At the time of seeking a new connection the consumer shall indicate option in the application form to either purchase the meter, MCB / CB and associated equipment himself from the authorized vendor(s) / make or manufacturers of meter approved by the licensee, or require that such approved meter, MCB / CB and associated equipment be supplied by the Licensee.*

Provided that it shall be the responsibility of the licensee to ensure that meters of national repute only are used as specified in clause 5.2, and under Sec 55 of the Act by CEA. The licensee shall not restrict the consumer choice to 2-3 make / manufacturer only, but shall offer a wide ranging choice from amongst the list of approved make / manufacturers. The Licensee shall put the list of approved vendor(s) / make or manufacturers of meter, on their website / display on the notice board/and if requested, supply the consumer with the list of approved vendor(s) / make or manufacturer.

Provided also that the licensee shall get the meter lots inspected by test labs having accreditation from National Accreditation Board for testing and Calibrating laboratories, and also adhere to test procedure specified in clause 5.5. The Licensee shall put the list of such approved test labs, on their website / display on the notice board/and if requested, supply the consumer with the list of approved labs. The licensee shall also set up appropriate number of testing labs and get the accreditations from NABL, if not already done.]

- (b) HT and LT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weatherproof enclosure of a design approved by the Licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the Licensee.
- (c) ³⁽⁴⁾ *[If meter is supplied by the Licensee, including the replacement of electromechanical by electronic meters, the security of the meter and associated equipment may be realized as per the cost specified in cost data book. The Licensee may submit a proposal to this effect for the approval of the Commission.]*

³⁽⁴⁾ *Note: First proviso of Section 55(1) of Electricity Act, 2003 provides that the licensee may require the consumer to pay security for the price of a meter and enter into an agreement for the hire thereof, unless the consumer elects to purchase a meter. For the benefit / convenience of the consumer as seen from the experience in past, it has been considered expedient that the consumer can also arrange his own meter as well as opt for licensee's meter.[It is accordingly provided that if the consumer opts for licensee's meter, the security of the meter shall be borne by the consumer, and where such security has been deposited, it shall entail no interest burden(section 47(4) of the Act) on the licensee, to nullify its meter rent requirement as per section45(3)(b) of the Act. Provided also that this provision shall be applicable only for new connections, and meter replacements occurring after the enforcement of the revised Supply Code]*

- (d) In case of connections where cost of the meter has been borne by the consumer, neither meter rent nor any security for the price of meter, shall be charged from the consumer.
- (e) In case of a consumer, who has borne the cost of the meter or purchased the meter himself, the Licensee shall have the option to either give to the consumer the depreciated value of the cost of the meter borne by the consumer or the meter itself after claiming the

dismantling charges at the time of termination of the agreement. Depreciation shall be calculated by straight-line method taking a life span of ten years.

- (f) ³⁽¹⁾ *[Meter shall be installed by the Licensee at the point of supply either at the consumer premises or outside the consumer premises in such a manner that it is always accessible to the Licensee for meter reading and other purposes.
Provided that where the licensee installs the meter outside the premises of the consumer, then the licensee shall provide real time display unit at the consumer premises for his information to indicate the electricity consumed by the consumer:
Provided further that for billing purpose, reading of consumer meter and not the display unit shall be taken into account]*
- (g) Whenever a new meter is installed (as a replacement or for a new connection) it shall be sealed in the presence of the consumer and a Meter History card shall be prepared in two copies. The Licensee shall retain a copy and the second copy shall be tagged to the meter. Subsequently, details of any faults in the meter, repairs etc. shall be entered into this card by the Licensee. The seal, name plates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer.
- (h) The consumer shall be responsible for safe custody of Meter(s), MCB / CB etc. except in cases where such Meter(s), MCB / CB etc. are installed in the premises of the Licensee.
- (j) A consumer may get a check meter installed conforming to the technical specifications as laid down in Rule 57 of the Indian Electricity Rules, 1956 until Regulations are framed under the Electricity Act, 2003. These check meters may be calibrated by the Licensee upon payment of prescribed fee. However, check meter readings shall not be used for billing purpose by the Licensee.

5.5 Testing of Meters

- (a) ³⁽¹⁾ *[The Licensee shall ensure tested meters are installed at the consumer premises. Meters purchased by the consumer shall be tested, installed and sealed by the licensee.]*
- (b) The Licensee shall also conduct periodical inspection / testing of the meters as per the following schedule:
- (i) Single-phase meters - Once every five years
 - (ii) LT 3 phase meters for consumers *having load between 20-100 KVA* (CT operated)
- Once in a year
 - (iii) Other LT metering systems - Once in 2 years after installation
 - (iv) HT meters including MDI:
 - For EHT level consumers (above 10 MVA) - Once in a quarter.
 - For Loads (contract demand 5-10 MVA) - Once in six months.
 - Remaining HT consumers - Once in a year.
- Wherever applicable, CT and PT, pilot wire, shall also be tested along with meters. Ratio tests and error compensations, wherever applicable, may be done.
- (c) ³⁽¹⁾ *[The licensee may arrange for third party testing at NABL accredited test labs specified in clause 5.4 and recalibrated if required at manufacturer's work, if the testing facility is not available with them for periodical testing, or in case of consumer's request when meter is defective.]*
- (d) The test results shall be maintained in accordance with Rule 57 of Indian Electricity Rules, 1956 until Regulations are framed by CEA under Section 53 & 55 of Act.

5.6 Defective Meters

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

³⁽¹⁾ *[(b) A consumer may request the Licensee to test the meter installed on his premises if he doubts its accuracy of meter readings not commensurate with his consumption of electricity,*

stoppage of meter, damage to seal, by applying to the Licensee in prescribed format (Annexure 5.1) along with the requisite testing fee. The Licensee shall test the meter:

- i. [Within 15 days of the receipt of the application, at consumer's premises, or*
- ii. Within 30 days at licensee's lab, or Independent lab, or*
- iii. By installing a tested check meter in series with the existing meter within 7 days of filing of application.]*

(c) In case of testing of meter at consumer's premises, the testing of meter shall be done for a minimum consumption of 1 kWh. The meter testing team of the licensee shall carry heating load of sufficient capacity to carry out the testing. Optical Scanner may be used for counting the pulses / revolutions or meter shall be tested as per the procedure described in IS / IER 1956 or through aqua-check for LT meters and through RSS for others. The aqua Check and RSS shall be calibrated in laboratory of national repute once in a year.

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

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

(iii) ³ ⁽⁴⁾ [If the consumer disputes the results of testing, or testing at consumer's premises is difficult, the defective meter shall be replaced by a new tested meter by the Licensee, and, the defective meter after sealing in presence of consumer, shall be tested at licensee's lab / Independent lab / Electrical Inspector, as agreed by consumer. The option once exercised by consumer shall not be changed. *The decision on the basis of reports of the test lab shall be final on the Licensee as well as the consumer.*]

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

- i. Consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative.
- ii. The signature of the consumer or his authorized representative, if any present, shall be obtained on the Test Result Sheet.
- iii. The results of testing, billing, and in case the consumer disputes the results of testing, shall be same as provided in clause 5.6(c) above.

Note: (i) The licensee may submit a proposal, with a list of reputed and approved test labs, along with their test charges to the Commission.

(ii) The provisions of IER1956 shall however be followed until rules are made under Section 53 and 55 of the Act.

(e) In case a check meter is installed, and if after 7-15 days of the period of test, the existing meter is found to be fast or slow beyond the permissible limits, and the test results are not disputed by the consumer, then the same would be removed leaving the check meter in its place for future metering, and bills of previous three months prior to the month in which the dispute has arisen shall be adjusted in the next bill as per the test results. Where the test results are disputed, the procedure as per clause 5.6(c) as above, as the case may be, shall be followed.

5.7 Meter (Including MDI) Not Recording

(a) The consumer is expected to intimate the Licensee, as soon as he notices that meter has stopped / not recording.

(b) If during periodic or other inspection, meter is found to be not recording by the Licensee, or a consumer makes a complaint in this regard, the Licensee shall arrange to test the meter within 15 days.

(c) If the meter is actually found not recording it shall be replaced within 15 days of the test.

³⁽⁴⁾[(d) The Consumer shall be billed, for the period between the date of last reading and the date of replacement of the defective meter, on the basis of average consumption and *average* maximum demand of three billing cycles prior to the last reading. The provisional bills, if any issued, shall be accordingly adjusted.]

(e) In cases where the recorded consumption of past three billing cycles prior to the date meter became defective is either not available or partially available, the consumption pattern as obtained from consumption of the new / repaired meter for three billing cycles shall be taken for estimation of consumption.

³⁽¹⁾ (f) *[While calculating the average consumption, due consideration of seasonality of load shall be made and in such cases consumption of previous year for same period shall be taken. Due cognizance to consumption during closure of industry due to shut down /maintenance of plant shall be given by licensee after careful verification of records, or by ascertaining the consumption through check meters during such closure period.]*

5.8 Burnt Meters

³⁽¹⁾ (a) *[In case a meter is found burnt either on consumer's complaint or upon the inspection of the Licensee:*

(i) The Licensee shall restore the supply immediately after bypassing the burnt meter.

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

(iii) Excess loads found, shall be removed or regularized by asking consumer to deposit charges as per clause 6.9.

(iv) A new meter shall be installed by the Licensee within 3 days as per option exercised by consumer given in clause 5.4(a).]

(b) If possible, the Licensee shall test the burnt meter removed from the consumer premises and the procedure detailed in clause 5.6(d) shall be followed. If it is not possible to test the meter, the consumer shall be billed as per the procedure specified in clauses from 5.7(d) to 5.7(f).

5.9 Cost of Replacement of Defective / Burnt Meters

(a) ³⁽¹⁾ [The cost of replacement of meter shall be borne by the consumer or *by the Licensee subject to following conditions:*]

(b) ³⁽³⁾ [Deleted]

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

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

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

(d) In all cases of replacement of a meter, where cost is to be borne by the consumer, he shall have the option to procure the meter and associated equipment himself in accordance with clause 5.2 and 5.4.

5.10 Lost Meters

- (i) Complaints regarding lost meters shall be entertained by the Licensee only if they are accompanied by a copy of the FIR lodged by the consumer with the police station. In all such cases, an officer authorized by the Licensee shall also conduct an inquiry.
- (ii) Supply in these cases shall be restored after installation of a new meter, and after payment of, electricity charges for the period in which meter was not available, and any other prescribed charges that may be approved by the Commission.
- (iii) The electricity charges for the period in which meter was not available shall be assessed as below:
 - (a) As per Section 138 of the Electricity Act 2003, if it is established in the Licensee's enquiry that the loss of meter was due to a deliberate act of the consumer and / or with his connivance.
 - (b) As per clause 5.7(d) to 5.7(f) of this Code, in other cases.

In all cases of loss of meter, cost of new meter and other apparatus shall be borne by the consumer.

Chapter 6

Billing

6.1 General Provisions:

- (a) The billing cycle for different categories of consumers is specified at Annexure 3.1. The Licensee shall notify the date by which each category of consumer shall receive the bill, as per the billing cycle specified in this Code. Such notification shall be made by the Licensee every year or one month before any change is made in the date.
- (b) The Licensee may decide to opt for “Spot Billing” system for the domestic and non-domestic consumers in a notified distribution area.
- (c) Under the “Spot Billing” system, consumer shall be responsible for taking the correct reading of the meter within a week (before or after) of the meter reading date mentioned on the last bill and obtain his bill from the notified billing office of the Licensee. However, the Licensee shall exercise discretion in verifying the meter reading submitted by the consumer. The procedure of spot billing as mentioned above, shall in phases, be changed to the procedure of spot billing as given in (d) below:
- (d) Integrated metering, billing and revenue collection systems may be started in all areas. The Licensee may prepare bill on the basis of the spot billing with data downloaded from the meter by hand held computer devices (HHC) with GSM connectivity, which may have features to photograph the meter reading on the bills for billing the consumer, and such bills shall be served on the consumer at least twice in a year on the basis of photographed reading. The Licensee shall endeavour to deliver the bill to the consumer at the time of downloading the data with the HHC, and collect the cheques from the consumer if he so wishes to pay on the spot and issue receipt. The licensee shall ensure adequate deployment of meter readers by the agency deployed for meter reading by HHC devices, so as to ensure increase in revenue and collection efficiency as per targets set by Commission. Provisions of penalty may be entered in the contracts with collection agencies for under collection below a specified target.
- (e) Wherever, the bills are generated with the help of metering data down loaded by MRI, the Licensee shall deliver the bill to the consumer within seven working days. In cases other than specified in sub clause (b), meter shall be read by an authorized representative of the Licensee once every billing cycle. The Licensee shall issue proper photo identity cards to the meter readers. The meter reader shall also record the meter reading in the meter card at the consumer’s premises. The licensee may adopt better alternative approaches with the permission of Commission,
- (f) ³⁽¹⁾ *[It shall be the duty of the Licensee’s official reading the meter to report the condition of seals / the meter and the condition of LCD / LEDs on electronic meters. In case of any abnormality in seal / meter, he shall report the matter to concerned higher officer immediately who shall check the seal / meter and if required, action in accordance with Section 138 of Electricity Act 2003 may be initiated by the officer. In case of E/L or Rev LED indicator, provided on electronic meters, is found ‘ON’ he shall report the matter to higher officer.*
- In case seal is found to be broken or any other irregularity such as broken glass, hole in meter body is found, action under Chapter 6 of this Code may be initiated after due diligence has been accorded, especially in respect of seals, where ageing or natural factors are the cause. A detailed explanation of the inspecting officer shall be necessary to avoid any dispute.]*
- (g) ³⁽⁴⁾ The Licensee shall dispatch the bills giving at least 15 days time to the consumer for making payments prior to the due date of payment. *[Where the bills are served to the consumer through hand held system, the consumer shall deposit the same within 7 days].* The Bill shall contain details of the energy consumption, various charges, due date of

payment, disconnection date, arrears, Security deposit details, rebates, extracts pertaining to consumer rights, Mode of payment and collection facilities, Telephone Nos. and address of Customer service, and call centers, where consumers can make bill related complaints, Telephone Nos. and address of Consumer Grievance redressal forums etc. In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn should be clearly mentioned.

- (h) Bills of each consumer shall clearly reflect the arrears and amount of current billing separately. It shall be obligatory on the part of consumers to pay his electricity bills on or before due date of payment.
- (i) In cases of unmetered consumers having fixed monthly tariff, the Licensee shall issue a Passbook in which payments made by the consumer shall be recorded.
- (j) If a consumer does not receive the bill by the date notified by the Licensee as per clause 6.1 (a), he shall obtain a duplicate bill from the concerned billing office of the Licensee. The licensees, in a phased manner may facilitate the consumer to take out the duplicate bill from the website of the licensees.
- (k) The licensee may allow within a definite time frame, Commercial, public and private Institutions, and Industrial consumers, to pay their bills directly through electronic clearance system through their bankers. Such consumers shall inform their respective bankers to pay bills directly to licensee's banks on presentation of bill. Consumers shall authorize bankers to debit their account on payment of bill. The licensees may make arrangements with the banks accordingly, and give wide publicity to the scheme.
- (l) The licensee may in a phased manner, starting from special class / big towns, network all the revenue offices with special Revenue collection centers (E-Seva).
- (m) ³⁽²⁾ [The licensee's computer billing agency may additionally be entrusted responsibility to keep record of energy accounting where prepaid billing system has been introduced.]

6.2 Bills when Meter Reading not available

- a) In all cases not covered by the "Spot Billing System", if Licensee is not able to read the meter, a provisional bill may be issued on the basis of the average consumption of the previous 3 billing cycles. However, the Licensee shall ensure that such provisional billing does not extend to more than two billing cycles at a stretch. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.
- b) If the meter is not read as it was not accessible in two consecutive billing cycles, provisional bills shall be issued on the basis of the average consumption of previous 3 bills and a notice shall be issued to consumer to keep the meter accessible for reading on a date (at least 7 days after the date of notice) and time specified in the notice.
- c) If meter is not made accessible even on the due date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to either get the meter read by the Licensee, after payment of a penalty charge as laid down by the Commission within next 7 days, failing which the supply shall be disconnected.
- d) The provisions of sub-clause (b) and (c) shall not apply in case of a domestic consumer who has given an advance intimation to the Licensee of the inaccessibility of the meter for reading due to the consumer being out of station and if he has deposited an amount that covers the minimum / fixed charges for the duration of the proposed absence. Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading. If, however, the consumer is found to be actually using electricity by more than 15% of his previous three month's average consumption during the period when he had declared to be away, the Licensee shall impose a penalty for mis-declaration upto a maximum of Rs.1000/=.

6.3 Special Reading of Meters in cases of Change of Occupancy / Vacancy of Premises for Domestic Consumers

- a) It shall be the responsibility of the consumer to get his connection disconnected if he vacates / sells the premises as otherwise he shall continue to remain liable for all charges.
- b) Notice and request for disconnection is to be given at least 15 days before the proposed date of vacation (Annexure 4.7). However, the Licensee may accept a notice of shorter period. The Licensee shall arrange to take a special reading of the meter after intimating the consumer. The special bill shall also include a payment for the days following the meter reading date till the date of disconnection on a pro-rata basis.
- c) Once the final bill is raised, the licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such bill. It shall be the responsibility of the owner of the connection to make the payment before the vacancy of the premises and the licensee shall issue No-dues certificate on receiving the payment.

6.4 Advance Payment of Bills

- (a) A consumer may make advance payment of electricity bills.
- (b) Upon receipt of a request in the prescribed format (Annexure 6.1), the concerned officer shall arrange to prepare a provisional bill based on the average consumption of previous one year and the consumer shall make payment against this bill.
- (c) No interest shall be paid on the unadjusted balance amount lying with the Licensee.
- (d) The advance payment shall be adjusted against the future bills. The bills shall reflect the balance in the account and the customer shall be required to pay the amount due, in the usual manner, whenever the bill shows a debit balance and all consequences of non-payment of bill shall follow.
³⁽²⁾*[The licensee shall submit a proposal to the Commission for 'safe custody' of the connection for consumers desiring to retain the connection for a period of long disuse.]*

6.5 Disputed Bills and Arrears

- (a) If there is an error of a non-pecuniary nature (incorrect name, address etc.) in the bill the complaint shall be registered with the concerned competent authority. Corrections, if any required, shall be made in the next bill. The consumer shall be required to make the payment before due date.
- (b) If a consumer disputes the accuracy of any bill, he may either make the payment under protest of (i) an amount equal to the sum claimed from him, or (ii) the electricity charges calculated on the basis of average of electricity bills of the preceding six months, whichever is less, and file a complaint with the competent authority, before the due date for payment. The complaint shall be decided within 7 days and consumer shall be informed.

(i) If the Complaint is found to be correct by the competent authority, a revised bill shall be issued within 7 days of the complaint and consumer shall be given 7 days to make the payment. The Consumer shall not be charged any late payment surcharge (and he shall be eligible for timely payment rebate, if any applicable) if the payment is made by the revised due date of payment. If payment has already been made, excess amount shall be adjusted in subsequent bills.

(ii) If the complaint was found to be incorrect the consumer shall be notified and directed to make the payment, if not already paid, as per the original bill immediately and the consumer shall be liable to pay the late payment surcharge.

- (c) If a consumer has cleared his dues as specified in the bill, and still some part of it is shown as an arrear in the next bill, the consumer may lodge a complaint with the Licensee. However, if this arrear is again reflected in the next billing cycle also, the consumer shall be entitled for compensation as prescribed in Annexure 7.1.
- (d) In case licensee raises a bill for supply of energy to permanently disconnected connection e.g. six months after temporary disconnection, the Consumer may intimate the MD of the licensee under proper receipt and if no action is still taken within next 15 days, shall be entitled for compensation as prescribed in Annexure 7.1 by licensee. The licensee shall

submit a quarterly statement to the Commission giving zone wise details of such bills along with compensation given on this account during the quarter.

6.6 Self Assessed Bill:

In case of non-receipt of bill the consumer may deposit self assessed bill in the format prescribed by the licensee for the period for which bill has not been received provided that it is not less than the average consumption of the last six months. The Licensee shall not levy any late payment surcharge in the next bill if consumer's claim of non-receipt of bill is correct. The payment so made by the consumer shall be adjusted in the next bill.

6.7 Late Payment Surcharge:

In case of dispute regarding levy of surcharges, the Licensee shall settle the dispute within in two billing cycle from the date of protest by the consumer after giving him opportunity for reply and personal hearing.

6.8 ³⁽¹⁾ Procedure for Inspection, Provisional Assessment, Hearing and Final Assessment in case of unauthorized use of electricity (UUE) under Section 126 of the Act:

(a) (i). *[An assessing officer shall suo-moto, or on receipt of reliable information regarding unauthorized use of electricity or on instruction from higher authority, promptly conduct inspection of such premises, exercising due diligence. (Annexure 7.3 (i))*

(ii). The Assessing Officer, if required to do so, may handover his business card to the consumer before entering the premises. Photo ID card shall be carried by each team members.

(iii). The access to consumer premises shall be in accordance to clause 4.30 to 4.34. Provided that the occupant of the place of search or any person on his behalf shall remain present during the inspection. A list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list.

(iv). A report shall be prepared at site giving details of connected load, condition and details of old seals and resealing done, working of meter, details of new seals. The report shall mention any irregularity noticed which may lead to an inference of unauthorized use of electricity in the format given in Annexure 6.4. The Inspecting Officer shall carry seals for this purpose.

(v). The report shall clearly indicate whether or not conclusive evidence substantiating the fact that UUE was found. The details of such evidence should be recorded in the report. The report shall be signed by each member of the inspection team and handed over to the consumer or his / her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and may be photographed. Simultaneously, the report shall be sent to the consumer under Registered Post / Speed post on the day or the next day of the inspection.

(vi). Within 3 working days of the date of inspection, the Assessing Officer shall analyze the case after carefully considering all the evidence including the consumption pattern, wherever available and the report of inspection. If it is concluded that no unauthorized use of electricity has taken place, no further action will be taken.

(b) Notice to the Consumer and his reply:

(i). If the Assessing Officer suspects that Unauthorized Use of Electricity has taken place (as defined under Explanation to Section 126 of the Act), he will serve a provisional assessment bill alongwith show cause notice to the consumer, giving 15 working days for submission of reply, under proper receipt fixing a date of hearing.

(ii) The notice shall invite objections in writing from the consumer, against the charges and provisional assessment and require presence of the consumer on the date of hearing.

(c) Hearing

- (i) *On the date of hearing, the Assessing Officer shall hear the consumer. The Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, within 7 working days, a speaking order as to whether the case of UUE is established or not. The order shall contain the brief of inspection report, submissions made by the consumer in his written reply and during hearing.*
- (ii) *A copy of the order shall be served to the consumer under proper receipt, and in case of refusal to accept the order or in absence of the consumer, shall be served on him under Registered Post / Speed Post. The consumer shall be required to make the payment within 15 days of receipt of final order for assessment.*
- (iii) *If the Assessing Officer finds that unauthorized use of electricity has taken place(as defined under explanation to section 126 of the electricity Act 2003, it shall be presumed unless contrary is proved, that such unauthorized use of electricity was continuing for either actual period of misuse, if available, or three months immediately preceding the date of inspection in case of domestic and agriculture services and for a period of six months immediately preceding the date of inspection for all other categories of services, and he shall provisionally assess the consumption as per the procedure specified in Annexure 6.3.*
- (iv) *The assessment under (iii) above shall be made at a rate equal to one-and-a-half times the tariff rates applicable for the relevant category of service. The amount billed at this rate (one-and-a-half times the tariff rates) shall not be taken into consideration for the purpose of computing consumer's liability to pay monthly / annual charges, wherever applicable.*

(d) Appeal:

- (i) *Any person aggrieved by a final order made under sub clause (c) above, may, within 30 days of the order, prefer an appeal to the Appellate Authority in the manner specified in Annexure 6.2.*
- (ii) *No appeal shall be entertained by the appellate authority unless the person deposits one third of the amount assessed by the Assessing Officer, along with prescribed fee with the concerned division of the licensee and encloses documentary proof of such deposit.*
- (iii) *No appeal shall lie to the Appellate Authority against the final order made with the consent in writing of the Assessed person.*
- (iv) *The licensee shall not take any action for recovery of assessed amount for the period of 30 days, mentioned in (i) above, where the assessed person intimates the Assessing Officer, within this period, of his intention of filing an appeal to the appellate authority .*
- (v) *Within 3 days of receipt of appeal, the Appellate Authority shall issue a notice, to the appellant and the Assessing Officer fixing date of hearing within 15 days of the date of notice. The appellate authority shall dispose off the appeal within 30 days by a speaking order and shall send the copy of the order to Assessing Officer and the appellant.*
- (vi) *The order shall contain the brief of inspection report, submissions made by person in his written reply and during personal hearing and reasons for acceptance or rejections of the same.*
- (vii) *The Appellate Authority may, for reasons to be recorded, consider a reduced period of unauthorized use of electricity and assess the amount accordingly.*

Note: Section 145 of the Electricity Act provides that no civil court shall have the jurisdiction to entertain any suit or proceeding in respect of any matter, which an assessing officer, or an appellate authority, is empowered to determine, and no injunction shall be granted by any court or other authority in respect of any action taken or to be taken in pursuance of any power conferred by or under the Act. It is also provided that nothing contained in the procedure laid in clause 6.8 shall have effect in so far as it is inconsistent with provisions of section 126, 127 & 145 of the Act.

(e) Default in payment of assessed amount or instalments thereof.

- (a) *In case of default in payment of the assessed amount or any installment granted or agreed by the Licensee, the Licensee shall, after, giving a 15 days notice in writing, disconnect the supply of electricity, by any suitable means such as disconnection from pole/ transformer, removing meter, electric line, electric plant and other apparatus. The reconnection shall be carried out as per the provisions of reconnection laid down in clause 4.39.*
- (b) *When a person defaults in making payment of assessed amount, he shall be liable to pay an amount of interest at the rate of sixteen percent per annum with effect from the date of expiry of 30 days from the date of assessment, in addition to the assessed amount, compounded every six months.*
- (c) *The levy of charges on account of UUE shall continue till the cause of levy is removed and verified by the Licensee.]*

6.9 ³⁽¹⁾ Billing in Case of Excess Load

(A) Where the installed meter has the facility of reading 'Maximum Demand':

- (i) *For non- domestic & industries, the assessment of excess load shall be made based on the maximum demand recorded in the meter. The excess load shall be maximum demand recorded in the meter minus the contracted load, and the charges shall be as per the tariff order.*
- (ii) *For the domestic connection, the charges shall be two times of (Fixed charge or demand charges for the maximum demand minus fixed charge or demand charge for contracted load) * M, where M is the number of months for which maximum demand existed.*
- (iii) *If the maximum demand of the consumer is found in excess of load contracted, for which a higher tariff category is applicable (not vice versa), the excess demand charges shall be levied as above for the period as registered in meter whichever is less, at the tariff applicable for detected higher category and this shall not be construed as UUE, and no further charges shall be imposed. The consumer shall be advised by a notice (refer clause 9.3) to get the category regularized within 30 days of detection as per applicable norms.*
- (iv) *If the maximum demand recorded is less than contracted load, no charges on account of excess load is applicable irrespective of the connected load.*

(B) Where there is no provision in the meter for depicting the 'Maximum demand' :

- (i) *In Domestic category, the excess load shall be difference of 50% of actual connected load and the contracted load.*
- (ii) *In non-domestic category other than industrial, the excess load shall be difference of 75% of the actual connected load and the contracted load.*
- (iii) *In industrial cases the excess load shall be difference between the connected load and the contracted load.*
- (iv) *The charges for (i), (ii), (iii), above shall be: (Fixed charge or demand charges for the detected load minus fixed charge or demand charge for contracted load) * 2 * M, where M is the number of months for which excess load existed or six, whichever is less.*

Provided that the excess load for (i), (ii), (iii) above shall be taken only if computation of difference is positive.

- (v) *The consumer shall be served a notice (refer clause 9.3) advising him to get the contracted load enhanced within 30 days of the detection. However the consumer shall be charged for excess load for the period specified in the notice. The licensee shall merge the excess load with the previously sanctioned load, and levy additional charges calculated as above, along with additional security, and subsequent bills shall be issued with enhanced load.*
- (vi) *If the connected load of the consumer is found in excess of load contracted, for which a higher tariff category is applicable (not vice versa), the assessment of energy consumed, and the charges at the rate applicable for the category & the load detected, shall be levied as prescribed in Annexure 6.3, sub clause (B) .No other charges shall be imposed. The consumer shall be advised by a notice to get the contracted load enhanced and the category regularized within 30 days of detection, after which, in case of non-compliance, or on consumer giving the consent, the licensee shall merge the excess load with the prior*

sanctioned load, and levy the additional charges (including the additional security etc) for the enhanced load on the rate applicable for the category detected, in regular bills in the next billing cycle, and the new bill shall be issued.

Provided that if a consumer is found using excess load as per (A) & (B) above:

(i) The excess load determined shall not effect the load factor calculation or any rebate given in the tariff.

(ii) A copy of the inspection report shall be provided to him after obtaining his signatures.

(C) (i) *In case the consumer exceeds the sanctioned protective load during scheduled rostering, he shall be liable to pay double the prescribed charges, or as provided in the Tariff Schedule, for the load exceeding the sanctioned protective load.*

(ii) If fixed charges for the consumer category is per connection basis and the excess load does not fall under a high category slab, there shall be no charges.

6.10 Mode of Payment

(i) The Consumer may make payment of the bill by Cash (up to Rs 20000), Cheque, and Demand Draft. Payment by Cheque shall be accepted only if it has been drawn on a Bank located at the Headquarters of the Divisional office.

(ii) ³⁽⁴⁾ *[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, provided that the cheque is encashed upon presentation to the Bank and is not dishonored.]*

(iii) ³⁽¹⁾ *[In case a cheque is not encashed upon presentation to the bank, the consumer's rebate if any, shall be forfeited, and the Licensee may levy surcharge.]*

(a) The Payment may be made:

(i) In person at the designated collection offices of the Licensee during specified time or

(ii) By post or courier or

(iii) By deposit in the Drop-boxes maintained by the Licensee at designated locations.

(b) In case a cheque is dishonoured or a draft is not realized,

(i) The Licensee shall inform the consumer and require him to pay the bill within 7 days in cash.

(ii) The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonor of the cheque / non-realization of the draft.

(iii) ³⁽⁴⁾ *[If there are two successive instances of dishonor of cheques of a consumer, the consumer shall be required to make all payments in cash / draft till the end of the financial year only. In addition the Licensee may initiate action against the consumer under Sections 138 and 142 of the Negotiable Instruments Act.]*

(iv) The licensee may also disconnect the supply as per clause 4.36

(c) In addition to the mode of payments specified in above sub clauses, the Licensee may notify schemes for acceptance of Bill payment through Electronic Clearing System or at designated counters of a bank or through credit / debit cards or through any other means in a specified area and / or for a specified category of consumers, after due notice is given to the consumers. However, any change in the Mode of Payment should be friendlier for the consumers than the prevailing system.

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

(e) Special arrangements at payment counters for senior citizens, handicapped and disabled persons, and ladies may be provided on due dates, and in exceptional cases, arrange to collect payments from such consumers, as the licensee deems fit, from their residences.

6.11 Receipt

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

6.12 ³⁽¹⁾ Application of the Amount Received

[In case of bill payment by the consumer, adjustments shall be made in the following order of priority: -

(a) Arrear

(b) Current charges

(c) Miscellaneous charges

Electricity Charges including Electricity Duty and Late Payment Surcharge shall be adjusted in proportion of their total amount of arrear as well as current charges.]

6.13 Rebate and Late Payment Surcharge

Rebate and Surcharge for delayed payment shall be levied as per the tariff order applicable.

6.14 Installment Facility

(i) The Licensee may extend the facility of installments to those consumers only who are in financial distress. However, no waiver of surcharge shall be allowed.

³⁽⁴⁾ [(ii) No officer below the rank of Executive Engineer shall grant installments. *The Executive Engineer, / DGM / and General Manager* can grant up to maximum of two, three or four monthly installments respectively. However first installment shall not be less than 40% of the total amount. Where the amount for installments exceeds Rs.10, 000/= (Ten Thousand), the consumer shall be asked to deposit post dated cheques of the installments to the Licensee.]

6.15 Recovery of Arrears

(a) The payments due to the Licensee shall be recovered as per provision of Section 56 of the Act, and arrears of land revenue as per the provisions of the U.P. Government Electrical Undertaking (Dues Recovery) Act, 1958, as amended from time to time.

(b) Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges of electricity supplied, and the supply of the electricity shall not be disconnected by licensee for this reason.

³⁽⁴⁾ [(Explanation: The date from which such charges becomes 'first due', needs to be correctly interpreted. If as a result of regular meter reading / inspection of installation of consumer, such charges / penalties levied as per this code or tariff schedule, shall become first due *counted from the due date of payment of such a bill, and such bill shall be provided to the consumer not later than two billing cycle for that category of consumer.*)]

6.16 ³⁽²⁾ Disconnected Industrial Units seeking revival:

[For industries lying disconnected over six months and seeking to revive, the Commission order dt. 12.7.2005 given in Annexure 6.5, shall apply to the extent specified in the order, and if not contrary to any G.O, or any court order.]

Chapter 7

Standards of Performance, Grievance Redressal Mechanism and Compensation

General

- 7.1 (a) The Licensee shall organize its systems and work processes so as to achieve the standards of performance regarding quality of electricity to consumers as set out under the Act and / or in this Code.
- (b) Special emphasis should be placed on proper maintenance and updation of consumer indexing and GIS / GPS base mapping in a time bound manner through use of modern IT based system. Consumer Analysis Tools (CAT) to identify suspected problems / anomalies / and identify trends in metering, billing and collection to enable further action needed to be taken.
- (c) To support the best practices applications, licensee may deploy LAN, WAN, VSAT and optical cable fiber network, as per requirements.
- (d) A time bound program for implementation of SCADA, Remote Sub-station monitoring and control (RESMAC) for security, reliability and better load management shall be made. Intensive time bound program shall be made to install sub-station automation equipment, Data management system, trouble call management systems, Microcontrollers (Power Supply and Control), Intelligent DTr's, and Data loggers for monitoring of power supply on feeders, in a phased manner for efficient working of distribution systems, and to begin with, in all high revenue earning industrial and commercial areas.
- (e) Under the distribution system improvement program, on-line transformer tap-changers, Auto voltage boosters, switched capacitor banks, and sectionalisers should be used in the APDRP projects, and wider use in a phased manner.
- 7.2 The Licensee shall endeavour to keep the consumers adequately and timely briefed about their rights & responsibilities and about action taken on their complaints / grievances. The extracts of consumer rights and duties shall be printed on the reverse side of the electricity bill.
- 7.3 The Licensee shall ensure that wide publicity is made of all the procedures that relate to consumers by way of brochures, pamphlets, publication in newspapers, wherever so required by rules or regulations, as well as electronic media. Copies of these procedures shall be sent to all Panchayat offices free of cost and shall be available for public through the local offices of the Licensee on payment of nominal charges. These procedures shall also be posted on the website of the Licensee. Changes / amendments in these rules are also to be widely publicized.
- 7.4 The EE / authorised representative shall be available in his office on all notified days, during notified hours, to meet with the consumers. The DGM / competent authority of the circle and the CGM / GM of the Zone shall schedule at least one day per week to meet with the public and listen to their grievances during notified hours. This shall be widely publicized.
- 7.5 ³⁽⁴⁾ [Failure to conform to the standards, as mentioned under clause 7.7, without prejudice to any penalty, which may be imposed, shall attract payment of compensation, as specified in Annexure 7.1, to the person affected. The Commission may revise the amount of compensation, *from time to time in consultation with consumers and Licensees.*]
- 7.6 The amount of penalty and compensation as paid by the Licensee shall not be passed through in the annual revenue requirement of the Licensee while determining the tariff.
- 7.7 Standards of Performance**
- (i) The standards of customer service are for
- (a) Supply related matters
- (b) New connections / disconnections / re-connections and related matters

- (c) Metering
- (d) Billing
- (e) Transfer of ownership and conversion of services

(ii) A License shall conform to the standards as laid down in this Code. These standards shall be the guaranteed standards of performance, being the minimum standard of service that a Licensee shall achieve and maintain in the discharge of its obligation under the Act. Failure to adhere to the above standards shall attract compensation to be paid to the affected consumers.

Also provided that standards of performance shall take effect from the date specified by the Commission.

7.7.1 Supply Related Matters

General

(a) Licensee shall endeavour to set up Central Call Centers (CCC's) in phases, in all cities with population exceeding 10 lakh in first phase within a definite time frame.

(b) Centralized Call Centers shall be provided telephones with adequate number of lines and shall be connected to all the sub-stations in the city by telephone.

(c) If, for some reason, a consumer is unable to contact the sub-station, he may complain at the CCC who shall be responsible to lodge the complaint with the concerned sub-station. The licensee may, however not be under any obligation to lodge a complaint of the consumer who has arrears of dues.

(d) The CCCs shall also operate an automatic answering service that shall give updated information about scheduled outages / rostering in the city area as well as details of unscheduled outage in a large area (a sub-station) and the time by which the supply is likely to be restored.

(e) ³⁽¹⁾ *[The Licensee shall give publicity of all scheduled outages (including rostering) exceeding 180 minutes in any area by way of notices published in the newspaper at least 24 hours prior to the outage schedule and also place the same on its website.]*

(f) The Licensee shall also display scheduled rostering on the notice board of the concerned 33 / 11 KV Sub-station.

(g) ³⁽¹⁾ *[Licensee shall make all efforts to ensure that the scheduled outages are planned in a manner that causes least inconvenience to the consumers and preferably supply shall be restored before nightfall. Rostering in urban areas shall be scheduled in a manner so that areas having lower AT&C losses get power for larger number of hours as compared to corresponding areas with higher AT&C losses and where revenue connection is low. Provided that feeders supplying Government Hospitals, Medical Colleges, other hospitals running emergency services, Airports, Railway traction, Wireless Stations, All India Radio Stations, TV Stations, Water Works and any other essential services may be segregated, and may be exempted from normal rostering.]*

(h) In case, there is an unscheduled disruption of supply in a large area and the disruption is likely to last for more than 60 minutes, the Licensee shall inform the time when supply is likely to be restored through all available means such as radio / cable TV etc to the consumers of the affected area.

(i) All complaints regarding availability of supply and / or the quality of supply shall be lodged with the concerned sub-station in writing or by telephone or through Internet wherever such facility is available.

(j) The Licensee shall arrange to receive supply related complaints 24 hours on all days of the week. Complaints shall be recorded in a register and the complaint number shall be given to the consumer the time by when the proper supply is likely to be restored.

(k) The licensees have the options to alter the above scheme in the interest of consumers for better complaint handling procedure after grant of permission by the Commission.

A. Interruption / Failure of Power Supply (subject to provision of Force Majeure clause 9.1)

1. In case of blown fuse from distribution mains / service pole

- a. Within 4 hours where the supply is made through feeders operated as per urban schedule.
- b. Within 8 Hours where the supply is made through feeders operated as per rural schedule.

2. In case of overhead line break down:

- a. Within 8 hours where the supply is made through feeders operated as per urban schedule.
- b. Within 48 hours where the supply is made through feeders operated as per rural schedule.

3. In case of fault in under ground cable or switchgear:

- a. Within 24 hours where the supply is made through feeders operated as per urban schedule.
- b. Within 96 hours where the supply is made through feeders operated as per rural schedule.

4. In case of distribution Transformer failure:

- a. Within 24 hours where the supply is made through feeders operated as per urban schedule.
- b. Within 72 hours where the supply is made through feeders operated as per rural schedule.

5. In case of major failure involving Power Transformers (33 KV and above):

Within 15 days. (Alternative supply to be restored as early as possible)

B. Voltage Variation

The Licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated here under, with reference to declared voltage:

- i. In the case of Low Voltage, +6% and –6%;
- ii. In the case of High Voltage, +6% and -9%; and,
- iii. In the case of Extra High Voltage, +10% and –12.5%

However, if the voltage at the point of commencement of supply varies beyond the above-specified limits, the Licensee shall ensure to get it rectified within following time limits, after receiving a complaint.

- i. Within 24 hours in case of local problems.
- ii. Within 6 months in case of inadequacy of LT distribution system.
- iii. Within 12 months in case of deficiency in the HT distribution system.

7.7.2 ¹ **[New Connection / Disconnections / Reconnections and Related Matters – as given in Chapter 4 of this Code.**

(a) If a distribution Licensee fails to provide new connection to an applicant within the period specified below, the Licensee shall be liable to a penalty, at the rate of Rs 5/= per thousand Rupee (or part thereof) of the amount deposited by the applicant, which may extend up to Rs.1000/= for each day of default. To claim this penalty the applicant shall make a petition before the Consumer Grievance Forum.

For LT connections, where pole exists – within 7 days,
If new poles are required – within 30 days.

For **HT cases** where works are required:

- (a) 45 days for loads at 400 Volts,
- (b) 60 days at 11 KV,
- (c) 120 days at 33KV,
- (d) 300 days for loads to be connected at 132 KV.

For un-electrified areas:

- (a) Where augmentation from newly existing work is possible – 180 days,
- (b) Where new work or grid needs to be laid – 1 year,
- (c) In case of Isolated Consumer – 180 days.

Disconnection / Reconnection:

Reconnection after removal of cause of disconnection – 24 hours.

- (b) The licensee shall issue the first bill within two billing cycles of energising the connection. Non-receipt of bill beyond this period shall be reported to the concerned Executive Engineer of the licensee, and the licensee shall issue the bill in next 7 days. In case the bills are not raised even after specified period from the date of energisation the connection, the licensee shall be liable to pay compensation as specified.
- (c) *The licensee's right to recover the energy charges through the first bill shall be limited to two years from the date of energisation of connection.]*
- (d) ³⁽²⁾ *[In case of the first bill is not raised within 2 billing cycles from the date of energizing the connection, compensation at the rate of Rs. 500/- shall be payable by the Licensee for each billing cycle of delay. The Licensee shall submit a quarterly statement to the Commission giving zone wise details of such bills (first bill raised after six months) along with compensation given on this account during the quarter.]*

7.7.3 ¹ **[Metering – as given below:**

- Replacement of defective meter after test report: 15 days.
- Replacement of burnt meter: 3 days.

7.7.4 **Billing - as given below:**

- Reduction / Enhancement of load: 30 days.
- Termination of agreement: 30 days.
- Carry forward of fictitious arrear: One cycle.

7.7.5 **Transfer of Ownership and Conversion of Services – as given below:**

- Transfer of ownership: 30 days.]

7.7.6 COMPLAINT HANDLING PROCEDURE RELATING TO DISTRIBUTION AND RETAIL SUPPLY (Annexure 7.2) :

³⁽¹⁾ [The licensee shall switch over to complaint handling procedure as provided herein in towns with population over 10 lakhs (with effect from 1st Jan 2007), and in a phased manner for remaining towns, instead of the existing practice.]

1. Nature of complaints:

- No current / failure of power supply
- Voltage fluctuations
- Load shedding / scheduled outages
- Scheduled outages / load shedding
- New Connections / Disconnection / Reconnection and related matters
- Transfer of ownership and conversion of services.

2. Where to lodge Complaints:

The contact telephone number(s) where consumers can lodge their complaints as also the name and contact telephone number of the Executive Engineer / Additional General Manager concerned, who can be approached in case of delay in the redressal of complaint, would be notified as under:

- By display / dissemination of the above information on separate handouts attached to the electricity bills from time to time
- By display of the above information at the Bill collection center.
- By display on the licensee Website

3. No Current / failure of power supply:

Power supply in premises could fail due to one of the following reasons, which could be attributed to Distribution Companies (DISCOM), excluding load shedding / Grid failure, which falls within the jurisdiction of transmission:

- i. Fuse blown out tripping of MCB
- ii. Burnt meter
- iii. Service line had broken
- iv. Service line snapped from pole
- v. Fault in distribution mains
- vi. Distribution transformer failed / burnt
- vii. HT mains failed
- viii. Problem in grid (33 kV or 132 kV) sub-station
- ix. Planned / scheduled / emergency Maintenance work.
- x. Load Shedding

Note:

1. In case of failure or interruption of power supply, complaint can be lodged over the telephone to the Centralized Call Center of the Licensee giving the details of name, address and brief nature of the complaint.
2. "No supply" complaints received at the Centralized Call Center shall be immediately acknowledged by the official providing a unique complaint number to the complainant. The Centralized Call Center shall keep a detailed log of all complaints received in a database / register.

3. In case the Centralized Call Center is aware that the complaint is due to any of the reasons listed at (v)-(x) above, the official shall inform the complainant the reason(s) for power failure and also indicate the approximate time required for restoration of power supply. Nevertheless, he shall register each complaint received and issue a unique complaint number for such complaints also.
4. The Centralized Call Center shall communicate the complaint to the mobile service groups at the concerned Service Centers. The mobile service group would then proceed to the address provided by the complainant, investigate the cause of complaint, and resolve the problem. Upon resolution of the complaint, the complaint-receiving center (No-current Complaint centre / Centralized Call Center) shall be informed of the status.
5. In case, the cause of the complaint is more severe, due to any reason(s) listed at (v)-(x) above, the Mobile service group shall inform the nature of the fault and approximate time required for rectification to the complainant and also to the Centralized Call Center. Mobile service group shall also inform the next higher authority to take appropriate action to deploy additional resources and materials to resolve the complaint.
6. All complaints shall be monitored by the Centralized Call Center regarding resolution of the complaint within the stipulated time limit as per clause 7.7.

Note:

- a) In case no information is received by the complaint-receiving center within the stipulated time given above, the Call Centre shall escalate the complaint to the concerned Deputy General Manager (Distribution).
- b) The escalation process shall be inbuilt within the system and the calls shall escalate automatically every two hours up to the level of DGM (Distribution) using the server-based system until the resolution of the complaint is logged. All complaint-handling officers shall be provided with mobile wireless based communication devices for the dissemination of complaint related information.
- c) The concerned authority would then appraise the call center about the resolution of complaint.
- d) In the event that the next higher authority is unavailable or is unable to resolve the problem within the stipulated time, the complaint will be escalated, through the proper channel, to the General Manager (Distribution)).
- e) Daily MIS reports shall be provided to the DGM / General Manager (Distribution) giving the status of pending complaints. MIS reports, giving category-wise total number of complaints received and details of the complaints which could not be attended within the stipulated time, along with reasons thereof, shall be submitted to the Commission on quarterly basis.

4. Voltage Complaints

- a) In the case of Low / High voltage, the complaint should be lodged at the Centralized Service Centre giving name, address of the complainant along with brief nature of the problem faced. The operator on duty shall register the complaint and intimate the complaint number in every case.
- b) The Centralized Service Centre shall communicate the complaint to the mobile service groups at the concerned Service Centres. The mobile service group would then proceed to the address provided by the complainant, investigate the cause of complaint, and resolve the problem.
- c) In case problem is local e.g. due to loose connection of service line, the mobile group shall rectify the fault themselves. In case the voltage problem is due to some other reason(s), such as, deficiency in the system, the mobile group shall bring this to the notice of the Area Sub Divisional Officer.
- d) The Area Sub Divisional Officer shall ascertain if the problem can be rectified by changing the Tap position of the transformer, and if possible, he shall do so after getting the approval from the Deputy General Manager (Distribution). However, in case the Sub Divisional Officer find that problem is due to deficiency in the distribution system requiring up-gradation of distribution lines, transformers, capacitors etc., he

shall inform the Deputy General Manager (Distribution) for taking further necessary action.

- e) The voltage problem shall be resolved with the time limits specified in clause 7.7.

The licensee shall submit to Commission quarterly MIS reports giving category-wise number of complaints received and the complaints, which could not be resolved within the stipulated time and reasons thereof.

5. Scheduled outages / load shedding:

In case of frequent load shedding or scheduled outages (excluding statutory power cuts), amounting to more than 12 hours on any day, the complaint can be lodged with the Deputy General Manager (Distribution) of the concerned area in the format given at Annexure 7.2. The Deputy General Manager (Distribution) shall acknowledge the receipt of such complaint and arrange to prevent such recurrences.

- 7.8 The time limits indicated above are applicable to the entire Licensee unless separate performance standards have been determined by the Commission for a particular Licensee.

7.9 Compensation

³⁽⁴⁾ [(a) The Licensee shall be liable to pay, to the affected consumers, compensation as specified in Annexure 7.1 for Licensees failure to meet the guaranteed standards of performance. With respect to *performance related to metering and billing*, of Annexure 7.1, the liability of compensation on Licensee shall be effective from the date of enforcement of the Code. The liability of compensation in other standards of performance shall be applicable from such date the Commission may direct by order or notification issued for the purpose.]

(b) Compensation, depending upon the nature of the complaint, would be released by the concerned Licensee automatically within 90 days of its, or it would be claimed by the consumer from the licensee, as specified in Annexure 7.1.

³⁽¹⁾ [**Provided that:**

- i. *Compensation shall be applicable to only those consumers who have no arrears on electricity dues, and on conditions, which are not covered or incidental to factors mentioned in clause 9.1 of this code.*
- ii. *The licensee shall compensate the person(s) affected not later than three billing cycles.*
- iii. *No claim for compensation shall be entertained if the same is filed later than a period of ninety days from the date of rectification of the deficiency in performance standard.*
- iv. *Such compensation shall be paid or adjusted in the consumer's bill issued subsequent to the award of compensation.*
- v. *Matters related to grievance of any consumer related to compensation, shall be dealt with in accordance with the procedure specified in the Business Regulation for filing a petition, and the procedure set out in the Consumer Grievance Redressal Regulations.]*
- vi. ³⁽²⁾ *[The Commission may by a general or special order after hearing the Licensee and the affected consumer(s) / consumer groups, release the Licensee from the liability to compensate the consumers for any default in the performance of any standard if the Commission is satisfied that such default is for reasons other than those attributable to the Licensee and further that the Licensee has otherwise made efforts to fulfil his obligations.]*

7.10 Consumer Grievance Redressal Forum & Ombudsman

- (i) ³⁽⁴⁾ [The Licensee shall set up Consumer Grievance Redressal Forum in accordance with the UPERC (Consumer Grievance Redressal Forum & Ombudsman) Regulations, 2003, as amended from time to time. The *name / addresses and contact telephone numbers of the forum shall be mentioned in the electricity bill and also displayed in the web-site of the licensee / Forum.*]

- (ii) Any consumer aggrieved by any action of the Licensee, in respect of the matters mentioned in clauses 7.7.1 to 7.7.5 or those covered under the said Regulations may file a complaint with the Licensee.
- (iii) If the Licensee fails to settle the complaint of the consumer within the time limits specified in this Code or otherwise provided in the said Regulations, or the consumer is not satisfied *by the decision of the licensee*, the consumer may file a complaint in the Consumer Grievance Redressal Forum as per the specified procedure under the said Regulations.
- (iv) Any consumer, aggrieved by non-redressal of his grievances by the Consumer Grievance Redressal Forum, may make a representation for the redressal of his grievance to an Ombudsman as designated / appointed by the Commission in accordance with the procedure specified in UPERC (Consumer Grievance Redressal Forum & Ombudsman) Regulations, 2003.

7.11 Assessment

² [Any person aggrieved by the final order passed by an assessing officer, under Section 126 of the Electricity Act 2003 may, within 30 days of the said order prefer an appeal, as per the procedure specified in clause 6.8 & Annexure 6.2, to an appellate authority prescribed by the UP Government, as per the order of the Central Government from time to time. The order designating the assessing officer and constitution of appellate authority, and authorized officer as issued by the UP Government, is reproduced in Annexure 7.3.]

7.12 ³⁽¹⁾ Information on Standards of Performance and Reliability Indices

- a) [The Licensee shall set up systems for monitoring, by a senior officer designated for the purpose, of performance against service standards and shall send a report to the Commission *which shall adequately show the number of such cases reported during the period and the cases pending resolution under separate heads at the end of each month of the quarter.*
- b) Deleted
- c) Based on the information provided by the Licensees, under clause 7.12(a) above, the Commission shall notify the target levels *in percentage form* for overall performance standards and the indices to be achieved compulsorily and a road map to achieve it after having the first annual review of the Licensees performance against the guaranteed standards. *Notwithstanding the implementation to the degree prescribed by the Commission or not, the licensee shall make available such information on actual basis to the Commission, and on its website, under separate heads at the end of each month of the quarter, for all the indices prescribed in clauses 7.14 to 7.18.*
- d) *The Licensee shall publish the information furnished under Cl 7.12, in such form and manner as the Commission may consider it to be appropriate].*

7.13 Complaints before the Commission

³⁽¹⁾ [The complaint or an appeal before the Commission may be filed under the provisions of the Act, or Regulations made there under that relate to:

- i. *general interest of a group of consumers,*
- ii. *the decision of a Chief Electrical Inspector or an Electrical Inspector, as per the provision laid down in Section 35 of the Electricity Reforms Act, 1999, until provisions contrary to this effect are made by the State Government.*

Provided that no complaint shall lie before the Commission that concerns with matters covered under clause 7.10 of this code, and where other authority / court / forum is already empowered

under section 42,126,127, 135 or 153 of the Act, read with the Ministry of Power, Govt. of India Electricity Rules 2005 and orders under " the Electricity (Removal of Difficulties)"

7.14 ³⁽²⁾ **[Reliability Indices**

The following reliability / outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The Licensee shall compute and report the value of these indices on quarterly bases as per Annexure 7.4:

(a) System Average Interruption Frequency Index (SAIFI): The Licensee shall calculate the value as per the formula and methodology specified below.

(a) System Average Interruption Duration Index (SAIDI): The Licensee shall calculate the value as per the formula and methodology specified below.

(b) Momentary Average Interruption Frequency Index (MAIFI): The Licensee shall calculate the value as per the formula and methodology specified below.

Method to compute Distribution System Reliability Indices

The Indices shall be computed for the Discom as a whole by stacking, for each month all the 11KV/33KV feeders in the supply area, excluding those serving predominantly agricultural loads, or for a substation as the case may be, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

$$1. \quad SAIFI = \frac{(A_1 * N_1 + A_2 * N_2 + A_3 * N_3 + A_4 * N_4 + \dots + A_n * N_n)}{N_t}$$

Where,

$A_{1, 2, 3 \dots n}$ = Total number of sustained interruptions (each longer than 5 minutes) on each feeder for the month

$N_{1, 2, 3 \dots n}$ = Connected load of each feeder affected due to each interruption

N_t = Total connected load at 11KV in the Distribution Licensee's supply area of district /or substation, as per each case

n = number of 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)/ substations as per each case.

$$2. \quad SAIDI = \frac{(B_1 * N_1 + B_2 * N_2 + B_3 * N_3 + B_4 * N_4 + \dots + B_n * N_n)}{N_t}$$

Where,

$B_{1, 2, 3 \dots n}$ = Total duration of all sustained interruptions on each feeder for the month.

$N_{1, 2, 3 \dots n}$ = Connected load on each feeder affected due to each interruption

N_t = Total connected load at 11KV in the Distribution Licensee's supply area /

n = number of 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

$$3. \quad MAIFI = \frac{(C_1 * N_1 + C_2 * N_2 + C_3 * N_3 + C_4 * N_4 + \dots + C_n * N_n)}{N_t}$$

Where,

$C_{1,2,3...n}$ = Total number of momentary interruptions (each less than or equal to 5 minutes) on each feeder for the month

$N_{1,2,3...n}$ = Connected load on each feeder affected due to each interruption

N_t = Total connected load at 11KV in the Distribution Licensee's supply area

n = number of 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

Note: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

4. Based on the information provided by the Licensees, the Commission would notify the target levels for these indices annually.

7.15 Frequency variations:

The Licensee shall achieve coordination with other network constituents such as State Transmission Utility, State Load Dispatch Center, distribution Licensees and other transmission Licensees to maintain the supply frequency as per the Indian Electricity Grid Code (the present values being between 49.0 and 50.5 Hz), as amended from time to time. The Licensee shall furnish the unscheduled Interchange (UI) amount receivable/payable daily, on a monthly basis, once the scheme of UI is introduced within the State.

7.16 Voltage Unbalance:

The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. Voltage Unbalance shall be computed in a manner to be specified by the Commission separately or as part of the Distribution Code or Distribution Operating Standards.

7.17 Billing mistakes:

The Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, at a value not greater than 0.2%.

7.18 Faulty meters:

The Licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value not greater than 3%.]

Chapter 8

Tampering, Distress or Damage to Electrical Plant, Meters etc.

8.0 ³⁽¹⁾ [The Ministry of Power, Govt. of India vide order no. S.O.796 (E) dated 8th June'2005 with title " the Electricity (Removal of Difficulties)" has directed State Commission for inclusion of measures to control theft in Electricity Supply Code as per details given below:

(1) The Electricity supply code as specified by the State Commission under section 50 of the Act shall also include following, namely: -

(i) method of assessment of the electricity charges payable in case of theft of electricity pending adjudication by the appropriate court;

(ii) disconnection of supply of electricity and removing the meter, electric line, electric plant and other apparatus in case of theft or unauthorized use of electricity: and

(iii) measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter.

(2) The above provisions in Electricity Supply Code shall be without prejudice to other rights of the licensee under the Act or any other applicable law to recover sum due and to protect the assets and interests of the licensee.

(3) The Ministry of Power, GOI clarification letter dated 26.10.2005 has also specified that the compounding fees shall go to the credit of the state Government, and the licensee may receive the assessed amount).

(4) The revised clause no 6.8 and clause no. 8.1 & 8.2 provide a procedure to facilitate uniformity in approach adopted by the assessing/authorized officers of different licensees in dealing with inspection and assessment and in cases related to unauthorized use and theft of electricity. It is also provided that nothing contained in the procedure laid in clause 8.1 & 8.2 shall have effect in so far as it is inconsistent with provisions of chapter under " Offences and Penalties" of the Act. The procedure for Inspection, Provisional Assessment Hearing and Final assessment as well as taking cognizance in case of theft of electricity shall apply concurrently, and shall be binding on the assessing/authorized officers, and shall be certified so to that extent.

(5) To protect the interest of consumer as well as the Licensee, It is considered expedient that the Managing Director of the discom shall constitute a committee to oversee that the procedures as provided in clause 6.8, 8.1 & 8.2 of the Code have been correctly followed.

(6) It is also provided that in the matter related to theft, the consumer at his option, can approach M.D. of the discom for restoration of supply, on interim payment of the assessed amount, calculated at 1.0 times of existing tariff, less payment already made by the consumer for the period of assessment subject to final decision by Special Courts. The reconnection in such case shall be not later than seven days after the consumer has made payment.]

8.1. ³⁽¹⁾ [Procedure to be adopted by licensee for Inspection, Provisional Assessment Hearing and Final assessment in case of theft of electricity under section 135 of the Act.

- i. An Officer authorized under section 135 of the Act, suo-moto or on receipt of reliable information regarding theft of electricity, shall promptly conduct, inspection of such premises exercising due diligence. (Annexure-7.3 (ii)).
- ii. The Authorized Officer may, if required, handover his business card to the consumer. Photo ID card may be carried by each team member and shown to the consumer, if required, before entering the premises.

- iii. *The access to consumer premises shall be in accordance to clause 4.30 to 4.34 of this Code. The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall also apply, as far as may be, to searches and seizure under this Code.*
- iv. *The occupant of the place of search or any person on his behalf shall remain present during the inspection. A list of all things seized in the course of such search shall be prepared and delivered to such occupant or person present on his behalf who shall sign the list.*
- v. *In all cases of inspection, a report shall be prepared at site giving details of connected load, condition and details of old seals, working of meter, details of new seals and clearly mention any irregularity noticed which may lead to theft of electricity in the format given in Annexure 6.4. The Authorized Officer shall carry seals for this purpose. Any damage/ destruction to the electric meter, metering equipments, apparatus, line, cable or electrical plant of the licensee caused or allowed to be caused by the person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the report. The Authorized officer may also prepare a diagram illustrating the arrangements found to have been made for theft of electricity, wherever feasible and such diagram shall form a part of inspection report. The report shall be certified by the authorized officer that the procedure of Supply Code as laid herein had been followed.*
- vi. *The report shall clearly indicate whether prima facie a case for theft can be inferred. The report shall be signed by each member of the inspection team and handed over to the consumer or his / her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and may be photographed. Simultaneously, the report shall be sent to the consumer under Registered Post / Speed post on the day or the next day of the inspection.*
- vii. *In case of prima facie evidence of theft by tampering of meter or metering equipment in case of LT consumers, the meter shall be removed, properly sealed and tested in accordance with procedure laid down in clause 5.6. The supply shall be restored through a new meter or metering equipment of appropriate rating. In case of HT connection, the supply may be disconnected if there is a prima facie evidence of theft as recorded by photographs / MRI reports for TVM meters, or where removal of evidence by consumer is apprehended. The report shall be prepared at site as per sub clause (iii) above.*
- viii. *In cases where the theft of electricity is detected by by-passing the meter or metering equipment and the electrical load, fully or partially, of the person's connection is found connected directly with the lines, cables or electrical plant, electric supply to such premises shall be disconnected forthwith on the spot by the licensee and shall be restored only after the cause of theft is removed to the satisfaction of licensee and the person pays the charges raised as per assessment bill, with due opportunity to him for making representation etc. as per the procedure prescribed for the same in the Code.*
- ix. *In cases of direct theft by tapping the licensee's lines, cables or electrical plant, electric supply to such premises or place shall be disconnected forthwith by the licensee. The licensee may subsequently remove or divert or convert his line, cable or electrical plant to prevent further theft of electricity provided that such action shall not result into any inconvenience in affording quality supply or disruption of supply, to other consumers.*
- x. *In case the premises where the theft of electricity has been detected does not have regular electricity connection, the licensee shall forthwith disconnect the supply to such premises, and the supply shall only be restored after the person has cleared the dues to be paid on account of charges assessed for theft of electricity in full and has availed a regular new connection after completing the required formalities.*

(b) Hearing

- (i) *Within 3 working days of the date of inspection, the designated Authorized officer shall analyse the case after carefully considering all the evidences like documents, facts on record, the consumption pattern, wherever available and the report of inspection.*
- (ii) *No theft case shall be booked for mere breakage of window glass or old seal of the energy meter. In such cases, if the average monthly consumption pattern for last one year is reasonably uniform as the assessed consumption (monthly), and there is no other prima facie evidence of theft / UUE found at the consumer premises. no further proceedings shall be taken for theft / UUE of electricity and the decision shall be*

communicated to the consumer under proper receipt within 7 working days of the date of inspection, and connection shall be restored through original meter after proper checking/ resealing. The contents of such report recommending for dropping the case shall be communicated to the Special Court with a copy to the police station where the FIR was lodged.

- (iii) *If the Assessing Officer of the licensee suspects that theft of Electricity has taken place (as defined under Section 135 of the Act), he will serve the provisional assessment bill alongwith show cause notice to the consumer for hearing, giving 15 working days, under proper receipt. The notice shall invite objections in writing from the consumer, if any, against the charges and provisional assessment and require the presence of the consumer to answer to all the charges imposed by the licensee.*
- (iv) *If, after hearing, the authorized officer finds that a case of theft has been established, the assessment shall be done for the energy consumption for past period as per the assessment formula given in Annexure 6.3 on 1.5 (one and a half) times the rates as per applicable normal tariff to the purpose for which the energy is abstracted, used or consumed or wasted or diverted, whichever is higher and demand and collect the same by including the same in a separate bill. This is in addition to any civil / criminal proceedings that may be instituted as provided by the Act, and described in cl. 8.2(vii).*
- (v) *A copy of the order shall be served to the consumer under proper receipt and in case of refusal to accept the order or in absence of the consumer, shall be served on him under Registered Post / Speed Post. The Authorized officer may extend the last date of payment or approve the payment to be made in instalments on a consideration of the financial position and other conditions of the licensee. The amount, the extended last date and / or time schedule of payment/instalments should be clearly stated in the speaking order.*

(c) *Default in payment of assessed amount or instalments thereof.*

- (i) *In case of default in payment of the assessed amount or any installment agreed or granted the Authorized Officer shall, after, giving 15 days notice in writing disconnect the supply of electricity, by any suitable means such as by disconnection from pole/ transformer, by removing meter, electric line, electric plant and other apparatus and shall also take penal action against the consumer as per provisions of the Act. The reconnection shall be carried out as per the provisions of reconnection laid down in clause 4.39.*
- (ii) *When a person defaults in making payment of assessed amount, he shall be liable to pay an amount of interest at the rate of 16% (sixteen percent) per annum on the expiry of 30 days from the date of order of assessment, in addition to the assessed amount, compounded every six months.]*

8.2 ³⁽¹⁾ **[Procedure for taking cognizance in case of theft of electricity:**

- i. *As per the provisions of the Act and in accordance with the order dated 8.6.2005 of Ministry of Power under Electricity Rules 2005 and power to remove difficulties, the procedure in clause 8.1 above and as provided herein, does not absolve the authorized officer of the licensee, from lodging the complaint in a police station and filing before the Special Court, within 30 days from the date of inspection and on failure to do so, shall restore supply on interim payment of assessed amount, calculated at 1.0 times of existing tariff, less payment already made by the consumer for the period of assessment. The Authorized Officer shall subsequently take action for lodging an FIR / filing before the Special Court.*
- ii. *The authorized officer can lodge an F.I.R with police station concerned and in addition can file a complaint in writing to the Special Court which is constituted for the purpose of determining the criminal and civil liability, this however has to be done in accordance with procedure laid in sub clause (x) below.*
- iii. *Section 152 of the Act, which deals with compounding of offences, shall be applicable, where the State Government or any officer authorized by it in this behalf accepts from any consumer or person who committed or who is reasonably suspected of having committed an offence of theft of electricity punishable under this Act, a sum of money by way of compounding of the offence based on contracted load as specified in the Act.*

- iv. *The payment of the sum of money by way of compounding can be made with the officers of the licensee or the police Inspector of Vigilance Police station under whose jurisdiction the consumers premises is situated, if specifically empowered by the state government to accept the compounding amount.*
- v. *After making the payments as above, and in accordance with section 152 (1) of the Act, any person if 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.*
- vi. *Compounding of an offence shall be allowed only once for any consumer or person.*
- vii. *If the compounding charges are accepted from the consumer as per the sum prescribed in the Act, any further charges for assessment of units by the licensee shall be at 1.0 times of existing tariff only.*
- viii. *The supply shall be restored if the Consumer pays the charges demanded (compounding charges / assessment charges if any) and complies with the directions by the Licensee.*
- ix. *Provided that such compounding amount shall be deposited in the State Government account by the above empowered authorities, and the licensee shall collect and retain the assessed amount if any.*

x Cognizance of the offence –

(a) A F.I.R against the consumer or person may be filed by the Appropriate Government or the Appropriate Commission or any of their officer authorized by them in this regard or a Chief Electrical Inspector or an Electrical Inspector or an authorized officer of Licensee or a Generating Company, as the case may be in the Police Station of that area.

(b) The police shall investigate the matter in accordance with the general law applicable to the investigation of any offence. For the purposes of investigation of the offence under the Act or this Code, the police shall have all the powers as available under the Code of Criminal Procedure, 1973.

(c) The police shall, after investigation, forward the report along with the F.I.R.lodged under sub-clause (a) above to the Court for trial under the Act, i.e. a Special Court, or in absence of a Special Court, any other court, for subsequent investigation for taking into cognizance of offence

(d) Notwithstanding anything contained in sub-clauses (a), (b) and (c) above, the complaint for taking cognizance of an offence punishable under the Act may also be filed by the Appropriate Government or the Appropriate Commission or any of their officer authorized by them or a Chief Electrical Inspector or an Electrical Inspector or an authorized officer of Licensee or a Generating Company, as the case may be directly in the appropriate Court.

(e) Notwithstanding anything contained in the Code of Criminal procedure 1973, every Special Court may take cognizance of an offence referred to in sections 135 to 139 of the Act without the accused being committed to it for trial.

(f)The cognizance of the offence under the Act shall not in any way prejudice the actions under the provision of the Indian Penal Code.

(g)The final assessment done by the licensees assessing officer in case of theft, is also subject to adjudication by the court.

(h)In case of the decision of the court that theft is not established, the charges levelled and assessment made by the licensee against the consumer or person shall be withdrawn in writing and the connection shall be restored through the original meter.]

8.3

³⁽¹⁾ **[Measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter.**

The licensees are mandated to take following steps:

1. *Arrange to provide pilfer proof meter boxes on meters of at least 20% connections every year.*

2. *Review the status of service lines, to ensure that it is proper and wherever required, it should be replaced to prevent theft/ by passing of meter.*
3. *Regular inspection of premises of persons and other persons - At least 5% of total connections should be inspected annually.*
4. *Priority shall be given to detection of direct theft cases by the vigilance teams of the licensee, particularly in theft prone areas.*
5. *Regular monthly monitoring of consumption of high value consumer, which shall include all the HT connections and LT connections having contract demand of 25HP & above and arrange prompt inspection of doubtful cases.*
6. *Work out all 33KV & 11 KV feeder wise losses in next six months for big cities of the state. Losses for all 33KV & 11 KV feeders of District Head quarter towns shall be worked out within next one year and for other areas within next 2 years. Take suitable action against the concerned officers/staff for non- compliance.*
7. *Ensure GIS/GPS mapping, Consumer indexing, updating and brushing off (ledgerise/regularize/update records) the consumers beginning from high loss feeders.*
8. *Install remote metering devices on all HT and high value LT connections on priority for the purpose of monitoring of consumption and prevention of theft of electricity.*
9. *Wide publicity through the media, TV and newspaper to bring the awareness about the level of commercial losses, its implication on the honest consumers.*
10. *Seek the cooperation of social and consumer groups, NGO's for prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter through independent agencies, and creation of such groups feederwise.*
11. *Display boards containing the provisions of penalties, fines and other information about the above at its consumer service related offices, important places.*
12. *Display feeder wise losses, efforts made for prevention of diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.*
13. *Provide requisite security force to the inspecting officers for their safety, and expenses on such account shall be pass through in ARR of the licensee.*
14. *Install meter on distribution transformers of the suspected area where the possibilities of theft of electricity exists and monitor the consumption of such meters with the consumption of individual consumer meters connected to the distribution transformer, and inspect the abnormalities.*
15. *Replace overhead bare conductors with cables in theft prone areas, wherever necessary, to prevent theft by direct hooking with the licensee's lines and expenditure on this account shall be a pass through in the ARR of the licensee.*
16. *Provide HV distribution system (LT less system) in theft prone areas using small capacity distribution transformer, wherever necessary, to prevent theft by direct hooking and expenditure on this account shall be a pass through in the ARR of the licensee.*

17. *Relocate the meters of existing consumers to an appropriate location so that it is outside the premises but within the boundary wall and easily accessible for reading, inspection/ testing and other related works.*

18. *Ensure that meter readers are rotated in such a manner that their area of meter reading is changed at least once in six months.]*

8.4 Voluntary declaration of tampered meters

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

- ² (a) [The tampered meter shall be replaced with a new meter by the Licensee/consumer, as the case may be, immediately and the Licensee shall raise the assessment bill at 1.5 times the normal tariff for the period of last 3 months for domestic and agriculture, and 6 months for all other consumers reckoned from date of declaration.]
- (b) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.
- (c) No FIR shall be lodged in case a consumer voluntarily declares the tampered meter and pays the requisite charges in time.
- (d) In case of default in payment, the procedure for booking the case of consumer shall be followed.]

8.5 General

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

Chapter 9

General Provisions

9.1 Force Majeure and Restrictions on Supply of Power

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

- (i) When such failure is due to cyclone, floods, storms or other occurrences beyond his control either directly or indirectly, to war, mutiny, civil commotion, riot, strike, lockout, fire, flood, tempest, lightning, earthquake or other forced incidents such as break down of equipment, overhead lines and cables or causes beyond the control of the Licensee.
- (ii) In the event of restriction on power supply imposed by the Commission under Section 23 of the Electricity Act, 2003.
- (iii) In case of a major breakdown in the supply system of the Licensee such as Grid Failure that warrants curtailment of load.

9.2 Demand Side Management

³⁽¹⁾ [It shall be the duty of every consumer to stop wastage and inefficient use of electricity and also to extend necessary cooperation to the Licensee in implementation of the programs for Demand Side Management, and energy efficiency as required by the Energy Conservation Act and the Bureau of Energy Efficiency, and that may be launched by the Licensee. DSM programmes may be undertaken for commercial, public lighting, water works and for energy efficiency improvement in Government buildings, commercial buildings, railways, defence establishments, etc.]

9.3 Service of Notices

Service of any notice on the consumer may be effected either by delivering the notice to the consumer in person by an official of the Licensee or by dispatching the notice by registered post or Courier post or by publication in daily newspaper commonly read in the concerned locality to be kept on the record by the Licensee. In the case of an individual consumer, service of notice to the consumer's spouse or his representative, and in the case of a firm, company or corporation, on the Managing Director, Director or Principal Officer or an authorised person of such a concern, shall be taken as sufficient service for the purposes of this code. E-mail facility shall be also additionally be used without prejudice to the above, by the licensee if possible.

- 9.4 If a consumer refuses or avoids receiving the notice, the service may be effected by affixing the notice at a conspicuous place on the premises of the consumer, in the presence of two witness or by publication in daily newspaper commonly read in the concerned locality, and in such cases an endorsement shall be made on the copy of the notice. This affixture or publication shall be deemed as sufficient for service of notice.

9.5 Power to Remove Difficulties

- (i) If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any provision, the Commission shall pass necessary orders to remove such difficulties or disputes of interpretation.
- (ii) In case of any inconsistency in Hindi and English version of the Supply Code, the provision and meaning of English version shall prevail.

9.6 Repeal

³⁽¹⁾ [The Uttar Pradesh Electricity Supply Code 2002 (Distribution Code) already stands repealed on 18th February 2005 vide Not No. UPERC/Secy-Supply Code/05-4528 dated 18th February 2005.]

By order of the Commission,

Secretary

Existing Consumer Categories and Billing Cycle

- LMV-1 - Domestic Light, Fan & Power- One month or two month as per the resources of the Licensee.
- LMV-2 - Non-Domestic Light, Fan & Power- One month or two month as per the resources of the Licensee
- LMV-3 - Public Lamps- Monthly
- LMV-4 - Public Institutions- Monthly
- LMV-4 (A) - Light, Fan & Power for Public Institutions- Monthly
- LMV-4 (B) - Light, Fan & Power for Private Institutions- Monthly
- LMV-5 - Small Power for Private Tube Wells / Pumping Sets for Irrigation Purposes- Six Monthly / **Bimonthly** / or Monthly
- LMV-6 - Small and Medium Power- Monthly.
- LMV-7 - Public Water Works- Monthly
- LMV-8 - State Tube Wells, World Bank Tube Wells & Pumped Canals- Monthly
- LMV-9 - Temporary Supply- Monthly (where metered supply has been provided).
- LMV-10 - Departmental Employees- Monthly
- HV-2 - Large and Heavy Power- Monthly
- HV-3 - Railways- Monthly
- HV 4 - Lift Irrigation Works- Monthly

This form is available free of cost

Application Form For Requisition Of Supply Of Energy

1. Name of the Applicant:
2. Father / Husband's Name:
3. Occupation: Affix latest Photograph of the applicant
(Attested by Gazetted Officer / Bank Officer /
Gram Pradhan / Sabhasad)
4. Address:
 - (a) For Communication
Phone No:
 - (b) Where Connection is Required:
(Indicate land marks to identify the location)
Phone No:
 - (c) Permanent Address:
Phone No:
5. Plot size _____ sq.metres Covered Area _____ sq. metres.
6. Total Load KW / KVA / HP: _____
7. Purpose of Supply: _____
8. Details of Processing Fee:
 - (a) Amount _____
 - (b) Mode - cheque / draft / cash
 - i. No. _____ Date _____
 - ii. Bank Name _____

(Following Information is to be furnished by Applicants Requesting Electric Supply more than 50 KW and for Industrial Purposes)

9. Type of unit firm (viz: ownership: _____ / Partnership / Private Ltd. / Public Ltd.
/ Society / Govt. Deptt. / Govt undertaking
10. Name of Institution developing Industrial Premises: _____ (e.g. UPSIDC / self
/ industries deptt. etc.)
11. Possession Letter or No. Objection Certificate: _____ issued by the
Institution (copy enclosed.) No. _____ Date _____
12. Whether supply is needed through independent feeders: _____
13. Whether the above unit ever operated at some other place or applied for connection?
(If yes, pl. furnish the following)
 - (a) Sanction load: _____
 - (b) Service Connection No. : _____
 - (c) Arrears of payment (in any): _____
 - (d) Address _____
14. If electricity connection for the premises is being requested in the past. If yes details of electricity
connection.
 - (a) Name of unit: _____
 - (a) Service connection no. : _____
 - (b) Arrears of payment (if any): _____
15. Purpose or process for which Electricity load is required. : _____
16. Nature of process: _____
17. (a) Registration No. from Deptt. Of Industries U.P. Govt. (Copy to be enclosed) : _____
(b) No objection certification from Pollution Control Board (Copy to be enclosed.) _____
18. Name of the Agency Financing the unit (UPFC / PICUP / BANK / SELF / Any other) : _____
19. Proposed date of start of Production: _____
20. Is there any other industrial unit operating in the vicinity If yes, please given name and
address _____

21. Pl. specify voltage ratio & capacity of the nearest Electricity sub-station and its distance from the unit: _____

Enclosures:

1. Work Completion Certificate and Test Report (B & L form)
2. Documentary evidence in support of lawful occupation of the premises. If the applicant is not the owner of the premises, indemnity bond as specified by the Licensee shall be enclosed.
3. Factory / Industry / Premises / Establishment / House map, where supply is desired, indicating tentative position of the meter box.
4. Receipt for payment, if cash / cheque / draft.
5. In case of industry resolution of the Board of directors for authorising a person to sign the document on behalf of the company.

Note 1. In case of consumers without MDI meter, the connected load can be 200% of the contracted load in the domestic category and 133 % of the contracted load in the commercial category

Note 2. In your own interest, please ensure permanent disconnection of your electric supply, and obtain "No Dues Certificate" from Division before vacating the premises

Note 3. Electric Connection shall not be treated as a proof of ownership of the Premises

DECLARATION

I / We _____ solemnly assure and undertake that

- A. I / We hereby declare that I / we desire to have and agree with the Licensee to take a supply of energy for the above mentioned purposes, for a period of not less than 2 years from the date of commencement of supply and to pay for the energy so supplied and all other charges at the rates set out in the Tariff Order.
- B. I / We also agree to be bound by the Licensee's Distribution Code as approved by the Commission including any modifications thereof and the provisions of Electricity Act, 2003 together with the Rules framed there under
- C. I / We also declare that in the event of my / our failure to comply with the above provisions, it shall be lawful for the Licensee to discontinue the supply in terms of the aforesaid Distribution Code.
- D. I / We further declare that the Licensee shall not be held responsible for any interruption / diminution of supply for reasons beyond its control.
- E. I / We understand that this declaration can be cancelled after two years by either party giving notice as per the procedure described in this code.
- F. I / We further agree that this declaration given by me / us shall be construed as an Agreement with the Licensee to the above effect.
- G. I / We declare that all details furnished in the Application Form are true to my / our knowledge. If any information is found incorrect at a later date, then the Licensee shall have the right to withhold / disconnect supply, as the case may be.
- H. It shall be ensured by me / us that there is no unauthorized addition / alteration to the equipment or unauthorised use of electricity. In other words, it shall be ensured by me / us that the energy provided to me / us by the Licensee is utilized as per law and authorization. In case the Licensee has reasonable basis to understand or apprehend that there is in any way whatsoever unauthorized addition / alteration to the equipment or unauthorised use of electricity, it shall be open to the designated authority of the Licensee to enter upon the premises for general inspection and testing of the equipment, meter and wiring etc.
- I. I / We undertake to intimate the Licensee as per the procedure described in the Electricity Supply Code - 2005 whenever I intend to vacate the premises for which the electric connection is being taken.

Date: _____

Applicant's Signature

Place: _____

(To be filled by the Licensee)

1. Date of application received:
2. Contracted Load Sanctioned:
3. Date of commencement of Supply:
4. Consumer No / Connection No:
5. Meter No:

Signature of Applicant

Signature of Representative of the Licensee

Acknowledgement

Application form of Sh. / Smt. _____, complete in all respects / has following shortcomings, for requisition of supply is hereby received on _____. In this connection, the applicant is given a reference No. _____ to be used in all future correspondence.

Signature of Representative of the Licensee

This form is available free of cost

INDEMNITY BOND

(If the intending consumer is not the owner of the premises)

To: _____ Engineer,

From: _____

Whereas the land / premises detailed hereunder, belongs to Sri / Smt _____ and I am only lessee / tenant / occupier of the said land / premises where I have applied for the electricity connection the said / premises and I am not able to obtain the consent of Sri / Smt.....but produced the proof of occupancy, i.e. valid power of attorney / latest rent paid receipt / registered lease deed.

Thereto I, in consideration of the grant of electricity connection to me on the conditions of supply for which I have executed the Agreement, further agree to indemnify and keep harmless the Licensee from all damages and claims whatsoever, including costs of suit, original petitions and all manner of legal or other proceedings that the Licensee may incur or likely to incur on account of any action of threat by or at the instance of the owner of the said Land / premises (whether such owner be the said Sri / Smt _____ or any other). I also further agree that such loss, damages and any other claim resulting out of the electricity connection being given to me without the consent of the owner of the land / premises are also recoverable from me and my properties under the provisions of the Revenue Recovery Act, in force at the time of such recovery, or by such other proceedings as the Licensee may deem fit to initiate.

I hold myself answerable to costs of such recoveries and proceedings also.

Place:

Date:

Witnessee: -

Signature of lessee / tenant / occupier

1)

2)

This form is available free of cost

Owner Consent Letter for getting New Supply Connection

To,

Dated:

The Executive Engineer
(Address of the Licensee)

OWNER'S CONSENT LETTER

I _____ of _____
_____ being the legal owner of the premises No _____ hereby
agree as follows:

I consent to the installation by you at the above-mentioned premises tenanted by
Shri _____ of electric service cables, meters, wiring, fittings and other equipments
for the supply of electricity (hereinafter called "The Installation") under the terms of an agreement
between you and the tenant of the above said premises. In the event of the above said tenant vacating
the aforesaid premises, I shall give you due notice 15 (fifteen) days advance to enable you to arrange
for the termination of your contract with the aforesaid tenant failing which I shall be responsible for any
loss that may accrue on that account.

I undertake to ensure that the tenant clears all the electricity dues of the Licensee and obtains 'No-dues
certificate' before vacating the said premises.

Signed by the said owner _____

In the presence of _____

Witness Name _____

Address _____

Annexure 4.4 (Ref. Clause 4.4)

3(1) [Work Completion Certificate and Test Result

(To be filled by Licensed Electrical Contractor)

1. Name of Consumer:
2. Father/ husband's Name:
3. Address:
4. Voltage & System of Supply: Volt. Phase.
5. Details of Load:

Description	220\230 V						400/440 V		HT/EHT	
	Phase 1		Phase 2		Phase 3		No.	Total Load	No.	Total Load
	No.	Total Watt	No.	Total Watt	No.	Total Watt				
1. Light Points										
2. Fan Points										
3. Plug Points										
4. Motors										
5. Other Equipments										
TOTAL										

6. Total Connected Load in KW:
7. Total Current in Amp:
8. Results of Resistance Test by L.E.C.

Description	Phase 1	Phase 2	Phase 3
Between Phase & Earth			
Between Neutral & Earth			
Between Phases			

Verification Certificate by Licensed Contractor

I / We _____ Licensed Electrical Contractor, License No _____, having verified the following, certify that:

1. The above mentioned installation work has been by me.
2. The Resistance Test of the above installation has been done by me/ my supervisor.
3. The installation work has been done as per provisions of The Indian Electricity Rules 1956 and I.S.I.
4. The above work has been done the following staff:

Name of Wireman _____ Permit No. _____ Date of validity _____

Signature

Name of Supervisor _____ Certificate No _____ Date of validity _____

Signature:

Name of Apprentice _____ Signature:

Name of the firm of the Electrical Contractor: License No _____ Class _____ Date of validity _____

Signature:

Declaration by the consumer

I certify that I have complied with all the provisions of the Indian Electricity Rules 1956 and the Supply Code of the Licensee. Capacity of Main Fuse is not more than _____ Amp. Any change in installation shall be done after approval of the Licensee.

Date _____

Name & signature of consumer

Test Report by the Licensee's Representative

Result of Resistance Test:

Between Phase 1 & Earth

Between Phase 2 & Earth

Between Phase 3 & Earth

Between Phase 1 & 2

Between Phase 2 & 3

Between Phase 3 & 1

Shortcomings found in Installation, if any, and action taken to remove it:

- 1 _____
- 2 _____
- 3 _____

Date:

Signature, name and designation of inspector of Licensee

Certificate of the Directorate of Electrical Safety

Results of Inspection:
(Enclose details)

Date of Inspection _____

Signature, name and designation of Inspecting Officer]

This form is available free of cost

Application Form for Requisition of Temporary Supply of Energy

1. Name of the Applicant:
2. Occupation:
3. Address of the Applicant:
4. Address where connection is required:
 - a. (Indicate land marks to identify the location)
5. Total Connected Load
6. Purpose of Supply: _____
7. (a) Date from which supply is required
(b) Duration for which supply is required
8. Details of Fee
 - (a) Amount _____
 - (b) Mode - cheque / draft / cash
 - (i) No. _____ Date _____
 - (ii) Bank Name _____

DECLARATION

I / We,, solemnly assure and undertake that

- a. I / We also agree to be bound by the Licensee Distribution Code as approved by the Commission including any modifications thereof and the provisions of Electricity Act, 2003 together with the Rules framed hereunder.
- b. I / We also declare that in the event of my / our failure to comply with the relevant provisions of the Code, it shall be lawful for the Licensee to discontinue the supply.
- c. I / We further declare that the Licensee shall not be held responsible for any interruption / diminution of supply for reasons beyond its control.
- d. I / We further agree that this declaration given by me / us shall be construed as an Agreement with the Licensee to the above effect.

I / We declare that all details furnished in the Requisition Form are true to my / our knowledge. If any information is found incorrect at a later date, then the Licensee shall have the right to withhold / disconnect supply, as the case may be.

Date: _____ Applicant's Signature _____

Place:

(To be filled by the Licensee)

1. Date of application received:
2. Contracted Load Sanction
3. Date of commencement of Supply:

4. Reference No:

Acknowledgement

Application form of Sh. / Smt _____ complete in all respect, for requisition of temporary supply is hereby received on _____. In this connection, the applicant is given a reference No. _____ to be used in all future correspondence.

Signature of Representative of the Licensee

3(1) Procedure for Determination of Connected Load

1.	Bulb / Fan	-	Actual rating or 60 Watt each, if it is not possible to read the rating on the bulb / fan.
2.	Tube Light	-	Actual rating or 40 Watt each
3.	Light Plug	-	60-Watt upto three plugs and extra 60 Watts for every three plugs or less.
4.	Television (a) Colour (b) Black & White	- -	100 Watt 60 Watt
5.	Power Plug	-	500 Watt up to three plugs and extra 500 Watts for every three plugs or less.
6.	Fridge	-	250 Watt
7.	Dessert Cooler	-	250 Watt
8.	Geyser	-	1500 Watt
9.	Air-Conditioner 1 / 1.5 Ton	-	1500 Watt / 2200 Watt
10.	Water lifting pump	-	180 Watt or 360 Watt (According to Pump) or according to the equipment's original rating (Name plate & Specification).

Note:

- 1) If any equipment is connected with plug point equipment's load or plug point rating whichever is maximum shall be taken. In such case, load of plug point shall not be counted separately.
- 2) For non-domestic light & fan consumer load of every bulb shall be taken as 100 Watt.
- 3) The load for Arc / induction furnace shall be worked out on the basis of 600 KVA per ton of the capacity of the furnace.
- 4) The higher rating of only one equipment shall be considered if both Geyser and Air-conditioner (without heater) are installed. Only heating or cooling use of these apparatus / loads shall be taken into account as per prevailing season (i.e. 1st April to 30th September for cooling use and 1st October to 31st March for heating use).
- 5) The equipment which is under installation and not connected electrically, equipment stored in warehouse / showrooms either as spare or for sale is not to be considered as "connected load".
- 6) *For the purpose of assessment in domestic connections, the water pump, microwave ovens, washing machines, small domestic appliances shall be considered for assessment for one hour working per day on 100 % load factor. Appliances less than 200 watt shall not be taken into account.*

(Ref. Clause 4.9)

Guidelines for Determination of Load in case of Multi-storied Building/Colonies

- (i) For domestic – 500 watt per 10 sq. meters of the constructed area or requisitioned load, whichever is higher.
- (ii) For commercial – 1500 watt per 10 sq. meters of the constructed area or requisitioned load, whichever is higher.
- (iii) For lift, water lifting pump, streetlight if any, corridor / campus lighting and other common facilities, actual load shall be calculated.
- (iv) The constructed area calculated for (i) and (ii) above shall exclude the constructed area arrived at in (iii).
- (v) Following diversity factors shall be considered for determining the maximum demand: -
 - a) Non Domestic Area: 0.75
 - b) Domestic Area: 0.5

Note:

1. Multistoried building means a building having three or more stories excluding basement.
2. For car parking area, staircase area and balcony area, 50% of the area shall be taken for calculating the built up/constructed area.
3. Water tank area and Chajja projection area shall not be considered for calculating the built up/constructed area.
4. In case the sanctioned plan indicates two or more buildings in the same premises or the colony, they shall be clubbed together to calculate built up/constructed area.
5. In case only a portion of the building / colony is constructed as against the entire building/colony sanctioned as per plan, and as per the sanctioned plan the built-up area of building/colony is more than 500 Sq. Mtr. or requisitioned load is 25 KW or more, then in such cases space for transformer shall be given and power supply shall be arranged on L.T. basis by installing a transformer in his premises at applicant's cost and also an undertaking shall be obtained agreeing to convert to H.T. in future, when the requisitioned load of the building/ area exceeds 50 KW .
6. If the requisitioned load of the M.S. Building is 75 KW, the transformer rated capacity shall be fixed to the nearest available capacity i.e., $75 \text{ KW} / 0.90\text{PF} = 84 \text{ KVA}$ or 100KVA which is the nearest higher Standard rating as per BIS. However if the transformer capacity so calculated does not exceed 15 % of the lower Standard rating, the Licensee can permit the erection of lower capacity transformer provided the requisitioned load is within the transformer capacity.
7. The Licensee can provide higher capacity transformer if found necessary to cater to other loads in the area, instead of the transformer of capacity indicated above, the extra cost being met out by the Licensee.]

Annexure 4.7 (Ref. Clause 4.14 (g) & 6.3(b))

This form is available free of cost

Format for Disconnection

To,

Dated:

The Executive Engineer (EDD)

A connection, No. _____ for contracted load of ----- KW / HP / MW exists in the name of _____ (address). It is requested that the above connection may please be disconnected, and the relevant agreement with the Company be terminated forthwith.

Following documents are enclosed herewith:

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

Thanking you,
(Signatures)

Name, Address, Phone number of consumer

(For office use)

- | | | |
|------------------------------------|--------|----------------|
| 1. Date of receipt of application: | | |
| 2. Disconnection Fee: Rs. | R. No. | Date |
| 3. Date of disconnection: | | Final reading: |
| 4. Final Bill: | | |
-

ACKNOWLEDGEMENT

Ref. No. _____ Date

Received application for disconnection / termination of agreement from Shri. / Smt _____,
Con. No.----- complete in all respects.

Signature/Name/Designation

This form is available free of cost

Format for Intimation to Consumer after Termination of Agreement

Office Address

No. _____

Dated:

_____ (Name of Consumer)

_____ (Address)

This is to inform you that an agreement dated _____ against connection No _____ between yourself and _____ (Name of Licensee) regarding supply of _____ KW / HP / MW (Please indicate contracted load) in the _____ consumer category has been terminated w.e.f _____ on account of: _____

Your supply has been disconnected permanently.

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

1. Rs. _____ is payable to you for which a cheque No. _____ is enclosed.

2. Rs. _____ is due from you. You are requested to pay the amount within a week of receipt of this letter, failing which, action as prescribed under the law shall be initiated for recovery of the amount.

There is nothing outstanding against you towards this connection. This may be treated as no dues from _____ (Name of Licensee) in respect of above referred agreement / connection.

Thanking you,

Yours faithfully,

Name, Signature & Designation of the representative of the Licensee

This form is available free of cost

³⁽¹⁾ **Format for Intimation to Consumer after Temporary Disconnection of Supply**

Office Address

No. _____

Dated:

_____ (Name of Consumer)

_____ (Address)

Reference:

Connection No. _____

Consumer Category _____

Contracted Load _____

This is to inform you that your supply has been temporarily disconnected with effect from _____ due to following reasons: _____

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

If the cause of disconnection is not removed to the satisfaction of this office, your supply shall be permanently disconnected as per clause 4.37 (a). Late payment Surcharge shall be levied as per clause 6.13.

Thanking you,

Yours faithfully,

Name, Signature & Designation of the representative of the Licensee]

Annexure 4.10 (Ref. Clause 4.41(a)& 4.43(a))

This form is available free of cost and must be submitted in duplicate

Application Form for Enhancement / Reduction of Contract Demand

To,

(Name of Licensee)

Application No. :

Dated:

Connection No. :

Name of consumer:

Address

In view of revision of load requirement due to _____. I / We hereby request for enhancement / reduction of our Contract Demand as detailed below as per provisions of the Distribution Code.

1. Address at which enhancement / reduction of load:

Desired Max. Demand

2. Existing Proposed

i) Connected Load KW / HP / MW

ii) Max. Demand KW / HP / MW

iii) Details of load added / disconnected from supply

(a) Lighting

(b) Motive Power / Agricultural

(d) Other (please specify)

Enclosures:

1) A work completion certificate & test report from licensed electrical contractor from _____ (name of Licensed Electrical Contractor).

2) A copy of last paid energy bill.

3) The recorded meter readings for past three billing periods.

4) Approval letter from Electrical Inspector in view of change in H.T installation is enclosed.
(Applicable for HT consumers only).

5) No objection certificates from competent authorities as applicable.

Place:

Signature of the Applicant

This form is available free of cost

Format for transfer of connection / mutation of name

To,

Dated:

The Executive Engineer

A Connection No. _____ for contracted load of _____ exists in name of _____ at _____ (address).

It is requested that above referred connection may please be transferred in name of _____ at same address due to following reasons:

Following documents for transfer of above connection is enclosed herewith.

1. Receipt of deposition of processing fee.
2. Registered deed / succession certificate / _____.
3. Fresh application form duly filled in
4. No objection from the existing consumer if available / possible.

Thanking you.

Name, Signature, Address, Phone No of the Applicant

Acknowledgement

Application of Sh. / Smt. _____ is, complete in all respect / has following shortcomings, for transfer of connection / mutation of name against connection No. _____ in name of _____ is hereby received on _____.

In this connection, the applicant is given a reference No _____ to be used in all future correspondence.

Signature of Representative of the Licensee

Annexure: - 4. 12 (Ref. Clause 4.14 c & e)

³⁽²⁾ [AGREEMENT FOR SUPPLY OF ELECTRICAL ENERGY

(For all load of PTW, Industrial and in other category load greater than / equal to 25 KW)

THIS AGREEMENT is executed at _____ on this _____ day of _____.

BETWEEN

(NAME OF DISTRIBUTION COMPANY), a Company incorporated under the Companies Act, 1956 having its registered office at _____ through its authorized signatory Mr. _____, hereinafter referred to as "the Licensee" (which expression shall unless repugnant to the subject or context or meaning thereof mean and include its successors-in-interest, nominees and assigns) of the ONE PART.

AND

an Individual / Partnership concern / Proprietorship concern / Institute / Trust/Society / HUF / Body Corporate / Company / Government bodies [strike out whichever is not applicable] incorporated under _____ Act, _____ resident of / having its HO/registered office at _____ through its authorized signatory Mr. _____ (Name and Designation), hereinafter referred to as "the Consumer" (which expression shall unless repugnant to the subject or context or meaning thereof mean and include its successors-in-interest, nominees and assigns) of the OTHER PART.

WHEREAS:

1. The Licensee is, inter-alia, engaged in the business of supplying electricity and has been granted a license under the Indian Electricity Act, 1910 and is presently a deemed licensee under section 14, 1st proviso of the Electricity Act, 2003 (herein after referred to as the Act) for distribution and / or retail supply and / or bulk supply of energy to various consumers within its licensed area.
2. The Consumer has vide application dated _____ applied to the Licensee for procuring supply of energy for electrical installation (for a load of _____ KW / BHP / KVA) [hereinafter referred to as "contractual load"] at its premises situate at _____ (hereinafter referred to as "the said premises") in connection with _____ for the purpose _____

[Strike out whichever is not applicable]

- a. Domestic Light, Fan and Power (LMV-1),
- b. Non- Domestic Light, Fan and Power (LMV-2),
- c. Public Lamps (LMV-3),
- d. Public Institutions (LMV-4),
- e. Light, Fan & Power for Public Institutions (LMV-4A),
- f. Light, Fan & Power for Private Institutions (LMV-4B),
- g. Small Power for Private Tube Wells / Pumping Sets for Irrigation Purposes (LMV-5),
- h. Small and Medium Power (restricted / unrestricted usage of power) (LMV-6),
- i. Public Water Works (LMV-7),
- j. State Tube Wells, World Bank Tube Wells & Pumped Canals (LMV-8),
- k. Temporary Supply (LMV-9),
- l. Large and Heavy Power (restricted / unrestricted usage of power) (HV-2),
- m. Railways (HV-3)

and the Licensee has agreed to provide such supply of energy. The Rate Schedule as above shall be as per the latest Tariff Order.

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED, DECLARED AND RECORDED BY AND BETWEEN THE PARTIES AS UNDER:

1. This Agreement shall be effective for a minimum period of 2 (two) years from the date of commencement of supply by the Licensee to the Consumer under this agreement.
2. (a) The Consumer shall pay to the Licensee all charges as provided for in the Tariff (or Rate) Schedule in force as approved by the Uttar Pradesh Electricity Regulatory Commission (hereinafter referred to as "the Commission") from time to time including any penal or additional charges payable by the Consumer in the event of violation of any of the stipulations under the Tariff (Rate) Schedule governing its supply.
(b) In addition to the aforementioned charges the Consumer shall also pay other statutory levies including electricity duty, taxes, charges, surcharges etc. as may be applicable from time to time.
3. THE CONSUMER HEREBY UNDERTAKES, REPRESENTS, ASSURES, WARRANTS, AGREES AND COVENANTS WITH THE LICENSEE AS FOLLOWS:
 - I. Consumer shall abide and be bounded by all the terms and conditions of the Electricity Supply Code-2005 (hereinafter referred to as the "Code") approved by the Commission, and the amendments / revisions thereto, and the provisions of the Act together with the rules framed under the Act and Indian Electricity Rules 1956 including any modifications thereof, in so far as they are applicable to the Consumer.
 - II. The Licensee shall not be held responsible in any manner whatsoever and howsoever for curtailment, interruption, staggering, diminution or stoppage of supply for reasons beyond its control and any claim on account of loss or damage arising out of the failure of supply for reasons beyond its control including but not limited to "Force Majeure conditions" shall be limited to as provided for in the Code.
 - III. Consumer shall ensure that the energy supplied at its premises is utilized as per law and authorization and that there is no unauthorized addition/alteration to the equipment. In case the Licensee has reasonable basis to understand or apprehend that there is in any way, whatsoever, contravention of above conditions, it shall be open to the designated authority of Licensee to enter the Consumer's premises for general inspection and testing of the equipment, meter and wiring etc.
 - IV. Consumer shall ensure that the meter, meter boards, service mains, MCB / CB, load limiters etc are under no circumstance handled or removed by any one other than an authorized employee / representative of the Licensee. The seals, which are fixed on the meters / metering equipment, load limiters and the Licensee's apparatus must on no account be tampered, damaged or broken. The responsibility for safe custody of Licensee's equipment and seals on the meter / metering equipment within the Consumer's premises shall be on the Consumer. In the event of any damage caused to the Licensee's equipment in the Consumer's premises by reason of any act, neglect or default by the Consumer or its representative, the costs thereof as claimed by the Licensee shall be payable by the Consumer.
 - V. Consumer shall inform in writing to the Licensee (as provided for in the Code) in the event he intends to vacate the said premises or any part thereof for which the electricity connection has been taken from the Licensee.
4. (a) All notices /intimation required or permitted hereunder shall be in writing and shall be sent in the format prescribed for in the Code. Notices may be sent by courier, registered post / speed post, fax, personal delivery, affixation, and publication in a newspaper. Notice shall be deemed to have been received by the Consumer on the expiry of 4 (four) days from the date of dispatch by courier mail, Post Office receipt in the case of delivery by registered and speed post, and in case of personal delivery simultaneous with the receipt thereof by the consumer or its employees or representative of the Consumer and in the case of publication in a newspaper simultaneous on the date of publishing of such newspaper and in the case of affixation simultaneous with the affixation of such notice at a conspicuous place of the said premises.
(b) However, the Licensee shall not be required to issue any separate notice for payment of monthly electricity consumption bills and such Bill shall be deemed to be a "Bill cum Notice" for payment of the amounts mentioned therein.
5. The outstanding dues will be a charge on the assets of the company. Before sale 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.
6. If the consumer after execution of declaration / agreement reduces or increases his load or changes the purpose of use or shifts his connection, he shall have to execute a fresh declaration/agreement, which will be valid for two years like the agreement executed at the time of new connection. However any relief/ concession provided in the Rate Schedule / any order of Commission / Discom as admissible to new connection shall not be admissible on execution of the fresh agreement / declaration due to change in premises / Reduction of load as above.

7. Arbitration: If any question or dispute or difference arises between the parties to this agreement as to the interpretation or effect of any provision or clause herein contained or the construction thereof or as to any other matter in any way connected with or arising out of this agreement or the operation thereof or the rights, duties or liabilities of either party in connection therewith, such question, dispute or difference shall be referred to the Arbitration of the Managing Director of the discom or the person nominated by him and the award / decision of the said Arbitrator shall be final and binding upon the parties. In case of any neglect or refusal by the nominee to proceed with the arbitration, the Managing Director of the discom may nominate another person in his place to proceed with the dispute as Sole Arbitrator.

PROVIDED that if the question dispute or difference relates to or concerns any dues chargeable to the consumer in terms of this agreement, no reference to the arbitration shall at the instance of the consumer be made till the consumer has deposited with the Licensee the amount of dues in dispute, in cash/ Bank Draft.

8. This Agreement shall be governed by the Electricity Act 2003 with all its amendments, various other laws of India for the time being in force, but not limited to various regulations of UPERC, as applicable to the state of U.P., and shall be subject to the jurisdiction of the Court subordinate to High Court of Judicature of Allahabad.

9. That the expenses on stamping (on a non judicial stamp paper of Rs 100/- only), shall be made by the Consumer for this Agreement, which need not be registered.

IN WITNESS WHEREOF the parties have executed these presents at the place, day, month and year as first above written in the presence of the under noted witnesses:

SIGNED AND DELIVERED by the within named Licensee (NAME OF DISTRIBUTION COMPANY) through Mr. _____ (name and designation) at _____ duly authorized by a Board Resolution dated _____.

SIGNED AND DELIVERED by the within named Consumer _____ through Mr. _____ (name and designation) at _____ duly authorized by a Board Resolution / Trust Deed / Partnership Deed / [Strike out whichever is not applicable] dated _____.
Both in the presence of the following witnesses:

1.

2.]

Annexure 4.13 (Ref. Clause 4.40)

This form is available free of cost

³⁽²⁾ [Application for Change of Category]

To,
The Executive Engineer,
Electricity Distribution Division,

- 1 Name of consumer:
2. Connection No. :
3. Address

4. Existing Category: Dom. L.F./ Non-dom. L.F./ S.M. Power/ Large Power
 5. Proposed Category: Dom. L.F./ Non-dom. L.F./ S.M. Power/ Large Power
 6. Reason for change of category:
- Enclosures:

- 1) Work completion certificate & test report from licensed electrical contractor
- 2) Copy of last paid bill.

Place:

Signature of the Applicant

Date:

(For office use)

1. Date of receipt of application:
2. Processing Fee:
3. Date of site inspection;
4. Date of sanction:

Acknowledgement

Received application for change of category from Sri
complete in all respect.

Con. No.

Date:

Signature
Name
Designation]

Annexure 5.1 (Ref. Clause 5.6(b))

This form is available free of cost

Format for Meter Related Complaints or Testing of Meter

Complaint Ref. No.: _____

(To be given by Licensee)

1. Name, address and telephone No., if any of the complaint.
2. Book Number / Service Connection Number
3. Brief description of the complaint-Burnt out / completely stopped / Fast / Seal broken / Testing of Meter
4. Initial cost of meter was borne by consumer / Licensee
5. Complainant desires to provide / has provided a new meter for replacement (Yes / No)
6. Any other information

Date:

(Signature of Applicant)

(For Office Use)

1. Site verification report

Signature
(JMT / SMT)

2. Comments of AE (Meter)

Signature
AE (Meter)

3. Reference of informing the consumer within seven days

ACKNOWLEDGEMENT TO BE HANDED OVER TO CONSUMER

1. Complaint reference No.
(To be given by Licensee)
2. Complaint received by
(Name & Designation)
3. Complaint receiving date
4. Target time to resolve

Signature of Representative of Licensee

This form is available free of cost

Format for Application for Advance Payment

To,

Dated:

The Executive Engineer

.....
.....
.....

Reference:

Name of Consumer: _____

Address of the Connection _____

Connection No _____

Consumer Category _____

Contracted Load _____

Dear Sir,

I wish to make advance payment for the period from _____ to _____ against above referred connection. You are requested to kindly send me provisional advance bill for my electricity consumption of above period, so that I can make payment.

Thanking you.

Name, Signature, Address,
Phone No of the Applicant

Procedure for Filing of Appeal Before the Appellate Authority

1. Filing of appeal

- a) Any person aggrieved by a final order made by an assessing officer under Section 126 of the Act, may, within 30 days of the order, file an appeal before the Appellate Authority.
- b) The appeal shall be made in the form specified in the Schedule.
- c) The Memorandum of Appeal shall be signed and verified in the manner specified in the Schedule.
- d) The appeal shall be accompanied by the following fee:

<u>Amount assessed</u>	<u>Fee</u>
Up to Rs. 1 Lac	3% of the assessed amount subject to minimum of Rs.500/=
Above Rs.1 Lac	1% of the assessed amount

- e) The fee shall be paid in such form as the Appellate Authority may specify.

2. Miscellaneous

- a) Subject to the provisions of the Electricity Act, 2003 and this regulation, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of this Regulation and procedure to be followed on various matters, which the Commission has been empowered by this regulation to direct and matters incidental or ancillary thereto.
- b) The Commission may, at any time, add, vary, alter, modify or amend any of the provisions of this regulation.
- c) If any difficulty arises in giving effect to any of the provisions of this Regulation, the Commission may, by general or special order, do or undertake or permit the Appellate Authority to do or undertake things, which in the opinion of the Commission is necessary or expedient for removing the difficulties.

3. Format

APPEAL BEFORE THE APPELLATE AUTHORITY UNDER SECTION 127 OF THE ELECTRICITY ACT, 2003

Appeal against final order of _____

Case No. _____ of 200_____

In the matter of _____ (Gist of the purpose of the appeal)

I Between

1.Appellant
(Full address of the Consumer
including Connection No., Category of service)

AND

2. Respondent (Full address of the Respondent)
- i. Name of the Licensee
 - ii. Name of the Assessing officer

Appeal under Section 127 of the Electricity Act 2003

II Aggrieved by the final order Assessment order No. _____ of 200 _____ which was received by the Appellant on _____, the Appellant above named begs to present this Memorandum of Appeal on the following facts:

1.

2.

(State the facts of the case)

Grounds

1.

2.

3.

(State the grounds of the case on which the appeal is filed and the why the final order is unsustainable)

III The value of appeal is Rs. _____ and a fee of Rs. _____ is paid by way Cash / Demand Draft bearing No. _____ dated _____ as per Section 127 of the Act read with Regulation No. _____ of 2003

IV The Final order was not passed with the consent of both the parties as per Section 127(5) of the Electricity Act 2003.

V The appellant has paid the 1/3rd of the amount Rs. _____ by way of Demand Draft bearing No. _____ dated _____ to the Licensee as per Section 127(2) of the Electricity Act 2003. The proof of payment is enclosed.

Prayer

It is therefore, prayed that

1.

2.

Appellant

VERIFICATION

I _____ declare that what is stated in all the above paragraphs is true to the best of my knowledge and information and I believe it to be correct and verified and signed at _____ on _____

Place:

Name & Signature of the Appellant

Date:

Note:-

(i) Every appeal shall be verified by an affidavit which shall be drawn up in first person and shall state the full name, age, occupation and address of the deponent and the capacity in which he is signing and shall be signed and sworn before a person lawfully authorized to take and receive affidavits.

(ii) Every affidavit shall clearly and separately indicate statements, which are true to the (a) belief of the deponent, (b) Knowledge of the deponents and (c) Information received by the deponent.

(iii) Where any statement in the affidavit is stated to be true to the information received by the deponent the affidavit shall also disclose the source of the information and a statement that the deponent believes that information to be true

A). Assessment in case of unauthorized use of electricity

1. Units Assessed = L * F * D * H.

Where L = is the connected load in kW and in KVA where KVAh rate is applicable.

H = is the actual no. of hours the supply is made available on the feeder if available for the period , or average number of hours per day the supply is made available for different categories as below:

a) Single shift industry (Day / night only), Agriculture: 10 hrs

b) Non continuous industry (Day / night only): non-domestic general including restaurants, Hotels, guest-houses, petrol pumps, and nursing homes and private hospitals: 20 hrs

c) Continuous process industry: 24 hrs

d) Domestic: 8 hrs

e) Temporary connections: 12 hrs

D = 90 days in case of domestic or agriculture consumers and 180 days for all other consumers unless the onus is rebutted by the consumer / person, *If the no. of days can be ascertained on the basis of satisfactory evidence then, actual no. of days.*

F = connected load factor for different types of supply as given below:

a) For L & F and domestic power consumers F = 0.30

b) For non-domestic L & F and power consumers F = 0.50

c) For Small and Medium power consumers F = 0.50

d) For large and heavy power consumer F = 0.75

e) Agriculture F = 0.30

f) Categories not covered above F = 0.50

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

3. In cases where fix monthly tariff exist, monthly assessment shall be made at one and half times the monthly rate.

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

(i) If it is found at any time that the energy supplied is used for a purpose on which higher tariff is applicable, the total energy consumed in the previous 3 (Three) months in case of domestic or agriculture consumer and 6 (Six) months for all other categories, from the date of detection

shall be charged at one and half times the rate applicable for the category for which load was found to have been used. Provided if it is found at any time that the energy supplied is used for a purpose on which lower tariff is applicable, it shall not be considered as UUE and no penal action will be taken.

(ii) The calculations above are subject to the condition that metering of energy is healthy, else, the energy will be calculated on the basis of LFDH formula after adjusting the amount paid by the consumer / person for the energy consumption assessed for the assessment period if any as per details in A-1 above.

(Ref. Clause 8.1(b)(iv))

C. Assessment of Energy in cases of theft / pilferage.

- (i) Assessment of energy in the cases of theft / pilferage shall be done based on the formula $L * F * H * D$, as in unauthorized use. The 'L' 'F' 'H' and 'D' shall remain same.
- (ii) Only for direct theft, 'F' shall be = 1.0 (100%).
- (iii) The consumption so assessed, shall be charged at *1.5 times the normal tariff* applicable and payment made for energy consumption of the assessment period shall be adjusted.

Note:

In case of tampered meters, the inspecting authority shall book the consumer under section 126 for UUE only where such tampered meters are found in use, but there is no incriminating evidence available that implicates the consumer.

The inspecting authority shall book the consumer under section 135 only when incriminating evidence found implicates such consumer(s) dishonestly committing theft of electricity through tampered meters.]

INSPECTION FORM

Sub Division:

I. Inspection notes of Sri. _____ Dated _____ 200

Time of Inspection:

Total time of inspection:

II. (a) Name and address
of the consumer:

(b) Person present at the time
of inspection:

Name in block letters:

Relationship with the consumer:

Signature

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

(b) Any other departmental staff present:

IV. 1. Service Connection. No.:

2. Distribution:

3. Nature of premises:

4. Category:

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

Location of the meter

Height of the meter

Impression on Seals

Impression on Seals

Before Inspection

After Inspection

Meter Box:

Meter Terminal Cover:

Meter Cover:

(b) Meter Particulars:

Date of testing:

Meter No.:

Make:

Capacity:

Type:

Constant:

Revs / K.W.H.

M.F.:

Meter Reading:

Nameplate Details of CTs.:

(c) 1. Time for No. of revolutions with a Load of 1000 watts bulb in each phase

'R' Phase: Secs 'Y' Phase: Secs 'B' Phase: Secs

2. Location of the I.C. cutouts and their seals condition:

3. No. of working hours:

VI Connected Load :

VII. Incriminating Points:

VIII. Action taken to preserve the evidence and defects rectified if any:

IX. Whether the observations were shown to the consumer / his representative:

X Charges under Section of the Act 2003/ Supply Code with reasons:

Assessing / Authorized / Distribution Officer

Signature of Inspecting Officer.

XI Statement of Consumer / His representative:

Meter Reading:

Working hours per day :

Total connected load:

Signature of Consumer / His representative

3(2) In the matter of:

UPERC (Regulation for industrial units under: Sick Industrial Companies (Special Provisions) Act, 1985, the UP Industrial Undertakings Special Provisions for Prevention of Unemployment Act, 1966)

Order

1. The most important feature of any Act is its preamble, which itemizes the general principles covered under its ambit. Commission is guided by the preamble of Electricity Act to preserve the spirits of the legislation, and to that extent, has to do the balancing act in the matters related to sick industries or those, which are under verge of closure. The preamble of the Act says:

“An Act to consolidate the laws relating to generation, transmission, distribution, trading and use of electricity and generally for taking measures conducive to development of electricity industry, promoting competition therein, protecting interest of consumers and supply of electricity to all areas, rationalization of electricity tariff, ensuring transparent policies regarding subsidies, promotion of efficient and environmentally benign policies, constitution of Central Electricity Authority, Regulatory Commissions and establishment of Appellate Tribunal and for matters connected therewith or incidental thereto.”
2. Differential tariffs are used to cross subsidize the low-end category of consumer by the higher tariff industrial category consumer. Under the Act, these cross subsidies are expected to be abolished in a phased manner.
3. The Commission cannot allow or watch, therefore, that the bulk users, especially at voltages 33 KV and above, where the distribution losses are lower, and who absorb these losses of lower voltage consumers where the distribution losses are higher, besides cross subsidizing them, to close down or to lay off, due to adverse circumstances, like recession in demand in the industry affecting their sales and thereby incurring heavy losses or any other similar reason.
4. The closure or the lay off of the unit does the opposite on the absorption of the losses in the system and thus results in the increase in tariff of low-end consumers. This is the primary cause of Commission’s concern. Commission is also concerned at the existing poor state of finances of state discoms. It has to safeguard the interest of all stake holders by taking measures conducive to development of electricity industry, promoting competition therein, protecting interest of consumers and supply of electricity to all areas, rationalization of electricity tariff, and ensuring transparent policies regarding subsidies, promotion of efficient and environmentally benign policies, so that a fair deal is meted out to the affected parties.
5. Failure to exercise timely discretion, induces unnecessary litigation by parties resulting in loss of resources .It is here that the Commission takes a strong view that the Board of the licensees shall ensure a timely, judicious and adept handling by taking stance that annuls the detrimental effects of the disturbing factors that threatens the licensees steady revenue streams. Needless to emphasize, it shall serve a social cause in prevention of unemployment, loss of production, in addition to serving the low-end consumers by keeping their tariff at affordable levels.
6. While the licensees cannot be restrained from taking action in recovering their undisputed dues under section 56 of the Act 2003, even if the unit is on the verge of closure or lay off, the Commission is of the firm belief that the adverse factors cannot be ignored, and these call for differential treatment. Though the amendment in general rule for meeting the ends of justice in the matters like these, is not called for, nevertheless the Commission is of considered view, that applying discretionary modification for annulment in a few circumstances, so that the literal terms of the rule do not negate the very intent, purpose and the preamble of any legislation, would restore health to units in distress and serve the social cause in global context.

7. With this intent in mind, the Commission, has taken into cognizance the provisions of the Sick Industrial Companies (Special Provisions) Act, 1985, the UP Industrial Undertakings Special Provisions for Prevention of Unemployment Act, 1966, the state government G.O No. 720 / 18.4.89, dated 29.11.1989, and also the erstwhile UPSEB Commercial order no. 2879 C-U-2/BIFR dated 26.8.1997, before arriving at its own observation.
8. The Commission, in exercise of its powers vested under section 23 of EA 2003, and power to remove difficulties as per clause 9.5 of Supply Code 2005, in view of extraordinary circumstances as already discussed above, and not contrary to the orders of BIFR under SICA, 1985, or State Government orders under relief undertaking Act 1966, directs the discoms - Board of Directors of concerned discoms, that, based on the broad parameters as reflected in the said SICA 1985, the relief undertaking Act 1966, the said G.O., and the licensee's orders, the unpaid dues of such industries which are supplied at 33 KV and above, and are registered under BIFR and not barred by the Board for further proceedings (subsection (3) of section 22 of SICA), or are declared as relief undertakings, or are lying disconnected for similar reasons, shall be formalized as hereunder :
 - a) If, due to unavoidable circumstances, power cut is necessary on such sick industrial units, suitable relaxation shall be given for such period as may be determined by the licensee in accordance with the orders for the time being in force.
 - b) The supply to the industry shall be restored if lying disconnected, on orders of BIFR, or of the State Government under UP Act of 1966, or order by a Court. The MCG / minimum demand charges levied during the period of disconnection shall remain suspended, and shall be recovered as per clearance of BIFR, in equal monthly installments as per the provisions of the Supply Code 2005 or as decided by licensee.
 - c) Only current dues shall be realized. A net realizable amount shall be worked out after excluding any disputed amount stayed by orders of court, and shall be recovered in equal monthly installments as per the provisions of the Supply Code- 2005 or as decided by licensee.
 - d) The late payment surcharge for the said period of closure may be recovered at not less than bank rates, on orders of BIFR or of the State Government under UP Act of 1966. Provided that in absence of any such order, the prescribed rates as per provisions of Supply Code shall prevail. Provided also, that if the unit commits default in timely payment of instalments granted, the late payment surcharge on arrears thus generated, shall be recovered as per existing provisions of the Supply Code.
 - e) The treatment of subsidy by the state Government to any consumer or class of consumers in the tariff determined by the State Commission shall be as per the provisions of Section 65 of Electricity Act 2003.]

3(1) **[GUARANTEED STANDARDS OF PERFORMANCE AND LEVEL OF COMPENSATION TO CONSUMER FOR DEFAULT IN EACH CASE]**

SCHEDULE OF COMPENSATION AND MANNER OF PAYMENT

Service area	Compensation payable to affected consumer (per Cycle of specified time)	Manner of payment
Normal Fuse-off	Rs. 50/- in each case of default	Automatic *
Line Breakdowns	Rs. 50/- to each affected consumer	Automatic *
Distribution Transformer failure	Rs. 50/- to each affected consumer	Automatic*
Voltage Variations		To be Claimed*
No expansion / enhancement of network is involved	Rs. 50/- in each case of default	To be Claimed*
Up-gradation of distribution system is required	Rs. 150/- in each case of default	To be Claimed*
Meter Complaints		To be Claimed
Meter Accuracy	Rs. 50/- in each case of default	To be Claimed
Meter not recording	Rs. 50/- in each case of default	To be Claimed
Replacement of Burnt Meter	Rs. 50/- in each case of default	To be Claimed
Reduction of Load	Rs. 100/- in each case of default	To be Claimed
Enhancement of Load		
System of supply, meter etc is not be changed	Rs. 100/- in each case of default	To be Claimed
System of supply, meter etc is not been changed	Rs. 100/- in each case of default	To be Claimed
Transfer of Ownership of Service Connection	Rs. 100/- in each case of default	To be Claimed
Reconnection	Rs. 150/- in each case of default	To be Claimed
Termination of Agreement	Rs. 100/- in each case of default	To be Claimed
Carry forward of fictitious arrear beyond one cycle	Rs. 100/- in case of each default	To be Claimed

* To be implemented later.

Note: - Above compensation amount is for each default and for one cycle of specified time.

Example: -1 Normal Fuse off complaints is attended in 4 hours, 6 hours, 8 hours, 10 hours and 13 hours in an urban area.

The specified time for attending a Normal Fuse off complaint in urban area is 4 hours. The compensation payable to each affected consumer shall be as follows: -

4 hours	No compensation
6 hours	Rs.50/-
8 hours	Rs.50/-
10 hours	Rs.100/-
13 hours	Rs.150/-

Example: 2 If reduction of load has been sanctioned in 25 days, 40 days 60 days and 75 days.

The specified time for sanction of reduction of load is 30 days. The compensation payable shall be as follows: -

25 days	No Compensation
---------	-----------------

40 days	Rs.100/-
60 days	Rs.100/-
75 days	Rs 200/-

1. The compensation payable may be done by the licensee by way of adjustment against existing, current, and / or future bills for supply of electricity

2. 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.

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.]

Annexure 7.2 (Ref. Clause 7.7.6)

This form is available free of cost

Proforma for Complaints

To,

Dated:

The Deputy General Manager (Distribution)

.....
.....

Ref: Complaint regarding scheduled outage / load shedding

- 1. Name of the complainant:
- 2. Address of the complainant:
- 3. Telephone No., if any of the complainant:
- 4. Connection Number:
- 5. Brief description of the complaint:

Date:

(Signature of Applicant)

Acknowledgement to be handed over to the consumer

- 1. Complaint reference No. :
(To be given by Licensee)
- 2. Complaint received on date:
- 3. Complaint received by:
(Name & Designation)

(Signature of Representative of Licensee)

UTTAR PRADESH SHASAN
OORZA ANUBHAG-3

In pursuance of the provisions of clause (3) of Article 348 of the Constitution, the Governor is pleased to order the publication of the following English translation of notification no. 174/2006-XXIV/P-3-27P/98T.C. dated 14.7.2006

Notification

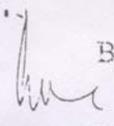
No. ~~174~~ 174/2006-XXIV/P-3-27P/98 T.C.
Lucknow : Dated: 14.7.2006

In exercise of the power under rule 3 of the Appeal to the Appellate Authority, 2004 framed by the Government of the India under sub-section (1) read with clause (U) of sub-section (2) of section 176 of the Electricity Act, 2003 (Act no 36 of 2003), the Governor is pleased to designate the officers mentioned in column 2 of the Schedule below as Appellate Authority for the purpose to appeal under section 127 of said Act, having pecuniary jurisdiction mentioned against each in column 3 of the said Schedule.

Schedule

Serial Number	Appellate Authority	Jurisdiction
1	Divisional Commissioner of the concerned Division or any Additional Commissioner duly authorised by The Commissioner for this purpose	Any amount

By order,


(Ashok Kumar Khurana)
Principal Secretary

उत्तर प्रदेश शासन
ऊर्जा अनुभाग- 3
संख्या: 1635/चौबीस-पी-3-2004
लखनऊ : दिनांक 5 अक्टूबर, 2004

कार्यालय ज्ञाप

विद्युत अधिनियम, 2003 की धारा- 135(2) के अंतर्गत निहित शक्तियों के तहत जांच / कार्यवाही हेतु निम्नलिखित अधिकारियों को अधिकृत किया जाता है:-

1. सहायक अभियंता / एस0डी0ओ0 या उससे ऊपर से अधिकारी ।
2. पुलिस सतर्कता शाखा में तैनात पुलिस उपाधीक्षक एवं उससे ऊपर के अधिकारी ।

अरुण कुमार मिश्र
प्रमुख सचिव

संख्या: 2635 (1)पी-3/24-2004 तददिनांक

- प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित:-
1. सचिव नियामक आयोग
 2. अध्यक्ष एवं प्रबंध निदेशक, उ0प्र0 पावर कारपोरेशन लि0, लखनऊ ।
 3. पुलिस महानिरीक्षक (सतर्कता) उ0प्र0 पावर कारपोरेशन लि0, लखनऊ ।
 4. समस्त प्रबंध निदेशक, डिस्काम, मध्यांचल वि0वि0नि0लि0, लखनऊ/
पूर्वांचल वि0वि0नि0लि0, वाराणसी/पश्चिमांचल वि0वि0नि0लि0, मेरठ/
दक्षिणांचल वि0वि0नि0लि0, आगरा।
 5. प्रबंध निदेशक, केस्को, कानपुर ।


(क्षेत्रपाल)
अनु सचिव

RELIABILITY INDEX AT 11 KV FEEDER LEVEL FOR STATE DISTRICT HEADQUARTERS FOR THE MONTH OF:

Sl. No.	District HQ's/Utility	Objective	Total No. of 11 KV feeders	Total No. Of Feeders effected	Sum of outage duration of all feeders (in hours)	Outage duration per Feeder (Col 6/col 4)	Total No. of Trippings	Trippings per feeder Col 8/ col 4)	Feeder Reliability index (FRI)
1	2	3	4	5	6	7	8	9	10

RELIABILITY INDEX AT CONSUMER LEVEL FOR STATE DISTRICT HEADQUARTERS FOR THE MONTH OF :

Sl. No.	District HQ's/Utility	Objective	Total No. of consumers	Total No. Of consumers effected	Sum of outage duration of all consumers (in hours)	Outage duration per consumer per day (Col 6/col 4)	Total No. of consumer's supply failure	No. of Supply failures per consumer Col 8/ col 4)	Consumer Reliability index (CRI)
1	2	3	4	5	6	7	8	9	10

Report for the Quarter (200 to 200)

Process	Complaint / Service type	Average response/Redressal time recorded	Guaranteed time limits as per ESC-05	No. of cases	
				Reported	Per reso
	(a)Normal Fuse-off				
	Urban		4 hours		
	Rural		8 hours		
	(b)Overhead Line Breakdowns				
	Urban		8 hours		
	Rural		48 hours		
	(c)Underground Line Breakdowns				
	Urban		24 hours		

	Rural		96 hours	
	(e)Distribution Transformer failure			
	Urban		24 hours	
	Rural		72 hours	
	(f)Power Transformer failure		15 days	
Voltage Variations	No expansion/enhancement of network is involved		24 hours	
	Up-gradation of distribution system is required			
	a. LT dist. system		6 months	
	b. HT dist. system		12 months	
	Replacement of Meter not recording/defective		15 days	
	Replacement of Burnt Meter		3 days	
Billing	Reduction of Load		30 days	
	Enhancement of Load		30 days	
	Transfer of Ownership of Service Connection		30 days	
	Termination of Agreement		30 days	
	Carry foreword of fictitious arrear beyond one cycle		One billing cycle	
	Reconnection after removal of cause		24 hours	
	Issue of new bill from energization		2 billing cycles	

Report for the Quarter (200 to 200)
Compliance Audit of -----

Area	Core Process	Activities	Total cases processed during the month	Sample cases audited	Cases found in order	% Compliance
Grant of Supply	New Service connection	Application processing				
		Inspection				
		Estimate preparation				
		Service installation				
		Agreement execution				
		Security deposit				
	Temporary connection	Application processing				
		Service installation				
	Supply disconnection and reconnection	Temporary disc.				
Permanent disc.						
Reconnection						
Metering	New installation of meters	Meter-Fixing against new connection				
	Replacement of meters	Defective meters				
		Burnt meters				
		Lost meters				
Billing	Bill processing and complaint resolution	Periodicity (Cycle) of bill generation				
		Bill despatch				
		Billing dispute resolution				
		Recovery of arrears				
Minimization of losses	Theft Booking	Conduct of vigilance				
		Preparation of investigation report				
		Service of notices				
		Penalty assessment				
	Hearings	Conduct of proceedings				
	Penalizations	Assessment of penal charges				

Directions of Commission in Supply Code 2005

1. Bills shall reflect the **arrears and amount of current billing separately**.
2. The **new modes of payment system** in place in three months time (*clause 6.1(k), 6.10(c) of ESC 05*).
3. Tie up with NABL accredited Independent test labs for the **third party checking / testing of meters**, within three months. (*Clause 5.4*)
4. **Bill cum notice** shall be in accordance to **section 56 and section 171 of EA 2003 and, clause 9.3 of ESC 2005**.
5. Nodal officers of each licensee shall monitor the progress of **implementation of Code** and submit **monthly** report.
6. **Submit- Names of Nodal officers** appointed to **monitor system of performance, compensation** to consumers affected due to non-performance.
7. **Annual review of the standards of performance by Commission. Quarterly reports** on regular basis to Commission. (*Clause 7.12*).
8. **Compilation of Cost data book on Rs/KW or KVA basis to serve as a guide for licensee officers/ consumers**. (*Clause 4.6 (b)*)
9. **Nominations for ESCR for review of Supply Code 2005**. (*Clause 1.2*)
10. The **standard format of agreement** is to be submitted **once in two years**. (*Clause 4.14(e)*)
11. For all the **11 KV & 33 KV consumers**, the status of **plan** for creating the facility for **remote meter reading (GSM technique)**, to extract data from meter centrally. (*Clause 5.2 (f)*)
12. The updated details for **Consumer Grievance Redressal Forum** should be submitted quarterly with the following information:
 - o **Provide updated** Name, address, telephone, mobile and fax nos. of the Members of the Forum
 - o **Display Forums** on the **website** of the DISCOMs .
 - o **Notify** and bring to the **notice of the consumers** the details of the forum (names, address, and telephone nos.
 - o **Submit Quarterly report** to the Commission: (i) **No. of cases filed** during the period, (ii) **No. of cases disposed** (iii) **No. of cases pending resolution** (iv) **No. of cases where the orders passed beyond the stipulated time period as per clause 6 of CGRF**, with reasons.
13. **Advertise in Hindi / English** for wide publicity on **local channels of Cable TV / State TV Channels / AIR** on important issues as performance standards, Redressal forums, etc.
14. **Advertise / and put up Hoardings** displaying **provisions of Fines/Imprisonment** etc for **theft of electricity at important places / electricity supply offices**.
15. **Highlights of Electricity Supply Code 2005** to be published in Hindi / English, for wide publicity as **pamphlets**.
16. Submit **procedure** and **time frame** desired for **levying charges** on consumer/ providing **compensation** to consumers, for not complying to **Load Balancing** (Cl. 3.6).
17. **Display all information** relating to **procedure, fee, designated officers** for releasing new connections – on notice boards of Subdivision office, Divisional offices and offices of DGM's / GM's / office of licensee. (Cl. 4.3.d).
18. **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.
19. The **electronic filing of a new application**, status of connection pending to be released, and tracking of status of a connection may also be made possible in a phased manner in all cities, through use of information technology, on the internet website, **centralized call centres, IVRS facility**, and **proper linking with the subdivision / Division / DGM / GM offices**. (Cl. 4.3.e).

20. Licensee may install **pre-paid meters** for single phase metering and three-phase whole current supply, and **ensure infrastructure changes** in a phased manner. (Cl. 5.2 d)
21. **Metering at substations** for all **incoming and outgoing feeders**, including **substation transformer (LV and HV side)** starting from **independent feeders/dedicated feeders within 3 months** for the purpose of **energy accounting, energy audit and checking the commercial losses** on supply to colony, industry, or any institution. (Cl. 5.3 f)
22. Adequate **metering** on **LV side of distribution transformers** of **feeder having high losses** in a time bound manner for the purpose of **energy accounting, auditing, and checking commercial losses** on supplies. (Cl. 5.3 i)
23. The licensee shall install **meters on street light connections** with facility for **time of use switching On/Off features**, in a phased manner. (Cl. 5.3 j)
24. **Integrated metering, billing and revenue collection systems** may be started in all areas.
25. The Licensee may prepare bill on the basis of the spot billing with data downloaded from the meter by **hand held computer devices (HHC) with GSM connectivity**, which may have **features to photograph the meter reading** on the bills for billing the consumer, and such bills shall be served on the consumer **at least twice in a year** on the basis of **photographed reading**. (Cl. 6.1 d).
26. **Deliver the bill** to the consumer **at the time of downloading the data with the HHC**, and **collect the cheques** from the consumer if he so wishes to pay on the spot and **issue receipt**.
27. The licensee shall ensure **adequate deployment of meter readers** by the agency deployed for meter reading by HHC devices, so as **to ensure increase in revenue and collection efficiency** as per **targets set by Commission**.
28. **Provisions of penalty** may be entered in the **contracts with collection agencies** for **under collection** below a **specified target**.
29. The Licensee shall deliver the bill to the consumer within **seven working days** where **metering data is down loaded by MRI**. (Cl. 6.1.e).
30. The Licensee shall issue proper **photo identity cards to the meter readers**.
31. **Payment** of commercial, public, private institutions and industrial consumers **through Banks**, within a **definite time frame**. (Cl. 6.1.k)
32. The licensee may in a phased manner, **starting from special class/ big towns**, network all the revenue offices with special **Revenue collection centers (E-Seva)** (Cl 6.1.l).
33. **Quarterly statements** of zone wise details of **bills not revised and issued after permanent disconnection**, alongwith compensation given on this account. (Cl. 6.5 d).
34. The Licensee shall **organize its systems and work processes** so as **to achieve the standards of performance** regarding quality of electricity to consumers as set out under the Act and / or in this Code. (Cl. 7.7)