

UTTAR PRADESH

ELECTRICITY SUPPLY CODE- 2002 (DISTRIBUTION CODE)

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Chapter 1

Introduction

- 1.1 The Electricity Supply Code (hereinafter called ‘Code’) details the obligations of the Licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the Licensee to provide efficient, cost-effective and consumer friendly service to the consumers. It specifically details the following:
- (a) The procedure for connection, disconnection, reconnection, assessment of load and for enhancement or reduction of load.
 - (b) Practices relating to payment of bills and consumer metering.
 - (c) Standards of Performance for the Licensee; and
 - (d) Procedure for Redressal of Consumer Grievances

Electricity Supply Code Review Panel

- 1.2 The Commission shall set up an Electricity Supply Code Review Panel (ESCRP) to review the Code on regular basis. ESCRP shall consist of representatives of all the Supply Licensees. The panel shall meet at least once every six (6) months.
- 1.3 ESCRP shall consist of following Members:
- (a) One representative each from every distribution supply Licensees of the State to be nominated by the Licensee.
 - (b) One representative of STU.
 - (c) 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 two from registered consumer bodies. At least two representatives from the above shall be from the category of the domestic consumers.
 - (d) Director (Distribution) of UP Power Corporation Limited (UPPCL) shall be the Ex-officio Chairman and Chief General Manager (Commercial) shall be the Member Secretary of ESCRP.
- 1.4 The Secretary of ESCRP shall send the proceedings of the meetings of the Review Panel to the Commission within 15 days of the meeting.

- 1.5 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.
- 1.6 Any change in the Distribution Code shall be published by the Licensee by publishing the extracts of the changes in at least two newspapers having wide circulation in the area of supply apart from keeping the copies of changes in all local offices.

Chapter 2

Definitions

2.1 Words, terms and expressions defined in the Uttar Pradesh Electricity Reforms Act, 1999, Indian Electricity Act, 1910 and Electricity (Supply) Act, 1948 and the Rules made under these Acts as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Acts and Rules.

2.2 In this Code, unless it is repugnant to the context:

- (a) “Act” means the Uttar Pradesh Electricity Reforms Act 1999 (UP Act, 24 of 1999).
- (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) “Area of Supply” means the geographic area within which alone a Licensee is for the time being authorised by his license to supply electrical energy.
- (e) “Billing Cycle or Billing Period” means the period for which regular electricity bills are prepared for different categories of consumers by the Licensee.
- (f) “Breakdown” means an occurrence relating to the equipments of the electric energy supply system including electrical line that prevents its normal functioning.
- (g) “Bulk supply” means the sale of electricity to any person for resale.
- (h) “Calendar Year” means the period from the first day of January of a year to the thirty first day of December, of the same year.
- (i) “Commission” means the Uttar Pradesh Electricity Regulatory Commission constituted under the Act.
- (j) “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.

IE Act
of 1910

Rule
1956

- (k) “Connected Load” means aggregate of the manufacturer’s rating of all energy consuming devices, in the consumer’s premises, which can be simultaneously used This shall be expressed in KW, KVA or BHP units and shall be determined as per the procedure laid down by the Licensee with the approval of the Commission.
- (l) “Consumer” means and includes any person who or whose installation is supplied with electricity or who has executed an agreement with the Licensee for the supply of electricity or any person whose installation is for the time being connected for the purpose of receiving the electricity or whose installation has been temporarily disconnected.
- (m) “Consumer Installation” means the whole of the electric wires, fittings, motors, transformers and apparatus installed and wired by the consumer or on his behalf in one and the same premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected.
- (n) “Contracted Load” means maximum KW, KVA or BHP units agreed to be supplied by the Licensee which may be different than connected load and reflected in the agreement between the parties.
- (o) “Date of Commencement of Supply” is the date when the Licensee energizes consumer installation by connecting to the Distribution mains.
- (p) “Demand Charge” for a billing period means a charge levied on the consumer based on the contracted load or maximum demand (Refer clause 2.2 (ag)) which ever is higher.
- (q) “Distribution mains” means the portion of any main with which a service line is, or is intended to be, immediately connected.
- (r) “Distribution System” means any system consisting mainly of cables, service lines and overhead lines, electrical plant and meters having design voltage of 33KV and below. The distribution system shall not include any part of a transmission system except the terminal equipment used for the supply of electricity to extra high voltage (66 KV and above) consumers.
- (s) “Electrical Inspector” means an Electrical Inspector appointed under Section 36 of IE Act, 1910.

- (t) “Emergency Rostering” Load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment.
- (u) “Energy charge” refers to a charge levied on the consumer based on the quantity of electricity supplied.
- (v) “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.
- (w) “Financial Year” means the period beginning from first of April in a English calender year and ending with the thirty first of the March of the next year.
- (x) “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.
- (y) “Fixed Charges” shall be as per the provisions of the Tariff order.
- (z) “High Tension” means a voltage level between 650 volts and 33000 Volts under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956.
- (aa) “Independent feeder” means a feeder constructed at the cost of a consumer and supplying the electricity to only that consumer.
- (ab) “Licence” means a licence granted under chapter V of the Uttar Pradesh Electricity Reforms Act 1999 for distribution and/or retail supply and /or bulk supply.
- (ac) “Licensed Electrical Contractor (LEC)” means a contractor licensed under rule 45 of the Indian Electricity Rules 1956.
- (ad) “Licensee” means a person who holds a licence under IE Act, 1910 or UP Electricity Reforms Act, 1999.
- (ae) “Load Factor” is the ratio of the total number of units consumed during a given period to the total number of units which have been consumed had the load been maintained throughout the same period and shall usually be expressed as the following percentage:

$$\text{Load Factor in Percentage} = \frac{\text{Actual units consumed in a given period} * 100}{\text{Contracted load in KW} * \text{No. of Hours in the period}}$$

Note: * means multiplied by

- (af) “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.
- (ag) “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 of maximum use in the billing period, however, subject to the Licensee reserving the right to shorten this period in special classes of consumer, if necessary, with the approval of the Commission.
- (ah) “Meter” means an equipment used for measuring electrical quantities like energy in KWh, maximum demand in KW 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.
- (ai) “Minimum Charge” shall be as per the provisions of the tariff order.
- (aj) “Occupier” means the owner or person in occupation of the premises where energy is used or proposed to be used.
- (ak) “Phased Contract Demand” means contract demand agreed to be availed in a phased manner.
- (al) “Point of Supply” means the outgoing terminals of the Licensee’s cutouts/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, the point of commencement of supply shall be the incoming terminals of the Consumer’s main switchgear.
- (am) “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.
- (an) “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.

- (ao) “Protective Load” means a load not subjected to normal rostering.
- (ap) “Rules” mean the Indian Electricity Rules 1956.
- (aq) “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.
- (ar) “SLDC” means State Load Dispatch Centre, where operation of the Power System in the state and its integration with other power systems is coordinated round the clock on real time basis.
- (as) “State Transmission Utility (STU)” means the Utility notified by the Government of U.P. under Sub-Section (1) of section 27B of the Indian Electricity Act, 1910, as amended in 1998, and whose functions have been outlined under section 55 of the Amendments to the Electricity (Supply) Act 1948. UPPCL has been declared an STU vide U.P. Government Gazette No.151/P-1/2000-74 dated January14, 2000.
- (at) “Tariff Order” in respect of a Licensee is the most recent 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.
- (au) “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.
- (au) “Theft” means abstraction of electricity either through bypassing the meter by some arrangement or tampering with the meter to cause it to record less energy than actually passing through it or through illegal tapping of the supply from the Licensee’s network.
- (av) “Transmission System” means the system consisting of extra high voltage electric lines having design voltage above 66KV owned or operated by a transmission Licensee/STU authorised to transmit electricity for the purpose of its transportation from power station to sub-station, from power station to another power station, from one sub station to another, or from any external interconnection including 33/11 KV bays and associated equipment up to the interconnection with the distribution system (including plant and apparatus

and meters owned or used in connection with the transmission of electricity), and excluding the distribution system.

- (aw) “UP Electricity Grid Code” means the document notified by the Commission describing the responsibilities for planning and operation of the power system in Uttar Pradesh.

Notes and Explanations

- 2.3.1 **Note I** *If any rating is in KVA, the same may be converted to KW by multiplying the KVA figure with a power factor of 0.85; 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.*

Names of Offices and Designation of Officers

- 2.3.2 **Note II** *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, Sub Divisional Officer, Executive Engineer, Deputy General Manager (DGM) etc. refer to the existing names of the offices / designation of officers of the Uttar Pradesh Power Corporation Ltd. In case of other Licensees, they shall refer to the appropriate office / designation of officer to be notified by them with the approval of the Commission.*

Abbreviations used in the Code

- 2.3.3 **Note III** *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. LEC = Licensed Electrical Contractor

Chapter 3

System of Supply and Classification of Consumers

System of Supply

- 3.1 The Licensee shall supply power at a frequency of 50 Hz +/- 2% with voltage variation limits as per Rule 54 of I.E. Rules 1956. The power supply shall be as far as possible uninterrupted.
- 3.2 The declared voltage of the AC supply is 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/11 KV/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/220KV for existing Railway Traction.

Classification of Supply

- 3.3 The supply shall be given generally at following voltages on the basis of the contracted load:

Category	System of Supply
Low Tension	
(a) All installations (other than irrigation pumping and agricultural services) with a contracted load less than 5 KW	Single phase at 230 V
(b) Irrigation pumping and agricultural services and all installations with a contracted load of 5KW or more and up to 50 KW / 63 KVA	3 Phase, 4 wire at 400 V
High Tension	
Contracted load exceeding 63 KVA and up to 3000 KVA	3 Phase at 6.6 / 11 KV
Contracted load exceeding 3000 KVA and up to 10000 KVA	3 Phase at 33 KV
Extra High Tension	
Contracted load exceeding 10000 KVA	3 Phase at 132 / 220 KV

- 3.4 Load for Arc/Induction furnaces, Rolling Mills, Re-rolling Mills and Mini steel plants shall be released only through an independent feeder and all necessary charges shall be paid by the consumer.
- 3.5 Supply may be given at independent feeder in other cases at the request of the consumer if he is willing to bear all applicable charges.
- 3.6 The above classification of supply shall apply to new connections to be granted after the notification of this Code and existing services shall not be affected.
- 3.7 The Licensee may, depending upon the technical conditions of the distribution system, give supply at a different voltage and phase than the classification indicated above in clause 3.3.

Power Factor

- 3.8 It shall be obligatory for the consumer to maintain the average power factor of his load more than 0.85 during any billing period. The Licensee may disconnect the supply temporarily if power factor is below 0.70 during any billing period as per details given in clause 4.66.1. Licensee may charge a penalty and / or give an incentive for high /low power factors as per the tariff order of the Commission.

3.9 **Load Balancing**

The consumer taking three-phase supply shall 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.

3.10 **Classification of Consumers**

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

Charges for Supply

- 3.11.1 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 Act. 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:
- (a) Minimum monthly charges /fixed charges / yearly charges.
 - (b) Demand charges.
 - (c) Energy charges.

(d) Synchronization charges.

(e) Protective load charges.

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 and power factor penalty/incentive, with the prior approval of the Commission.

3.11.2 The Licensee shall publish Tariff Schedule on its web site immediately after the Commission has approved it. The Licensee shall also make available copies of the Tariff Schedule to consumers at a reasonable price.

Statutory Levies

3.12 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

Licensee's Obligation to Supply

- 4.1 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 time specified in this code, provided
- (a) the supply of power is technically feasible,
 - (b) the applicant has observed the procedure specified in this Code; and
 - (c) the applicant agrees to bear the cost of supply and services as specified in the Code.
- 4.2 The system of supply and voltage shall depend on the category of the consumer and the load as per details given in Chapter 3.

Licensee's obligation to extend the Distribution System and Consumer's share in the Cost

- 4.3 The Licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.
- 4.4 The Licensee shall meet the cost for strengthening / up gradation of the system to meet the enhanced demand of the existing consumers through its annual revenues and this cost shall be recovered from the consumers through tariff.
- 4.5 The cost of extension and up-gradation of the system for meeting demand of new consumers shall be recovered from the new consumers through system loading charges as approved by the Commission. 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. The Licensee shall submit a policy regarding the utilization of surplus funds and the installation of Distribution Mains to the Commission for approval. The
- (a) responsibility of construction of the required distribution network in case of a new residential, commercial or an industrial complex with load exceeding 25 KW shall be that of the body or the agency (public or private) that constructs such complex and

(b) responsibility for laying the distribution network for street lights on any new road /street shall be that of the concerned local authority.

4.6 In all cases the applicant shall bear the cost of the extension of service line from the Distribution Mains to the point of supply. There shall be no refund towards free length of service line/cable either overhead or underground chargeable to the Licensee, as the same shall be adjusted towards supervision charges payable to the Licensee by the consumer.

Application for Supply

4.7 Application form for obtaining new connection and for enhancement /reduction of load shall be made available to the consumer free of charge at all offices of the Licensee. Licensee shall also put them on its website (www.uppcl.org) for downloading. The application form can be downloaded from the web site of UPERC also (www.uperc.org). Photocopies of a blank form may be made by the consumer and shall be accepted by the Licensee.

For Loads up to 25 KW Where Distribution mains Exists within 0.9 Km

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

(a) 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 along with an indemnity form as per Annex 4.2.

(b) Approval / permission of the local authority, if required under any law /statute.

(c) In case of a partnership firm, partnership deed.

(d) In case of a Limited Company, Memorandum and articles of Association and Certificate of incorporation.

(e) Work completion and Test certificate, on the prescribed format (Annex- 4.3), given by the licensed electrical contractor.

4.9 Licensee shall arrange to assist the applicants, if required, in completing the application form.

- 4.10 The Licensee shall verify the application and the enclosed documents at the time of receipt of application. A written acknowledgement shall be issued on the spot. The acknowledgement shall contain the date of proposed inspection (not later than 7 days), if the application is complete or the shortcomings if the application is incomplete.
- 4.11 The applicant along with the licensed contractor or his representative shall be present during the inspection. During the inspection, the Licensee shall:
- (a) Satisfy himself regarding the Work completion certificate and the test report submitted by the applicant.
 - (b) In consultation with the consumer, 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 is to go over any property belonging to a third party.
 - (e) Verify other particulars mentioned in the application form, if required.
- 4.12 If Licensee is satisfied and no new pole is to be erected and underground cable is not to be laid for giving the supply, the Licensee shall intimate at the spot, in writing the charges that need to be deposited for obtaining the supply. In other cases, the estimate of the work and other charges shall be intimated to the applicant within 7 days of the site inspection. The charges shall include security deposit, charges for laying the service line and system loading charges etc. as determined by the Licensee with the approval of the Commission.
- 4.13 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 as per Clause 4.12 and a fee, as prescribed, may be charged for such subsequent inspections.
- 4.14 The applicant shall deposit the requisite charges, the requisite way-leave permission if the supply line is to go over the property not belonging to the applicant. If the consumer desires to procure the meter and MCB himself, the same shall also be deposited with the Licensee who shall satisfy himself about the accuracy of the meter and MCB.

- 4.15 The applicant shall provide a board at the point of supply where meter and MCB shall be installed.
- 4.16 The Licensee shall, upon completion of formalities as indicated in Clause 4.14, intimate the date when the meter shall be installed. The meter and 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.
- 4.17 The supply shall be given within 7 days after deposit of charges; meter etc. as per Clause 4.16, if no new pole is to be erected. In other cases, the supply shall be given within 30 days.

For Loads Exceeding 25 KW and / or Where Distribution Mains do not Exist

- 4.18 Application in prescribed form shall be filed with the local office of the Licensee along with the documents detailed in Clause 4.8 excepting that the work-completion certificate may not be attached, if the wiring has not been completed. The applicant may also indicate in the application if he desires that load be released in a phased manner along with the time schedule.
- 4.19 The Licensee shall communicate to the applicant whether the supply is technically feasible and, in case of feasibility, the financial estimate for the works required to be done to give supply and the estimated time to execute these works, after site inspection and within:
- (a) 15 days in case of load up to 50 KW.
 - (b) 30 days for request for supply on HT.
 - (c) 60 days for request for supply on EHT.

The date of site inspection shall be notified to the applicant at least 7 days in advance when he or his authorized representative shall be required to be present.

- 4.20 Along with the estimate the Licensee shall also intimate the security deposit, the point where meter is to be installed and the civil /other works that are to be completed by the applicant for installation of meter cubicles and other electrical apparatus.
- 4.21 The applicant shall be required to deposit the estimate amount in the local office of the Licensee within 60 days, failing which the application shall be considered withdrawn and a fresh application shall need to be filed subsequently.
- 4.22 The Licensee shall execute the work expeditiously and definitely within:
- (a) 60 days for loads up to 5 MW
 - (b) 150 days for loads between 5 to 10 MW

- (c) 300 days for loads exceeding 10 MW from the date of deposit of the estimate money.
- 4.23 The applicant shall have the option to execute these works himself through LEC under the supervision of the Licensee for which supervision charges shall be payable to the Licensee.
- 4.24 The applicant shall be responsible for getting the electrical works on his site inspected by the Electrical Inspector if required, preferably 2 weeks prior to the scheduled date of completion of works relating to the distribution system and submit the same to the Licensee. The consumer shall, up on demand of the Licensee shall submit the test results of the manufactures of the apparatus in case of HT and EHT consumers.
- 4.25 Upon satisfactory verification of the work completion certificate and 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.

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to 69 of
1956

Application for Temporary Supply

- 4.26 Licensee may grant temporary supply for a period not exceeding 2 years for building construction and 3 months for other purposes.
- 4.27 Application for temporary supply shall be given in the format prescribed in Annex 4.4 to the local office of the Licensee at least 15 days before the day when supply is required for load up to 50 KW and 30 days for loads exceeding 50 KW along with the following documents:
- (a) No objection certificate from the local authority if the supply is required at a place owned by the local authority.
- (b) 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.
- 4.28 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.
- 4.29 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.

- 4.30 After deposit of the estimated cost and the advance charge for electricity as intimated above, the load shall be released within 3 days for load up to 50 KW and within 21 days for loads exceeding 50 KW. 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 at a place.
- 4.31 The date of availment 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, by applying to the authority who sanctioned the load, at least three days before the commencement date indicated in the order.
- 4.32 In case any permit / licence / 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 / licence / 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.
- 4.33 For further extension of the period of temporary supply, the Consumer shall apply to the Licensee at least one week before the date of expiry of temporary supply. The Licensee may grant extension subject to provisions of clause 4.26 and deposit by the consumer of the advance tariff, for the period of extension.

Tatkal Yojana

- 4.34 Licensee may give temporary supply at a notice of 24 hours, if it is technically feasible, on payment of an additional fee as fixed by the Licensee with the approval of the Commission.

General Conditions of Supply

Connected Load

- 4.35 The prevailing method of determination of connected load is given in Annex 4.5.

Contracted Load

LT Consumers without MDI

- 4.36 The Contracted load shall be equal to the connected load excepting that in domestic and commercial 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 commercial category not less than 75% of the connected load.

LT Consumers with MDI and all HT and EHT Loads

4.37 Contracted load shall be as mutually agreed between the consumer and the Licensee having regard to the requirement of the consumer installation.

Agreement

4.38 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. For contracted loads of less than 25 KW the application form itself shall serve the purpose of the agreement. A copy of the agreement shall be given to the consumer after the supply is commenced.

4.39 The agreement shall be for a minimum period of 2 years and shall remain valid till it is terminated by either party, after following the procedure detailed subsequently.

4.40 The standard agreement format can be amended with the approval of the Commission.

4.41 After permanent disconnection the agreement shall be deemed to be terminated.

4.42 A consumer may terminate the agreement after giving a notice in the specified format (Annex 4.6). The notice period shall be 15 days for all consumers in domestic category and for loads up to 7.5 KW and 30 days in other cases. However, if the agreement is to be terminated before completion of 2 years:

- (a) 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 and
- (b) The HT/EHT consumers shall bear the estimated expenditure on the removal of the apparatus and line.

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

4.44 Whenever, an agreement is terminated the Licensee shall give a written intimation to the consumer as per format in Annex 4.7.

Estimate

4.45 The estimate shall be prepared as per the provisions of the Indian Electricity Act, 1910 and on the basis of charges approved by the Commission. The Licensee shall submit once in two years a proposal to the Commission for approval of various charges to be charged by the Licensee from the consumer in the estimate. The

estimate shall be valid for two months. If the work is to be done by the applicant, Licensee shall charge 15% of the estimate as supervision charges that shall need to be deposited before work begins. In other cases, Licensee shall commence the work after the applicant, has deposited the full amount of the estimate.

4.46 Disputes regarding the estimate may be referred to the Electrical Inspector for adjudication as per the provisions of clause VI (3) of the Schedule of the Indian Electricity Act, 1910.

4.47 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.

Point of Supply

4.48 Supply shall be given at a single point in a premises at the outgoing terminal of the Licensee. The point of supply shall be determined by the Licensee such that the meters and other equipment are always accessible to the Licensee for inspection without infringing the privacy of the consumer. All EHT & HT consumers shall provide independent entry to the meter or metering cubical. However, in special cases Licensee may agree to give supply at more than one point in the installation of the consumer having regard to the physical layout of the installation and the requirements of the consumer.

4.49.1 At the point of commencement of supply, the consumer shall provide a main switch/circuit breaker. In addition, HT/EHT consumers shall also provide suitable protective devices as per the provisions of Rule 56 and 64 of the Indian Electricity Rules 1956. The system of protection shall be got approved by the Licensee before commencement of supply. Meter and the MCB or, in case of HT /EHT consumers, circuit breakers and its associated equipment shall be installed by the Licensee at the point (s) of supply.

4.49.2 HT /EHT consumers 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.

4.50 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.

- 4.51 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.
- 4.52 The Licensee shall maintain a waiting list of applicants seeking connections, which shall be granted on the basis of first cum first served. Area wise information about the current status of connections released and the up to date position of the waiting list, shall be displayed on the Notice board, or on a Blackboard kept at a prominent place in the SDO'S office to be updated weekly.

Charges to be Levied for Connection, Reconnection and Disconnection etc.

- 4.53 The schedule of charges for connection, reconnection and disconnection shall be fixed by the Licensee with the approval of the Commission and may include:

Registration-cum Processing fee

- 4.54.1 All applications for new connection, for enhancement or reduction of load, for reconnection and for seeking disconnection shall be accompanied by a non-refundable fee as prescribed. Applications without fee shall not be accepted.

4.54.2 Security Deposit

- (a) A security deposit to cover the estimated power consumption for two months shall be made by all consumers. The estimated consumption and security deposit amount for different categories shall be determined by the Licensee with the approval of the Commission. In case of enhancement of load, only additional security to cover the additional consumption shall need to be deposited.
- (b) The security amount shall be revised as per the tariff order.
- (c) The Licensee may give notice to any consumer for deposit of additional 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) The security deposit is reduced due to adjustment of outstanding dues.
The consumer shall deposit the additional sum within 15 days of the notice failing which the Licensee may take steps for disconnection.
- (d) The security deposit shall be returned to consumer, upon termination of the agreement and after adjustment of all dues, within 30 days. In case of delay, interest @12% p.a. shall be payable to the consumer.
- (e) The Licensee shall pay interest @3% p.a., or as approved by the Commission from time to time, by way of a credit in the bill of the consumer in the months of April, May or June as per the applicable billing cycle. However, no interest shall be payable if the deposit is made by way of a Bank Guarantee.
- (f) The amount of security deposit shall be phased out according to the time schedule agreed for release of load in case of “Phased Contract Demand”. The additional security shall be deposited at least 30 days prior to the scheduled release of additional load.
- (g) The Licensee shall energise no Connection until the requisite security amount has been deposited by the applicant/consumer.

Cost of Servicing a New Connection/ Enhancement of Load

4.54.3 The consumer shall pay the cost of service line etc. and system loading charges. These charges shall be either on the basis of the schedule of standard charges approved by the Commission or actual cost of works as given in the estimate prepared by the Licensee.

Mode of Payment of Charges

4.55 All payments shall be made by way of Cash (up to Rs 20000), Banker’s Cheque, 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 Sub Divisional Office is located. However, for new connections for contracted load exceeding 10 MW, consumer may have the option of making the security deposit by way of a bank guarantee, valid for an initial period of 3 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.

Wiring on Consumer's Premises

- 4.56 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. The material used for wiring shall comply with or be superior to the standards laid down by the Bureau of Indian Standards. 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. The wiring shall be tested as per provisions of Section 47 to 49 of the Indian Electricity Rules, 1956.

Installation of AC Motors

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

- (a) Power supply shall not be given to any applicant at low or medium voltage for utilizing induction motors of 3 HP capacity or above or welding transformers of 1 KVA capacity or above, unless shunt capacitors of appropriate rating are installed by the consumer across the terminal of such motors and welding transformers to achieve an average monthly power factor that is specified in this Code.
- (b) Motors of low or medium voltage shall be provided with control gear to satisfactorily prevent the maximum current demand from the consumer's installation exceeding the limits given in the following schedule under all possible conditions:

Nature of Supply	Size of Installation	Max. Current Demand
Single phase/ three phase	(a) Up to and including 1 BHP.	Six times full load current.
	(b) Above 1 BHP and up to and including 10 BHP	Three times full load current.
	(c) Above 10BHP and up to and including 15 BHP	Two times the full load current
	(d) Above 15 BHP	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, as amended from time to time, shall be complied with in every respect.
- (d) Total harmonic voltage distortion shall not exceed the limits mentioned below:
 - EHT = 4%
 - HT = 10%
 - LT = 15%
- (e) In addition, synchronous motors shall also be provided with an apparatus to control watt-less current.

Installation of Irrigation/Agriculture Pump Set

4.57.2 All new pumping set connection/reconnections shall have the following :-

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

Parallel Operation with the Supply System of Licensee

4.58 The consumer shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode, with the consent of the Commission, for capacity above 50 KW. Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the Licensees system. The Licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For

parallel operation with the grid, the consumer shall have to follow the provisions of the UP Electricity Grid Code and other relevant regulations and shall pay synchronizing charges as approved by the Commission. The actual operations shall be carried out in coordination with the STU and the Licensee.

Protective Load

4.59 The Licensee may grant protective load in exceptional cases to those consumers, who have opted for use of power during restricted hours on the following terms and conditions: -

- (a) An additional charge as specified in the latest Tariff Schedule shall be recovered each month through regular billing.
- (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 may 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 from a grid sub-station.
- (g) Protective load shall not be released or continued to such consumer, against whom there are arrears towards the Licensee.

4.60 If it is brought to the notice of the SLDC/Licensee that a particular consumer is using electricity during emergency load shedding by unauthorized or irregular means, the feeder feeding such a consumer shall be opened to disenergize it from the source grid sub-station, on instructions from the SLDC, for which the consumer shall be solely responsible.

General Provisions Regarding Service Line and Apparatus

4.61 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.

- 4.62 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 adversely. 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. 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.

Access to Consumer's Premises

- 4.63.1 The Licensee or his authorised staff shall be entitled to enter the premises immediately after informing the consumer, for checking unauthorized additions and alterations to equipment, theft and misappropriation of energy, diversion of power, by-passing of the meter, or for general inspection and testing:

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

- 4.63.2 If the consumer refuses to allow access, the Licensee or his authorised staff shall, without prejudice to other actions available in the law, disconnect the supply of power to the premises in accordance with section 20 of the Indian Electricity Act, 1910 after giving 24 hours notice.

Conditions When Supply Shall not be Given

- 4.64 If there are arrears of electricity dues in respect of any premises, new connection shall not be released if the applicant is an associate or relative (as defined in Section 2 and 6 respectively of the Companies Act, 1956) of the defaulting consumer. However, if the Licensee refuses electric connection on this ground, orders shall be passed by the Dy. General Manager and only after the applicant has been given an opportunity to present his case.

Conditions when Supply may be Disconnected

4.65 The supply may be disconnected temporarily or on a permanent basis as per the procedure described below. The Licensee shall remove service line, meter etc after permanent disconnection. However, the Licensee may not remove service line, meter etc in case of temporary disconnection.

Temporary Disconnection

4.66.1 The supply may be disconnected temporarily in following cases:

- (a) If electricity bills are not paid by the disconnection date indicated on the bill.
- (b) If conduct/continuance of a particular business/industry/activity is being carried out in any premises becomes unlawful due to lack of necessary permission or withdrawal of permission from the authority competent in law.
- (c) If the power factor of consumer's installation other than the following categories of consumer is less than 0.70 during any billing period
 - (i) Domestic having connected load up to 10 KW
 - (ii) Commercial having connected load up to 5 KW
- (d) If the wiring, apparatus, equipment or installation at the premises of any consumer is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or 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, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.
- (e) If at any time the consumer is found to be using energy for a purpose other than for which it was intended/provided or tampers with the meter and /or other apparatus of the Licensee on his premises or extends / allows supply of energy to any other premises from his connection.

The supply shall be disconnected without any notice for cases covered by clause (a) and (e). However, a notice of minimum period of 7 days in cases covered by clause (b) and (c) and 48 hours in cases covered under clause (d) shall be served on the consumer by the Licensee. The supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.

4.66.2 The Licensee shall, after a connection is temporarily disconnected issue a notice, as per format given in Annex 4.8, to the consumer, to remove the cause of disconnection within 45 days failing which the supply shall be disconnected permanently.

Permanent Disconnection

4.67 The supply shall be disconnected permanently in following cases:

- (a) On the termination of the agreement.
- (b) If the cause for which the supply was temporarily disconnected is not removed within the notice period.

Procedure for Reconnection

4.68.1 A connection that is disconnected permanently shall not be reconnected and the consumer shall have to apply for a new connection.

4.68.2 In case of temporary disconnection, supply shall be reconnected after the cause of disconnection has been removed.

4.68.3 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, receipt of payment of dues along with the prescribed reconnection fee. Supply shall be reconnected within 24 hours of the submission of the complete application. However, if payment is made by Cheque (other than Banker's Cheque) supply may be reconnected after realisation of the Cheque.

4.68.4 In other cases, the applicant shall apply for reconnection after removal of the cause along with the prescribed reconnection fee and the following documents:

- (a) Receipt of payment .
- (b) Test report by a LEC, if the disconnection was made under clause 4.66.1(c), (d) and (e).
- (c) Documentary evidence of removal of cause if disconnection was made under clause 4.66.1 (b).
- (d) An affidavit in cases covered under clause 4.66.1 (e).

The Licensee shall inspect the premises within 48 Hrs. and if he is satisfied that the cause of disconnection has been removed the supply shall be reconnected within 24 hours of the inspection.

Reduction in Contracted load

4.69.1 Every application for reduction of contracted load shall be made in duplicate to the concerned Sub division officer on prescribed form (Annex-4.9) along with the

prescribed processing fee and charges for reduction of load along with the following documents:

- (a) Work completion certificate and test report from a licensed electrical contractor (where alteration of the installation is involved).
- (b) Meter reading of the previous three months.
- (c) Letter of approval from the Electrical Inspector, wherever applicable.
- (d) Copy of the latest paid electricity bill.

4.69.2 The designated authority of the Licensee shall communicate to the consumer the decision on his application within thirty days of receipt of the duly completed application.

4.69.3 A fresh agreement for reduced load shall be executed for two years.

4.69.4 No refund shall be allowed for the deposited cost of the line and substation. However, if the security deposited earlier is in excess of the requirement for the reduced load, the excess shall be adjusted in future bills.

4.69.5 The effective date of such reduction shall be reckoned from the first day of the month following the month in which the Licensee received the application, complete in all respects.

4.69.6 The reduction in load shall not be permitted in following cases:

- (a) If electricity dues are outstanding or a case relating to payment of electricity bill is pending in a court of law.
- (b) 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. Auxiliary load shall be excluded.
- (c) Contracted load shall not be reduced below the total rating of installed machines in case of Small & Medium industrial consumers having no MDI meter and in case of private tube wells.
- (d) 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 unreduced contracted load for the balance of the 24 month period or six months, whichever is less, reduction may be allowed.

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

Procedure for Enhancement of Load

For Public Lighting

4.70 In notified areas and in 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) A suitable metal waterproof box to house the meter and street control M.C.B as per Licensee's approved design shall be provided.

For Cases other than Public Lighting

4.71.1 Applications for enhancement of load shall be filed in duplicate to the concerned sub-divisional officer of the Licensee in the prescribed form (Annex 4.9) along with the following:

- (a) Prescribed Registration-cum-processing fee as approved by the Commission from time to time.
- (b) Work completion certificate and Test report from a Licensed Electrical contractor.
- (c) Letter of approval from the Electrical inspector, if required.
- (d) Copy of the latest paid electricity bill.

4.71.2 If the system and voltage of supply do not change as a result of requested enhancement and:

- (a) The metering and related apparatus is not to be changed, enhancement shall be sanctioned within 7 days and the consumer shall be required to deposit additional security and system loading charges to cover the enhanced load and enhancement shall be effected from the day security is deposited.

- (b) The metering and related apparatus needs to be changed, the load shall be sanctioned within 7 days and consumer shall be (a) required to deposit the additional security and (b) either deposit the cost for new meter and other apparatus or procure it himself and supply to the Licensee. Licensee shall inspect the premises of the consumer, after giving notice to the consumer to be present along with the LEC or his representative, and if he is satisfied with the wiring, shall fix the meter and related apparatus and seal it. The enhancement shall be effective immediately thereafter.
- 4.71.3 If there is a change in the system or voltage of supply the procedure for sanction of enhanced load shall be the same as for a new connection as detailed in clause 4.8 and 4.18.
- 4.71.4 A fresh agreement for enhanced load shall be executed for a minimum period of two years.

Transfer of Connection and Mutation of Names

- 4.72 A connection may 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.
- 4.72.1 Application for mutation is to be filed, in the prescribed format (Annex 4.10), along with prescribed fee by the transferee or the legal heir or successor of the deceased consumer with the local office of the Licensee. 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. 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. However, if the mutation application is to be disallowed and mutation is to be refused the orders shall be passed only after the applicant has been given an opportunity to present and to hear him about his case, by an speaking order.
- 4.72.2 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.

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

- 4.73.1 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.
- 4.73.2 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.
- 4.73.3 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.
- 4.73.4 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 are in accordance with the approval given by him and the Indian Electricity Rules 1956.
- 4.73.5 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.

Resale of Energy

- 4.74 The Consumer shall not supply any energy supplied to him by the Licensee to another person or other premises unless he holds a suitable sanction or licence for distribution and sale of energy granted by the Commission/State Government or has been exempted by the Commission from holding license for sale.
- 4.75 In case of Commercial, 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.

- (a) 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.
- (b) 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.

4.76 A panchayat/cooperative or a registered association of consumers may apply for supply of electricity to a group of consumers at a single point. In such cases, the body that has taken the connection shall be responsible for all payments of electrical charges to the Licensee and for collection from the consumers.

Chapter 5

Metering

Requirement of Meters

- 5.1 No new connection shall be given with out a Meter and Miniature Circuit Breaker (MCB) or Circuit Breaker (CB) of appropriate specification from the date of issue of this code.
- 5.2 The Licensee shall not supply electricity to any person, after expiry of three years from the date of issue of this code, except through a meter, provided the Commission may, by notification, extend the said period of three years for a class or classes of persons or for such area as may be specified in that notification.
- 5.3 The Meters for new connections shall be of following type (s):
- (a) For load up to 1 KW in urban areas - Electromechanical or Static meters and all domestic and Commercial loads in Rural areas
 - (b) For load more than 1KW in urban areas - Static Meters
 - (c) For HT / EHT consumers - 3 Phase Tri-vector meters with MDI.
The meters shall have a facility for “Time of the Day Metering” and storage of at least 45 days. The consumer shall have the option to install meter having facility to record peak hours MDI in addition to above features.
- In situation where the Licensee is having a problem in collection of energy dues, the Licensee may install pre-paid meters. The meters shall conform to the technical requirements as prescribed by Rule 57 of the Indian Electricity Rules, 1956.
- 5.4 If supply is provided by the Licensee to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.
- 5.5 For LT loads MCBs and for HT/ EHT loads CB of appropriate, rating and specifications as approved by the Licensee shall be installed along with the meter.

- 5.6 In case of HT loads up to 250 KW, metering may be made at the LT end, at the option of the Licensee. In such cases, 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.
- 5.7 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.
- 5.8 The group of consumers may opt for metering at distribution transformer in place of individual metering in low-density areas. The Licensee may submit a detailed proposal for such metering to the Commission for approval.

Supply and Installation of Meters and MCBs / CBs

- 5.9 At the time of seeking a new connection the consumer shall have the option to either:
- (a) Purchase the meter, MCB/CB and associated equipment himself from a vendor(s) and of a make and specification approved by the Licensee from time-to-time

OR

- (b) To require that the meter, MCB/CB and associated equipment be supplied by the Licensee.

The Consumer shall indicate this option in the application form and Licensee shall supply him with the list of approved vendor(s) and Make(s).

- 5.10 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.
- 5.11 If meter is supplied by the Licensee, the recovery of the cost of the meter and associated equipment shall be made in one or more installments as per the terms approved by the Commission.

Note: Sub-section (3) of section 26 of the 1910 Act, covers the cases where meter is provided by the consumer. Sub-section (1) thereof provides that in case a consumer so requires, the Licensee shall cause the consumer to be supplied with a meter but in that case the consumer will have to give security for the price of the meter and also agree to pay hire charges for the meter by means of an agreement to be entered into.

- | | | |
|-------|-------------------------|--------------------|
| (ii) | LT 3 phase meters | Once every 3 years |
| (iii) | HT meters including MDI | Yearly. |

Wherever applicable, CT and PT shall also be tested along with meters

- (c) The test results shall be maintained in accordance with Rule 57 of Indian Electricity Rules, 1956.

Defective Meters

- 5.18 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.
- 5.19 A consumer may request the Licensee to test the meter on his premises if he doubts its accuracy, by applying to the Licensee in prescribed format (Annex 5.1) along with the requisite testing fee. Licensee shall test the meter within 30 days of the receipt of the application.
- 5.20 In all cases of testing of a meter in the laboratory, consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative, if any present, be obtained on the Test Result Sheet.
- 5.21 If the meter is tested as defective (slow or fast) and the test results are not disputed by the consumer, the meter shall be replaced after repairs or with a new meter within 10 days and bills of previous three months prior to the month in which the dispute has arisen shall be adjusted as per the test results. In case the meter is found to be fast, the refund shall be adjusted in the next bill. In case meter is found to be slow, additional charges shall be recovered along with the next bill. However, upon a request of the consumer, these charges may be recovered in installments not exceeding three.
- 5.22 If a consumer disputes the results of testing, he may appeal to the Electrical Inspector who shall adjudicate upon the matter and give his decision within one month of the application. The decision of the Inspector shall be binding on both the Licensee and the consumer.

Meter (Including MDI) Not Recording

- 5.23 The consumer is expected to intimate the Licensee, as soon as he notices that meter has stopped/not recording.
- 5.24 If during periodic or other inspection any 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 and the procedure detailed in clause 5.20 shall be followed.
- 5.25 If the meter is actually found to be not recording it shall be replaced within 15 days of the test.
- 5.26.1 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 maximum demand of previous three billing cycles. The provisional bills, if any issued, shall be accordingly adjusted.
- 5.26.2 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 such lesser period along with the above mentioned subsequent three billing cycles shall be deemed sufficient for estimation of consumption.
- 5.26.3 In calculation of 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.

Burnt Meters

- 5.27 In case a meter is found burnt either on consumer's complaint or upon the inspection of the Licensee:
 - (a) The Licensee shall restore the supply immediately by passing the burnt meter after ensuring that necessary preventive action at site is taken to avoid future damage.
 - (b) A new meter shall be installed by the Licensee within 5 days.
- 5.28 If possible, the Licensee shall test the burnt meter removed from the consumer premises and the procedure detailed in clause 5.20 shall be followed. If it is not possible to test the meter, the consumer shall be billed as per the procedure specified in clause 5.26.

5.29 The Consumer shall be billed, for the period between the date of last reading and the date of replacement of the burnt meter, on the basis of the average consumption of previous three billing cycles and the provisional bills, if any issued, shall be accordingly adjusted.

Cost of Replacement of Defective / Burnt Meters

5.30 If the cost of the meter was not borne by the consumer initially the cost of replacement shall be borne by the consumer and thereafter no meter rental shall be charged from him.

5.31 If the initial cost of the meter was borne by the consumer and the meter is less than 15 years old the cost of replacing the meter shall be borne by the Licensee and otherwise by the consumer subject to following exceptions:

(a) 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.

(b) If it is established, as a result of testing, that the meter was rendered defective due to tampering or any other deliberate act by consumer to interfere with the meter the cost of the meter shall be borne by the consumer. The consumer shall be assessed as per clause 6.17. In addition, action as permissible under law shall be taken against the consumer for pilferage and tampering.

5.32 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 and action shall be taken as per clause 5.3 and 5.9.

Lost Meters

5.33.1 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.

5.33.2 Supply in these cases shall be restored after installation of a new meter, 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. The electricity charges for the period in which meter was not available shall be assessed as below:

- (a) As per clause 6.17 of the Code, 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 5.26 of the Code, in other cases.
- 5.33.3 In all cases of loss of meter, cost of new meter and other apparatus shall be borne by the consumer.

5.33.3.1.1.1.1.1 Chapter 6

Billing

Bills

- 6.1 The Licensee shall notify the Billing cycle and the date by which consumer shall receive the bill, for different categories of consumers after approval of the Commission.
- 6.2 The Licensee may give an option of “Spot Billing” system to the domestic and commercial consumers in a notified distribution area.
- 6.3 If a consumer opts for “Spot Billing” system, he 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.
- 6.4 In other areas, meter shall be read by an authorised representative of the Licensee once every billing cycle. The Licensee shall issue proper identity cards to the meter readers. The meter reader shall also record the meter reading in the meter card at the consumer’s premises.
- 6.5 The Licensee shall dispatch the bills at least 15 days prior to the Due date of payment. The Bill shall contain details of the energy consumption, various charges, due date of payment, disconnection date etc. as given in Annex 6.1.
- 6.6 In cases of unmetered consumers having fixed monthly bill the Licensee may issue a Passbook in which payments made by the consumer shall be recorded.
- 6.7 If a consumer does not receive the bill within 15 days of the Next Meter Reading Date mentioned on the previous bill, he may obtain a duplicate bill from the concerned billing office of the Licensee.

Bills when Meter Reading not Available

- 6.8 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.

- 6.9 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.
- 6.10 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.
- 6.11 The provisions of clause 6.9 and 6.10 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 during the period when he was away, the Licensee may impose a penalty for mis-declaration.

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

- 6.12 It shall be the responsibility of the consumer to get his connection disconnected if he vacates the premises as otherwise he shall continue to remain liable for all charges.
- 6.13 Notice and request for disconnection is to be given at least 15 days before the proposed date of vacation. 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 three days following the meter reading date on a pro-rata basis. The connection shall be disconnected on the 3rd day after the day meter was read and the consumer shall be required to settle all dues within this period.

Advance Payment of Bills

- 6.14 A consumer may make advance payment of electricity bills for a period not exceeding 12 months. Upon receipt of a request in the prescribed format (Annex 6.2), the concerned AE, Revenue (AE (R)) shall prepare a provisional bill based on the average consumption of previous one year and the consumer shall make payment against this bill. No interest shall be paid on the unadjusted balance amount lying

with the Licensee. The advance payment shall be applied against the future bills based on actual meter readings. 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.

Disputed Bills

- 6.15 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 AE(R) or Executive Engineer, Revenue (EE(R)). Corrections, if any required, shall be made in the next bill. The consumer shall be required to make the payment before due date.
- 6.16 If the consumer disputes the accuracy of any bill he may either make the payment under protest and file a complaint with the AE(R) or EE(R), as the case may be, or file a complaint before the due date for payment. The complaint shall be decided within 7 days and consumer shall be informed.
- (a) If the Complaint is found to be correct by AE(R)/ EE(R) 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 date. If payment has already been made, excess amount shall be adjusted in subsequent bills.
- (b) 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.

Billing in case of Theft of Electricity / Tempering of Meter

- 6.17.1 In case of theft of electricity the consumer shall be liable to pay a sum towards penalty / compensation to the Licensee as per assessment made, in addition to any other action that may be taken against him under any other law

The units of the electricity consumed shall be assessed in the following manner:

$$\text{Units Assessed} = L * F * D * H.$$

Where L = is the connected load in kW.

H = is the average number of hours per day the supply is made available in the Distribution mains, feeding the consumer.

D = If the number of days for which the theft took place can be ascertained on the basis of satisfactory evidence then actual number of days. In other cases, this factor be taken equivalent to 180.

F = for different types of supply as given below:

(a) For L & F and domestic power consumes F = 0.30

(b) For Commercial L & F and power consumers F = 0.50

(c) For Small and Medium power consumers
(up to 50 kW) F = 0.50

(d) For large and heavy power consumer
(With load above 50 KW) F = 0.75

(e) In case of large and heavy power consumers for the purpose of assessment, the demand for the month shall be taken as contracted demand of the consumer or 75 per cent of the connected load at the time of inspection, which- ever is less.

(f) Categories not covered above F= 0.50

6.17.2 The consumption so assessed shall be charged at thrice the rate per unit of the tariff applicable to the consumer category excluding the consumption recorded by the meter that shall be charged at the appropriate tariff rates. The amount billed at this rate (thrice the tariff rate) shall not be taken into consideration for the purpose of computing consumer's liability to pay monthly/annually minimum charges, wherever applicable.

Billing in Case of Excess Load

6.18 In cases where MDI is installed the assessment shall be made as per the provisions of the Tariff order. In cases where no MDI is installed, the excess load shall be billed as per the formula given in clause 6.17 but at two times the rate applicable in the tariff order. The 'L' in the formula shall be computed as per below:

- (a) In Domestic category, 50% of the difference between the actual connected load and two times the contracted load
 - (b) In commercial category, 75% of the difference between the actual load and 1.33 times the contracted load.
 - (c) In other cases difference between the connected load and the contracted load.
- 6.19 In case the consumer exceeds the sanctioned protective load during scheduled rostering, he shall be liable to pay double the prescribed charges, as provided in the Tariff Schedule, for the load exceeding the sanctioned protective load.

Billing in case of Unauthorized, Supply /Sale or Use of Electricity

- 6.20 If at any time energy supplied to a Consumer / premises is found extended unauthorizedly to some other person / premises, the Licensee shall assess the quantum of energy and excess load so extended and charge for that quantum for such period as may be deemed justified in the circumstances of any given case subject to a maximum period of 6 months, at **thrice** the normal rate of Tariff applicable for the purpose for which the energy is so extended.
- 6.21 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 from the date of detection shall be charged at twice the rate applicable for the category for which load was found to have been used. This shall not relieve the consumer from any penalty imposed by law or under any other provisions of the Code.
- 6.22 A consumer aggrieved by the order of AE (R) or EE (R), as the case may be, may file an application as per procedure detailed in clause 7.18.

Mode of Payment

- 6.23.1 The Consumer may make payment of the bill by Cash (up to Rs 20000), Cheque, Demand Draft or Money Order. Payment by Cheque shall be accepted only if it has been drawn on a Bank located at the Headquarters of the Divisional office. 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 within 7 days of presentation to the Bank and is not dishonored. In case a cheque is not encashed within 7 days of presentation to the bank, the consumer shall forfeit rebate and the Licensee may levy surcharge and also withdraw the facility of payment by cheque.
- 6.23.2 The Payment may be made:

- (a) In person at the designated collection offices of the Licensee during specified times or
 - (b) By post or courier or.
 - (c) By deposit in the Drop-boxes maintained by the Licensee at designated locations.
- 6.24 In case a cheque is dishonoured or a draft is not realized within the period prescribed in Clause 6.23.1, the Licensee shall inform the consumer and require him to pay the bill within 7 days in cash. The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque/non realization of the draft. If there are two instances of dishonour of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments in cash till the end of the following financial year. In addition the Licensee may initiate action against the consumer under sections 138 and 142 of The Negotiable Instruments Act.
- 6.25 In addition to the mode of payments specified in clause 6.23, 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 shall be more friendly for the consumers than the prevailing system.
- 6.26 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.

Receipt

- 6.27 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.

Application of the Amount Received

- 6.28 The amount paid by the consumer shall be first adjusted towards electricity duty provided that in case of part payment by the consumer, the proportionate share of the duty from the total collection shall be adjusted first. Out of the balance, adjustments shall be made in the following order of priority: -
- (a) Arrear of electricity charges
 - (b) Arrear of electricity duty
 - (c) Late payment surcharge

- (d) Current Electricity charges
- (e) Current electricity duty
- (f) Miscellaneous charges

Rebate and Late Payment Surcharge

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

Installment Facility

6.30 The Licensee may frame a scheme, with the approval of the Commission, for providing facility of payment of bills in installments, for consumers who are for the time being under financial distress.

Recovery of Arrears

6.31.1 The payments due to the Licensee shall be recovered as 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.

6.31.2 No sum due from any consumer, on account of default in payment 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 for electricity supplied.

Chapter 7
Standards of Service and
Procedure for Redressal of Consumer Grievances

- 7.1 The Licensee shall organize its systems and work processes so as to achieve the standards of performance of customer service as subsequently detailed in this chapter.
- 7.2 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.
- 7.3 The Licensee shall always endeavour that the consumers are adequately and timely briefed about their rights and responsibilities and about action taken on their complaints / grievances.
- 7.4 The standards of customer service for
- (a) new connections/disconnections/re-connections and related matters,
 - (b) metering,
 - (c) billing and
 - (d) availability of supply and its quality
- shall not fall short of the details given in Chapter 4, 5, 6 and 7 respectively.

Availability of Supply and its Quality

- 7.5 All complaints regarding availability of supply and /or the quality of supply shall be lodged with the concerned substation in writing or by telephone or through Internet wherever such facility is available. 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.
- 7.6 Licensee shall also set up Central Control Rooms (CCRs) in phases in all cities with population exceeding 5 lakh. CCRs shall be provided telephones with adequate number of lines and shall be connected to all the substations in the city by telephone as well as an alternative mode such as wireless / Paging System. If, for some reason, a consumer is unable to contact the substation, he may complain at the CCR who shall

be responsible to lodge the complaint with the concerned substation. The CCRs 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 substation) and the likely time by which the supply is likely to be restored.

7.7 The Licensee shall give notice of all scheduled outages (including rostering) exceeding 60 minutes in any area by way of notices published in the newspaper at least 24 hours prior to the outage schedule and through CCRs. The Licensee shall also display scheduled rostering on the notice board of the concerned 33/11 KV Sub station. 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.

7.8 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 .

7.9 The supply related complaints shall be attended to within following time limits:

A.	Interruption/Failure of Power Supply	1.	<i>In case of blown fuse from distribution mains/ service pole</i> a. Within 4 hours in towns and cities. b. Within 8 Hours in rural areas.
		2.	<i>In case of line break down:</i> a. Within 8 hours in towns and cities. b. Within 48 hours in rural areas.
		3.	<i>In case of distribution Transformer failure:</i> a. Within 24 hours in towns and cities b. Within 72 hours in rural areas.
		4.	<i>In case of major failure involving Power Transformers (33 KV and above):</i> Within 15 days. (Alternative supply to be restored as early as possible)
B.	Voltage Variation	1.	Within 24 hours in case of local problems.

		2.	Within 3 months in case of inadequacy of LT distribution system.
		3.	Within 9 months in case of deficiency in the HT distribution system.

7.10 The time limits indicated above are the outer limits and the Licensee shall endeavour to restore the supply in the least possible time. In all cases, the Licensee shall also endeavour to inform the complainant of the time by when the proper supply is likely to be restored.

Procedure for Redressal of Consumer Grievances

7.11 The redressal of the consumer grievances arising out of failure of the Licensee to meet the standards of service shall be done in the following manner:

New Connection/Re-connection/Disconnection

7.12 In case a new connection is not released or disconnection is not made upon the request of the consumer or supply is not reconnected within the time limits specified above consumer may either approach the EE of the division in person or send a written complaint in the prescribed format (Annex 7.1)..

7.13 The EE shall inquire into the grievance and:

- (a) Get the supply reconnected or disconnected, as the case may be, within 24 hours if the consumer has completed all the necessary formalities.
- (b) In case of a grievance regarding new connections, within 3 days in urban and 7 days in rural areas, inform the consumer of the reasons for the delay and likely date by which the supply shall be given.

Supply Interruptions

7.14 In case of a complaint regarding supply interruption, if supply is not restored within the time limit specified above, the consumer may approach the Sub Divisional officer (SDO). The SDO shall immediately inquire into the reasons for the delay and inform the consumer and also intimate the likely time by which the supply shall be restored. All such cases shall be brought to the notice of the EE of the division who shall ensure that the supply is restored at the earliest. The names, address and phone nos. of the concerned officials/officers shall be displayed in the sub-station.

- 7.15 All cases of interruption of supply exceeding 48 hours in urban areas and 5 days in rural areas shall be reported to the Commission by the Licensee in a report to be sent monthly in the prescribed format.

Meter

- 7.16 In case a meter complaint is not attended to and resolved within the specified time limit the consumer may approach the EE (Meter) concerned who shall ensure that the complaint is attended to within 7 days of the grievance.
- 7.17 If a consumer disputes the result of a meter testing, he may appeal to the Electrical Inspector who shall adjudicate upon the matter and give his decision within one month. An appeal from the order of the Electrical Inspector lies with the Commission as per section 35 of the Act.

Billing

- 7.18 If a billing complaint is not attended to and resolved within the specified time limit the consumer may approach EE (Distribution) or DGM (in case original complaint was lodged with EE (revenue)) who shall ensure that the complaint is resolved within 7 days.
- 7.19 If a consumer is aggrieved by the decision of the AE (Revenue) or EE (Revenue) he may appeal to the EE (Distribution) or DGM respectively, within 30 days who shall dispose off the appeal within 30 days. However, no such appeal shall be admitted unless the consumer has paid the full amount as adjudicated upon by EE / AE (Revenue).
- 7.20 An appeal from the order of the EE or DGM shall lie to the Appellate committee as per the procedure detailed in Annex 7.2.

Monitoring of Redressal of Grievances

- 7.21 The Licensee shall set up systems for monitoring by senior management of performance against service standards.
- 7.22 The EE shall be available in his office on all working days, during notified hours, to meet with the consumers. The Superintending Engineer /DGM of the circle and the Chief Engineer /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.
- 7.23.1 The Licensee shall constitute Electricity Advisory Committees at the district levels. These committees shall have representation of the important district officials, the

Executive Engineers of all the divisions in the district, representatives of consumers and District Panchayat. The number of members may be fixed by the Licensee, which shall not exceed 15.

- 7.23.2 The Licensee shall constitute Local Electricity Advisory Committee also at the substation level. This committee shall have representation of the concerned local, district officials, Sub-divisional officer, Executive Engineer, Gram Pradhans and representative of the consumers. The number of members of Local Electricity Advisory Committee may be decided by the Licensee. However, the number of members shall not be more than 15.
- 7.23.3 These committees shall meet once every quarter and review the general condition of supply in the district and also the status of compliance with the standards of performance as detailed in this code.
- 7.24 A quarterly report shall be sent to the Commission detailing the number of grievances received and their disposal, in the prescribed format.

Complaints before the Electrical Inspector

- 7.25 A consumer not satisfied with the decision of the Licensee after exhausting the channels for redressal of grievance setup by the Licensee, may approach to the Electrical Inspector for grievances related to accuracy of meter, as per section 26 of the Indian Electricity Act, 1910.

Complaints before the Commission

- 7.26 In case of grievance related to accuracy of meter the Commission may be approached, only if the consumer is not satisfied with the decision of Electrical Inspector. In other cases, the Commission may be approached only after a consumer has exhausted the channels for redressal of grievance set up by the Licensee, as specified above.
- 7.27 Complaints to the Commission shall fall into two categories:
- (a) Cases where the Licensee has failed to respond to a service complaint within the prescribed time limit and;
 - (b) Cases where the consumer is aggrieved by the decision of the Licensee/Electrical Inspector about a complaint or a grievance.
- 7.28 Complaints regarding ‘failure to respond’ to a service complaint may be sent to the “Consumer Affairs” section of the Commission in writing in Hindi/Urdu/English. The complaint shall contain the evidence that the consumer has exhausted the channel of the Licensee before approaching the Commission. In all cases, the complaint shall be

acknowledged and a copy sent to the Licensee requiring him to respond to the complaint within specified time. The Commission shall monitor such complaints and consumer shall be informed about the action taken.

7.29 If a consumer is aggrieved by the decision of the Licensee/Electrical Inspector as specified in clause 7.26, he may file a petition to the Commission under Section 34/35 of the Act, as per the procedure specified in the Conduct of Business Regulation, 2000 of the Commission. In addition to meeting the requirements laid down in the Business Regulations, such petitions shall be accompanied by the following:

- (a) Documentary evidence that the procedure for redressal of grievance of the Licensee, as detailed above has been fully complied.
- (b) Statement regarding any complaint/suit filed with the Consumer Court or any other court on the same issue.

Complaints shall not be admitted by the Commission for hearing unless they are accompanied by the above two documents.

Chapter 8

General Provisions

Force Majure and Restrictions on Supply of Power

- 8.1 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 on account of loss or damage arising out of failure of supply in such conditions.
- (a) When such failure is due, 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.
 - (b) In the event of restriction on power supply imposed by the State Government under section 22-B of the Indian Electricity Act, 1910, or by the Commission in exercise of powers under the Act.
 - (c) In case of a major breakdown in the supply system of the Licensee such as Grid Failure that warrants curtailment of load.

Demand Side Management

- 8.2 It shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the Licensee in implementation of the programs for Demand Side Management that may be launched by the Licensee.

Compensation for Damage

- 8.3 A Licensee shall, in exercise of any of the powers conferred by or under IE Act, 1910, and by or under this Code cause as little damage, detriment and inconvenience as may be, and shall make full compensation for any damage, detriment or inconvenience caused by him or by any one employed by him.

Arbitration and Appeals

- 8.4 The provisions for appeal in different cases have been mentioned in the Code. The Commission may be approached under Section 34 of the Act after the consumer has exhausted the channels of appeal and grievance redressal established by the Licensee.

Service of Notices

- 8.5 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.

- 8.6 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.

Power to Remove Difficulties

- 8.7 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 matter may be expeditiously referred to the Commission who shall pass necessary orders after consulting the parties concerned, provided the Commission may refuse to entertain the reference filed beyond 3 months delay without sufficient cause.

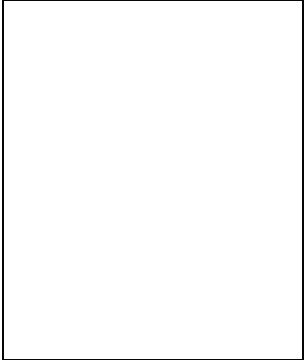
Existing Consumer Categories

- LMV-1 - Domestic Light, Fan & Power.
- LMV-2 - Non-Domestic Light, Fan & Power.
- LMV-3 - Public Lamps.
- LMV-4 - Public Institutions.
- LMV-4 (A) - Light, Fan & Power for Public Institutions
- LMV-4 (B) - Light, Fan & Power for Private Institutions
- LMV-5 - Small Power for Private Tube Wells/Pumping Sets for Irrigation Purposes.
- LMV-6 - Small and Medium Power.
- LMV-7 - Public Water Works
- LMV-8 - State Tube Wells, World Bank Tube Wells & Pumped Canals.
- LMV-9 - Temporary Supply.
- LMV-10 - Departmental Employees
- HV-2 - Large and Heavy Power
- HV-3 - Railways

Annexure-4.1 (Ref. Clause 4.8)

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:
 - 4. Address:
 - (a) For Communication
 - (b) Where Connection is Required:
(Indicate land marks to identify the location)
 - 5. Plot size _____ sq.feet covered Area _____ sq. feet.
 - 6. Total Connected Load:
 - 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 Requiring 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 an 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. :-----
(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/Eastablishment/House map, where supply is desired, indicating tentative position of the meter box.
- 4. Receipt for payment, if cash/cheque/draft.

-
- 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.*
 - 2. *In your own interest, please ensure permanent disconnection of your electric supply before vacating the premises*
 - 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 Indian Electricity Act, 1910 together with the Rules framed there under and Electricity (Supply) Act, 1948 in so far as they are applicable.
- 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 theft or misappropriation or by-passing of or tempering of the meter. 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 theft or misappropriation or diversion of the energy or by-passing of or tampering with the meter, 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 undertake to intimate the Licensee as per the procedure described in the "Electricity Supply Code" 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

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)

Format For Work Completion Certificate and Test Results

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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 Indian Electricity Act, 1910 together with the Rules framed hereunder and Electricity (Supply) Act, 1948 in so far as they are applicable.

- 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.
- e. 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

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.
5.	Television (a) Colour (b) Black & White	- - -	100 Watt 60 Watt
6.	Power Plug	-	500 Watt up to three plugs and extra 500 Watts for every three plugs or less.
7.	Fridge	-	250 Watt
8.	Dessert Cooler	-	250 Watt
9.	Geyser	-	1500 Watt
10.	Air-Conditioner 1/1.5 Ton	-	1500 Watt/2200 Watt
11.	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 commercial 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

Format for Disconnection:

Date:

To

The Executive Engineer (EDD)

A connection, No. ----- for contracted load of ----- kW/HP exists in the name of ----- at ----- (address).

It is requested that the above connection may please be disconnected, and the relevant agreement with the Corporation 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

ACKNOWLEDGEMENT

Application of Sh./Smt/M/s ----- is, complete in all respects/has following shortcomings, for disconnection/termination of contract has been received in this office on ----- (date). In this connection, the applicant is given a reference number ----- to be used in all future correspondence.

(Signatures and seal of the rep. of the Licensee)

Format for intimation to consumer after termination of agreement

Office
Address

No. _____

Date

_____(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/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

Format for intimation to consumer after temporary disconnection of supply

Office
Address

No. _____

Date:

_____ (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 cause of disconnection is not removed to the satisfaction of this office and above amount is not paid, within 45 days of this notice (_____ date) your supply shall be disconnected permanently without any further notice.

Thanking you,

Yours faithfully,

Name, Signature & Designation of the representative of the Licensee

Application Form for Enhancement/Reduction of Contract Demand

(Name of Licensee)

Application No. : Date:

consumer No. :

Name of consumer :

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/MW	KW/MW
ii)	Max. Demand	KW/MW	KW/MW

iii) Details of load added/ disconnected from supply

(Please attach list of equipments category-wise)

- (a) Lighting
- (b) Motive Power
- (c) 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

* Strike out which is not applicable.

Format for transfer of connection/mutation of name

To,

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.
- 5.

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

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)

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(For Office Use)

1. Site verification report
Signature
(JMT/SMT)
2. Comments of AE (Meter)
Signature
E (Meter)
3. Reference of informing the consumer within seven days

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ACKNOWLEDGEMENT TO BE HANDED OVER TO THE 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 Licensees

Minimum details to be indicated on electricity bill

A. The Licensee at least must provide following information in the bill

Name of the Consumer
Address of the Consumer
Connection No
Consumer Category
Contracted Load
Voltage of supply
Meter No.
Book No/Ledger No.
Period/month of the Bill
Address of bill issuing office

	Date	Reading (Multiplying factor, if any)
Previous reading		
Present reading		
Maximum demand		
Probable Next date for reading		
Last date for payment		
Date of disconnection, if payment is not made		

	Rate	Amount
Fixed charges		
Energy charges		
Restricted hours penalty, if any		
Maximum demand charge, if any		
Meter rent, if any		
Load factor		
Higher consumption		
Electricity duty		
Arrears, if any		
Surcharge on arrears, if any		
Total amount payable within the due date		
Total amount payable after the due date		

B. Following information at least must be provided on the back of the bill

Appropriation of charges
(As per clause 6.29)
Address and working hours of Collection Centres

Address and location of drop Boxes

In Case of Cheque/Draft, payment may be drawn in favour of _____ Payable (Place)_____

In Case of wrong billing or any other difficulty, please contact

-Designation of the Authority, Address, Telephone No

Complaints regarding supply can be lodged

-Designation of the authority, address, telephone no.

Format for application of advance payment

To,

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

Complaint to The Executive Engineer

Complaint Ref. No.:
(To be given by Licensee)

1. Name
2. Address and telephone No. if any of the complaint.
3. Book Number/Service Connection Number
4. Consumer's original Complaint Number & Date
5. Brief description of the present complaint Copies of the previous complaints filed with sub station/AE(R)/AE (Meter) with copies of the reply received, if any

Date :

(Signature of Applicant)

✂-----Cut From Here-----

ACKNOWLEDGEMENT TO BE HANDED OVER TO THE 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

Procedure for Complaints To Appellate Committee

(Pertaining To Energy Bill)

- (i) The memorandum of appeal shall be in legible writing, on fullsize paper in triplicate duly signed by the consumer. All material on which the applicant (consumer) seeks to rely for the purpose of his appeal shall be sent along with the memorandum of appeal.
- (ii) The appellate Committee shall dispose off the appeal within a month after considering the submission of the appellant in the memorandum of appeal; the material placed before the Committee by the appellant and the enquiry records. It shall not be obligatory for the appellate Committee to give a personal hearing, but if a request is made in that behalf, it may grant such hearing to the appellant. The appellant may be represented at such hearings by a legal practitioner or any person duly authorised in that behalf.
- (iii) The appellant committee may: -
 - (a) Confirm, reduce, enhance or annul the assessment or
 - (b) Set aside the assessment and order fresh disposal of the case with or without further enquiry or
 - (c) Conduct a further enquiry itself or call for a report from the lower authority and dispose off the appeal in the light of such further enquiry or report or
 - (d) Pass such other orders as it deems fit:

Provided that no order adverse to the consumer shall be passed with-out giving notice and opportunity for a written representation to the consumer:

Provided further that if the consumer fails to turn up in spite of giving reasonable opportunity of being heard, the appellate Committee may proceed ex-party and decide the case on merits.

- (iii) The appellate committee shall give reasons for their conclusions.

<p>1. Committee at Circle level :/DGM</p> <p>(a) Superintending Engineer/DGM</p> <p>(b) Deputy Chief Accounts Officer or Accounts Officer nominated by him.</p> <p>(c) Executive Engineer (Test)</p>	<p>Chairman</p> <p>Member</p> <p>Member</p>	<p>Up to lacs Rs. 2.00 ,</p>
<p>2. Committee at Zone level/GM</p> <p>(a) Chief Engineer (Zone)/GM</p> <p>(b) Deputy Chief Accounts Officer or where no Dy. C.A.O. is posted, senior most Accounts Officer</p> <p>(c) Senior most Superintending Engineer</p>	<p>Chairman</p> <p>Member</p> <p>Member</p>	<p>Above Rs.2.00 lacs and up to 10.00 lacs.</p>
<p>3. Committee at Area level/CGM</p> <p>(a) Chief Engineer (Distribution)</p> <p>(b) Chief Accounts Officer & Financial Advisor or Deputy Chief Accounts Officer</p> <p>(c) Senior most Chief Engineer (zone)</p>	<p>Chairman</p> <p>Member</p> <p>Member</p>	<p>All matters above Rs 10.00 lacs.</p>