

Chapter 1

Introduction

In exercise of powers conferred by section 50 and 181 read with sections 43 to 48, 50, 55 – 59, of the Electricity Act 2003 (Act 36 of 2003), the UP Electricity Regulatory Commission, after previous publication, hereby makes the following Code, namely:

Short Title and Objectives

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

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

1.2 Electricity Supply Code Review Panel

(i) The Commission shall set up an Electricity Supply Code Review Panel (ESCRP)

The ESCRP shall perform the following functions and shall meet at least once in a year:

- (a) To consider views from licensees, consumers and other interested parties about the implementation of the Code,
- (b) To assess compliance by licensees with conditions of supply, protection of consumer interests, overall performance of utilities, and recommend changes in the code wherever needed.
- (c) To review the Code due to any operational problems faced by them in implementation of the Code
- (d) ESCRP shall consist of following Members:
 - i. The Chairman/Member of the Commission shall be Ex-officio Chairman of ESCRP.
 - ii. One representative from each distribution Licensees (having 10000 or more consumers) of the State to be nominated by the Licensee.
 - iii. One representative from STU and each transmission Licensees (optional).
 - iv. Representative from SLDC (optional).
 - v. Representatives of the consumers to be nominated by the Commission. Of these, three representatives shall be from LT consumers, two from HT/EHT consumers and one each from registered consumer rural and urban bodies. At least two representatives from the above shall be from the category of the domestic consumers.

- vi. Secretary of the ESCRP shall be an officer of Commission nominated by Chairman of the ESCRP.
- vii. And any other member as nominated by the Chairman.
- viii. Provided that the maximum number of members in the ESCRP will be 21. Provided also that if seven members are present, the quorum of the panel shall be considered complete for holding the meeting of the panel.

1.3 Manner of reviewing the Code: -

- (i) Any Licensee, consumer or other interested persons desiring any change in this Code shall send the proposal in writing to the Secretary of the Panel in a one soft copy, accompanied with 7 hard copies specifying the reasons for such change and setting out the attendant circumstances.
- (ii) The Secretary of the Panel shall prepare comments and place before the Members prior to the date of meeting. The Secretary shall consider the comments of the members during the meeting, and if necessary, may invite and hear the person who had submitted suggestions requiring changes.
- (iv) The Panel may, in considering the suggestion and the comments of the members thereon, set up sub committees to study the related issues.
- (v) The Panel shall, after finalizing its views on the modifications to the Code submit the same to the Commission
- (vi) The Commission may approve the changes with or without modification as it may deem fit and follow the procedure as per clause 1.4 for amendment of code.

1.4 Amendment in the Code:

- (i) The Commission may amend the Code suo moto or on the recommendations of ESCRP. However, before any amendment is made in the Code, comments on the proposed changes shall be obtained from all the Supply Licensees and public.
- (ii) Any change in the Code shall be placed on the website of the licensee and UPERC web site, and the extracts of the changes shall be published by the Licensee in at least two newspapers having wide circulation in their area of supply apart from keeping the copies of changes in all local offices.

1.5 Existing Provisions in Licensee's own Manuals:

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

Chapter 2 Definitions

- 2.1 Words, terms and expressions defined and used in this Code shall have and carry the same meaning as defined in the Electricity Act 2003, UP Electricity Reforms Act 1999 to the extent not inconsistent with the Electricity Act, 2003, Indian Electricity Rules 1956 till regulations under section 53 of the Electricity Act 2003 are issued, and rules & regulations made therein under these Acts as amended from time to time.

The expression used in this Code but not specifically defined in the Act or any law passed by the Parliament shall have the meaning, as had been generally assigned in the electricity supply industry before the U.P. Electricity Supply Code 2002 came into force.

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

- (a) "Act" means Electricity Act, 2003 and the provisions of the Uttar Pradesh Electricity Reforms Act 1999 (UP Act, 24 of 1999) to the extent not inconsistent with the Electricity Act, 2003.
- (b) "Agreement" means an agreement, with its grammatical variations and cognate expressions, entered into by the Licensee and the consumer under this Code.
- (c) "Apparatus" means electrical apparatus and includes all machines, fittings, accessories and appliances in which conductors are used.
- (d) "Applicant" means an owner or legally authorised occupier of any premises, who makes or intends to make an application for getting electricity from the Licensee.
- (e) "Area of Supply" means the area within which a distribution Licensee authorised by his license to supply electrical energy.
- (f) "Assessing Officer" means an officer of a UP Government or Licensee, designated by the UP Government under section 126 of the Electricity Act 2003.
- (g) "Authorised officer" shall mean an officer so designated by U.P. Government under Section 135(2) of the Act.
- (h) "Appellate Authority" means the authority prescribed by the Central Government for hearing appeal against the order of Assessing Officer under section 127(1) of the Act 2003.
- (i) "Billing Cycle or Billing Period" means the period for which electricity bills shall be prepared for different categories of consumers by the Licensee.
- (j) "Breakdown" means an occurrence on account of failure of equipments of the electric energy supply system including electrical line that results in disruption of supply.
- (k) "Business Regulation" means UP Electricity Regulatory Commission (Conduct of Business) Regulations as amended from time to time.
- (l) "Calendar Year" means the period starting from the first day of January of a year and ending on the thirty-first day of December, of the same year.
- (m) "Commission" means the Uttar Pradesh Electricity Regulatory Commission constituted under the Act.
- (n) "Conductor" means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system.
- (o) "Connected Load" means aggregate of the manufacturer's rating of all energy consuming devices, in the consumer's premises, which can be simultaneously used. In case manufacturer-rating plate is not available, the Licensee shall measure actual load of the device. This shall be expressed in KW, KVA or BHP units and shall be determined as per the procedure laid down by the Commission (Annexure 4.6).
- (p) "Consumer" means any person who is supplied with electricity for his own use by a Licensee, and includes a person whose supply has been disconnected for the time

being; or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a Licensee, the Government or such other person, as the case may be; .

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

- (ii) Licensee” means a person who holds a licence under the UP Electricity Reforms Act, 1999 read with provisions of the Electricity Act, 2003.
- (jj) “Load Factor” is the ratio of the total number of units (KWh or KVah) consumed during a given period to the total number of units which have been consumed had the contracted load or maximum load (in KW or KVA), whichever is higher, been maintained throughout the same period and shall usually be expressed as the following percentage:
 Load Factor in Percentage = Actual units (KWh or KVah) consumed in a given period *100 / maximum load in KW or KVA* No. of Hours of supply available on the feeder during the given period.
 Note: * means multiply
- (kk) “Low Tension (LT)” means a voltage that does not exceed 250 volts between phase and neutral or 440 volts between any two phases under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956 till the new rules are made under section 53 of the Act.
- (ll) “Maximum Demand” means the average amount of KW or KVA, as the case may be, delivered at the point of supply of the consumer and recorded during a thirty minute period (fifteen minutes period in case of Railway Traction) of maximum use in the billing period, 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.
- (mm) “Meter” means an equipment used for measuring electrical quantities like energy in KWh, and or KVAh maximum demand in KW and or KVA, reactive energy in KVAR hours etc. including accessories like Current Transformers (CT) and Potential Transformers (PT) where used in conjunction with such meter and any enclosure used for housing or fixing such meter or its accessories and any devices like switches or MCB or fuses used for protection and testing purposes. It will include any seal or sealing arrangement provided by the Licensee for avoiding unauthorised use of electricity. This shall also include prepayment meters.
- (nn) “Minimum Charge” shall be as per the provisions of the tariff order.
- (oo) “Occupier” means the owner or authorised person in occupation of the premises where energy is used or proposed to be used.
- (pp) “Phased Contract Demand” means contract demand agreed to be availed in a phased manner.
- (qq) “Point of Supply” means the outgoing terminals of the Licensee’s cut-outs/MCB fixed in the premises of the Consumer in case of LT installations and the outgoing terminals of the Licensee’s Metering cubicle placed before any Consumer’s apparatus in case of HT or EHT installations. In the absence of any metering cubicle or the metering being on the LT side in case of H.T installations / multi-storey complexes, the point of commencement of supply shall be the incoming terminals of the Consumer’s main switchgear.
- (rr) “Power factor” means the ratio of watts to Volt-amperes, or the ratio of KWh to KVAh; as applicable, for the duration for which, it is to be determined.
- (ss) “Premises” means the area/portion of the building/shed/field etc., for which, the electric connection has been applied for or sanctioned for a single consumer.
- (tt) “Protective Load” means a load not subjected to normal rostering.
- (uu) “Rules” mean the Indian Electricity Rules 1956 until Regulations under Section 53 of the Electricity Act, 2003 are framed.
- (vv) “Service Line” means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main.
- (ww) “SLDC” means State Load Dispatch Centre, established by the State Government under section 31 of the Act 2003.

- (xx) "State Transmission Utility" means the Board or the Government company specified as such by the State Government under sub-section (1) of section 39 of the Electricity Act, 2003 and whose functions have been outlined under section 39 of the Electricity Act, 2003. UPPCL, which has been declared an STU vide U.P. Government Gazette No.151/P-1/2000-74 dated January 14, 2000, will continue as the STU till fresh notification is issued in this regard.
- (yy) "Tariff Order" in respect of a Licensee means order issued by the Commission for that Licensee indicating the rates to be charged by the Licensee from various categories of consumers for the supply of electrical energy and services.
- (zz) "Tariff Schedule" is the most recent schedule of charges for supply of electricity and services issued by the Licensee as per the provisions of the Tariff order for that Licensee.
- (aaa) "Transmission Line" means the system consisting of all high pressure cables and overhead lines (not being an essential part of the distribution system of a Licensee) transmitting electricity from a generating station to another generating station or a sub-station, together with any step-up and step-down transformers, switch-gear and other works necessary to and used for the control of such cables or overhead lines, and such buildings or part thereof as may be required to accommodate such transformers, switchgear and other works and the operating staff thereof;
- (bbb) "UP Electricity Grid Code" means the document notified by the Commission describing inter alia, the responsibilities for planning and operation of the power system in Uttar Pradesh.
- (ccc) The words and expressions used and not defined in these regulations but defined in the Electricity Act, 2003, and CEA: Regulations on Installation and operation of meters, shall have the meaning assigned to them in the said Act.

2.3 (i) Notes and Explanations

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 0.90 or any other value the Commission may specify in the tariff order; if the same or any other apparatus is rated by the manufacturer in HP, the HP rating shall be converted into KW by multiplying it by 0.746.

(ii) Names of Offices and Designation of Officers

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

(iii) Abbreviations used in the Code

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. GIS: Geographical Information System
- s. GPS: Global Positioning System.
- t. SCADA :Supervisory Control and Data Acquisition System.
- u. MIS :Management Information System.
- v. HVDS: High Voltage distribution system.

Chapter 3

System of Supply and Classification of Consumers

3.1 System of Supply

(a) The Licensee shall as far as possible supply maintain uninterrupted power supply at a frequency of 49.02-50.5 Hz, the frequency band for operation of the grid ordered by the Central Electricity Regulatory Commission.

(b) The declared voltage of the AC supply shall be as follows:

- (1) Low Tension (LT) - Single Phase: 230 volts between phases and neutral. - Three Phase: 400 volts between phases.
- (2) High Tension (HT) - Three Phases: 6.6 KV/11KV/33 KV. For existing Railway Traction supply shall be single phase at 25 KV.
- (3) Extra High Tension (EHT) - Three Phase: 66 KV/ 132 KV/ 220 KV. Two Phase at 132 KV/220KV for existing Railway Traction.

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

3.2 Classification of Supply

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

(i) Low Tension

- (a) All installations including irrigation and pumping, 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

(ii) High Tension

- (a) Contracted load exceeding 63 KVA and up to 3000 KVA - 3 Phase at 6.6 / 11 KV
- (b) Contracted load exceeding 3000 KVA and up to 10000 KVA - 3 Phase at 33 KV

(iii) Extra High Tension

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

3.3 (a) The above classification of supply shall apply to new connections/additional loads to be sanctioned after the notification of this Code.

(b) However, if the licensee so requires, may convert the existing services at their cost without the benefit of higher voltage tariff to the consumer. To avail the benefit of higher voltage tariff, consumer shall bear the cost of conversion of existing services.

(c) The existing consumers, who apply for reduction of load, shall have the option to continue in their existing system of supply. However, if the Licensee agrees to bear the cost of change in system of supply after reduction of load, the consumer & the Licensee shall follow the clause 3.2.

(d) The Licensee may, depending upon the technical conditions of the distribution system, give supply at a different voltage and phase than the classification indicated in clause 3.2

3.4 Supply through Independent feeders

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

(b) In other cases, supply may be given at independent feeder for load above 500 KVA, including those industries mentioned in 3.4(a) above but having load lesser than 1000 KVA, at the request of the consumer/applicant, if he is willing to bear all applicable charges, subject to technical feasibility and availability of bay/corridor at the substation.

(c) Where the licensee has recovered the expenses referred to as above, the consumer shall be entitled to the depreciated value of such facilities, upon termination of the agreement or permanent discontinuance of supply in accordance with this code.

Provided that where such facilities are provided by the consumer, then such facilities may be retained by the consumer upon termination of the agreement or permanent disconnection.

(d) The tapping of the independent feeder shall be permitted by licensee to other connection having a similar process, subject to following conditions:

(i) Construction of separate feeder from the substation is not possible on account of non-availability of corridor and right of way.

(ii) Consent of original consumer has been obtained by prospective consumer for cost sharing of common portion of feeder with the prospective consumer.

(iii) Quality of supply is not likely to be affected.

(iv) The outdoor metering at the tapping point, and the additional cost due to changes in system shall be done at the cost of prospective consumer. However the cost credit due to removal of the existing system shall not be given to the consumers.

(v) The prospective consumer has also to give written consent that in case of termination of agreement with the existing consumer; the depreciated cost of line from substation to the tapping point will be chargeable to the prospective consumer.

3.5 Power Factor

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

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

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

3.6 Load Balancing

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

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

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

3.7 Classification of Consumers

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

3.8 Charges for Supply

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

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

(b) The Licensee may also realize other charges including, but not restricted to, connection charges, re-connection charges, delayed payment surcharge, fuel

surcharge, power purchase surcharge, grid support charges and power factor penalty/incentive, with the prior approval of the Commission.

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

3.9 Statutory Levies

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

Chapter 4

Procedure for Grant of Supply

4.1 Licensee's Obligation to Supply

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

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

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

Provided further that in case of arrears of electricity dues in respect of any of old consumers, the new connection shall be released to the new owners only after submission of No-Dues Certificate as provided in clause 4.3(f)

And provided that if there are arrears of electricity dues on a consumer, the connection shall not be released to a new applicant if,

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

4.2 Licensee's Obligation to Extend the Distribution System

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

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

Provided also that for prospective connections in un-electrified areas in his area of supply, the Licensee may within six month of notification of these regulations intimate to the Commission the details of such un-electrified colonies/ areas along with approximate no. of prospective consumers. The licensee shall also within twelve months of notification of these regulations submit detailed plan for electrification of such areas by any licensee /developer /Authority /Private Colonisers /Promoters/local body or any collective body of the consumers, or a

consumer/or with the surplus funds available with licensee/funding by State Govt./Central Govt./other agencies etc. The plans shall be updated each year before submission to Commission.

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

4.3 New Connections -General

- a) The system of supply and voltage shall depend on the category of the consumer and the load as per details given in Chapter 3.
- b) Application form for obtaining new connection and for enhancement /reduction of load shall be made available to the applicant free of charge at all offices of the Licensee. The Licensee shall also put them on its website for downloading. Photocopies of a blank form may be made by the applicant and shall be accepted by the Licensee. The Licensee shall endeavour to introduce systems facilitating electronic filing of the applications.
- c) The licensee/ local authority shall designate Officers/authority for accepting applications in respect of sanction of load (for different categories of load) for new connection and releasing load by way of giving new connection. However the local authority for a rural area may frame it's own procedure for release of connection from time to time which shall as far as possible be in conformity to approved guidelines/specifications/costs specified by Commission.
- d) All information relating to procedure, fees, designated officers for releasing new connections may be displayed on the notice boards of Subdivision office, Divisional offices and offices of DGM's/GM's/office of licensee. Public information counters for new forms, filing, and disseminating information status in the above offices, with computerized facilities in all towns with a population greater than 10 lakhs may be made operational within one year of notification of supply code 2005.
- e) The electronic filing of a new application, status of connection pending to be released, and tracking of status of a connection may also be made possible in a phased manner in all cities, through use of information technology, on the internet website, centralized call centres, IVRS facility, and proper linking with the subdivision/Division/DGM/GM offices.
- f) Where the applicant has purchased existing property it shall be the duty of applicant to verify that old owner has paid all dues to the licensee and has obtained no-dues certificate from licensees. In case the no-dues certificate is not obtained by the old owner, new owner before purchase of property may approach the licensee for no-dues certificate, by giving the reference of the connection in said premises. The licensee shall either intimate the pending dues, if any, on the premises or issue no dues certificate within two month from the date of application. The application shall be processed by licensee on clearing of dues only by the new owner.

- g) Where the property has been legally sub-divided, the outstanding dues for the consumption of energy on such premises, if any, shall be divided on pro-rata basis.
- h) A new connection to such sub-divided premises shall be given only after the share of outstanding dues attributed to such sub-divided premises, is duly paid by the applicant. Licensee shall not refuse connection to an applicant only on the ground that, dues on the other portion(s) of such premises have not been paid, nor shall the licensee demand record of last paid bills of other portion(s) from such applicants.

4.4 Processing of Application for Supply:

- (a) Application for new connections, in prescribed form (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, specified by the Licensee, along with self-attested true copies of the following documents:
 - (i) Proof of ownership of the premises in the form of registered sale deed or partition deed or succession or heir ship certificate or deed of last will or Proof of occupancy such as valid power of attorney or latest rent paid receipt or valid lease deed or indemnity form as per Annex 4.2. Order Copy of appropriate court, in case of litigation regarding ownership of the premises, has to be enclosed.
 - (ii) Approval / permission /NOC of the local authority, if required under any law /statute.
 - (iii) In case of a partnership firm, partnership deed.
 - (iv) In case of a Limited Company, Memorandum, articles of Association, Certificate of incorporation and list of Director's/certified addresses..
 - (v) Work completion and Test certificate, on the prescribed format (Annex-4.4), given by the licensed electrical contractor.
 - (vi) Owner's consent for getting new supply (Annex 4.3)
- (b) Licensee shall arrange to assist the applicants, if required, in completing the application form.
- (c) The Licensee shall verify the application and the enclosed documents at the time of receipt of application. Written acknowledgement shall be issued on the spot. The acknowledgement shall indicate the date of proposed inspection (not later than 10 days in electrified areas, and two weeks in un-electrified areas) if the application is complete, otherwise it should mention the shortcomings if the application is incomplete.
- (d) No application for the new connection for an electrified area shall be refused under any circumstances if it complies with statutory requirements and is in conformity with Act. In case consumer has not been intimated within stipulated period about any deficiencies in his application, the application shall be deemed to have been accepted for processing by the licensee.
- (e) Licensee shall not be responsible if the reasons for delay are on account of Right of Way, acquisition of land, technical feasibility and lack of transmission capacity etc, over which the licensee has no reasonable control, provided the reasons for

the expected delay are communicated to the applicant within the period specified for energisation.

- (f) If any information furnished in application form is found wrong or the installation is defective or the energisation would be in violation of provision of Act/Electricity Rules/tariff Order, the licensee shall not sanction the load and shall intimate the applicant the shortcomings/reasons thereof in writing on the spot as far as possible.

4.5 Inspection by Licensee:

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

- (a) Satisfy himself regarding the work completion certificate and the test report submitted by the applicant.
- (b) In consultation with the applicant, fix the point of supply and the place where meter and the MCB etc. shall be fixed.
- (c) Estimate the distance between the point of supply and the nearest Distribution mains from where supply could be given.
- (d) Determine if the supply line shall go over any property belonging to a third party. In such a case the applicant shall obtain no objection from the third party, in absence of which, the licensee may adopt a different route for which the applicant shall bear the cost differential.
- (e) Verify other particulars mentioned in the application form, if required.
- (f) If the Licensee is not satisfied, he shall intimate to the applicant shortcomings on the spot. The applicant shall be required to get the defects removed. Inspection shall again be conducted and a fee, as prescribed, may be charged for such subsequent inspections.

4.6 Estimate

- (a) After sanction of load, the estimate shall be prepared based on the applicable rules and regulations and on the basis of charges approved by the Commission.
- (b) The Licensee shall submit once in two years the proposal to the Commission for approval of various charges to be charged by the Licensee from a consumer/applicant. After approval of the Commission, the Licensee shall publish a cost data book, specifying the normative charges for electric line & material and the methodology for preparing the estimate. The copies of the cost data book shall be made available by the Licensee to any interested person at a reasonable charge.
- (c) The estimate shall be valid for three months if the revision of rates has not been done in less than two years.
- (d) If the work is to be done by the developer/ applicant, Licensee shall charge 15% of the normative estimate as supervision charges that shall be deposited with the licensee before work begins. In other cases, Licensee shall commence the work after the applicant, has deposited the full amount of the estimate. The supervision charges shall be levied on estimated material cost

and shall also include the estimated labour cost, and shall not include the establishment costs.

- (e) Disputes regarding the estimate may be referred to the authority who is one level higher than the sanctioning authority and if the applicant is still aggrieved he may approach the Consumer Grievance Redressal Forum for adjudication.
- (f) A final bill shall be prepared after completion of the work by the Licensee.
 - If the final bill exceeds the value of the estimate, the difference shall be deposited by the applicant before connection is energized.
 - If it were less, the difference shall be adjusted in subsequent electricity bills or refunded by cheque within 60 days.

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

Provided also that if the licensee has published updated normative charges, and has included the same in preparing the estimate, the final bill shall not be necessary.

- (g) The estimate 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.

(h) Consumer's Share in the Cost Estimate

- (i) The cost of extension and up-gradation of the system for meeting demand of new consumers/consumers desiring enhancement of load shall be deemed to have been recovered from them through system loading charges as approved by the Commission.
- (ii) In areas where distribution mains do not exist, the costs for installation of new distribution mains shall normally be covered by grant from State Government or the local body or any collective body of the consumers or a consumer. The Licensee may also install new Distribution Mains from the surplus available with the Licensee after meeting all expenditure.
- (iii) In all cases the applicant shall bear the cost of the extension of service line from the Distribution Mains to the point of supply.

4.7 Release of Connection where extension of distribution mains or commissioning of substation/increasing capacity is not required:

- (a) 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 on the spot, in writing the charges that would 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 10 days of the site inspection.
- (b) The applicant shall deposit the requisite charges within 7 days of the receipt of the demand note, and the requisite way-leave permission if the supply line passes over the property not belonging to the applicant.

- (c) Licensee on request of consumer extend the date of payment beyond 7 days, but this extended time shall not be counted for delay in connection under Section 43, and no compensation shall be paid during the said period.
- (d) The applicant shall provide a board at the point of supply where meter and MCB shall be installed.
- (e) The Licensee shall, upon completion of formalities as indicated in sub-clause (e), intimate the date when the meter shall be installed. The meter, MCBs etc. shall be installed and sealed in the presence of the applicant on the appointed date and the connection shall be energized immediately thereafter.
- (f) If no new pole is to be erected and underground cable is not to be laid for providing the supply, the same shall be given within 7 days after the deposition of charges provided installation of meter and execution of agreement have been of ensured.
- (g) In other cases, the supply shall be given within stipulated period mentioned under clause 4.8(b), after deposit of the estimated charges.
- (h) In case the licensee is not in a position to provide a meter, the applicant may procure the meter and MCB himself with the consent of licensee, of approved make and specification fixed by the licensee and the same shall also be deposited with the Licensee who after satisfying himself about the accuracy of the meter and MCB on payment of test charges.

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

(a) Application in prescribed format and procedure as per clause 4.4 shall be filed with the local office of the Licensee along with the documents, except that the work-completion certificate may not be attached, if the wiring has not been completed. The applicant may indicate in the application the time schedule in which load is required to be released.

- (b) Within:
 - (i) 15 days in case of load up to 50 KW.
 - (ii) 30 days for request for supply on HT.
 - (iii) 60 days for request for supply on EHT.

The Licensee shall communicate to the applicant:

- (i) Whether the supply is technically feasible
- (ii) Financial estimate for the works if feasible after sanction of load and inspection of site
- (iii) Estimated time to execute these works, after site inspection and load sanction.
- (iv) Date of site inspection, at least 7 days in advance when applicant/authorized representative shall be required to be present.
- (v) Security deposit and other applicable charges.
- (vi) The point where meter is to be installed.

- (vii) The civil /other works that are to be completed by the applicant for installation of meter cubicles and other electrical apparatus.
- (c) Within 90 days of the licensee's communication as mentioned above the applicant shall be required to deposit the estimated amount failing which the application shall be considered withdrawn and the processing fee deposited with the application shall be forfeited. A fresh application along with the processing fee shall be required to be filed subsequently.
- (d) The changes in site or process of the sanctioned load will not be permitted and in such case the application for new connection shall be deemed to have been withdrawn and the corresponding processing fee shall be forfeited and the applicant will be required to submit fresh application along with processing fee. However, if the applicant opts for lesser load than the sanctioned load, the agreement for the same shall be executed accordingly.
- (e) The Licensee shall execute the work expeditiously within:
- (i) 45 days for loads to be connected with 400 V
 - (ii) 60 days for loads to be connected at 11 KV
 - (iii) 120 days to be connected at 33 KV
 - (iv) 300 days for loads to be connected at 132 KV

from the date of deposit of estimated charges.

Provided for connections requiring augmentation of distribution systems, the licensee shall inform the applicant maximum time frame for which load can be sanctioned as below:

- Where extension of lines or augmentation of Distribution transformer is required- 60 days
- Where new DTF is required- 120 days: and
- Where existing 11 KV network needs to be strengthen or existing 66/33 KV grid substation needs to be augmented -180 days.

Also provided that the licensee shall electrify the un-electrified areas and release new connection therein as per the schedule given below:

- (i) Where augmentation from newly existing work is possible – 180 days;
 - (ii) Where new work or grid needs to be laid - 1year;
 - (iii) In case of Isolated Consumer - 180 days
- (f) The applicant shall have the option to execute these works himself through LEC under the supervision of the Licensee for which 15% supervision charges shall be payable to the Licensee.
- (g) The applicant shall be responsible for getting the electrical works on his site inspected if required preferably 2 weeks prior to the scheduled date of completion of works relating to the distribution system, in accordance to the rules as framed under Sec 53 of Electricity Act 2003, and until framing of such rules, by the Electrical Inspector, and submit the inspection report to the Licensee. The HT or EHT applicants, upon demand of the Licensee, shall submit the test results of the manufacturers of the apparatus. Provided that any delay due to non-submission of test results/NOC from electrical Inspector/Work Completion certificate shall be attributable to the applicant's account.

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

4.9 Electricity Connection in the Multistorey Buildings / Multiplex/ Marriage Halls/Colonies to be developed by Development Authorities and /or Private Builders/Promoters/Colonizer.

(a) The responsibility of construction of the required distribution network in case of a new residential, commercial or an industrial complex with load exceeding 25 KW (calculated on the basis of area constructed as per norms given in annexure 4.6) shall be that of the body or the agency (Authority/Promoter/Builder/Colonizer) that constructs such complex. The single point supply shall be provided by the licensee. As far as possible, HVDS system shall be used by the Authority/Builder/Colonizer.

(b) Authority/Promoter/Builder/Colonizer shall submit an application in the prescribed form with the local office of the Licensee as per the procedure specified above for loads exceeding 25 KW. Authority/Promoter/Builder shall also submit along with application a copy of the plan/map of the building/colony approved by the concerned Development Authority/Mahapalika/Nagarpalika, and shall adhere to the prescribed procedure and applicable charges specified by licensee and approved by the Commission.

(c) The Licensee shall sanction the load as per the procedure specified in Annex 4.6.

(d) Authority/Promoter/Builder/Colonizer shall bear the cost of the distribution system (including the cost of transformer and/or Sub-Station wherever required) on the basis of sanctioned load in the following manner: -

- **Load up to 50 KW:-**
The L.T. existing mains shall be strengthened.
- **Above 50 KW and up to 450 KW (500 KVA): -**
11 KV existing feeders shall be extended if spare capacity is available otherwise, 11 KV feeders shall be constructed.
- **Above 450 KW and upto 2550 KW (3000 KVA): -**
11 KV feeder shall be constructed from the nearest 33 KV or 132 KV substation (if 11 KV voltage is available at 33KV or 132 KV sub station)
- **Above 2550 KW up to 8500 KW (10,000 KVA): -**
33KV feeder from 33 KV or 132 KV sub station.
- **Above 8500 KW (10,000 KVA): -**
132 KV feeder from nearest 132 KV or 220 KV sub-station.

The above limits are indicative, and the licensee may decide differently the mode of giving supply in individual cases after due approval of it's MD, to manage the infrastructure expeditiously.

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

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

(f) The Authority/Promoter/Builder/Coloniser shall deposit 10% of the cost estimated in clause 4.9(e) at the time of making an application for temporary connection for the construction of the building. The Licensee shall start the work of construction of feeder after receipt of 100% estimated cost.

(g) However, if Authority/promoter/builder/colonizer desires to construct the lines etc. can do so after depositing 15% supervision charges with the licensee. The temporary connection can be given after the applicant deposits 50% of the total supervision charges. The release of load for temporary connection shall be limited to 10% of the total load required.

4.10 Application for Temporary Supply

(a) Licensee may grant temporary supply for a period not exceeding 2 years for building construction and three months for other purposes of temporary nature, unless otherwise provided in the tariff order.

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

- (i) No objection certificate, to ensure safety and security, from the local authority/owner of the premises if the supply is required at a place owned by the local authority /owner of the premises.
- (ii) Proof of ownership in case applicant is not a consumer of the Licensee for the premises where temporary connection is to be given or copy of the latest paid bill of the Licensee in other cases.

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

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

(e) 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.

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

(g) In case any permit / 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.

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

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

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

4.11 Tatkal Yojana for Temporary Supply

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

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

4.12 General Conditions of determination of Connected/Contracted Load

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

4.13 Contracted Load

(a) LT Consumers without MDI

The Contracted load shall be equal to the connected load except 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 as desired by the applicant.

Provided that the above procedure for determination of contracted load shall be applicable on new connections released after notification of this Code. However, the determination of excess load in old connections, shall be in accordance to above procedure read with the clause 6.9 of this code.

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

Contracted load shall be as mutually agreed between the consumer/applicant and the Licensee, having regard to the requirement of the consumer/applicant installation but shall not be less than provided under sub-section (a) above.

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

4.14 Agreement

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

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

(c) A copy of the agreement shall be given to the consumer/applicant after the supply is commenced.

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

(e) The standard agreement format as per this Code, shall be submitted by licensee to the Commission for approval, and, can only be amended with the approval of the Commission. These formats shall be placed at web site by licensee for applicable categories.

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

(g) A consumer may terminate the agreement after giving a notice in the specified format (Annex 4.7). The notice period shall be 30 days for all consumers. Upon service of the said notice, the licensee shall finalize the bill, receive payment and serve 'No Dues Certificate' on the consumer within next 30 days, failing which, the agreement shall be deemed to have been terminated.

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

(i) Consumer shall be liable to pay the minimum charges (or the demand /fixed charges, if no minimum charges are prescribed for that category) for a period of 6 months or the period by which the total duration of the agreement falls short of 2 years, whichever is lower and

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

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

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

4.15 Point of Supply

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

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

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

4.16 Installation of equipment at point of supply

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

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

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

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

4.17 Damage to equipment at consumer's premises

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

custody of Licensee's equipments and seals on the meters/metering equipments within the Consumer's premises shall be on the Consumer.

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

4.18 Waiting list of prospective consumers

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

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

4.19 Charges to be levied

(a) The schedule of charges for connection, Reconnection and Disconnection, for enhancement or reduction of load, etc, shall be fixed by the Licensee with the approval of the Commission

(b) Registration-cum processing fee

(c) All applications for (a) and (b), shall be accompanied by a non-refundable fee as prescribed in licensee's schedule of charges as approved by Commission.

4.20 Security Deposit

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

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

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

(d) The security amount shall be revised as per the tariff order.

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

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

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

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

- (iv) The security deposit is reduced due to adjustment of outstanding dues.
- (v) Security deposit has become invalid or insufficient due to any other reason.
- (d) The consumer shall deposit the additional security within 30 days after the service of the notice. If a person fails to give such security the Licensee may discontinue supply of electricity for period during which failure continues.
- (e) If the existing Security deposit is found to be in excess of more than 20% of the required security deposit, refund of the excess amount shall be made by adjustment in the ensuing bills within three billing cycles to the consumer.
- (f) The security deposit shall be returned to consumer, upon termination of the agreement & finalisation of permanent disconnection, and after adjustment of all dues, within 30 days. However, if the delay in payment exceeds 90 days, interest at 9 % p.a shall be payable to the consumer.
- (g) The Licensee shall pay interest on security deposit to the consumers at 3% p.a, by way of credit in the bill of the consumer in the months of April, May and June as per the applicable billing cycle. However, no interest shall be payable if the deposit is not made by way of cash. The interest rates are subject to change as per the tariff orders of Commission from time to time
- (h) The amount of security deposit shall be accepted in parts according to the phasing agreed for release of load in case of "Phased Contract Demand". The subsequent additional security amount shall be deposited 30 days prior to the release of additional load.
- (i) The Licensee shall energise no connection until the requisite security amount has been deposited by the applicant/consumer.
- (j) A distribution licensee shall not be entitled to require security in pursuance of this section, if the person requiring the supply is prepared to take the supply through a pre-payment meter, as and when supply through pre-payment meter is provided by the Licensee.

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

(a) The consumer shall pay the cost of service line etc. and system loading charges as a cost of servicing a New Connection/ Enhancement of Load to the licensee. These charges shall be either on the basis of the schedule of standard charges approved by the Commission or actual cost of works as given in the estimate (cl. 4.6) prepared by the Licensee.

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

4.22 **Mode of Payment:**

(a) All payments shall be made by way of Cash (up to Rs 20000), Banker's Cheque, Cheque and 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.

(b) The date of payment by cheque shall be deemed to be the date on which the cheque is received in the office of the Licensee, provided that the cheque is encashed within 7 days of presentation to the Bank and is not dishonoured. In case a cheque is not encashed within 7 days of presentation to the bank, the applicant shall deposit the amount in cash or through bank draft along with non-encashment fee of Rs.500/- or as prescribed by the licensee, and the consumer shall be liable to other actions as per with the provisions of Instruments Negotiable Act, including the temporary disconnection as per clause 4.36(h).

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

4.23 Wiring on Consumer's Premises

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

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

(c) All high-rise buildings, having a height of more than 15 meters from ground level, shall also comply with Rule 50-A of the Indian Electricity Rules, 1956 until regulations is framed under Section 53 of the Electricity Act, 2003. The wiring shall be tested as per provisions of Section 47 to 49 of the Indian Electricity Rules, 1956 until regulations are framed under Section 53 of the Electricity Act, 2003.

4.24 Installation of AC Motors

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

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

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

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

- (c) A triple pole linked switch protected by a no-volt release shall control the motor circuit and triple pole fuses (or overload release). It is important that the release shall be maintained in good working order. Wiring for motors shall be run with all three-phase wire bunches in a metallic conduit, which shall be effectively earthed throughout and shall be connected to the frame of the motor from which two separate earth wires shall run. The minimum permissible size of the earth wire permitted shall be No. 14 SWG. Indian Electricity Rules, 1956 until Regulations under Section 53 of the Electricity Act, 2003 are framed, shall be complied with in every respect.
- (d) Total harmonic voltage distortion shall not exceed the limits mentioned below:
EHT = 4%
HT = 5%
LT = 10%
- The licensees shall publicise for installation of Harmonic filters for all HT consumers, and LT commercial consumers (above 15 KW) to begin with, giving them a time period of one year from the date of implementation of this code, after which, it shall become mandatory on such consumers.
- (e) In addition, synchronous motors shall also be provided with an apparatus to control watt-less current.

4.25 Installation of Irrigation/Agriculture Pump Set

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

- Friction less foot valve
- HDPE piping suction and delivery
- ISI marked energy efficient monoblock pump set.
- Capacitor of adequate rating for the pump set.

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

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

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

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

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

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

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

4.27 **Protective Load**

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

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

4.28 **General Provisions Regarding Service Line and Apparatus**

(a) The consumer shall provide space of requisite dimensions and at convenient location as mutually agreed between the consumer and the Licensee, free of charge, for erection / installation of that part of service line that falls within his premises, transformers, switch gear, meter and all other apparatus up to the point of commencement of supply. The whole of service line and other apparatus shall be deemed to be the property of the Licensee and shall remain under his control.

(b) In all multi-storied buildings irrespective of the number of floors, service connections (whether through overhead wires or through under-ground cables) will be effected normally at the ground floor. Service connections will also be effected, at the request of the consumer, at the basement floor of the storied building, provided the place where the Licensee's meters, cut-outs etc., are installed has direct and independent access from outside, is well ventilated, has sufficient headroom and the doors provided for the service room have adequate Fire Resistance Property and water proof and free from water logging.

(c) In multi storied building sufficient space at a suitable place shall be made available free of cost to the Licensee for installing transformers, switchgears etc., this is in addition to the space requirements stated below.

(d) For multi-storied buildings having a total floor area of 900 square metres and above, and multi-storeyed building i.e. Ground plus three floor including base floor for Low Tension Service Connection:

(i) an electrical room with RCC roof having clear floor area 6 metres x 4 metres with a vertical clearance of 2.75 metres with locking facility, exhaust fans and adequate size of cable duct, shall be provided at the ground floor within the consumer premises of storied buildings nearer to the main entrance for installing floor mounted distribution transformer and associated switchgear or

(ii) A clear space of 10mx4m or 5mx5m open to the sky shall be provided within the consumer premises preferably at the main entrance for installing structure mounted distribution transformer and associated switchgears.

(iii) Space as per the norms to be specified by the Commission shall be allotted for establishment of a sub station / switching station in places of group housing / commercial complex where the total demand exceeds 3 MVA, or wherever 33/11 KV substation is required to be constructed. These areas shall be specifically shown in the plan.

(e) An approach road of not less than 3 metres width shall be provided from the public road to the electrical room/open space earmarked for installation of distribution transformer, associated switchgear, sub station / switching station.

4.29 **Use of Service line of consumers by Licensee**

(a) The Licensee may use the service line and other apparatus to give supply to other consumers provided that the supply to the consumer who has paid for them is not affected.

(b) Further, even if the supply to the consumer who has paid for the line / apparatus is disconnected for whatever reason, the consumer shall permit the Licensee continued access to the service line and other apparatus if they are required to give supply to other consumers, and no payment shall be due to the consumer for such access / facility, until alternate arrangements are made.

(c) However, it is expressly provided, that the Licensee shall make all possible efforts to make alternate arrangements, as early as may be practicably possible. For this purpose, the Licensee may explore a mutually acceptable arrangement for continuation of the installation at the existing place.

4.30 Access to Consumer's Premises

The Licensee or his authorised staff may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by the Licensee, of any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by the Licensee for the purpose of –

- (i) Inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Licensee; or
- (ii) Ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
- (iii) Removing where a supply of electricity is no longer required, or where the Licensee is authorised to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the Licensee.

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

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

4.32 Where a consumer refuses to allow a Licensee or any person authorised by him to enter his premises or land in pursuance of the provisions of 4.30 or 4.31, when such Licensee or person has so entered, refuses to allow him to perform any act which he is authorised by those clauses to perform, or fails to give reasonable facilities for such entry or performance, the Licensee may, after the expiry of twenty-four hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues.

- 4.33 Any officer authorized in this behalf by the State Government may-
- (a) Enter, inspect, break open and search any place or premises in which he has reason to believe that electricity has been or is being used unauthorisedly;
 - (b) Search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been or is being used for unauthorised use of electricity;
 - (c) Examine or seize any books of account or documents which in his opinion shall be useful for or relevant to, any proceedings in respect of the offence under sub-section (1) and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts there from in his presence.
- 4.34 The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list:

Provided that no inspection, search and seizure of any domestic places or domestic premises shall be carried out between sunset and sunrise.

Provided also that inspection, search and seizure at domestic place shall be carried out only in presence of an adult member.

4.35 Procedure for Disconnection of Supply

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

(i) The Licensee shall remove service line, meter etc after permanent disconnection.

(ii) However, the Licensee may not remove service line, meter etc in case of temporary disconnection.

(iii) The licensee may remove service line/cable if he has sufficient reason of unauthorized use of electricity in case of temporary disconnection. However meter shall not be removed in such cases.

4.36 Temporary Disconnection

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

(a) The disconnection date indicated in the notice served to the consumer, but not less than 15 days, if electricity bills on account of charges of electricity, or any sum other than a charge for electricity, are not paid, provided further that the amount of bill indicated in notice is not stayed by any court of law, else, the supply shall not be disconnected.

Provided that the supply shall not be disconnected, if such person deposits under protest, an amount equal to the sum claimed by licensee, or the electricity charges for each month calculated on the basis of average charge for electricity paid by him during the preceding six

months, whichever is less, pending disposal of any dispute between him and the licensee.

- (b) After a minimum period of seven days, if of a particular business/industry, any activity being carried out becomes unlawful due to lack of necessary permission or withdrawal of permission from the authority competent in law.
- (c) After a minimum period of seven days, if the power factor of consumer's installation other than the following categories of consumer is less than 0.75, unless otherwise specified in the tariff order, during any billing period
 - (i) Domestic having connected load up to 10 KW
 - (ii) Commercial having connected load up to 5 KW
- (d) Within 48 hours,
 - if the wiring, apparatus, equipment or installation at the premises of any consumer is found to be defective,
 - if there is leakage of electricity
 - if the consumer is found to have altered the position of the meter and related apparatus
 - if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the Licensee,
 - if the limits of Maximum current demand at the consumer installation is exceeded beyond the limits indicated in table under clause 4.24,
 - if it is found that consumer is using electricity in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.
- (e) The disconnection date indicated in the notice served to the consumer, but not less than 15 days, if at any time the consumer is found indulging in the unauthorised use of electricity as per the procedure specified in clause 6.8(d).
- (f) At least 30 days, if the consumer fails to deposit the additional security or the security has become insufficient.
- (g) After a minimum period of 24 hours, if the consumer fails to give the Licensee or his authorised person reasonable facility for such entry or performance as specified in clause 4.30 to 4.34 of the Code.
- (h) After a minimum period of seven days, in case of dishonouring of the cheque by the bank (non- encashment of cheque)

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

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

4.38 Permanent Disconnection

The supply shall be disconnected permanently in following cases:

- (a) With the termination of the agreement.
- (b) If the cause for which the supply was temporarily disconnected is not removed within six months period.
- (c) On request of consumer after submission of an affidavit and clearing of all electricity dues.

4.39 Procedure for Reconnection

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

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

(c) 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 disconnection and reconnection fee. Supply shall be reconnected within 24 hours of the submission of the complete application.

(d) If payment is made by Cheque (other than Banker's Cheque) supply may be reconnected after realisation of the Cheque.

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

- (a) Receipt of payment of reconnection fee.
- (b) Test report by a LEC, if the disconnection was made under clause 4.36 (d) and (e).
- (c) Documentary evidence of removal of cause if the disconnection was made under clause 4.36 (b).
- (d) An affidavit in cases covered under clause 4.36(e).
- (e) Receipt of payment of regularisations of excess load (security amount, system loading etc) in cases covered under clause 4.36 (f)

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.

4.41 Reduction in Contracted load

(a) Every application for reduction of contracted load shall be made in duplicate to the concerned officer on prescribed form (Annex-4.10) along with the prescribed processing fee and charges for reduction of load along with the following documents:

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

- (ii) Maximum demand recorded in the last two billing cycles if the meter has the facility to record maximum demand and the electricity bill of the previous two billing cycles.
- (iii) Letter of approval from the Electrical Inspector, wherever applicable (or as per rules when framed under Sec 53).
- (iv) Copy of the latest paid electricity bill. If matter related to dues is pending in court, the procedure as per clause 4.49 may be followed.

(b) 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.

(c) A fresh agreement for reduced load shall be executed for 2 years but the period of compulsory agreement of 2 years for the purpose of payment of MCG shall be counted from the date of original agreement for the purpose of P.D.

(d) 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.

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

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

- (i) Arc/Induction furnaces, rolling and re-rolling mills and mini steel plants shall not be allowed to reduce the load below the total rating of machines and furnaces installed in the premises, except to the extent of captive generation capacity that may be installed and is operating in parallel. Auxiliary load shall be excluded.
- (ii) Contracted load shall not be reduced below the total rating of installed machines in case of Small & Medium industrial and private tube wells consumers, having no MDI meter.
- (iii) Load shall not be reduced within 24 months of the date of commencement of supply. However, if the consumer is willing to pay the fixed / minimum charge applicable for the quantum of contracted load surrendered/reduced for the balance of the 24 month period or six months, whichever is less, reduction may be allowed.
- (iv) No application for reduction of load shall be rejected without recording reasons and the decision shall be communicated to the applicant.
- (v) If the maximum demand recorded in any of the last two billing cycles is higher than the reduced contracted load desired by the consumer.
- (vi) In cases where meter does not have the facility to record maximum demand the Licensee shall ascertain the maximum demand from the energy bills and by site inspection. However, this requirement can be waived in those cases where the Licensee is convinced by site

inspection that the consumer is not likely to use electricity beyond reduced contracted load.

4.42 Procedure for Enhancement of Load for Public Lighting

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

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

4.43 Enhancement of Load for cases other than Public Lighting

(a) Applications for enhancement of load shall be filed in duplicate to the concerned sub divisional officer of the Licensee in the prescribed form (Annex 4.10) along with the following:

- (i) Prescribed Registration-cum-processing fee as approved by the Commission from time to time.
 - (ii) Work completion certificate and Test report from a Licensed Electrical contractor.
 - (iii) Letter of approval from the Electrical inspector, if required.
 - (iv) Copy of the latest paid electricity bills/arrears due.
 - (v) If matter related to dues is stayed by court, the procedure as per clause 4.49 may be followed.
- (b) If the system and voltage of supply do not change as a result of requested enhancement and:
- (i) 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 (Load after enhancement minus existing Load) and enhancement shall be effected from the day security is deposited.
 - (ii) The metering and related apparatus needs to be changed, the load shall be sanctioned within 7 days and consumer shall be (i) required to deposit the additional security, system loading to cover the enhanced load and (ii)

either deposits 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 within ten days of the deposition of the required charges and 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.

(c) 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 this chapter.

(d) A fresh agreement for the enhanced load shall be executed for a minimum period of two years.

(e) The application for enhancement of the sanctioned load will not be accepted if the consumer has any arrears of the licensee's dues.

4.44 Transfer of Connection and Mutation of Names

(a) A connection shall be transferred in the name of another person upon the death of the consumer or in case of transfer of ownership or occupancy of the premises, upon an application of the consumer.

(b) Application for mutation shall be filed, in the prescribed format (Annex 4.11), along with prescribed fee by the transferee or the legal heir or successor of the deceased consumer with the local office of the Licensee.

(c) The application shall be accompanied by documentary evidence of transfer or legal heir ship or succession and proof of no arrears on account of electricity charges on that connection.

(d) The Licensee shall decide the mutation case within 21 days. If the mutation application is allowed, intimation shall be sent to the applicant along with information regarding pending dues against the connection and the formalities that are to be completed for transfer to take effect.

(e) However, if the mutation application is to be disallowed and mutation is refused the orders shall be passed only after the applicant has been given an opportunity to present himself, by a speaking order. Provided further, that in case where mutation is not allowed, the transferee seeking the transfer, may agree to continue the connection in the old name, or may have choice to seek permanent disconnection and apply for new connection.

(f) The transferee or the legal heir shall submit a fresh agreement, in the prescribed format, along with pending dues, if any, within 30 days. The transfer shall be affected and a copy of the agreement shall be sent to the consumer within 7 days.

(g) In case of PTW consumers, suo-moto mutation may be under taken after taking the report from the Government revenue department. However the legal heir shall be responsible for clearing the electricity dues, and shall submit an affidavit to this effect.

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

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

(B) Procedure for shifting of connections

Only the PTW connection can be shifted, in case of failure of boring on the request of consumer and on production of certificate of failure of boring from BDO. The consumer shall be required to deposit all necessary charges for construction of line etc. and clear the electricity dues before shifting the connection. In case of dispute pending in any court, the connection shall not be allowed to be shifted.

4.46 Sale of Energy by Consumer

- (a) The Consumer shall not supply any energy supplied to him by the Licensee to another person or other premises unless he is authorised to do so by the Commission or has been exempted by the Commission.
- (b) 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.

(i) The builder or promoter of the complex in whose name the supply continues, is permitted to extend power supply to the individual owners of the flats etc. or to the lessee by installing sub-meters and to collect the cost of consumption of power from them on no profit or no loss basis (i.e. sharing of expenses of consumption of electricity) and this shall not be treated as unauthorized extension of supply or resale of energy.

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

4.47 Single Point Supply:

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 single point connection shall however be responsible for all payments of electrical charges to the Licensee and for collection from the consumers.

4.48 Distribution Supply through services of franchisees:

A Licensee may undertake distribution of electricity for a specified area within its area of supply through another "Person" being a company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person, but the Distribution Licensee shall be responsible for distribution of electricity in the area of supply. However, in such cases also the Licensee shall be responsible for distribution of electricity in his area of supply.

4.49 Release of Connection / Load where arrears disputed are stayed by Court/other forums :

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

(i) If a consumer sells a premises and an application for release of new connection is made by the purchaser

Or

(ii) If any application for enhancement or reduction of load is made by a consumer,

The licensee shall release the new connection to such consumer and also permit reduction or enhancement of Loads,

Subject to:

- Submission either of Bank Guarantee, or Bonds, or any instruments to the satisfaction of licensee, of equivalent amount of pending dues, by the applicant, and,
- Agreement with licensee on terms of extension/invoking of guarantee, and
- Levy of surcharge amount on pending dues,

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

Chapter 5 Metering

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

- (a) 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.
- (c) All unmetered connections including PTW, streetlights shall be metered by the licensee.
- (d) The Licensee shall not supply electricity to any person, except through installation of a correct meter in accordance with the regulations to be made by the Central Electricity Authority under Electricity Act, 2003.

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

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

5.2 Classification of meters, etc:

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

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

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

- (d) The Licensee may install pre-paid meters for single phase metering and three-phase whole current supply, and ensure infrastructure changes in a phased manner.

- (e) Meter Seal should be made from high grade engineering plastic / polycarbonate material having permanent laser engraved unique serial number on seal, capable to withstand the prescribed environmental tests. Sealing shall be done at the following points (as applicable):
- CT Secondary Boxes (in addition to locking arrangement)
 - PT Secondary Box (in addition to the locking arrangement)
 - Meter Cabinet
 - Meter Test Block
 - Meter Terminal cover
 - Meter Cover
 - Panel doors where CT and PT secondary circuits are terminated or where possibility for shorting or breaking exists and fuses/links are provided.
 - PT selector relay box where automatic change over of potential supply to meter from one PT to another is provided
 - CT Primary Links and Top covers
 - Maximum Demand (MD) Reset Push Button
 - Boxes / Cabinets containing terminals for remote transmission of metered data via communication channels, junction boxes in the system and boxes wherein interface devices are mounted.
- (f) For all the 11 KV & 33 KV consumers, facility for remote meter reading (GSM technique), and for distribution transformers, remote meter reading (with facility of low power Radio) to extract data from meter centrally, in order to have access on data as and when required.
- (g) The accuracy class of meters for EHT/HT/LT (whole current meters) /LT (CT operated consumers, shall be 0.2/0.5 or better/1.0 or better/1.0 or better, or as laid down in CEA specifications.

5.3 Supply and Installation of Meters and MCBs / CBs

- a) The meters shall conform to the technical requirements as prescribed by Rule 57 of the Indian Electricity Rules, 1956 until Regulations are framed by CEA on installation and operation of meters.
- b) In case the option of single point supply is exercised for a premise having different categories of load, separate meter(s) shall be installed for measurement of energy for each category of load.
- c) For LT loads MCBs and for HT/ EHT loads CB of appropriate rating and specifications, as approved by the Licensee, shall be installed at the cost of consumer along with the meter.
- d) In case of existing consumers having HT loads up to 250 KW and metering at LT, HT reading for billing purposes shall be computed by adding 2 percent to the Maximum Demand reading and 3 percent to the KWh reading recorded on the LT meters, if not given in the rate schedule.
- e) If supply to a HT / EHT consumer is given on an independent feeder for his exclusive use the metering arrangement shall be installed at the consumer's premises or, if mutually agreed the metering arrangement at the Sub station of the Licensee may be used for billing and no meter need be installed at the premises of the consumer.

- f) Licensee shall arrange for metering at substations for all incoming and outgoing feeders, including substation transformer (LV and HV side) starting from independent feeders/dedicated feeders within 3 months for the purpose of energy accounting, energy audit and checking the commercial losses on supply to colony, industry, or any institution.
- g) EHT/HT consumers may have meters at substations also as far as possible, for keeping a check on the consumption and losses, but their readings shall not be used for billing purpose, except where the meter is defective/lost at consumer end.
- h) The group of consumers belonging to the same category may opt for metering at the distribution transformer in place of individual metering. The Licensee may accept this, if it is satisfied that no misuse will take place.
- i) Licensee shall arrange for adequate metering on LV side of distribution transformers of feeder having high losses in a time bound manner for the purpose of energy accounting, auditing, and checking commercial losses on supplies. Composite stand alone metering unit for distribution transformer metering is preferred / Static meters shall have provision for remote reading in case of distribution transformer metering as meters to be installed at height near the transformer.
- j) The licensee shall install meters on street light connections with facility for time of use switching On/Off features, in a phased manner.

5.4 Ownership and Use of meters:

(a) At the time of seeking a new connection the consumer shall have the option to either:

- (i) Purchase the meter in case the licensee is unable to arrange, 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

- (ii) 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 in case of option (i) the Licensee shall supply him with the list of approved vendor(s) and Make(s).

- (b) HT and LT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weatherproof enclosure of a design approved by the Licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the Licensee.

- (c) If meter is supplied by the Licensee, the recovery of the cost of the meter and associated equipment may be made in full amount. The Licensee shall submit a proposal to this effect for the approval of the Commission.

Note: First proviso of section 55(1) of Electricity Act 2003 provides that the licensee may require the consumer to pay security for the price of a meter and enter into an agreement for the hire thereof, unless the consumer elects to purchase a meter. For the benefit/convenience of the consumer as seen from the experience in past, it has been considered expedient that the consumer may arrange his own meter. It is accordingly provided that the cost of the meter shall be borne by the consumer.

- (d) In case of connections where cost of the meter has been borne by the consumer, no meter rental nor any security for the price of meter, shall be charged from the consumer.
- (e) In case of a consumer, who has borne the cost of the meter or purchased the meter himself, the Licensee shall have the option to either give to the consumer the depreciated value of the cost of the meter borne by the consumer or the meter itself after claiming the dismantling charges at the time of termination of the agreement. Depreciation shall be calculated by straight-line method taking a life span of ten years.
- (f) Meter shall be installed by the Licensee at the point of supply in such a manner that it is always accessible to the Licensee for meter reading and other purposes. In case of multi-storied buildings, it shall be fixed preferably on the ground floor/rising mains.
- (g) Whenever a new meter is installed (as a replacement or for a new connection) it shall be sealed in the presence of the consumer and a Meter History card shall be prepared in two copies. The Licensee shall retain a copy and the second copy shall be tagged to the meter. Subsequently, details of any faults in the meter, repairs etc. shall be entered into this card by the Licensee. The seal, name plates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer.
- (h) The consumer shall be responsible for safe custody of Meter(s), MCB/CB etc. except in cases where such Meter(s), MCB/CB etc. are installed in the premises of the Licensee.
- (j) A consumer may get a check meter installed conforming to the technical specifications as laid down in Rule 57 of the Indian Electricity Rules, 1956 until Regulations are framed under the Electricity Act, 2003. These check meters may be calibrated by the Licensee upon payment of prescribed fee. However, check meter readings shall not be used for billing purpose by the Licensee.

5.5 Testing of Meters

- (a) It shall be the responsibility of the Licensee to satisfy himself regarding the accuracy of the meter before it is installed and may test them for this purpose.
- (b) Licensee shall conduct periodical inspection/testing of the meters as per the following schedule:

(i) Single-phase meters-- Once every five years

- (ii) LT 3 phase meters for consumers between 20-100 KVA (CT operated)
 - Once in a year
- (iii) Other LT metering systems – Once in 2 years after installation
- (iii) HT meters including MDI:
 - For EHT level consumers (above 10 MVA) – Once in a quarter.
 - For Loads (contract demand 5-10 MVA) – Once in six months.
 - Remaining HT consumers – Once in a year.

Wherever applicable, CT and PT, pilot wire, shall also be tested along with meters. Ratio tests and error compensations, wherever applicable, may be done.

- (c) The licensee may arrange for third party testing at independent reputed test labs approved by Commission, if the testing facility is not available with them.
- (d) The test results shall be maintained in accordance with Rule 57 of Indian Electricity Rules, 1956 until Regulations are framed by CEA under Sec 53 & 55.

5.6 Defective Meters

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

(b) A consumer may request the Licensee to test the meter installed 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. The Licensee shall test the meter:

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

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

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

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

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

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

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

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

(ii) The provisions of IER 1956 shall however be followed until rules are made under section 53 and 55 of the Act.

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

5.7 Meter (Including MDI) Not Recording

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

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

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

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

(e) In cases where the recorded consumption of past three billing cycles prior to the date meter became defective is either not available or partially available, the

consumption pattern as obtained from consumption of the new /repaired meter for three billing cycles shall be taken for estimation of consumption.

(f) While calculating the average consumption, due consideration of seasonality of load shall be made and in such cases consumption of previous year for same period shall be taken.

5.8 Burnt Meters

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

(i) The Licensee shall restore the supply immediately after by-passing the burnt meter after ensuring that necessary preventive action at site is taken to avoid future damage. Excess loads if any, shall also be removed or regularized by depositing charges as per clause 6.9, before restoring the supply.

(ii) A new meter shall be installed by the Licensee within 3 days.

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

5.9 Cost of Replacement of Defective / Burnt Meters

(a) The cost of replacement of meter shall be borne by the consumer if initially the same; was not borne by him and thereafter no meter rent shall be charged from him.

(b) 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:

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

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

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

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

5.10 Lost Meters

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

Chapter 6 Billing

6.1 General Provisions:

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

- (g) 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, arrears, Security deposit details, rebates, extracts pertaining to consumer rights, Mode of payment and collection facilities, Telephone No.s and address of Customer service, and call centers, where consumers can make bill related complaints, Telephone No.s and address of Consumer Grievance redressal forums etc. In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn should be clearly mentioned.
- (h) Bills of each consumer shall clearly reflect the arrears and amount of current billing separately w.e.f. April .It shall be obligatory on the part of consumers to pay his electricity bills on schedule.
- (i) In cases of unmetered consumers having fixed monthly tariff the Licensee shall issue a Passbook in which payments made by the consumer shall be recorded.
- (j) If a consumer does not receive the bill by the date notified by the Licensee in clause 6.1, he shall obtain a duplicate bill from the concerned billing office of the Licensee. The licensees, in a phased manner may facilitate the consumer to take out the duplicate bill from the website of the licensees also in a phased manner.
- (k) The licensee may allow within a definite time frame, Commercial, public and private Institutions, and Industrial consumers, to pay their bills directly through their bankers. Such consumers shall inform their respective bankers to pay bills directly to licensee's banks on presentation of bill. Consumers shall authorize bankers to debit their account on payment of bill. The licensees may make arrangements with the banks accordingly, and give wide publicity to the scheme.
- (l) The licensee may in a phased manner, starting from special class/ big towns, network all the revenue offices with special Revenue collection centers (E-Seva)

6.2 Bills when Meter Reading not available

- a) In all cases not covered by the "Spot Billing System", if Licensee is not able to read the meter, a provisional bill may be issued on the basis of the average consumption of the previous 3 billing cycles. However, the Licensee shall ensure that such provisional billing does not extend to more than two billing cycles at a stretch. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.
- b) If the meter is not read as it was not accessible in two consecutive billing cycles, provisional bills shall be issued on the basis of the average consumption of previous 3 bills and a notice shall be issued to consumer to keep the meter accessible for reading on a date (at least 7 days after the date of notice) and time specified in the notice.
- c) If meter is not made accessible even on the due date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to either get the meter read by the Licensee, after payment of a penalty charge as laid down by the Commission within next 7 days, failing which the supply shall be disconnected.
- d) The provisions of sub-clause (b) and (c) shall not apply in case of a domestic consumer who has given an advance intimation to the Licensee of the inaccessibility of the meter for reading due to the consumer being out of station and if he has deposited an amount

that covers the minimum/ fixed charges for the duration of the proposed absence. Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading. If, however, the consumer is found to be actually using electricity by more than 15% of his previous three month's average consumption during the period when he had declared to be away, the Licensee shall impose a penalty for mis-declaration upto a maximum of Rs.1000/=.

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

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

6.4 Advance Payment of Bills

- (a) A consumer may make advance payment of electricity bills.
- (b) Upon receipt of a request in the prescribed format (Annex 6.1), the concerned officer shall arrange to prepare a provisional bill based on the average consumption of previous one year and the consumer shall make payment against this bill.
- (c) No interest shall be paid on the unadjusted balance amount lying with the Licensee.
- (d) The advance payment shall be adjusted against the future bills. The Bills shall reflect the balance in the account and the customer shall be required to pay the amount due, in the usual manner, whenever the bill shows a debit balance and all consequences of non-payment of bill shall follow.

6.5 Disputed Bills and Arrears

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

(i) If the Complaint is found to be correct by competent authority a revised bill shall be issued within 7 days of the complaint and consumer shall be given 7

days to make the payment. The Consumer shall not be charged any late payment surcharge (and he shall be eligible for timely payment rebate, if any applicable) if the payment is made by the revised date. If payment has already been made, excess amount shall be adjusted in subsequent bills.

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

- (c) If a consumer has cleared his dues as specified in the bill, and still some part of it is shown as an arrear in the next bill, the consumer may lodge a complaint with the Licensee. However, if this arrear is again reflected in the next billing cycle also the consumer shall be entitled for compensation as prescribed in Annex-7.1.
- (d) In case licensee raises a bill for supply of energy to permanently disconnected connection e.g. six months after temporary disconnection, the Consumer may intimate the MD of the licensee under proper receipt and if no action is still taken within next 15 days, shall be entitled for compensation as prescribed in Annex-7.1, and a penalty of Rs. 500/- per such bill shall be payable by licensee. The licensee shall submit a quarterly statement to the Commission giving zone wise details of such bills along with compensation given on this account during the quarter.

6.6 Self Assessed Bill:

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

6.7 Late Payment Surcharge:

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

6.8 Unauthorised Use of Electricity (UUE), under section 126 of the Act

(a) Procedure for booking a case for unauthorized use of energy (UUE)

1. An assessing officer shall provisionally assess the consumer or any other person for the UUE, if on inspection after due diligence, of any place or premises or after inspection of the equipments, electrical gadgets, meter etc or after inspection of the records, comes to the conclusion that such person is indulging in UUE.
2. The incharge of the inspection team of the Licensee shall handover his business card to the consumer. Photo ID card shall be carried by each team member, and shown to the consumer before entering the premises.
3. The assessing officer shall prepare a report giving details of connected load, condition of seals, working of meter and mention any irregularity noticed for the reason of which, unauthorised use of electricity is established as per format given in Annexure 6.4.

4. The report shall clearly indicate whether conclusive evidence substantiating the fact that UUE was found or not. The details of such evidence should be recorded in the report.
5. Load and consumption of two or more connections shall not be clubbed unless it is proved that the connections are used to serve/supply the same establishment. Mere presence of common entrance or office etc. shall not make connections liable for clubbing.
6. The reports shall give details of calculation of assessment and the relevant provision as per Act /Supply Code/ or tariff schedule shall be quoted. The report shall be signed by the assessing officer and each member of the inspection team and handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in/outside the premises and may be photographed. Simultaneously, the report shall be sent to consumer under Registered Post/Speed post.
7. The licensee shall, serve a 7 working days show cause notice, within 3 days of date of inspection, as to why the case of UUE should not be booked against such consumer. The notice shall invite objection, if any under section 126(3), against the assessment from the consumer stating the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed. The Assessing officer, only after affording a reasonable opportunity of hearing to such person, pass a final order of assessment of the electricity charges payable by such person.

(b) Submission of consumer's reply:

- (i) Within 7 working days from the date of submission of consumer's reply, if made within stipulated time, the Licensee shall analyze the case after carefully considering all the documents, submissions by the consumer, facts on record and the report of inspection on consumer's request. If it is concluded that there is no UUE, the case of UUE shall be dropped immediately and the decision shall be communicated to the consumer under proper receipt within 7 working days from the date of taking the decision.
- (ii) If it is concluded that there is UUE, the Licensee shall arrange hearing with the consumer within 15 days from the date of such decision.

(c) Hearing

- (i) Within 7 working days from the date of submission of consumers' reply, if made within prescribed period, the assessing officer shall arrange a hearing with the consumer.
- (ii) During the hearing the assessing officer shall give due consideration to the facts submitted by the consumer and pass, within 7 days, a speaking order as to whether the case of UUE is established or not. Speaking order shall contain the brief of inspection report, submissions made by consumer in his written reply and during hearing reasons for acceptance or rejections of the same.
- (iii) In case of the decision that the case of UUE is not established, no further proceedings shall be taken and connection shall be restored through original meter.
- (iv) If the Assessing Officer reaches to the conclusion that unauthorised use of electricity has taken place (as defined under Explanation to Section 126 of the Electricity Act, 2003), it shall be presumed that such unauthorized use of electricity

was continuing for a period of three months immediately preceding the date of inspection in case of domestic and agricultural services and for a period of six months immediately preceding the date of inspection for all other categories of services, and he shall be authorised to provisionally assess the consumption as per the procedure specified in Annex-6.3 and serve on the consumer under proper receipt, unless the onus is rebutted by the person, occupier or possessor of such premises or place, a final order shall be passed after hearing..

- (a) The assessment shall be made at a rate equal to one-and-half times the tariff rates applicable for the relevant category of services.
- (b) The amount billed at this rate (one-and-half times 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
- (v) The order of provisional assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as is prescribed by the State Government.
- (vi) The consumer shall be required to make the payment within 7 days of its proper receipt. A copy of the speaking order be served to the consumer under proper receipt.
- (vii) Any person served with the order of provisional assessment, may, accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order upon him. Provided that in case the person deposits the assessed amount he shall not be subjected to any further liability or any action by any authority whatsoever.
- (viii) Any person aggrieved by a final order made under sub clause (c) may, within thirty days of the said order, prefer an appeal to the Appellate Authority prescribed by the State Government in the manner specified in the Annex-6.2. However, no appeal shall be entertained by the Appellate Authority unless the person deposits one third of the amount assessed by the Assessing Officer, with the Licensee and encloses documentary evidence of such deposit with the appeal.

Note; Section 145 of the Electricity Act provides that no civil court shall have the jurisdiction to entertain any suit or proceeding in respect of any matter, which an assessing officer, or an appellate authority appointed, is empowered to determine, and no injunction shall be granted by any court or other authority in respect of any action taken or to be taken or to be taken in pursuance of any power conferred by or under the Act.

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

- (i) In case of default in payment of the assessed amount, the Licensee shall, after giving a 15 days' notice in writing disconnect the supply of electricity, remove meter and service line.
- (ii) In case of default in payment of any of the instalment agreed by the licensee the Licensee shall, after giving a 15 days' notice in writing disconnect the supply of electricity, remove meter and service line. The reconnection shall be carried out as per the provisions of new connection laid down in Chapter IV.

- (iii) When a person defaults in making payment of assessed amount, he, in addition to the assessed amount shall be liable to pay, on the expiry of 30 days from the date of order of assessment, an amount of interest at the rate of sixteen percent, per annum compounded every six months.
- (iv) The levy of charges on account of UUE shall continue till the cause of levy is removed and verified by the Licensee as per procedure laid down above.

6.9 Billing in Case of Excess Load

(i) In cases where the installed meter has the facility of reading 'Maximum Demand', the assessment of excess load shall be made as per the maximum demand recorded in the meter. The excess load shall be maximum demand recorded in the meter minus the contracted load. In other cases, where there is no provision in the meter for depicting the maximum demand, the excess load 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.

Excess load as per (a) or (b) above shall be taken only if computation of the above difference is positive.

(ii). The excess load so determined shall be charged as follows:

- (a) If fixed charges for the consumer category is per connection basis and the excess load does not fall under a high category slab, there shall be no penalty.
- (b) In other cases, it shall be (Fixed charge or demand charges for the detected load minus fixed charge or demand charge paid) * 2 * M, where M is the number of months for which excess load existed or 6, whichever is less.
- (c) The consumer shall be advised to get the load enhanced within 30 days of the detection. However the consumer shall be charged for excess load for the period of notice or the date of removal of excess load whichever is earlier. In case of non-compliance after thirty days, the licensee shall merge the excess load with the prior sanctioned load for three billing cycles, and levy additional charges (additional security etc), on account of enhanced load in regular bills in the next billing cycle, and the new bill shall be issued on the enhanced load.
- (d) 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.

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

6.10 Mode of Payment

- (i) The Consumer may make payment of the bill by Cash (up to Rs 20000), Cheque, and Demand Draft. Payment by Cheque shall be accepted only if it has been drawn on a Bank located at the Headquarters of the Divisional office.
- (ii) 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 dishonoured.
- (iii) 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.
 - (a) The Payment may be made:
 - (i) In person at the designated collection offices of the Licensee during specified time or
 - (ii) By post or courier or.
 - (iii) By deposit in the Drop-boxes maintained by the Licensee at designated locations.
 - (b) In case a cheque is dishonoured or a draft is not realized within the period prescribed in Clause 6.10,
 - (i) The Licensee shall inform the consumer and require him to pay the bill within 7 days in cash.
 - (ii) The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque/non realization of the draft.
 - (iii) 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.
 - (iv) The licensee may also disconnect the supply as per clause 4.36
- (c) In addition to the mode of payments specified in above sub clauses, the Licensee may notify schemes for acceptance of Bill payment through Electronic Clearing System or at designated counters of a bank or through credit /debit cards or through any other means in a specified area and / or for a specified category of consumers, after due notice is given to the consumers. However, any change in the Mode of Payment should be friendlier for the consumers than the prevailing system.
- (d) Where the due date indicated for payment on the bill falls on a Sunday or a public holiday, the payment shall be due on the next working day.
- (e) Special arrangements at payment counters for senior citizens, handicapped and disabled persons, and ladies may be provided on due dates, and in exceptional cases, arrange to collect payments from such consumers, as the licensee deems fit, from their residences.

6.11 Receipt

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

6.12 Application of the Amount Received

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 duty
- (b) Current electricity duty
- (c) Late payment surcharge
- (d) Arrear of Electricity Charges
- (e) Current Electricity charges
- (f) Miscellaneous charges

6.13 Rebate and Late Payment Surcharge

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

6.14 Instalment Facility

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

(ii) No officer below the rank of Executive Engineer shall grant instalments. The Ex. Engineer, DGM/Superintending Engineer and General Manager can grant up to maximum of two, three or four monthly installments respectively. However first instalment shall not be less than 40% of the total amount. Where the amount for installments exceeds Rs.10, 000/- (ten thousand) the consumer shall be asked to deposit post dated cheques of the instalments to the Licensee.

6.15 Recovery of Arrears

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

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

(Explanation: The date from which such charges becomes 'first due', needs to be correctly interpreted. If as a result of regular meter reading/inspection of installation of consumer, such charges/penalties levied as per this code or tariff schedule, shall become first due after 15 days of receipt of such a bill by consumer, and such bill shall be provided to the consumer not later than two billing cycle for that category of consumer.)

Chapter 7

Standards of Performance, Grievance Redressal Mechanism and Compensation

General

- 7.1 (a) The Licensee shall organize its systems and work processes so as to achieve the standards of performance regarding quality of electricity to consumers as set out under the Act and/or in this Code.
- (b) Special emphasis should be placed on proper maintenance and updation of consumer indexing and GIS/GPS base mapping in a time bound manner through use of modern IT based system. Consumer Analysis Tools (CAT) to identify suspected problems/anomalies/and identify trends in metering, billing and collection to enable further action needed to be taken.
- (c) To support the best practices applications, licensee may deploy LAN, WAN, VSAT and optical cable fiber network, as per requirements.
- (c) A time bound program for implementation of SCADA, Remote Substation monitoring and control (RESMAC) for security, reliability and better load management shall be made. Intensive time bound program shall be made to install substation automation equipment, Data management system, trouble call management systems, Microcontrollers (Power Supply and Control), Intelligent DTr's, and Data loggers for monitoring of power supply on feeders, in a phased manner for efficient working of distribution systems, and to begin with, in all high revenue earning industrial and commercial areas.
- (d) Under the distribution system improvement program, on- line transformer tap-changers, Auto voltage boosters, switched capacitor banks, and sectionalisers should be used in the APDRP projects, and wider use in a phased manner.
- 7.2 The Licensee shall endeavour to keep the consumers adequately and timely briefed about their rights & responsibilities and about action taken on their complaints / grievances. The extracts of consumer rights and duties shall be printed on the reverse side of the electricity bill.
- 7.3 The Licensee shall ensure that wide publicity is made of all the procedures that relate to consumers by way of brochures, pamphlets, publication in newspapers, wherever so required by rules or regulations, as well as electronic media. Copies of these procedures shall be sent to all Panchayat offices free of cost and shall be available for public through the local offices of the Licensee on payment of nominal charges. These procedures shall also be posted on the website of the Licensee. Changes/ amendments in these rules are also to be widely publicized.
- 7.4 The EE /authorised representative shall be available in his office on all notified days, during notified hours, to meet with the consumers. The DGM/competent authority of the circle and the CGM /GM of the Zone shall schedule at least one day per week to meet with the public and listen to their grievances during notified hours. This shall be widely publicized.
- 7.5 Failure to conform to the standards, as mentioned under clause 7.7, without prejudice to any penalty, which may be imposed, shall attract payment of compensation, as

specified in Annex-7.1, to the person affected. The Commission may revise the amount of compensation and start date of implementation, from time to time in consultation with consumers and Licensees.

7.6 The amount of penalty and compensation as paid by the Licensee shall not be passed through in the annual revenue requirement of the Licensee while determining the tariff.

7.7 Standards of Performance

(i) The standards of customer service are for

- (a) Supply related matters
- (b) New connections/disconnections/re-connections and related matters,
- (c) Metering
- (d) Billing
- (e) Transfer of ownership and conversion of services

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

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

7.7.1 Supply Related Matters

General

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

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

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

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

(e) The Licensee shall give notice of all scheduled outages (including rostering) exceeding 180 minutes in any area by way of notices published in the newspaper at least 24 hours prior to the outage schedule and through CCCs.

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

(g) 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.

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

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

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

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

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

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

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

2. In case of overhead line break down:

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

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

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

4. In case of distribution Transformer failure:

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

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

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

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

(b) Voltage Variation

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

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

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

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

7.7.2 New Connection/Disconnections/Reconnections and Related Matters – as given in chapter 4 of the Code.

(a) If a distribution Licensee fails to provide new connection to an applicant within the period specified under chapter 4, the Licensee shall be liable to a penalty, at the rate of Rs 5 per thousand Rupee (or part thereof) of the amount deposited by the applicant, which may extend up to Rs.1000/- for each day of default. To claim this penalty the applicant shall make a petition before the Consumer Grievance Forum.

(b) The licensee shall issue the first bill within two billing cycles of energising the connection. Non-receipt of bill beyond this period shall be reported to the concerned Executive Engineer of the licensee, and the licensee shall issue the bill in next 7 days. In case the bills are not raised even after specified period from the date of energisation the connection, the licensee shall be liable to pay compensation as specified.

(c) The licensee's right to recover the energy charges through the first bill shall be limited to two years from the date of energisation of connection.

7.7.3 Metering – as given in chapter 5 of the Code.

7.7.4 Billing - as given in chapter 6 of the Code

7.7.5 Transfer of Ownership and Conversion of Services – as given in chapter 4 of the Code

7.7.6 COMPLAINT HANDLING PROCEDURE RELATING TO DISTRIBUTION AND RETAIL SUPPLY:

The licensee shall endeavour to switch over to complaint handling procedure as provided herein, instead of the existing practice, and may be made effective, from the dates to be notified by Commission, after the Electricity Supply Code is notified by State Government.

1. Nature of complaints:

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

2. Where to lodge Complaints:

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

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

3. No Current / failure of power supply:

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

- i. Fuse blown out tripping of MCB
- ii. Burnt meter
- iii. Service line had broken
- iv. Service line snapped from pole
- v. Fault in distribution mains
- vi. Distribution transformer failed/burnt
- vii. HT mains failed
- viii. Problem in grid (33 kV or 66 kV) substation

- ix. Planned/scheduled/emergency Maintenance work.
- x. Load Shedding

Note:

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

Note:

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

4. Voltage Complaints

- a) In the case of Low / High voltage, the complaint should be lodged at the Centralized Call Centre giving name, address of the complainant along with brief nature of the problem faced. The operator on duty shall register the complaint and intimate the complaint number in every case.
- b) The Centralized Call Centre shall communicate the complaint to the mobile service groups at the concerned Service Centres. The mobile service group would then proceed to the address provided by the complainant, investigate the cause of complaint, and resolve the problem.
- c) In case problem is local e.g. due to loose connection of service line, the mobile group shall rectify the fault themselves. In case the voltage problem is due to some other reason(s), such as, deficiency in the system, the mobile group shall bring this to the notice of the Area Sub Divisional Officer.
- d) The Area Sub Divisional Officer shall ascertain if the problem can be rectified by changing the Tap position of the transformer, and if possible, he shall do so after getting the approval from the Deputy General Manager (Distribution). However, in case the Sub Divisional Officer find that problem is due to deficiency in the distribution system requiring up-gradation of distribution lines, transformers, capacitors etc., he shall inform the Deputy General Manager (Distribution) for taking further necessary action.
- e) The voltage problem shall be resolved with the time limits specified in clause 7.7.

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

5. Scheduled outages/load shedding:

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

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

7.9 Compensation

(a) The Licensee shall be liable to pay, to the affected consumers, compensation as specified in Annex 7.1 for Licensees failure to meet the guaranteed standards of performance. With respect to reduction of load, enhancement of load and carry forward of fictitious arrear of Annex 7.1, the liability of compensation on Licensee shall be effective from the date of enforcement of the Code. The liability of compensation in some standards of performance shall be applicable from such date the Commission may direct by notification issued for the purpose.

(b) Compensation, depending upon the nature of the complaint, would either be released by the concerned Licensee automatically within 90 days of its determination in

accordance with Annex 7.1, which for the time being are being deferred by the Commission, or it would be claimed by the consumer with the licensee.

Provided that compensation shall be applicable to only those consumers who have no arrears on electricity dues, and conditions, not covered or incidental to factors mentioned in clause 9.1 of this code.

Provided that, the licensee shall compensate the person(s) affected not later than three billing cycles.

Provided also, that no claim for compensation shall be entertained if the same is filed later than a period of ninety days from the date of rectification of the deficiency in performance standard.

Provided further, that such compensation shall be paid or adjusted in the consumer's bill issued subsequent to the award of compensation.

And also provided that, matters related to grievance of any consumer related to compensation, shall be dealt with in accordance with the procedure specified in the Business Regulation for filing a petition, and the procedure set out in the Consumer Grievance Redressal Regulations.

7.10 Consumer Grievance Redressal Forum & Ombudsman

- a. The Licensee shall set up Consumer Grievance Redressal Forum in accordance with the UPERC (Consumer Grievance Redressal Forum & Ombudsman) Regulations, 2003, and as amended from time to time.
- b. Any consumer aggrieved by any action of the Licensee, in respect of the matters mentioned in clause 7.7.1 to 7.7.5 or those covered under the said Regulations may file a complaint with the Licensee.
- c. If the Licensee fails to settle the complaint of the consumer within the time limits specified in this Code or otherwise provided in the said Regulations, or the consumer is not satisfied by the redressal, the consumer can file a complaint in the Consumer Grievance Redressal Forum as per the specified procedure under the said Regulations.
- d. Any consumer, aggrieved by non-redressal of his grievances by the Consumer Grievance Redressal Forum, may make a representation for the redressal of his grievance to an Ombudsman as designated /appointed by the Commission in accordance with the procedure specified in UPERC (Consumer Grievance Redressal Forum & Ombudsman) Regulations, 2003.

7.11 Assessment

Any person aggrieved by the final order passed by an assessing officer, under section 126 of the Electricity Act 2003 may, within 30 days of the said order prefer an appeal, as per the procedure specified in Annex 6.2, to an appellate authority prescribed by the UP Government, as per the order of the Central Government from time to time. The order detailing the creation of appellate authority, as issued by the UP Government, is reproduced in Annex 7.2.

7.12 Information on Standards of Performance

- a) The Licensee shall set up systems for monitoring, by a senior officer designated for the purpose, of performance against service standards and shall send a report to the Commission in this regard on a quarterly basis.
- b) The information shall adequately show the number of such cases reported during the period and the cases pending resolution under separate heads at the end of each month of the quarter.
- c) Based on the information provided by the Licensees, under clause 7.12(b) above, the Commission shall notify the target levels for overall performance standards and the indices to be achieved compulsorily and a road map to achieve it. Without taking stock of the Licensees performance against the guaranteed standards in the manner as prescribed above, which is being introduced for the first time, it would be unrealistic to lay down a percentage in form of overall performance standard and hence the same would be determined after having the first annual review of the Licensees performance against the guaranteed standards.
- d) The Commission shall, at such intervals as it may deem fit, direct the Licensee or otherwise arrange for the publication of the information furnished by Licensees under this regulation in such form and manner as the Commission consider it to be appropriate.

7.13 Complaints before the Commission

The complaint before the Commission may be filed under the provisions of the Act, or Regulations made there under, provided it concerns with compliance of orders, rules, regulations, or directives of Commission, provided also, that all such matters, are other than those covered under clause 7.10 of this code.

Provided further, the appeal from the decision of a Chief Electrical Inspector or an Electrical Inspector, shall lie with the Commission as per the provision laid down in section 35 of the Electricity Reforms Act, 1999, until provisions contrary to this effect are made by the State Government.

Chapter 8 Tampering, Distress or Damage to Electrical Plant, Meters etc.

8.0 Provisions of Electricity Act 2003:

The Act deals elaborately under sections 135 to 141 regarding the tampering, distress etc., however for the sake of completeness and to provide consolidated information to the consumers, the relevant provisions of the Act for ready reference are reproduced below.

Tampering of meters and Theft of Electricity

Section 135 of the Act, which deals with theft of electricity, reads as follows:

“ 1) Whoever, dishonestly,-

- a) taps, makes or causes to be made any connection with overhead, underground or under water lines or cables, or service wires, or service facilities of a licensee; or
- b) tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or
- c) damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity, so as to abstract or consume or use electricity shall be punishable with imprisonment for a term which may extend to three years or with fine or with both; Provided that in a case where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use-

(i) does not exceed 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction the fine imposed shall not be less than six times the financial gain on account of such theft of electricity.

(ii) exceeds 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction, the sentence shall be imprisonment for a term not less than six months but which may extend to five years and with fine not less than six times the financial gain on account of such theft of electricity:

Provided further that if it is proved that any artificial means or means not authorized by the Board or licensee exist for the abstraction, consumption or use of electricity by the consumer, it shall be presumed, until the contrary is proved, that any abstraction, consumption or use of electricity has been dishonestly caused by such consumer.

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

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

- 3) The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list;
Provided that no inspection, search and seizure 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) The provisions of the Code of Criminal Procedure, 1973 (2 of 1974), relating to search and seizure shall apply, as far as may be, to searches and seizure under this Act.”

Theft of electric lines and materials

Section 136 of the Act, which deals with theft of electric lines and materials, reads as follows:

“ 1) Whoever, dishonestly,-

(a) cuts or removes or takes away or transfers any electric line, material or meter from a tower, pole, any other installation or place of installation or any other place, or site where it may be rightfully or lawfully stored, deposited, kept, stocked, situated or located, including during transportation, without the consent of the licensee or the owner, as the case may be, whether or not the act is done for profit or gain; or

(b) stores, possesses or otherwise keeps in his premises, custody or control, any electric line, material or meter without the consent of the owner, whether or not the act is committed for profit or gain; or

(c) loads, carries, or moves from one place to another any electric line, material or meter without the consent of its owner, whether or not the act is done for profit or gain, is said to have committed an offence of theft of electric lines and materials, and shall be punishable with imprisonment for a term which may extend to three years or with fine or with both.

2) If a person, having been convicted of an offence punishable under subsection (1) is again guilty of an offence punishable under that sub-section, he shall be punishable for the second or subsequent offence for a term of imprisonment which shall not be less than six months but which may extend to five years and shall also be liable to fine which shall not be less than ten thousand rupees.”

Punishment for receiving stolen property

Section 137 of the Act which deals with punishment for receiving stolen property reads as follows:

“Whoever, dishonestly receives any stolen electric line or material knowing or having reasons to believe the same to be stolen property, shall be punishable with imprisonment of either description for a term which may extend to three years or with fine or with both.”

Interference with meters or works of licensee

Section 138 of the Act, which deals with interference with meters or works of licensee reads as follows:

“ 1) Whoever,

(a) unauthorizedly connects any meter, indicator or apparatus with any electric line through which electricity is supplied by a licensee or disconnects the same from any such electric line; or

(b) unauthorizedly reconnects any meter, indicator or apparatus with any electric line or

other works being the property of a licensee when the said electric line or other works has or have been cut or disconnected; or

(c) lays or causes to be laid, or connects up any works for the purpose of communicating with any other works belonging to a licensee; or

(d) maliciously injures any meter, indicator, or apparatus belonging to a licensee or wilfully or fraudulently alters the index of any such meter, indicator or apparatus or prevents any such meter, indicator or apparatus from duly registering; shall be punishable with imprisonment for a term which may extend to three years, or with fine which may extend to ten thousand rupees, or with both, and, in the case of a continuing offence, with a daily fine which may extend to five hundred rupees; and if it is proved that any means exist for making such connection as is referred to in clause (a) or such re-connection as is referred to in clause (b) , or such communication as is referred to in clause (c), for causing such alteration or prevention as is referred to in clause (d), and that the meter, indicator or apparatus is under the custody or control of the consumer, whether it is his property or not, it shall be presumed, until the contrary is proved, that such connection, reconnection, communication alteration, prevention or improper use, as the case may be, has been knowingly and wilfully caused by such consumer.”

Negligently wasting electricity or injuring works

Section 139 of the Act, which deals with negligent usage, reads as follows:

“Whoever, negligently causes electricity to be wasted, or diverted or negligently breaks, injures, throws down or damages any material connected with the supply of electricity, shall be punishable with fine which may extend to ten thousand rupees. “

Penalty for maliciously wasting electricity or injuring works

Section 140 of the Act which deals with the penalty for maliciously wasting electricity or injuring works reads as follows:

“Whoever, maliciously causes electricity to be wasted or diverted, or, with intent to cut off the supply of electricity, cuts or injures, or attempts to cut or injure, any electric supply line or works, shall be punishable with fine which may extend to ten thousand rupees.”

Extinguishing public lamps

Section 141 of the Act which deals with penalty for extinguishing public lamps reads as follows:

“Whoever, maliciously extinguishes any public lamp shall be punishable with fine which may extend to two thousand rupees.”

Compounding of offences

Section 152 of the Act which deals with compounding of offences reads as:

“1) Notwithstanding anything contained in the Code of Criminal Procedure, 1973 (2 of 1974), the Appropriate Government or any officer authorized by it in this behalf may accept from any consumer or person who committed or who is reasonably suspected of having committed an offence of theft of electricity punishable under this Act, a sum of money by way of compounding of the offence as specified in the Table below:

Nature of Service	Rate at which the sum of money for compounding to be collected per Kilowatt (KW) / Horse Power (HP) or part thereof for Low Tension (LT) supply and per Kilo Volt Ampere (KVA) of contracted demand for High Tension (HT)
1. Industrial Service	Twenty thousand rupees;
2. Commercial Service	Ten thousand rupees;
3. Agricultural Service	Two thousand rupees;
4. Other Services	Four thousand rupees;

Provided that the Appropriate Government may, by notification in the Official Gazette, amend the rates specified in the Table above.

- 2) On payment of the sum of money in accordance with sub-section (1), any person in custody in connection with that offence shall be set at liberty and no proceedings shall be instituted or continued against such consumer or person in any criminal court.
- 3) The acceptance of the sum of money for compounding an offence in accordance with sub-section (1) by the Appropriate Government or an officer empowered in this behalf shall be deemed to amount to an acquittal within the meaning of section 300 of the Code of Criminal Procedure, 1973 (2 of 1974).
- 4) The compounding of an offence under sub-section (1) shall be allowed only once for any person or consumer”

8.1 Procedure for booking a case for theft of energy for consumers.

- (i) An authorized officer under section 135 of the Act, suo moto or on receipt of reliable information regarding theft of electricity shall promptly conduct, exercising due diligence, inspection of such premises.
- (ii) The officer incharge of the inspection team of the licensee shall carry his Business card . Photo ID card shall be shown and Business card handed over to the consumer before entering the premises. Other members of the team shall carry photo identity cards.
- (iii) The authorised officer shall prepare a report giving details such as connected load (except in cases when applicable tariff is on demand basis), condition of seals. Working of meter and mention any irregularity noticed (such as artificial means adopted for theft of energy) as per format given in Annexure 6.4.
- (iv) The report shall clearly indicate whether conclusive evidence substantiating the fact that theft of energy was found or not. The details of such evidence should be recorded in the report.
- (v) In case of suspected theft, the authorized officer shall not remove the tampered meter but shall disconnect it from the supply and shall restore the supply through a new meter of appropriate rating in case of LT Domestic Agriculture and Commercial consumers. In such cases, the Licensee shall check the connected load at the premises, affix a

numbered patented paper seal on the tampered meter and shall also record the particulars of the same in the report. In case of HT connection, the supply may be disconnected if there is a conclusive evidence of theft as recorded by photographs/MRI reports for TVM meters, or apprehends removal of evidence by consumer, and report shall be prepared at site. However the hearing and assessment procedure shall continue as described later.

- (vi) The report shall be signed by the authorized officer and a member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in / outside the premises and may be photographed. Simultaneously, the report shall be sent to the consumer under Registered post/speed post.
- (vii) The Licensee shall serve a show cause notice within 3 days from the date of inspection, as to why the case of theft should not be booked against such consumer. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

(Note: Section 152 of the Act which deals with compounding of offences, shall be applicable, where the State Government or any officer authorized by it in this behalf accepts from any consumer or person who committed or who is reasonably suspected of having committed an offence of theft of electricity punishable under this Act, a sum of money by way of compounding of the offence as specified in the Table for the purpose. In such cases, the procedure as laid down here for booking theft, conducting hearing, assessment, and procedure of issuing order, shall not be applicable, and the procedure as laid down in section 152 of the Act shall be applicable)

8.2 Hearing

Within 4 working days from the date of submission of consumers' reply, if made within prescribed period, the Licensee shall arrange a hearing with the consumer.

- (i) Before the hearing, the designated officer of the Licensee who shall be senior to the authorized officer, before whom hearing has to be given, shall analyse the case after carefully considering all the documents, submissions by the consumer, facts on record and the consumption pattern, wherever available. The Licensee shall also assess the energy consumption for past period as per Annexure 6.3(c). In case of suspected theft/, if average monthly consumption pattern for last one year is reasonably uniform and is not less than 75% of the assessed consumption (monthly), no further proceedings shall be taken and the decision shall be communicated to the consumer under proper receipt within 3 working days and connection shall be restored through original meter after proper checking/resealing.
- (ii) During the hearing the licensee shall give due consideration to the facts submitted by the consumer and pass, within 15 days, a speaking order as to whether the case of suspected theft is established or not. Speaking order shall contain the brief of inspection report, submissions made by consumer in his written reply and during hearing and reasons for acceptance or rejections of the same.
- (iii) In case of the decision that the case of suspected theft is not established, no further proceedings shall be taken and connection shall be restored through original meter.

- (iv) Where it is established that there is a case of theft of energy, the Licensee shall assess the energy consumption for past period as per the assessment formula given in Annexure 6.3(c) and prepare final assessment bill on 3 times the rates as per applicable tariff and serve on the consumer under proper receipt. The consumer shall be required to make the payment within 7 working days of its proper receipt. A copy of the speaking order shall be handed over to the consumer under proper receipt on the same day.

8.3 Default in payment of assessed amount or instalments thereof.

- (i) In case of default in payment of the assessed amount, the Licensee shall, after giving a 15 days' notice in writing, disconnect the supply of electricity, remove meter and service line and shall also file a case against the consumer in designated special court as per the provisions of section 135 of the Act.
- (ii) In case of default in payment of any instalment agreed by the Licensee, the Licensee shall, after, giving a 15 days' notice in writing disconnect the supply of electricity, remove meter and service line and may also and file a case against the consumer in designated special court as per the provisions of section 135 of the Act. The reconnection shall be carried out as per the provisions of new connection laid down in Chapter IV.

8.4 Voluntary declaration of tampered meters

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

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

8.5 General

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

Chapter 9 General Provisions

9.1 Force Majeure and Restrictions on Supply of Power

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

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

9.2 Demand Side Management

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

9.3 Service of Notices

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

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

9.5 Power to Remove Difficulties

(i) If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any provision, the Commission shall pass necessary orders to remove such difficulties or disputes of interpretation.

(iii) In case of any inconsistency in Hindi and English version of the Supply Code, the provision and meaning of English version shall prevail.

9.6 Repeal

The Uttar Pradesh Electricity Supply Code- 2002 (Distribution Code) is hereby repealed.

By Order of the Commission,

(Sangeeta Verma)
Secretary

Annexure: - 3.1 (Ref. Clause 3.7 & 6.1(a))

Existing Consumer Categories and Billing Cycle

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

Annexure-4.1 (Ref. Clause 4.4)

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

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

9. Type of unit firm (Viz: ownership: ----- /Partnership/ Private Ltd./Public Ltd. /Society/Govt.Deptt. /Govt undertaking
10. Name of Institution developing Industrial Premises: ----- (e.g. UPSIDC/self/industries deptt. Etc.)
11. Possession Letter or No. Objection Certificate: ----- Issued by the Institution (copy enclosed.) No. -----Date-----
12. Whether supply is needed through independent feeders: -----
13. Whether the above unit ever operated at some other place or applied for connection?
(If yes, pl. furnish the following)
 - (a) Sanction load: -----
 - (b) Service Connection No. :-----
 - I Arrears of payment (in any): -----
 - (d) Address
14. If electricity connection for the premises is being requested in the past. If yes details of electricity connection.
 - (a) Name of unit: -----

- (a) Service connection no. :-----
 (b) Arrears of payment (if any): -----
 15. Purpose or process for which Electricity load is required. :-----
 16. Nature of process: -----
 17. (a) Registration No. from Deptt. Of Industries U.P. Govt. (Copy to be enclosed) :-----

 (b) No objection certification from Pollution Control Board (Copy to be enclosed.) :-----

 18. Name of the Agency Financing the unit (UPFC/PICUP/BANK/SELF/Any other) :-----

 19. Proposed date of start of Production: -----
 20. Is there any other industrial unit operating in the vicinity If yes, please given name and address -----
 21. Pl. specify voltage ratio & capacity of the nearest Electricity sub-station and its distance from the unit: -----

Enclosures:

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

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

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

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

DECLARATION

I/We,, solemnly assure and undertake that

- A. I/We hereby declare that I/we desire to have and agree with the Licensee to take a supply of energy for the above mentioned purposes, for a period of not less than 2 years from the date of commencement of supply and to pay for the energy so supplied and all other charges at the rates set out in the Tariff Order.
- B. I/We also agree to be bound by the Licensee's Distribution Code as approved by the Commission including any modifications thereof and the provisions of Electricity Act, 2003 together with the Rules framed there under
- C. I/We also declare that in the event of my/our failure to comply with the above provisions, it shall be lawful for the Licensee to discontinue the supply in terms of the aforesaid Distribution Code.
- D. I/We further declare that the Licensee shall not be held responsible for any interruption/diminution of supply for reasons beyond its control.

- E. I/We understand that this declaration can be cancelled after two years by either party giving notice as per the procedure described in this code.
- F. I/We further agree that this declaration given by me/us shall be construed as an Agreement with the Licensee to the above effect.
- G. I/We declare that all details furnished in the Application Form are true to my/our knowledge. If any information is found incorrect at a later date, then the Licensee shall have the right to withhold/ disconnect supply, as the case may be.
- H. It shall be ensured by me/us that there is no unauthorized addition/alteration to the equipment or unauthorised use of electricity. In other words, it shall be ensured by me/us that the energy provided to me/us by the Licensee is utilized as per law and authorization. In case the Licensee has reasonable basis to understand or apprehend that there is in any way whatsoever unauthorized addition/alteration to the equipment or unauthorised use of electricity, it shall be open to the designated authority of the Licensee to enter upon the premises for general inspection and testing of the equipment, meter and wiring etc.
- I. I/we undertake to intimate the Licensee as per the procedure described in the 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:

Witnesses: -

Signature of lessee/tenant/occupier

1)

2)

Annexure 4.3 (Ref. Clause 4.4)

Owner Consent Letter for getting New Supply.

To

*The Designated Executive Engineer
(Address of the Licensee)*

OWNER'S CONSENT LETTER

*I -----of-----
-----being the legal owner---of the premises No.-----
-----hereby agree as follows-*

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

Signed by the said -----

In the presence of -----

Witness Name -----

Address -----

Annexure-4.4 (Ref. Clause 4.4)

Format for Work Completion Certificate and Test Results

विद्युत सुरक्षा निदेशालय

कार्यपूरक प्रमाण-पत्र

(राज्य सरकार से अनुज्ञप्ति (लाइसेन्स) प्राप्त ठेकेदार द्वारा भरा जायेगा)

उपभोक्ता / स्वामी का नाम :

पिता / पति का नाम :

पता :

परिसर की अवस्थिति :

वोल्टता और प्रदाय की प्रणाली – :

(1) वोल्तता :

(2) कलाओं (फेजों) की संख्या :

(3) ए0सी0 / डी0 सी0 :

वायरिंग का प्रयोजन– :

वायरिंग के प्रकार (बैटन, कन्डूट इत्यादि) :

संस्थापना की विशिष्टियां :-

220 / 230 वोल्ट्स						400 / 440 वोल्ट्स		उच्च / अति उच्च वोल्टता संस्थापन	
फेज 1		फेज 2		फेज 3		संख्या	कुल क्षमता	संख्या	कुल क्षमता
संख्या	कुल वाट्स	संख्या	कुल वाट्स	संख्या	कुल वाट्स				

- (1) बलितियों के प्वाइन्ट
- (2) पंखों के प्वाइन्ट
- (3) प्लग प्वाइन्ट
- (4) मोटर / जेनरेटर्स
(पूर्ण ब्योरा दिया जाय)

योग

II- अन्य उपस्कर (पूरा ब्योरा दिया जाय)

- (1)
- (2)

कुल संयोजन भार किलोवाट में—
अधिकतम करंट मांग, एम्पियर में —

(कुल संयोजित भार के आधार पर)

विद्युत का रिसाव (विद्युतरोधी प्रतिरोधी कम से कम एक मेगाओम होगा अथवा उतना होगा जितना भारतीय मानक संस्थान द्वारा समय समय पर विनिर्दिष्ट किया जाय) ।

टेकेदार द्वारा विद्युतरोधी प्रतिरोधी के परीक्षण का परिणाम—

फेज— 1 व अर्थ

फेज—2 व अर्थ

फेज—3 व अर्थ

(I) फेज एवं अर्थ के बीच —

(II) न्यूट्रल एवं अर्थ के बीच—

(III) तारों के मध्य —

नियम —29 :—

- (I) बतायें कि वायरिंग का कार्य, प्रयुक्त सामग्री तथा उपकरण भारतीय मानक संस्थान की व्यवहार संहिता के अनुसार है ।
- (II) बतायें कि प्रत्येक सर्किट अलग-अलग स्विचों द्वारा नियंत्रित हैं ।
- (III) बतायें कि समस्त स्विच विद्युतमन्य (जीवन्त) चालकों पर लगाये गये हैं ।

नियम— 32 :—

बतायें कि दो तार प्रणाली का अर्थवायर तथा बहुतार प्रणाली के भूसम्पर्कित न्यूट्रल वायर पर स्थायी प्रकृति का सूचक लगाया गया है जिससे कि ऐसे चालक को विद्युतमय (जीवन्त) चालक से सुभिन्न किया जा सके ।

(सत्यापन प्रमाण-पत्र)

मैं / हम ————— लाइसेन्स प्राप्त विद्युत टेकेदार, लाइसेन्स संख्या —————
निम्न का सत्यापन करते हुए घोषणा करते हैं —

- (अ) कि पूर्वीक्त विद्युत संस्थापन कार्य मेरे द्वारा किया गया है ।
- (ब) पूर्वीक्त अंकित संस्थापन का विद्युतरोधी का परीक्षण मेरे / मेरे सुपरवाइजर द्वारा किया गया है एवं उसका परीक्षण परिणाम मेरे / मेरे सुपरवाइजर द्वारा अंकित किये गये हैं ।
- (स) संस्थापन कार्य भारतीय विद्युत नियम, 1956 एवं भारतीय मानक संस्थान की व्यवहार संहिता के प्राविधानों के अनुरूप किया गया है ।
- (द) उपरोक्त कार्य मेरे / हमारे निम्नांकित स्टाफ द्वारा किया गया है —

वायरमैन का नाम ————— परमिट सं० ————— वैधता की तिथि —————

हस्ताक्षर

पर्यवेक्षक का नाम ————— प्रमाण प.त्र सं० ————— वैधता की तिथि —————

हस्ताक्षर

अप्रिन्टिस का नाम एवं हस्ताक्षर -----

दिनांक :-----

विद्युत ठेकेदार की फुर्म का नाम

लाइसेंस संख्या

लाइसेंस श्रेणी

वैधता का दिनांक

ठेकेदार के हस्ताक्षर

घोषणा
(उपभोक्ता द्वारा की जाय)

मै प्रमाणित करता हूँ कि राज्य विद्युत परिषद लाइसेंसी द्वारा विद्युत ऊर्जा के प्रदाय हेतु निर्धारित शर्तो एवं भारतीय विद्युत नियम, 1956 के प्राविधानों का अनुपालन मेरे द्वारा ठीक प्रकार किया गया है । । मुख्य फ्यूज की अधिकतम क्षमता -----एम्पीयर से अधिक नहीं है तथा संस्थापन में किसी प्रकार की बढौतरी अथवा ओवरलोडिंग राज्य विद्युत परिषद लाइसेंसी द्वारा अनुज्ञा प्राप्त होने पर ही की जायेगी ।

दिनांक -----

उपभोक्ता का नाम एवं हस्ताक्षर

परीक्षण रिपोर्ट
(सप्लायर के प्रतिनिधि द्वारा भरी जायेगी)

विद्युतरधी प्रतिरोणी का परिणाम--

फेज- 1 व अर्थ

फेज-2 व अर्थ

फेज-3 व अर्थ

(1) फेज एवं अर्थ के बीच -

फेज- 1 व 2

फेज-2 व 3

फेज-3 व 1

(2) तार के बीच -

विद्युत संस्थापन में पायी गयी कमियों (यदि कोई हों) एवं कमियों को दूर कराने हेतु कृत कार्यवाही:-

- 1-
- 2-
- 3-
- 4-

दिनांक -----

प्रदायकर्ता (सप्लायर) के निरीक्षणकर्ता
का नाम एवं हस्ताक्षर
पदनाम

विद्युत सुरक्षा निदेशालय का प्रमाणक

निरीक्षण का परिणाम

निरीक्षण अधिकारी के हस्ताक्षर और

(विवरण संलग्न किया जाये)

पद नाम

निरीक्षण तिथि

Annexure-4. 5(Ref. Clause 4.10)

This form is available free of cost

Application Form for Requisition of Temporary Supply of Energy

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

DECLARATION

I/We,, solemnly assure and undertake that

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

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

Date: _____ Applicant's Signature _____

Place:
(To be Filled by the Licensee)

1. Date of application received:
2. Contracted Load Sanction
3. Date of commencement of Supply:
4. Reference No:

Acknowledgement

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

Signature of Representative of the Licensee

Annexure: - 4.6 (Ref. Clause 4.12)

Procedure for Determination of Connected Load

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

Note:

- 1) If any equipment is connected with plug point equipment's load or plug point rating whichever is maximum shall be taken. In such case, load of plug point shall not be counted separately.
- 2) For 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. Only heating or cooling use of these apparatus/loads shall be taken into account as per prevailing season (i.e. 1st April to 30th September for cooling use and 1st October to 31st March for heating use).
- 5) The equipment which is under installation and not connected electrically, equipment stored in warehouse/showrooms either as spare or for sale is not to be considered as "connected load".

(Ref. Clause -4.9)

Procedure for Determination of Contracted Load in case of Multi-storied Building

- (i) For domestic - 500 watt per 100 Sq. foot of the constructed area.
- (ii) For commercial - 1500 watt per 100 Sq. foot of the constructed area
- (iii) For lift, water lifting pump, streetlight if any, corridor/campus lighting and other common facilities, actual load shall be calculated.

Annexure – 4.7(Ref. Clause 4.14 (g))

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

Annexure 4.9(Ref. Clause 4.37)

Format for Intimation to Consumer after Temporary Disconnection of Supply
Office Address

No. _____
_____ (Name of Consumer)
_____ (Address)

Date:

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:

Service Connection 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
 - ii) Max. Demand KW/MW
 - iii) Details of load added/ disconnected from supply
(Please attach list of equipments category-wise)
 - (a) Lighting
 - (b) Motive Power
 - I 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

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)

-----**Cut From Here**-----
(For Office Use)

1. Site verification report

Signature
(JMT/SMT)

2. Comments of AE (Meter)

Signature
AE (Meter)

3. Reference of informing the consumer within seven days

-----**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 of Representative of Licensee

Annexure 6.1(Ref. Clause 6.4(b))

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

Annexure 6.2 (Ref Clause 6.8(c)&7.11)

Procedure for Filing of Appeal Before the Appellate Authority

1. Filing of appeal

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

Amount assessed

Fee

Up to Rs. 1 Lac

3% of the assessed amount subject to minimum of Rs.500/=

Above Rs.1 Lac

1% of the assessed amount

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

2. Miscellaneous

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

3. Format

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

Appeal against final order of _____

Case No. of 200.....

In the matter of(gist of the purpose of the appeal)

I Between

1.

Appellant
(Full address of the Consumer
including SC No.,category of service)

AND

2.

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

Appeal under Section 127 of the Electricity Act 2003

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

1.

2.

(State the facts of the case)

Grounds

1.

2.

3.

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

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

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

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

Prayer

It is therefore, prayed that _____

Appellant

VERIFICATION

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

Place:

Name & Signature of the Appellant

Date:

Note:

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

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

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

Annex-6. 3 (Ref. Clause 6.8(c))

Assessment in case of Unauthorized use of Electricity

A. For cases covered under (i),(ii), (iii) and (v) of the definition of unauthorized use.

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

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

H = is the average number of hours per day the supply is made available in the feeder, feeding the consumer for the corresponding month.

D = 90 days in case of domestic or agriculture consumers and 180 days for all other consumers unless the onus is rebutted by the consumer/person,

F = for different types of supply as given below:

- | | |
|---|----------|
| a) For L & F and domestic power consumers | F = 0.30 |
| b) For Commercial L & F and power consumers | F = 0.50 |
| c) For Small and Medium power consumers | F = 0.50 |
| d) For large and heavy power consumer | F = 0.75 |
| e) Categories not covered above | F= 0.50 |

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

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

B. For cases covered under (iv) of the definition of unauthorized use.

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

from the date of detection shall be charged at one and half times the rate applicable for the category for which load was found to have been used.

(ii) The calculations above are subject to the condition that metering of energy is healthy, else, the energy will be calculated on the basis of LFDH formula as per details in A-1 above.

(iii) This shall not relieve the consumer from any penalty imposed by law or under any other provisions of the Code.

Reference 8.2(v)

(C) Assessment of Energy in cases of theft /Pilferage

- (i) Assessment of energy in the cases of theft/pilferage shall be done based on the formula $L * F * H * D$, as in unauthorized use. The 'L' 'F' and 'D' shall remain same.
- (ii) Only for direct theft, 'F' shall be 100%.
- (iii) The hours of supply per day shall be average supply hours made available at the feeder, for the corresponding month.
- (iv) The consumption so assessed, shall be charged at 3 times the normal tariff applicable, after adjusting the payments made for any energy consumption for the assessment period if any.

INSPECTION FORM:

Sub Division

I. Inspection notes of Sri Time Hours Dated.....199

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

(b) Person present at the time of inspection

Name in block letters Signature

Relationship with the consumer:

III. (a) Any other person available at the time of inspection and their relationship with the Consumer

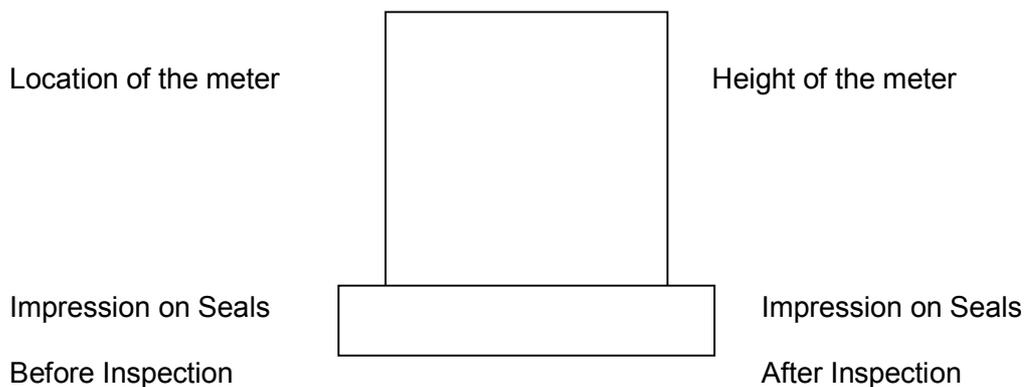
(b) Any other departmental staff present

IV. 1. S.C. No. 2. Distribution

3. Nature of premises:

4. Category:

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



Meter Box
Meter Terminal Cover
Meter Cover

(b) Meter Particulars: Date of testing :

Meter No. Make:

Capacity: Type:

Constant: Revs / K.W.H. M.F.:

Meter Reading

--	--

Nameplate Details of C.Ts.:

(c) 1. Time for No. of revolutions with a Load of 1000 watts bulb in each phase
.R. Phase : Secs 'Y' Phase Secs 'B' Phase Secs

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

3. No. of working hours:

VI Connected Load :

VII. Incriminating Points:

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

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

Distribution Officer

Signature of Inspecting Officer.

IX. Statement of Consumer /His representative:

Meter Reading:

Working hours per day :

Total connected load:

Signature of Consumer Representative

Annexure 7.1(Ref. Clause 6.5c, 7.9(a & b))

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

I SCHEDULE OF COMPENSATION AND MANNER OF PAYMENT

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

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

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

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

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

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

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

25 days	No Compensation
40 days	Rs.100/=
60 days	Rs.100/=
75 days	Rs 200/=

1. The compensation payable may be done by the licensee by way of adjustment against existing, current, and/or future bills for supply of electricity
2. The compensation claims shall be dealt with in the following manner:

Automatic: This mode of payment requires the Licensee to calculate and pay or adjust the compensation amount to the affected consumer automatically, following non-compliance of the specific standard. The consumer can also approach the Licensee to claim compensation, if the standard is violated and the Licensee fails to dispense the compensation in a reasonable amount of time.

Note: However, the start date of implementation by 'Automatic' shall be intimated by Commission later.

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

(II) Compensation for delay in raising the first bill

In case of the first bill is not raised within 2 billing cycles from the date of energizing the connection, compensation at the rate of Rs. 500/- shall be payable by the Licensee for each billing cycle of delay. The Licensee shall submit a quarterly statement to the Commission giving zone wise details of such bills (first bill raised after six months) along with compensation given on this account during the quarter.

Proforma for Complaints

1. *Name of the complainant:*
2. *Address of the complainant:*
3. *Telephone No., if any of the complainant:*
4. *Consumer service connection Number:*
5. *Brief description of the complaint:*

Date:

(Signature of Applicant)

-----*Tear at this line*-----

Acknowledgement to be handed over to the consumer

1. *Complaint reference No. :*
(To be given by Licensee)

2. *Complaint received on date:*

3. *Complaint received by:*
(Name & Designation)

(Signature)

संख्या: 231. -पी-3/2004-24-27पी/98



प्रेषक:

श्री अरुण कुमार मिश्र,
प्रमुख तथिव,
उत्तर प्रदेश शासन ।

सेवा में,

अध्यक्ष एवं प्रबंध निदेशक,
उ०प्र० बाबर कारबोरेसन लि०,
शांति भवन, लखनऊ ।

स्वी अनुभाग- 3

लखनऊ : दिनांक 17 जनवरी, 2004

विषय: विद्युत अधिनियम, 2003 की धारा-126 [6] [ए] के अधीन "निर्धारण अधिकारी" तथा धारा-127 के अंतर्गत "अपीलीय तमिति" का गठन ।

महोदय,

उपरोक्त विषय पर मुझे यह कहने का निदेश हुआ है कि विद्युत अधिनियम, 2003 की धारा-126 [6] [ए] एवं धारा-127 के अधीन निहित शक्तियों का प्रयोग करके राज्यपाल महोदय उक्त विद्युत अधिनियम, 2003 की धारा-126 [6] [ए] के अधीन "निर्धारण अधिकारी" एवं धारा-127 के अंतर्गत "अपीलीय तमिति" में उत्तर प्रदेश बाबर कारबोरेसन लि० एवं उनकी सहयोगी वितरण कम्पनियों के नियुक्त अधिकारियों को नामित करने की सह्य अनुमति प्रदान करते हैं जिनका आर्थिक एवं स्थानीय क्षेत्राधिकार सम-सम पर बाबर कारबोरेसन लि० एवं उनकी सहयोगी वितरण कम्पनी द्वारा किवा जायेगा। "यह तमितियाँ उक्त अधिनियम की धारा-127 में वर्णित राज्य विद्युत निवामक आयोग द्वारा निर्धारित प्रारूप/प्रक्रिया व कीत दरों के अनुसार अपील का निस्तारण करेंगी।"

अधिकाती अभियंता/स्थानीय क्षेत्राधिकार के अनुसार

निर्धारण अधिकारी ।

अपील तमितियाँ

1. मण्डल स्तर पर कोटी ।

आर्थिक क्षेत्राधिकार
5 लाख तक

उप महाप्रबंधक - अद्यक्ष
वरिष्ठ सेवाधिकारी - तदस्थ
अधिकाती अभियंता - तदस्थ
[वरीक्षण]
अधिकाती अभियंता - तदस्थ
[वारेक्षण]

..... 2/

2. क्षेत्रीय स्तर पर कमेटी

5 लाख ते 25 लाख तक

- मुख्य महाप्रबंधक/महाप्रबंधक - अध्यक्ष
उप मुख्य लेखाधिकारी - सदस्य
उप महाप्रबंधक - सदस्य
वरिष्ठतम उप महाप्रबंधक - सदस्य
वितरण

3. निगम स्तर पर समिति

25 लाख ते अधिक

- प्रबंध निदेशक वित्त वितरण कम्पनी - अध्यक्ष
निदेशक वित्त वितरण कम्पनी - सदस्य
निदेशक अध्यक्ष वटोकाटोलिओ द्वारा नामित - सदस्य
विधि अधिकारी/उप विधि अधिकारी - सदस्य
तहासक विधि अधिकारी

भवदीय,

रमेश कुमार मिश्र
प्रमुख तपिय ।

संख्या: डी-3/2004-24 तददिनांक

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु

प्रेषितः--

- 1] महालेखाकार, उ०प्र०, इलाहाबाद ।
- 2] तपिय, भारत सरकार, ऊर्जा मंत्रालय, नई दिल्ली ।
- 3] तपिय/अध्यक्ष, केन्द्रीय वित्त प्राधिकरण नई दिल्ली ।
- 4] मुख्य तपिय के निजी तपिय को मुख्य तपिय के सूचनार्थ ।
- 5] निजी तपिय, प्रमुख तपिय, मा० मुखमन्त्री जी को प्रमुख तपिय के सूचनार्थ ।
- 6] तपिय, तार्कनिक उद्यम विभाग, उ०प्र० शासन ।
- 7] अध्यक्ष सह प्रबंध निदेशक,
बु०बी०बी०सी०एस०/बु०बी०आर०बी०बु०एस०एस०/बु०बी०अ०वि०नि०एस०
- 8] प्रबंध निदेशक, मध्यप्रदेश वित्त वितरण कम्पनी, लखनऊ/दक्षिणप्रदेश वित्त वितरण कम्पनी, आगरा/वित्तप्रदेश वित्त वितरण कम्पनी, मेरठ/बुद्धप्रदेश वित्त वितरण कम्पनी, वाराणसी ।
- 9] निदेशक, वित्त सुरक्षा निदेशालय, लखनऊ ।
- 10] ऊर्जा निगमों के तमस्त वृत्तकालिक निदेशकगण ।
- 11] वित्त/अध्यक्ष निबंधन/अनुभाग-10/वित्त/आय-अध्यक्ष/अनुभाग-1/2/3, वित्त वित्तन आयोग/अनुभाग-1/2
- 12] ऊर्जा विभाग के तमस्त अनुभाग ।

आज्ञा से,

17/1/04
रमेश कुमार
प्रमुख तपिय

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

कार्यालय ज्ञाप

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

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

अरुण कुमार मिश्र
प्रमुख सचिव

संख्या: 2635 (1)पी-3/24-2004 तददिनांक

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


(क्षेत्रपाल)
अनु सचिव