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भाग—IV

PART—IV

राष्ट्रीय राजधानी राज्य क्षेत्र, दिल्ली सरकार

GOVERNMENT OF THE NATIONAL CAPITAL TERRITORY OF DELHI

**DELHI ELECTRICITY REGULATORY COMMISSION
NOTIFICATION**

Delhi, the 18th April, 2007

No. F. 17(85)/Engg./DERC/2005-06/209/F.No. (115)/2006/Power/985. – In exercise of the powers conferred by section 50 of the Electricity Act 2003, read with sections 57, 86 and 181 of the said Act, the Delhi Electricity Regulatory Commission hereby makes the following Regulations, namely: Delhi Electricity Supply Code and Performance Standards Regulations.

**DERC Supply Code and
Performance Standards
Regulations, 2007**

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GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI

Delhi Electricity Regulatory Commission

Viniyamak Bhavan, C-Block, Shivalik, Malviya Nagar, New Delhi-110017

Notification

Delhi, the April, 2007

No. F.17(85)/Engg./DERC/2005-06/ 209 In exercise of the powers conferred by section 50 of the Electricity Act 2003, read with sections 57, 86 and 181 of the said Act, the Delhi Electricity Regulatory Commission hereby makes the following Regulations, namely: Delhi Electricity Supply Code and Performance Standards Regulations.

Chapter I

General

1. Short title, commencement and interpretation

- (i) These Regulations may be called "Delhi Electricity Supply Code and Performance Standards Regulations, 2007".
- (ii) These Regulations shall be applicable to all the Distribution and Retail Supply Licensees including Deemed Licensees and all consumers in the National Capital Territory of Delhi.
- (iii) These Regulations shall also be applicable to incidents of unauthorized supply, unauthorized use, diversion and other means of unauthorized use/ abstraction of electricity.
- (iv) These Regulations shall come into force on the date of publication in the official Gazette.
- (v) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Act read with the Indian Electricity Rules, 1956 and any regulations in this regard made by the Authority.
- (vi) All the prescribed forms and formats annexed to the Regulations (except for Annexure-XIII) are for guidance, the Licensee may make suitable amendments in the forms/formats after seeking prior approval of the

Commission and such amended forms/ formats would be posted on the website of the respective Licensees for use by consumers.

2. Definitions

(1) In these Regulations, unless the context otherwise requires:

- a. **“Act”** means the Electricity Act, 2003.
- b. **“Agreement”** means an agreement, with its grammatical variations and cognate expressions, entered into by a Licensee and its consumer including any commercial arrangement for supply of electricity as also open access and trading.
- c. **“Apparatus”** means electrical apparatus and includes all machines, fittings, accessories and appliances connected to the Electrical Distribution System.
- d. **“Applicant”** means owner or occupier of any land/premises, who makes an application to a Licensee for supply of electricity or for laying distribution network.
- e. **“Area of Supply”** means the geographic area within which Licensee is for the time being authorized by his license to supply electrical energy.
- f. **“Assessing Officer”** means an officer designated as Assessing Officer by Government of National Capital Territory of Delhi under provisions of Section 126 of the Act.
- g **“Authorised Officer”** means an officer designated as Authorised Officer by the Government of National Capital Territory of Delhi under provisions of Section 135 of the Act.
- h. **“Authority”** means the Central Electricity Authority.
- i. **“Average Power Factor”** means the ratio of kWh (kilo watt hour) to the kVAh (kilo Volt Ampere Hour) registered during a specific period.
- j. **“Billing cycle”** means the period for which the bill is raised.
- k. **“Billing demand”** means highest of the following:-
 - (i) the contract demand, or
 - (ii) the maximum demand indicated by the meter during the billing cycle, or

(iii) the sanctioned load wherever contract demand has not been provided in the supply agreement.

l. “Breakdown” means an occurrence relating to the equipments of the distribution system of the Licensee including electrical line up to the consumer meter that prevents its normal functioning.

m. “Commission” means the Delhi Electricity Regulatory Commission.

n. “Connected load” means aggregate of the manufacture’s rating of all energy consuming devices in the consumer’s premises, which can be simultaneously used. This shall not include the load of spare plug, sockets, load exclusively installed for fire fighting purposes. Only heating or cooling apparatus shall be taken into account as per prevailing season (1st April to 30th September for cooling use and 1st October to 31st March for heating use).

The connected load shall be worked out with tolerance of 5% in cases involving change of tariff. The definition of connected load in general is for the purpose of working out assessment of consumption.

o. “Contract demand” means:

The demand in kVA (kilo Volt Ampere) as provided in the supply agreement, for which the Licensee makes specific commitment to supply from time to time subject to the governing terms and conditions. In any case, it shall not be less than 60% of the sanctioned load.

p. “Day(s)” means any period specified by day(s) to be treated as working days, unless specified otherwise.

q. “Demand charges” means the amount chargeable for the billing cycle or billing period based upon the billing demand in kVA.

r. “Developer” means any person who undertakes the development of an area (including electrification on their own or through a Licensee) for any use within the licensed area including public land development agencies (like Delhi Development Authority, Municipal Corporation of Delhi, New Delhi Municipal Council, Delhi State Industrial Development Corporation etc.), private colonizers, builders, group housing societies, co-operatives, associations etc.

- s. “Distribution System”** means the system of wires and associated facilities used for distribution/supply of electricity between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers.
- t. “Electrical Inspector”** means a person appointed as such by the Appropriate Government under sub-section (1) of Section 162 of the Electricity Act, 2003 and also includes the Chief Electrical Inspector.
- u. “Electricity Rules”** means the Indian Electricity Rules, 1956 to the extent saved by the Act or the rules made under the Electricity Act thereafter.
- v. “Energy charges”** means the charges for energy actually consumed by the consumer in kWh/kVAh (kilo Watt Hour/kilo Volt Ampere Hour) as the case may be, in any billing cycle. Demand/Fixed charges, wherever applicable, shall be in addition to the energy charges.
- w. “Extra High Tension (EHT)”** means the voltage of 33000 Volts and above under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956.
- x. “Electrified Area”** means all areas other than those specified as unelectrified areas.
- y. “Fixed Charges”** means the amount chargeable for the billing cycle/billing period based upon sanctioned load.
- z. “Force Majeure”** means the occurrence of any event/circumstances which are beyond the control of a Licensee which could not be reasonably foreseen by the licensee and which has the effect of preventing/delaying due performance of any obligation by the Licensee.
- za. “Forum”** means the Consumer Grievance Redressal Forum established under section 42(5) of the Act.
- zb. “Government of National Capital Territory of Delhi”** means the Lt. Governor of National Capital Territory of Delhi as referred to in Article 239AA of the Constitution
- zc. “High Tension”** means the voltage between 650 volts and 33000 Volts under normal conditions subject to the permissible percentage variation of $\pm 6\%$ and -9% or as specified in the Rules/Regulations framed under the Act.

zd. “Licensed Electrical Contractor (LEC)” means a contractor licensed under rule 45 of the Indian Electricity Rules 1956 or any subsequent re-enactment thereof.

ze. “Licensee” means any person who has been granted a license under section 14 of the Act and includes a deemed licensees.

zf. “Load Factor” is the ratio of the total number of units consumed during a given period to the total number of units which would have been consumed had the connected load been maintained throughout the same period and shall usually be expressed as the following percentage:

$$\text{Load Factor (\%age)} = \frac{\text{Actual units consumed in a given period}}{\text{Connected load in kW x No. of Hours in the period}} \times 100$$

zg. “Low Tension (LT)” means the voltage of 230 volts between phase and neutral or 400 volts between any two phases under normal conditions subject to the permissible percentage variation of $\pm 6\%$ or as specified in the Rules/Regulations framed under the Act.

zh. “Maximum demand” means the highest load measured in kVA or kW at the point of supply of a consumer during conservative period of 30 minutes or as specified by the Commission, during the month.

zi. “Meter” means a device suitable for recording consumption of electrical energy including for recording consumption in both Kwh/Kvah supplied or any other parameter/ events, such as, MDI, time -of -day metering, remote reading and shall include, wherever applicable, other associated equipment such as, CT, PT.

Explanation: It shall also include any seal or sealing arrangement and other measures/ attributes provided by the Licensee for securing reliability and for preventing theft/unauthorised use of electricity.

zj. “Ombudsman” means electricity Ombudsman as appointed under sub-section (6) of section 42 of the Act.

zk. “Premises” for the purpose of these Regulations means land or building or part or combination thereof in respect of which a separate meter or

metering arrangements have been made by Licensee for supply of electricity.

zl. “Professional(s)” means individuals engaged in those activities involving services based on professional skills namely Doctor, Lawyer, Architect, Chartered Accountant, Company secretary, Cost and Works Accountant, Engineer, Town Planner, Media professionals and documentary Film Maker.

zm. “Rural area” means the area covered by gram Panchayats, including major and minor panchayats or the village and areas not notified as urbanised by Government of National Capital Territory of Delhi.

zn. “Sanctioned load” means the load in kW/HP (kilo Watt/Horse Power) which the Licensee has agreed to supply from time to time subject to the governing terms and conditions.

zo. “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.

zp. “Tariff Order” mean the Order issued from time to time by the Commission on Annual Revenue Requirement and Tariff for Licensee and consumer.

zq. “Theft of electricity” shall mean theft of electricity as defined in Section 135 of the Act.

zr. “Urban areas” means all areas other than rural areas;

zs. “Unauthorised use of Electricity” shall have the meaning in terms of Section 126 of the Act.

zt. “Unelectrified area” shall mean areas requiring/undergoing development (including smaller pockets within larger developed areas, which themselves require/are undergoing development, such that the area does not have any existing distribution network/ appropriate transformation capacity to cater to the demand/ potential load of such area. Such areas shall continue to be treated as unelectrified till such time a distribution network has been established and electrified to cover the proposed plotting/ development layout thereof.

(2) Unless the context otherwise requires, words or expressions occurring in these Regulations and not defined herein but defined in the Act / Electricity Rules/Tariff Order shall bear the same meaning as in the Act/ Electricity Rules/Tariff Order or in absence thereof, the meaning as commonly understood in the Electricity Supply Industry.

Chapter II

System of Supply and Classification of Supply

3. System of Supply

- i The declared frequency of the alternating current (AC) shall be 50 cycles per second.

The declared voltage of the AC supply is as follows:

a. Low Tension

Single Phase: 230 volts between phases and neutral.

Three Phase: 400 volts between phases.

b. High Tension (HT) - Three Phase: 11 kV between phases.

c. Extra High Tension (EHT) - Three Phase: 33kV or 66 kV between phases.

- ii The Licensee shall design, install, maintain and operate a distribution system in conjunction with the transmission system.

- iii The voltage at the point of supply shall, subject to availability of regulated voltage from transmission Licensee, remain within the limits of the Indian Electricity Rules, 1956 which at present are as under:

a. In the case of low tension, $\pm 6\%$; or

b. In the case of high tension, + 6% to - 9%; or

c. In the case of extra high tension, + 10% to -12.5%.

4. Classification of Supply

The Voltage of Supply and number of phases shall be determined by the Licensee depending on the Contract Demand / Sanctioned Load of the Consumer.

(i) Domestic Connection

- a. Connections under this category are provided for consumers as specified below:

- (i) Residential consumers
- (ii) Hostels of recognized/aided institutions of Municipal Corporation of Delhi or Govt. of the NCT of Delhi.
- (iii) Staircase lighting in residential flats separately metered .

- (iv) Compound lighting, lifts and water pumps etc., for drinking water supply and fire fighting equipment in residential complexes.
 - (v) Dispensary/Hospitals/Public Libraries/School/Working Women's Hostel/Orphanage/Charitable homes run by the Municipal Corporation of Delhi or the Government of the NCT of Delhi.
 - (vi) Small Health Centers approved by the Department of Health, Government of NCT of Delhi for providing Charitable Services only.
 - (vii) Recognized Centers for welfare of blind, deaf and dumb, spastic children, physically handicapped persons as approved by the Government of NCT of Delhi.
 - (viii) Places of worship.
 - (ix) Cheshire homes/orphanage.
 - (x) Electric crematoriums.
- b. All connections up to a load of 10 kW shall be serviced through a Single Phase 230 V, 50 Hz supply and connections above 10 kW shall be provided with a three phase 400 V, 50 Hz. supply. Past cases where 3 phase connections have been given for loads less than 10 kW, no. changes are contemplated by these Regulations.
- c. Professionals like architects, engineers, doctors, lawyers, chartered accountants may utilize up to 25% of the covered area of residential space in their possession, up to a maximum of 50 square meters, for carrying out professional work in the nature of consultancy without attracting non-domestic tariff for the electricity consumed provided that these requirement are complied with.

5. Non – Domestic Low Tension (NDLT-I)

- i Connections under this category are provided for consumers having load upto 100 kW for lighting, fan and heating/cooling power appliances in all non-domestic establishments as defined below:

- a. Hostels (other than those recognized/aided institutions of Municipal Corporation of Delhi or Govt. of the NCT of Delhi)
 - b. Schools/colleges (Other than those run by Municipal Corporation of Delhi or the Government of NCT Delhi)
 - c. Auditoriums
 - d. Hospitals, nursing homes/diagnostic centers other than those run by Municipal Corporation of Delhi or the Govt. of NCT of Delhi.
 - e. Railways (other than traction)
 - f. Hotels and restaurants
 - g. Cinemas
 - h. Banks
 - i. Petrol pumps
 - j. All other establishments, i.e., shops, chemists, tailors, washing, dyeing etc. which do not come under the Factories Act.
 - k. Cattle farms, fisheries, piggeries, poultry farms, floriculture, horticulture, plant nursery
 - l. Farm houses being used for commercial activity
 - m. DMRC for its commercial activities other than traction.
 - n. Ice-cream parlours and
 - o. Any other category of commercial consumers not specified/covered in any other category in this Section
- ii All connections up to a load of 10 kW shall be serviced through a Single Phase 230 V, 50 Hz supply and connections above 10 kW and upto 100 kW shall be provided with a three phase 400 V, 50 Hz. supply. Wherever three phase supply is required for loads below 10 KW, necessary justification shall be provided alongwith such request for consideration of Licensee for extending such supply.

Explanation: Past cases where 3 phase connections have been given for loads less than 10 kW, no changes are contemplated by these Regulations.

6. Mixed Load High Tension (MLHT)

- i MLHT connections are provided to consumers having load (other than industrial load) above 100 kW for lighting, fan, heating/cooling and power appliances in Domestic/Non-Domestic establishments including pumping loads of Delhi Jal Board / Delhi Development Authority/ Municipal Corporation of Delhi and supply to Delhi Metro Rail Corporation (DMRC) Ltd. for their on going construction projects and for commercial purposes other than traction.
- ii All connections shall be serviced through 11 kV, 50 Hz. three phase supply. Supply at extra high voltage (33 kV and more) or 400 volts may also be given

7. Small Industrial Power (SIP)

- i Such connections are provided to Industrial consumers with load up to 100 kW including for lighting, heating and cooling load.
- ii All connections shall be serviced through a Single Phase 230 V, 50 Hz supply or three phase 400 V, 50 Hz. supply.

8. Large Industrial Power

- i Such connections are provided to large industrial consumers having load above 100 kW including for lighting, heating and cooling load.
- ii All connections shall be serviced through 11 kV, 50 Hz. Three Phase Supply. Supply at extra high voltage (33 kV and above) or LT may also be given

9. Agriculture Connection:

- i Connections under Agriculture Category are provided for tube wells for irrigation, threshing and kutti-cutting in conjunction with pumping load for irrigation purposes and for lighting load for bonafide use in Kothra.
- ii All connections shall be serviced through a Single Phase 230 V, 50 Hz supply or Three Phase , 400 V, 50 Hz supply.

10. Mushroom cultivation

- i Connections upto 100 kW under this category are provided for mushroom growing/cultivation.
- ii All connections shall be serviced through a Three Phase 400 V, 50 Hz supply.

11. Street lighting

- i Connections under this category are provided to all street lighting consumers including Municipal Corporation of Delhi, Delhi Development Authority, Public Works Department/Central Public Works Department/Delhi State Industrial Development Corporation/Military Engineering Service/Co-operative Group Housing Societies and the Slums Department of the Government of NCT of Delhi etc.
- ii All connections shall be serviced through 400V, 50 Hz, Three Phase Supply or 230 V, 50 Hz. Single Phase Supply depending upon load.

12. Signal and Blinkers

- i Such connections are provided for traffic signals and blinkers of Traffic Police
- ii All connections shall be serviced through 230 V, 50 Hz. Single Phase Supply.

13. Railway Traction

- i Connections under this category are provided for railway traction other than Delhi Metro Rail Corporation for connected load above 100 kW.
- ii All connections shall be serviced through 220kV, 66kV or 33kV, 50Hz, Three Phase Supply.

14. Delhi Metro Rail Corporation Ltd.

- i Connections under this category are provided for Delhi Metro Rail Corporation for its traction and operational requirements.
- ii All connections shall be serviced through 220 kV, 66 kV or 33 kV, 50 Hz. Three Phase Supply.

Chapter III

New and Existing Connections

New Connections

15. General

- i The Licensee shall prominently display at all offices where application for new connection is accepted, the detailed procedure for new connection and the complete list of documents required to be furnished along with the application. No other document, which has not been listed, shall be asked to be submitted by the applicant. Rate/amount of security and cost of service line to be deposited by the applicant in accordance with the stipulation in the Regulations shall also be displayed.
- ii Where applicant has purchased existing property and connection is lying disconnected, it shall be the duty of the applicant to verify that the previous owner has paid all dues to the Licensee and has obtained "no-dues certificate" from the Licensee. In case "no-due certificate" is not obtained by the previous owner, the applicant before purchase of property may approach the Business Manager of the Licensee for a "no-dues certificate". The Business Manager shall acknowledge receipt of such request and shall either intimate in writing outstanding dues, if any, on the premises or issue "no-dues certificate" within one month from the date of application. In case the Licensee does not intimate outstanding dues or issues "no-dues certificate" within specified time, new connection on the premises shall not be denied on ground of outstanding dues of previous consumer.
- iii Where a property/premises has been sub-divided, the outstanding dues for the consumption of energy on such Premises, if any, shall be divided on pro-rata basis based on area of sub-division.
- iv A new connection to such sub-divided premises shall be given only after the share of outstanding dues attributed to such sub-divided premises is duly paid by the applicant. A Licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such

premises have not been paid, nor shall the Licensee demand record of last paid bills of other portion(s) from such applicants.

- v In case of complete demolition and reconstruction of the premises or the building, the existing installation shall be surrendered and agreement terminated. Meter and service line will be removed, and only fresh connection shall be arranged for the reconstructed premises or building, treating it as a new premises after clearing the old dues on the premises by the consumer(s).

16. Electricity Connection in Electrified Colonies/Areas

The Licensee shall process any application for new connection submitted along with other necessary documents within the time frame as given below:

- i The Applicant shall make requisition for new connection in the form prescribed in **ANNEXE-I** to these Regulations or as approved by the Commission from time to time. If the Applicant wishes to provide the meter himself, he shall explicitly inform the same in writing to the Licensee at the time of making the application.
- ii The Licensee shall issue dated receipt to the applicant and any deficiencies in the application shall be intimated in writing within 3 days of receipt of application. The application shall be considered to be accepted only on removal of such deficiencies. In case consumer has not been intimated within stipulated 3 days about any deficiencies in his application, the application shall be deemed to have been accepted by the Licensee.
- iii The Licensee shall inspect the Premises in the presence of the applicant or his representative within 5 days from the date of acceptance of the application. If upon inspection, the Licensee finds that;
 - (a) the information as furnished in the application is false or
 - (b) the installation is defective or
 - (c) the energisation would be in violation of any provision of the Act/Electricity Rules/Tariff Order.

The Licensee shall not sanction the load and shall intimate the applicant the reasons thereof in writing.

- iv In all other cases, except as provided in the Act or these Regulations, the Licensee shall sanction the load and raise a demand note in accordance with the provisions of these Regulations under proper receipt to the applicant, giving breakup of the estimate of applicable charges including security deposit for providing such connection. The Licensee shall issue the demand note within 7 days of acceptance of application. A Licensee may at the request of the Applicant collect payment at the time of making the application which shall be received on account and subject to completion of all commercial formalities.
- v Once a demand note is raised, the Licensee shall be under obligation to energise the connection subject to the provisions of clause (vii) below.
- vi The amount of security deposit shall be as per the Regulation 29 or as approved by the Commission from time to time. The Licensee shall pay interest to the consumer at the rate of 6% per annum, or any other rate prescribed by the Commission payable annually on such deposit w.e.f. date of such deposit in cases of new connection energized after the date of this notification or in other cases, from the date of notification of these regulations. The interest accrued during the year shall be adjusted in the bill for the first billing cycle of the ensuing financial year.
- vii The applicant shall make the payment within 7 days of receipt of demand note. The Licensee's obligation to energize the connection shall arise only after receipt of the full payment but the total time period shall be as stipulated in Section 43 of the Act. In case applicant finds difficulty in making the payment within 7 days, he shall request the Licensee, in writing, for an extension of time. The time thus extended shall not be counted in working out the total time taken for energisation of connection by Licensee and no compensation for delay in connection under section 43 of the Act, shall be payable for the said period.
- viii The Licensee shall energise the connection within 12 days from the date of receipt of the payment, through a correct meter as notified by the

Authority under section 55 of the Act, if such connection is to be provided from the existing network.

- ix If the Licensee fails to provide connection to an applicant within a period specified in sub-section (i) to (viii) above, he shall be liable to pay the applicant, compensation as per Schedule III of these Regulations after necessary hearing by the appropriate authority.

Such compensation shall be adjusted in the first bill and, if required, in subsequent bills of the applicant.

- x The Licensee shall, however, not be held responsible for delay in providing the connection, if the same is on account of reasons such as right of way, acquisition of land, delay in permission for road cutting, over which Licensee has no control provided that the reasons for the delay are communicated to the applicant within the period specified for energisation.
- xi The Licensee shall issue the first bill within two billing cycles of energising the connection. In case, the consumer does not receive the first bill within two billing cycles from the date of energizing of the connection, he shall complain, in writing, to the Business Manager of the concerned District Office of the Licensee and the Licensee shall issue the bill within next fourteen days. In, any case, if a bill is not raised within four billing cycles from the date of energizing the connection, the Licensee shall pay compensation as specified in Schedule III of the Regulations.

17. Connection where system augmentation is required:

- i Wherever the existing transformation capacity is loaded up to 80% of its capacity, the Licensee shall take appropriate action for augmentation of capacity. However, new connection shall not be denied in such cases.
- ii For connection requiring augmentation of distribution system, the Licensee shall inform the applicant the approximate time frame by which applied load can be energized which shall not exceed the time schedule given in Table 1 below:

Table 1

1.	Extension of LT line upto 5 poles	Fifteen days
2.	Electrified Areas where extension of lines or augmentation of Distribution Transformer is required	Sixty days
3.	Electrified Areas where new Distribution Transformer is required	One hundred and twenty days
4.	Electrified Areas where existing 11 KV network needs to be strengthened	One hundred and eighty days
5.	Electrified Areas where existing (66/33 kV grid sub-station needs to be augmented	Two hundred and forty days

The above time schedule shall commence upon completion of all formalities including the Licensee receiving payment of all dues including the amount mentioned in the demand note to undertake such augmentations. Compensation for delay in releasing the connection beyond the stipulated date shall be as specified in Schedule III and shall be payable after necessary hearing by the appropriate authority.

18. Connection in Un-electrified areas:

- i The Licensee shall within three months of notification of these Regulations intimate to the Commission the details of un-electrified colonies / areas under its area of supply. The Licensee thereafter shall review its area of supply and file with the Commission, the revised list of un-electrified colonies/area once in two years.
- ii Within three months of notification of these Regulations, the Licensee shall submit the detailed plan for electrification of these areas duly taking into account the number of pending applications for service connections, potential for load growth etc. While submitting the plans for electrification, the Licensee shall ensure that all relevant laws of the land are complied with.
- iii The Licensee shall electrify such areas as per schedule given in Table 2 below and release new connection to the applicants.

Table 2

1.	Un-Electrified Areas Where extension from nearby existing network is possible	Six months After receipt of deposit of consumers' share of necessary development charges as specified in these Regulations to cover the electrification requirement for supplying electricity to 50% of the prospective consumer base.
2.	Un-Electrified Areas/ Green Field Projects Where new network is to be laid or grid station needs to be established	Twelve months after receipt of deposit of consumers' share of necessary development charges as approved by the Commission under Miscellaneous Charges to

		cover the electrification requirement for supplying electricity to 50% of the prospective consumer base and availability of Right of Way and land for grid from the revenue authorities, land owning agencies. Licensee shall apply for land not later than 30 days of having known of the requirement to such land / revenue agencies with copy to the Commission
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Where an area is being developed by a Developer, the charges shall be levied and recovered in terms of Regulation 30.

Compensation for delay in releasing the connection beyond the stipulated date shall be as specified in Schedule III .

19. Temporary Supply

Temporary supply shall be given for short-term requirements such as marriages, religious functions, construction activities, exhibitions, cultural functions, etc. The Licensee shall deal with the application for temporary supply as follows:

- i The applicant shall make request for temporary supply in the format prescribed in **ANNEXE-II** to these Regulations or as approved by the Commission from time to time.
- ii The Licensee shall issue dated receipt of the request to the applicant. Any deficiencies in the application shall be got corrected immediately at the time of receipt of application. The application shall be considered to be accepted on removal of such deficiencies.

- iii The Licensee shall examine the technical feasibility of the connection requested for and if found feasible shall sanction the load and raise a demand note in accordance with the provisions of the Regulations within two days of acceptance of application. If the connection is not found technically feasible, it shall intimate to the applicant in writing within three days of acceptance of application giving reason for the same. No connection upto 10 kW shall be rejected on technical grounds.
- iv The applicant shall make the payment in accordance with the demand note within two days of receipt of demand note failing which the sanction shall stand lapsed. Also Licensee may, at the request of applicant, accept payment at the time of making application which shall be received on account and subject to completion of all commercial formalities.
- v After payment of applicable charges, the Licensee shall energise the connection in accordance with the date indicated in the application.
- vi If there are dues on the premises, temporary connection can be refused till the dues are paid by the consumer.
- vii Temporary connection shall be granted for a period of upto three months at a time, which can be further extend depending upon the requirement.
- viii The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which should be governed by Regulation 15 and 16 for providing new connection.

Existing connections

20. Transfer of Connection

The Licensee shall deal with the application relating to transfer as prescribed below:

(1) Change of consumer's name due to change in ownership/occupancy of property

- (i) The applicant shall apply for change of consumer's name in the format prescribed at **ANNEXE-III** to these Regulations or as approved by

Commission from time to time, along with copy of latest bill duly paid. The application shall be accepted on showing proof of lawful ownership/occupancy of property; NOC (No Objection certificate) from the registered consumer/ authorized person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The Licensee shall issue dated receipt of the request of the applicant. Any deficiencies in the application shall be intimated in writing within seven days of receipt of application. The application shall be accepted only on removal of such difficulties.

- (ii) The change of consumer's name shall be effected within two billing cycles after acceptance of application. However, if the change of consumer's name is not effected within the said two billing cycles, compensation as specified in Schedule III shall be paid by the Licensee.
- (iii) In case NOC (No Objection certificate) from the registered consumer/ authorized person/previous occupant is not submitted, application for change of name shall be entertained only if security deposit as stipulated in this Regulation is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned.

(2) Transfer of consumer's name to legal heir:

- (i) The applicant shall apply for change of consumer's name in the format prescribed at **ANNEXE-IV** to these Regulations or as approved by the Commission from time to time, with a copy of latest bill duly paid. The application shall be accepted on showing mutation letter issued by the land agencies or any other proof of legal heir ship. The change of consumer's name shall be effected within two billing cycles after acceptance of application. The Licensee shall issue dated receipt of the request of the applicant. Any deficiencies in the application shall be intimated in writing within seven days of receipt of application. The application shall be accepted only on removal of such difficulties.

- (ii) However, if the change of consumer's name is not effected within the said two billing cycles, a compensation as specified in Schedule III shall be paid by the Licensee.
- (iii) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the license as due from such legal representative or successor-in-law or new owner/occupier of the premises as the case may be.

21. Load Reduction

- (i) The Application for load reduction shall be accepted only after one year from original energisation for connections up to 100 KW and two years from original energisation for connections above 100 KW. The applicant shall apply for load reduction to the licensee in the format prescribed at **ANNEXE-IV** to the Regulations or as approved by the Commission from time to time, along with the reasons for load reduction.
- (ii) The Licensee, after verification, shall sanction the reduced load within ten days from the date of acceptance of such application.
- (iii) Such load reduction shall be effective from next billing cycle.
- (iv) The difference in security deposit arising out of load reduction at the original deposited rates shall be adjusted in the bills within sixty days.
- (v) In case new load is less than 75% of the existing load, the meter and service line may be changed and cost of service line recovered from the applicant.
- (vi) Load reduction shall be limited to a maximum of 50% of the load at the time of original energisation.
- (vii) If the load reduction is not sanctioned within the said period, compensation as specified in Schedule III shall be paid by the Licensee.

22. Change of category

- (i) The applicant shall apply for change of category on the format prescribed at **ANNEXE-VI** to the Regulations or as approved by the Commission from time to time. The Licensee shall issue dated receipt of the request of the applicant. Any deficiencies in the application shall be intimated in writing within seven days of receipt of application. The application shall be considered to be accepted only on removal of such difficulties.
- (ii) In case change to such category is not permitted under any law in force, the Licensee shall inform the consumer within ten days from the date of application.
- (iii) The Licensee shall inspect the premises to verify and shall change the category within ten days from the date of receipt of application.
- (iv) Change of category shall be effective from the billing cycle succeeding the billing cycle of change or lapse of 30 days, whichever is earlier. If the category is not changed within the said period, compensation as specified in Schedule III shall be paid by the Licensee.

23. Load Enhancement

24. Conversion from 1 phase to 3 phase LT and vice-versa

25. Conversion from LT to HT and vice-versa

For Regulations 23 to 25, the procedure laid down in Regulation 16, 22 and 34 shall be followed wherever applicable. Security deposit shall be taken at the prevailing rates for the increase in load.

Chapter IV

Agreement and Miscellaneous Charges

26. Agreement

- i An agreement, as prescribed at format at **ANNEXE-I** or as approved by the Commission from time to time, shall be executed by the applicant in duplicate on stamp paper (in case of bulk consumers) of a prescribed value, for getting a new connection and for change in the agreed parameters like contract demand. In case of any special circumstances, special clauses may be added to the agreement, if agreed to between the Licensee and the consumer, provided such clauses do not contravene the provisions of the Electricity Act 2003 and other rules and Regulations in force. These special clauses shall form a part of the agreement. A copy of the agreement shall be given to the consumer after execution.

27. Termination of Agreement

- i If power supply to a consumer remains disconnected for a period of one hundred and eighty (180) days for non-payment of charges or dues or non-compliance of any direction issued under these Regulations, the Licensee shall issue a show cause notice to the consumer for termination of the agreement. The consumer may send a reply to the notice within seven days. In case no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the Licensee with the consumer for power supply shall be terminated on expiry of the period of seven days, from the date of service of the notice. During the period of temporary disconnection the consumer shall be liable to pay the demand charges or fixed charges, as the case may be.
- ii Domestic and single-phase Non-domestic category of consumers may terminate the agreement after giving a fifteen days notice after expiry of

the lock in period of one year. The consumers other than domestic and single-phase non-domestic category can terminate the agreement after the expiry of the lock in period of two years by giving one month's notice.

Provided that, if the agreement is to be terminated before the expiry of the initial lock in period of the agreement, for categories other than domestic and single phase non-domestic consumers, then the consumer shall be liable to pay fixed/ demand charges, as per the applicable tariff, for the balance of the lock in period.

Further, provided that, the Licensee shall arrange for special meter reading, at a mutually acceptable date and prepare final bill. Such bill shall be stamped as final bill. The agreement shall be terminated on payment of final bill. The receipt of the payment of the final bill shall be treated as "No dues certificate".

- iii On termination of the agreement, the Licensee shall be entitled to remove the service line and other equipment of the Licensee from the premises of the consumer. After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as an application for new connection and would be entertained only after all outstanding dues have been cleared.

28. Registration-cum-Processing Fees

Registration cum processing fees of Rs. 10,000/- shall be levied while applying application for EHT and HT new connection. These charges shall be adjusted by the Licensee while issuing the demand note.

29. Security Deposit

All new consumers shall pay security at the following rates:

Table 3

S. No.	Category	Amount (Rs./KW)
1	Domestic	600
2	Non-Domestic	1500
4	Industrial	1500
5	Agriculture	300
6	Street Light	1500
7	Railway, DMRC	1500
8	Mushroom Cultivation	600
9	Temporary Connection: Upto 3 days	300
	Upto 7 days and multiple thereof, in block of 7 days For regular use/construction works	500 per 7 days block or part thereof 1.5 times relevant category

30. Service line cum Development (SLD) Charges

- (i) For area developed and sponsored by development agencies like Delhi Development Authority, Municipal Corporation of Delhi, Public Works Department or private developers, the electrification shall be carried out by Licensee after charging 50% of cost towards HT feeders, sub-station including civil works, LT feeders and 100% cost towards service line and street lights.
- (ii) In case of private development agency, land for sub-station duly approved by the civic body or built up space for sub-station shall be provided to the

Licensee by the developer. In case development is carried out by a Government Agency, the land for sub-station shall be provided through the Government of National Capital Territory of Delhi. The same procedure for acquisition of land and levy of cost shall be applicable in case the grid sub-station is required for electrification of the area.

(iii) In case the area/colony is electrified by the Licensee, the SLD charges shall be payable by all consumers irrespective of whether it is electrified or un-electrified area. SLD charges, as given in Table-4, shall be leviable.

Table 4
Service Line cum Development Charge

S.No.	Sanctioned Load (kW)	Amount (Rs)
1	Upto 5	3000
2.	More than 5 upto 10	7000
3.	More than 10 upto 20	11000
4.	More than 20 upto 50	16000
5.	More than 50 upto 100	31000
6.	More than 100 kW (at 11kV)	50 % of the cost of HT cables/line/switchgear

31. Service Line shall include the following:

- i Service line charges includes the cost of GI pipe, bricks, sand etc.
- ii All new connection shall be energized using busbars and not through insulated taped 'loop' connection of the cable.
- iii Road cutting permission and other necessary clearances shall be taken by the Licensee on behalf of the consumer. The cost of the same shall be charged to the consumer and shall be shown separately in the demand note.
- iv The service line shall be maintained by the Licensee and it shall have right to use the same service line for extension of supply to any other consumer through busbars without affecting the supply of all other consumers.

32. Installation Inspection Fee

- i When the installation is inspected for the first time at the time of energising new connection, the Licensee shall not charge any installation inspection fee.
- ii In case of subsequent inspections on the consumer's request, installation inspection fee at the following rate shall be charged by the Licensee

Table 5

S No.	Category	Charges (Rs.)
1	Upto 5 kW	60
2	More than 5 upto 10 kW	100
3	More than 10 kW	200
4	HT Installation	500

33. Sub-station space for HT/EHT Supply

- i A consumer taking supply at high voltage, where a sub-station is required to be installed by the Licensee, shall provide and maintain at his own expense a locked weather proof and waterproof enclosure of agreed design, for the purpose of housing the Licensee's metering and other equipment.
- ii The Licensee shall have no right to utilize the substation in the consumer's premises for the supply of electrical energy to other consumers except HT network.

34. Additional Charges:

- (i) Meter testing fees to be charged by the Licensee would be as under:-

Table 6

Category of meter	(Rs./meter)
Single phase	50
Three phase	100
CT meter	500
HT meter	2000

- (ii) Special meter reading charges in case requested by consumer shall be Rs. 25/- for Low Tension and Rs. 100/- for High Tension.

Chapter V

METERING AND BILLING

Metering

35. General

- i No installation shall be serviced without a meter except where specifically exempted by the Commission. All meters shall conform to requirements as laid down in the Regulations issued by the Authority under Section 55 of the Act.
- ii The Licensee shall comply with the Regulations referred at sub-clause (i) above for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter. The consumer, if so desired, may procure a meter conforming to the regulations issued by the Authority under Section 55 of the Act and the Licensee shall test, install and seal the meter.

Provided that, if any consumer elects to provide his own meter at any stage, the same shall be procured by Licensee at consumer's cost or the consumer may purchase on his own. Meter purchased by the consumer or on consumer's behalf, shall be tested, installed and sealed by the Licensee. The said meter will, however, have to be consistent with the CEA Regulations published under section 55 of the Act and should have all additional features approved by the Commission. The features approved by the Commission shall be posted on the website of the Licensees. The consumer shall claim the meter purchased by him or paid by him as his asset only after it is permanently removed from the system of the Licensee.

- iii The responsibility of keeping the meter under safe custody shall lie with the consumer. The consumer shall provide suitable and adequate space for installation of the meter where the licensee or its representatives may have ready access. The consumer shall promptly notify the licensee about any fault, accident or problem noticed with the meter.

- iv It shall be the responsibility of the Licensee to maintain the meter and keep it in working order at all times.
- v The Licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meters at the time of installation and replacement. A copy of the sheet duly signed by the authorized signatory of the Licensee shall be made available to the consumer under proper receipt. Initial installation and replacement of the meter shall be done by the engineer of the Licensee in the presence of the consumer or his authorized representative after giving one week's notice. The consumer or his authorized representative shall sign the meter particulars sheet.
- vi Licensee may also have a provision of such metering system where the display unit is at the consumer premises and where the metering unit is outside the premises such as pole etc. In such cases, the responsibility of safe custody of metering unit shall lie with the Licensee.
- vii The treatment of meter seals shall be in accordance with Section 12 of Regulations of the Authority.

36. Wiring

- (i) Consumer shall install the wiring at its premises as per the provisions of the Indian Electricity Rules, 1956 and Standards specified by Bureau of Indian Standards.
- (ii) At the time of testing of installation, if the Licensee's representative finds that there is a defect in the consumer wiring, he shall serve notice in writing to make such modifications as are necessary to render the installation safe.
- (iii) The connection shall be energized only on removal of the defect.
- (iv) The licensee shall disseminate information with respect to Earth leakage in internal wiring for consumer benefit, as also about the need to maintain distinct phase and neutral wires per metered network within the premises.

37. Reading of meters

- i. The meter shall be read once in every billing cycle. It shall be the duty of Licensee official reading the meter to check condition of LEDs (light emitting device) on electronic meters. In case E/L LED indicator, provided on electronic meters, is found 'ON' he shall inform the consumer that there is leakage in the premises and advise him to get his wiring checked and leakage removed. He shall also inform concerned district manager about the leakage.
- ii. The consumer shall extend all facilities to the Licensee to read the meter.
- iii. In case, for any reason, meter is not read during any billing cycle, the Licensee shall send a provisional bill based on average consumption of last three billing cycles when readings were taken. Such provisional billing shall not continue for more than two billing cycles at a stretch. The amount so paid shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles. Alternatively, if the consumer furnishes the meter reading(s) himself, the billing for that billing cycles(s) shall be done based on that/those reading(s) subject to adjustment in next billing cycle.
- iv. If the meter is rendered inaccessible on two consecutive meter reading dates, the Licensee shall serve a fifteen days clear notice to the consumer under proper receipt, to keep open the premise for taking meter reading on date and time indicated in the notice. If the consumer does not comply with the notice, the Licensee shall after expiry of the notice period cut off supply of the consumer for so long as such refusal or failure continues.
- v. If the provisional billing continues for more than two billing cycles, compensation as specified in Schedule III shall be paid by the Licensee.
- vi. When a domestic consumer gives prior information in writing about inaccessibility of the meter to the Licensee due to continued absence from residence, the Licensee shall not send any notice/provisional bill to the consumer provided the consumer pays the fixed charges for such period in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the

consumption was for the period excluding the intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up to date dues.

- vii. If the consumer desires to have a special reading taken, the same shall be arranged by the Licensee and the charge, as prescribed in this Regulation, shall be included in the next bill of the consumer.

38. Testing of meters

(1) The Licensee shall conduct periodical inspection/testing and calibration of the meters as specified by the Regulations framed by Authority in this regard, in the following manner:

- a. Periodicity of meter tests

The Licensee shall observe following time schedule for regular meter testing:

Category	Interval of testing
Railways, DMRC	Six months
Bulk supply meters (HT)	One year
LT meters	Five years

- b. Should the consumer dispute the accuracy of the meter, he may, upon giving notice/complaint to that effect and after paying the prescribed testing fee, have the meter tested by the Licensee.
- c. The Licensee shall, within fifteen days of receiving the complaint, carry out testing of the meter as per the procedure prescribed herein, and shall furnish duly authenticated test results to the consumer. The consumer shall be informed of proposed date and time of testing at least two days in advance.
- d. The meter testing team of the Licensee shall ensure testing with resistive load of sufficient capacity to carry out the testing. The testing of meter shall be done for a minimum consumption of 1 kWh. Optical Scanner shall be used for counting the pulses/revolutions. The meter testing report shall be in the format given in **ANNEXE-VII** or as approved by the Commission from time to time.
- e. When the meter is found to be fast beyond the limits of accuracy specified by the Regulations framed by the Authority in this regard, the

Licensee/consumer, as the case may be, shall replace/rectify the defective meter within fifteen days of testing. The Licensee shall adjust/refund the excess amount collected on account of the said defect, based on percentage error, for a maximum period of six months or less depending on period of installation of meter prior to the date of consumer's complaint and up to the date on which defective meter is replaced/rectified.

- f. When the meter is found to be slow beyond the limits of accuracy, specified in the Regulations framed by the Authority and the consumer does not dispute the accuracy of the test, the Licensee/consumer, as the case may be, shall replace/rectify the defective meter within fifteen days of testing. The consumer shall pay the difference due to the defect in the meter at normal rates, based on percentage error, for a maximum period of not more than six months or less depending on period of installation of meter prior to date of test and up to the date on which defective meter is replaced/rectified.
- g. If the consumer or his representative disputes or refuses to sign the test report, the defective meter shall not be replaced and the Licensee shall approach the designated Electrical Inspector or any authorized third party, who shall test the correctness of the meter and give results within one month. The Commission shall notify the third party in accordance with the National Electricity Policy. The decision of the Inspector or such authorized third party shall be final and binding on the Licensee as well as the consumer.
- h. The Licensee shall keep record of all such meter tests and submit to the Commission, exception report every six months.

39. Meter not recording

- a. If the meter is not recording/stuck as reported by the consumer, the Licensee shall check the meter within fifteen days of receipt of complaint and if found not recording/stuck, the meter shall be replaced by the Licensee/consumer, as the case may be, within fifteen days thereafter.
- b. Where the Licensee observes that meter is not recording any consumption for the last two consecutive billing cycles, he shall notify the consumer.

Thereafter, the Licensee shall check the meter and if the meter is found stuck/stopped, the meter shall be replaced within seven days.

40. Burnt meter

- a. In case the meter is found burnt upon inspection by the Licensee on consumer's complaint or otherwise, the Licensee shall restore connection in six hours upon receiving the complaint by bypassing the burnt meter after ensuring that necessary corrective action at site is taken to avoid future damage. New meter shall be provided by the Licensee/consumer, as the case may be, within three days.
- b. The Licensee shall get the burnt meter removed from site/consumer's premises and test the same. If it is established, based on test results, that meter got burnt due to technical reasons e.g. voltage fluctuation, transients etc. attributable to system constraints, the Licensee shall bear the cost of meter.

In case upon inspection of the consumer's installation and subsequent examination of the meter, it is established that meter got burnt due to reasons attributable to the consumer e.g. tampering, defect in consumer's installation, meter getting wet due to falling of water, connection of unauthorized load by the consumer etc., the consumer shall bear cost of procuring and installing the new meter. The consumer shall also pay to the licensee the cost of the meter less the depreciation at the rate of 6% per annum (or the rate approved by the Commission for ARR purposes from time to time) from the date of installation.

- 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 theft of energy 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. In case a consumer hinders replacement of burnt meter or does not intimate the licensee, the drawl of energy under such circumstances shall be dealt as per Part XIV of the Act.

Billing

41. General

- i The Licensee shall notify Billing and Payment Schedule area wise, district wise or circle wise as may be decided by the Licensee.
- ii The Licensee shall raise the bill for every billing cycle based on actual meter readings. The bills sent to consumers by the Licensee should reflect details e.g. present and last meter readings, sanctioned load, fixed charges, quantity of electricity consumed during the cycle, rate, total amount to be paid for consumption, Current Security Deposit with the Licensee, and details of past arrears, if any, last date for payment, surcharge for delayed payment, Government subsidy, if any, etc.
- iii Delivery of each bill to the consumer shall be effected at least fifteen days before the due date for payment of the bill.
- iv Provisional billing (based on average consumption) shall not be for more than two billing cycles. In case meter is rendered inaccessible for two consecutive billing cycles, action as per Para 37(iv) shall be followed.
- v Licensee shall provide complete details in the bill of all arrears except for those arising due to non-payment of last bill. Such arrears shall be recoverable in installments alongwith LPSC as given below:

Table 7

Arrear for period	Amount to be recovered in each installment
Upto twelve months	50% in first installment and balance in two equal installments
More than twelve months and upto twenty four months	In four equal installments

42. Bill particulars

The following particulars shall be indicated in the bill

- 1 K.No - This is the unique consumer identification number, which can be referred to for any communication.
- 2 Book No./DT No./Reading Repository/Binder details - Meter book no. is the book where in the consumers meter reading details taken during the meter reading cycle is noted down /compiled in soft form.
- 3 Bill Number
- 4 Bill Month
- 5 Bill type - Provisional or Regular
- 6 Meter Number
- 7 Meter type
- 8 Supply type
- 9 Applicable tariff
- 10 Security deposit with the Licensee.
- 11 Sanctioned Load
- 12 Fixed charge
- 13 Meter Reading of previous billing cycle and date of reading
- 14 Current Meter Reading and date of reading
- 15 Billed Units- This shows the total units consumed for the particular billing cycle.
- 16 Slab Calculation (units, rate, amount)- This gives the breakup of charges for the billed units for each slab of tariff.
- 17 Energy charge
- 18 Arrear amount
- 19 Arrear Details - indicating period for which arrears are due, energy charges, fixed/demand charges, LPSC, electricity tax etc.
- 20 Amount payable (rounded off) after the due date- net amount to be paid after the due date.
- 21 Due Date including last date before which the bill has to be paid.
- 22 Late Payment Surcharge- fees that is charged in case the payment is not made within the due date/ amount payable after due date within one month from due date

- 23 Amount payable (rounded off) within the due date- net amount to be paid before the due date.
- 24 Amount payable after due date
- 25 Government subsidy, if any
- 26 Compensation to the consumer, if any
- 27 Previous Consumption Pattern (Bill Month, Units, Status)- This shows the consumption pattern for last six months
- 28 Other information as applicable to kVAh billing and HT consumers to be appropriately added and unrelated items to be deleted
- 29 Any other information which the Licensee deems fit.
- 30 Meter Remark- This indicates the meter status.

43. Billing during the period defective/stuck/stopped/burnt meter remained at site

- i The consumer shall be billed for the period the defective/stuck/stopped/burnt meter remained on site, subject to a maximum of six months, based on the estimated energy consumption by taking the consumption pattern of the consumer for the twelve months prior to the period during which the meter remained defective. The amount already paid by the consumer for the period meter remained non functional or defective, shall be adjusted in this bill. The assessment bill shall be raised within two billing cycles from the date of changing the meter.
- ii In cases where the recorded consumption of past twelve months prior to the date meter became defective is either not available or partially available, the consumption pattern for the next twelve months after the installation of new meter would be used for billing purposes.
- iii In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also

not available, the average maximum demand recorded for the next six billing cycles after changing the meter shall be considered.

44. Complaint on consumer bills

- i In case of any complaint being filed, the Licensee shall acknowledge the consumer's complaint immediately, if received in person, or within three days from the date of receipt if received by post.
- ii If no additional information is required from the consumer, the Licensee shall resolve the consumer's complaint and intimate the result to the consumer within fifteen days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within thirty days of receipt of the complaint. Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.
- iii In case, the bill is received late and the time available for payment is less than fifteen days, the consumer may apply within two days of receipt of such bill for extension of due date and the Licensee shall extend the due date so as to allow fifteen clear days from the date of communication of grant of such extension.
- iv In case of non-receipt of bill by the consumer, the Consumer shall approach the Licensee, who shall furnish duplicate bill immediately with due date for payment extended as above and no late payment surcharge shall be leviable if the complaint is correct.

45. Arrears appearing in bills

- (i) If the arrears appear in a bill for the first time, for which payment has already been made within due date, or which are not due to the Licensee, the Licensee shall pay to the consumer compensation at the rate of 10% of the arrear amount subject to a ceiling of Rs. 500/-.

- (ii) In case the said arrears are raised again for the second time, compensation at the rate of 15% of the arrear amount subject to a ceiling of Rs.750/- shall be payable to the consumer by the Licensee.
- (iii) If the arrears appear in a bill for which payment was made after due date, no compensation shall be paid. If such arrear, for which the payments have been made after the due date, appear in any subsequent bill(s), the case shall be dealt in accordance with clauses (i) and (ii) above.
- (iv) The compensation mentioned in clauses (i) and (ii) shall be adjusted at the time of making payment for the bill in which such arrears have appeared. Notice to such effect shall be prominently displayed at all bill collection centers of the Licensee.
- (v) In case the arrears, as mentioned in clauses (i) and (ii), appear in a bill for the third time or thereafter, the consumer shall be entitled to make a petition to the Forum and the Forum shall decide the compensation to be paid to such consumer on a case-to-case basis. The provisions of this para shall also apply to the bills, which have been wrongly raised by the Licensee.

46. Change of occupancy/vacancy of premises

- i It shall be the responsibility of the consumer to get a special reading done by the Licensee at the time of change of occupancy or on the premises falling vacant and obtain no-due certificate from the Licensee.
- ii The consumer shall request in writing to the Licensee for special reading to be taken at least seven days in advance of the said vacancy of the premises by the existing user or change of the occupancy, as the case may be.
- iii The Licensee shall arrange for a special reading to be done and deliver the final bill, including all arrears till the date of billing, at least three days before the vacancy of the premises. The final bill thus raised shall mention that no other dues are pending on the premises and the bill is final. The

final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.

- iv 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. The Licensee shall disconnect the supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the payment on vacation of the premises and the Licensee shall issue No-demand certificate on receiving such payment. However, in cases of change of occupancy, connection shall not be disconnected and after getting the commercial formalities for change of name, the same shall be affected.

47. Payment on self assessment by the consumer

- i In case of non-receipt of bill the consumer may deposit self assessed bill in the format prescribed in **ANNEXE-VIII** to the Regulations or as approved by the Commission from time to time, 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 payment so made by the consumer shall be adjusted in the next bill.
- ii In case of dispute regarding levy of surcharges, the Licensee shall settle the dispute within one billing cycle from the date of protest by the consumer after giving him an opportunity for reply and personal hearing.

48. Advance payment of anticipated bills by consumer

- i If a consumer intends to make advance payment of bills, the Licensee, in the format prescribed at **ANNEXE-IX** to the Regulations or as approved by the Commission from time to time, shall accept the same and the amount so paid shall be adjusted towards energy and other charges in the next bill. Interest at the rate of 0.5% above the Savings Bank rate of State Bank of India as applicable on 1st January and 1st July of the Calendar year, for next six months, payable half yearly on such deposit shall be paid on

balance amount lying unadjusted with the Licensee. Such interest amount shall be adjusted in the future bill of the consumer.

- ii The minimum amount to be paid is Rs. 5000/- and multiples of Rs. 1000/- thereafter or six month billing of the consumer, whichever is higher.
- iii In case a consumer's premises remains vacant for some duration and he desires to pay fixed charges in advance, then sub clause (ii) above, shall be applicable.

Chapter VI

Disconnection and Reconnection

49. Disconnection on non-payment of the Licensees Dues

- i The Licensee may issue a disconnection notice in writing, as per section 56 of the Act, to the consumer who defaults on his payment of dues giving him fifteen clear days to pay the dues. Thereafter, the Licensee may disconnect the consumer's installation on expiry of the said notice period by removing the Service Line / Meter or as the Licensee may deem fit. If the Consumer does not make the payment within six months of the date of disconnection, such connections shall be treated as Dormant Connection.
- ii The Licensee may take steps to prevent unauthorized reconnection of such consumers disconnected in the manner as mentioned above. Wherever Licensee discovers that connection has been re-connected unauthorisedly, Licensee may initiate action as per provisions of section 138 of the Act. Further, in case Licensee discovers that the supply to such premises has been restored through another live connection, notice to registered consumer/user of such live connection shall be given to stop such illegal supply immediately failing which pending dues of disconnected connection shall be transferred to his account and non-payment of such transferred dues may be dealt with as per Sub-Regulation (i) above.

50. Disconnection on Consumer's request

- i In case consumer desires his meter to be disconnected, he shall apply for the same on the format prescribed at **ANNEXE-X** of the Regulations or as approved by the Commission from time to time.
- ii The Licensee shall carryout a special reading and prepare final bill including all arrears up to the date of such billing within five days from such

request. Upon payment, the Licensee shall issue receipt with 'Final Bill' stamped on it. This receipt shall be treated as 'No Dues Certificate'.

- iii Thereafter, the Licensee shall not have any right to recover any charge(s) for any period prior to this date of billing.
- iv Licensee shall not raise any bill after disconnection. In case bills are raised even after disconnection, penalty @ Rs. 500 per bill shall be payable.

51. Reconnection

The Licensee shall reconnect the consumer's installation within two days of payment of past dues, reconnection charges and Service Line Charges, as applicable, for that Category of Consumer if the same has been removed by the Licensee at the time of disconnection. Dormant connections, however, would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer.

Chapter VII

Theft and Unauthorised Use of Electricity

Theft of Electricity

52. Procedure for booking a case for Theft of Electricity

- i The Licensee shall publish the list of the Authorized Officers of various districts, prominently in all the District Offices and the Photo ID Card issued to such officers shall indicate so.
- ii An Authorized Officer, *suo moto* or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.
- iii The inspection team of the Licensee, headed by such Authorised Officer shall carry along with them their Visiting Cards and Photo Identity Cards. Photo ID card should be shown and Visiting Card handed over to the consumer before entering the premises. Photo ID card of the Authorised Officer shall clearly indicate that he has been nominated as authorized officer as per provisions of section 135 of the Act.
- iv The Authorised Officer shall prepare a report giving details such as connected load, condition of meter seals, working of meter and mention any irregularity noticed (such as tampered meter, current reversing transformer, artificial means adopted for theft of energy) as per format given in **ANNEXE-XI** or as approved by the Commission from time to time.
- v The report shall clearly indicate whether sufficient evidence substantiating the fact that theft of energy was found or not. The details of such evidence should be recorded in the report.
- vi No case for theft shall be booked only on account of seals on the meter missing or tampered or breakage of glass window, unless corroborated by consumption pattern of consumer and such other evidence as may be available.

- vii In case sufficient evidence is found to establish direct theft of electricity, Licensee shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises and within two days from date of inspection, file a case against the consumer in designated Special Court as per the provisions of section 135 of the Act. Copy of filing shall be served on the consumer under proper receipt within two days of such filing. The Licensee shall also assess the energy consumption for past twelve (12) months as per the assessment formula prescribed in **ANNEXE-XIII** and prepare final assessment bill on two times the rates as per applicable tariff and serve on the consumer under proper receipt.
- viii In case of suspected theft, the Authorised Officer shall Remove the old meter under a seizure memo and seal it in the presence of the consumer/ his representative. The Licensee shall continue the supply to the consumer with a new meter. The old meter shall be tested in a NABL accredited laboratory and the laboratory shall give a test report, in writing, which alongwith photographs/ videographs shall constitute evidence thereof. The list of NABL accredited laboratories shall be notified by the Commission. The Authorised Officer shall record reasons to suspect theft in the premises in his report.
- ix The report shall be signed by the Authorized Officer and each 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 photographed. Simultaneously, the report shall be sent to the consumer under Registered Post.
- Provided that, in case of suspected theft, if the consumption pattern for last one year is reasonably uniform and is not less than 75% of the assessed consumption, no further proceedings shall be taken and the decision shall

- be communicated to the consumer under proper receipt within three days and connection shall be restored through original meter.
- x After detailed examination of the evidence and the consumption pattern of the consumer, if the Licensee is convinced that a prima-facie case is made out for the abstraction, consumption or use of electricity dishonestly against the consumer, the Licensee shall, within seven days of inspection, serve on the consumer a seven days show cause notice giving reasons, as to why a case of theft should not be booked against such consumer giving full details for arriving at such decision and points on which reply to be submitted. 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.
 - xi In case show cause notice is not served even after thirty days from date of inspection, the case of suspected theft shall be considered as dropped and no further action can be initiated against the consumer.
 - xii Theft will not be limited to physical interference with the meter found in physical inspection. It will also include theft committed by resorting to external methods such as remote control/ high voltage injection etc. which interfere with the accurate registration of energy consumed. Theft of electricity may be established by analysis of metering data downloaded by a third party authorized laboratory. In case theft of energy is determined by way of meter download, the show cause notice will be sent to the consumer/user.

53. Personal hearing in case of suspected Theft

- i Within four days from the date of submission of consumers' reply, the Licensee shall arrange a personal hearing with the consumer. The consumer may be given another opportunity in case he fails to appear for the hearing. In case, the consumer fails to appear for the second time, the Licensee may proceed ex-parte.

- ii During the personal hearing, the Licensee shall give due consideration to the facts submitted by the consumer and pass, within three days, a speaking order as to whether the case of theft is established or not. Speaking Order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during personal hearing and reasons for acceptance or rejection of the same.
- iii In case of the decision that the case of theft is not established, no further proceedings shall be required 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 twelve (12) months as per the assessment formula given in **ANNEXE-XIII** and prepare final assessment bill on two 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 seven days of its proper receipt. The Licensee may, taking into consideration the financial position and other conditions of the consumer, extend the last date of payment or approve the payment to be made in installments. The amount, the extended last date and/or time schedule of payment/installments should be clearly stated in the speaking order.

54. Default in payment of assessed amount or installments thereof.

- i In case of default in payment of the assessed amount, the Licensee will, after giving a fifteen days notice, in writing, file a case against the consumer in the designated Special Court as per the provisions of section 135 of the Act. Disconnection of supply, however, can only be done after getting an order from the Special Court.

55. 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 two times the normal tariff for the period of last six months 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. The Licensee shall not move the Special Court 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 theft case may be followed.

56. General

While making the assessment bill, the Licensee shall give credit to the consumer for the payments already made by the consumer for the period of the assessment bill. The bill shall clearly indicate the timing, days and place where it is to be deposited. All such payments shall be made by way of Demand Draft/Bank Pay Orders only.

Unauthorized Use of Electricity (UUE)

57. Procedure for booking a case for unauthorized use of electricity

- i The Licensee shall publish the list of Assessing Officers of various districts, prominently in all the District Offices and the Photo ID Card issued to such officers shall indicate so.

- ii An Assessing Officer, *suo moto* or on receipt of reliable information regarding Unauthorized Use of Electricity shall promptly conduct inspection of such premises.
- iii The inspection team of the Licensee shall carry along with them their Visiting Cards and Photo Identity Cards. Photo ID card should be shown and Visiting Card handed over to the consumer before entering the premises.
- iv The Assessing Officer shall prepare a report giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for Unauthorized Use of Electricity) as per format prescribed in **ANNEXE-XI** or as approved by the Commission from time to time.
- v The report shall clearly indicate whether sufficient evidence substantiating the fact that Unauthorized Use of Electricity was found or not. The details of such evidence should be recorded in the report.
- vi Two or more connections shall not be clubbed unless it is proved that the connections are used to serve/supply the same establishment.
- vii The report shall be signed by the Assessing Officer and each 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 photographed. Simultaneously, the report shall be sent to the consumer under Registered Post.
- viii The Licensee shall, within seven days of date of inspection, serve a seven days show cause notice, giving reasons as to why a case of UUE 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.

58. Submission of consumer's reply

- i Within seven days from the date of receipt of inspection report/show cause notice, the consumer may submit a reply or deposit prescribed inspection fee and request the Licensee to do site verification again.
- ii Within seven days from the date of such request, the Licensee shall arrange second inspection of the consumer's premises and shall do site verification.
- iii Within seven days from the date of second inspection, the Licensee shall analyze the case after carefully considering all the documents, submissions by the consumer, facts on record and the report of second inspection on consumer's request. If it is concluded that there is no Unauthorized Use of Electricity, the case of Unauthorized Use of Electricity shall be dropped immediately and the decision shall be communicated to the consumer under proper receipt within seven days from the date of taking the decision.
- iv If it is concluded that there is Unauthorized Use of Electricity, the Licensee shall arrange personal hearing with the consumer within fifteen days from the date of such decision.

59. Personal hearing

- i Within four days from the date of submission of consumers' reply, the Licensee shall arrange a personal hearing with the consumer.
- ii During the personal hearing, the Licensee shall give due consideration to the facts submitted by the consumer and pass, within fifteen days, a speaking order as to whether the case of Unauthorized Use of Electricity is established or not. Speaking Order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during personal hearing and reasons for acceptance or rejections of the same.

- iii In case Unauthorized Use of Electricity is not established, further proceedings shall be discontinued and case of Unauthorized Use of Electricity shall be dropped immediately.

Where it is established that there is a case of Unauthorized Use of Electricity, the Licensee shall assess the energy consumption for past three (3) months for domestic and agricultural connection and for past six (6) months for other categories as per the assessment formula given in **ANNEXE-XIII** and prepare final assessment bill on 1.5 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 seven days of its proper receipt. The Licensee may, taking into consideration the financial position and other conditions of the consumer, extend the last date of payment or approve the payment to be made in installments. The amount, the extended last date and/or time schedule of payment/installments should be clearly stated in the speaking order. A copy of the speaking order shall also be handed over to the consumer under proper receipt.

60. Default in payment of assessed amount or installments thereof.

In case of default in payment of the assessed amount whether in full or in agreed installments as the case may be, the Licensee shall, after giving a fifteen days' notice in writing disconnect the supply of electricity, remove the meter and service line

61. General

- i The Licensee shall develop a format for requesting withdrawal of charges on Unauthorized Use of Electricity.
- ii In cases, where the charges on account of Unauthorized Use of Electricity are withdrawn *ab initio*, the inspection fee for second inspection deposited by the consumer shall be adjusted through subsequent electricity bills.

- iii The levy of charges on account of Unauthorized Use of Electricity shall continue till the cause of levy is removed and verified by the Licensee as per procedure laid down in Regulation 58.

Chapter VIII

Complaint Handling Procedure

62. General

- i Complaints regarding no current/ failure of power supply, voltage fluctuation, load shedding and scheduled outages, metering, billing and other commercial complaints shall be addressed by the Licensee as per the provisions of these Regulations.
- ii Power supply complaints may be lodged at the Licensees Centralized Call Centers/Complaint Centers. Complaints regarding metering, billing and other commercial issues shall be lodged at Centralized Commercial Complaint Center/Commercial Manager Office.
The contact numbers of these centers shall be printed on the electricity bills, displayed at the Bill Collection centers and uploaded on the Licensees website. The contact numbers of Asstt. Managers/designated officers, who can be approached in case of delay in redressal of complaint would also be notified as above.
- iii No Current/failure of power supply
Power supply in premises could fail due to any one of the following reasons, which could be attributed to Licensee:
 - a. Fuse blown out/ tripping of MCB
 - b. Burnt meter
 - c. Service line broken
 - d. Service line snapped from pole
 - e. Fault in distribution mains
 - f. Distribution transformer failure
 - g. Fault in HT system
 - h. Problem in grid (33 kV or 66 kV) substation
 - i. Planned/scheduled/emergency Maintenance work.
 - j. Load Shedding
 - k. Street light complaint

63. Procedure for lodging complaint:

- i Complaint can be lodged over the telephone to the Centralised Complaint Receiving Centre of the Licensee, giving the details of name, address, telephone no., if available and brief nature of the complaint.
- ii All complaints received shall be immediately acknowledged by providing a complaint number to the complainant. The Centralised Complaint Receiving Centre shall keep a detailed log of all complaints received in a database/ register.
- iii In case the Centralised Complaint Receiving Center is aware that the complaint is due to any of the reasons listed at (e) – (j) in para 62(iii) above, he 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.
- iv. The Centralised Complaint Receiving Center shall communicate the complaint to the mobile service groups at the concerned Complaint 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 Centralised Complaint Receiving Center shall be informed of the status who would log the same in the record.
- v. In case, the cause of the complaint is more severe, due to any reason(s) listed at (e)–(j) 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 Complaint Receiving Center. He

shall also inform the next higher authority to take appropriate action to deploy additional resources and materials to resolve the complaint.

- vi. All complaints shall be monitored by the Centralized Complaint Receiving Center regarding resolution of the complaint within the stipulated time limit as given below:

Table 8

Nature of cause of power supply failure	Maximum Time Limit for restoration.
Fuse blown out or MCB tripped	Within three hours for Urban areas Within eight hours for Rural areas
Service line broken Service line snapped from the pole	Within six hours for Urban areas Within twelve hours for Rural areas
Fault in distribution mains	Temporary Supply to be restored within four hours from alternate source, wherever feasible. Rectification of fault and thereafter Restoration of normal power supply within twelve hours
Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible Replacement of failed transformer within forty-eight hours
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible.

	Rectification of fault within twelve hours
Problem in grid (33 kV or 66 kV) substation	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Repair and restoration of supply within forty-eight hours
Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Replacement action to be intimated to the Commission within seventy-two hours and replacement of power transformer within 20 days
Burnt meter	Restoration of supply by bypassing the burnt meter within six hours Replacement of burnt meter within three days
Street light complaint	Restoration within seventy-two hours

- vii. In case no information is received from Mobile Service Group by the Complaint Center/Centralized Call Center within the stipulated time given above, the Call Center/Complaint Center shall escalate the complaint to the concerned Authorized Officer/District Manager.
- viii. The escalation process shall be inbuilt within the system and shall escalate automatically every two hours up to the level of GM (Operations) 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.

- ix 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 to the General Manager (Operations).

Voltage Complaints

- x. In the case of Low / High voltage, the complaint should be lodged at the Centralised Call Center/Complaint Center giving name, address, telephone no., if any, 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.
- xi The Centralized Call Center/Complaint Center 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.
- xii 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 Assistant Manager/Designated Officer.
- xiii The Area Assistant Manager/Designated Officer shall ascertain if the problem can be rectified by changing the Tap position of the transformer or proper control of the capacitors installed in the system and if possible, he shall do so. However, in case the Assistant Manager finds that problem is due to deficiency in the distribution system requiring up-gradation of

distribution lines, transformers, capacitors etc., he shall inform the District Manager for taking further necessary action.

- xiv. The consumer shall also be informed of the need to switching on or switching off of the capacitors installed in his premises when the connected load is not in operation which shall also help the consumer to extend the life of the capacitors besides avoiding over voltage problems, if the capacitors are not controlled automatically.
- xv. The voltage problem shall be resolved with the time limits specified in Table given below:

Table 9

No.	Cause of problem related to voltage variation	Time limit for the rendering service	Authorised Person	Next higher level for complaint
1.	Local problem	Within 4 hours	Assistant Manager	District Manager
2.	Tap of transformer	Within 3 days	Assistant Manager	District Manager
3.	Repair of distribution line / transformer / capacitor	Within 30 days	Assistant Manager	District Manager
4.	Installation and Up-gradation of HT / LT System	Within 90 days	Assistant Manager	District Manager

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

xvii. 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 District Manager of the concerned area in the format given at **ANNEXE-XIII**. The District Manager shall acknowledge the receipt of such complaint and arrange to prevent such recurrences.

Metering and Billing Complaints

xviii Metering and billing complaints could be due to one of the following reasons:

- (a) Delay in providing new connection.
- (b) Delay in transfer of connection.
- (c) Delay in enhancement/reduction of load.
- (d) Replacement of defective/burnt meter.
- (e) Change of category.
- (f) Disconnection and restoration of supply.
- (g) Seals missing.
- (h) Wrong billing.
- (i) Vacation of premises/change of occupancy.

xix. In case of metering and billing complaints, these shall be referred to Commercial Manager. These shall be resolved in the time frame allowed as per these Regulations and consumer shall be apprised accordingly.

xx. Monitoring of Complaints

- (a) Daily MIS reports shall be provided to the CEO, and GM (Operations) giving the number and status of pending complaints.
- (b) 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 monthly basis both for power supply and metering, billing and other commercial complaints.

CHAPTER IX

Guaranteed and Overall standards of performance

64. Guaranteed standards of performance

(i) The Standards specified in the Schedule - I shall be the Guaranteed Standards of Performance, being the minimum standards of service that a Licensee shall achieve, and the Standards specified in the Schedule-II shall be the Overall Standards of Performance which the Licensee shall seek to achieve in the discharge of his obligations as a Licensee.

(ii) The Commission may from time to time add, alter, vary, modify or amend the contents of the Schedule – I and Schedule - II, by a general or special order passed by the Commission.

65. Compensation

(i) The Licensee shall be liable to pay to the affected consumers compensation specified in Schedule – III for Licensee's failure to meet the Guaranteed Standards of Performance specified in Schedule – I. The compensation shall be paid by the Licensee in the manner specified in Schedule III:

(ii) The Licensee concerned shall pay the compensation referred to under sub-clause (i) above by way of adjustment in the current or future electricity bill(s) as laid out in Schedule-III.

66. Information on Standards of Performance

(i) For Guaranteed Standards, each Licensee shall furnish to the Commission, in a report for every month and in a consolidated annual report, the following information:

(a) The levels of performance achieved by the Licensee with reference to the standards specified in Schedule – I to this Regulation;

- (b) The number of cases in which compensation were payable under Regulation 65 above, and the aggregate amount of the compensation payable and paid by the Licensee,
- (c) The number of claims made by consumers against the Licensee for failure to meet the Guaranteed Standards of Performance and the action taken by the Licensee including the reasons as to delay in payment, or non-payment of compensation for such claims; and
- (d) The measures taken by the Licensee to improve performance in the areas covered by Guaranteed Standards and Licensee's targets of improved performance for the ensuing year.
- (ii) The monthly reports under sub-clause (i) shall be furnished to the Commission within 15 days of the close of the month and the annual report under the sub-clause (i) shall be furnished to the Commission within 30 days of the close of the financial year.
- (iii) The Licensee shall furnish to the Commission, in a report for every quarter and in a consolidated annual report for each financial year, the following information as to the Overall Standards of Performance:
- a. The level of performance achieved with reference to those specified in Schedule – II to this regulation; and
 - b. The measures taken by the Licensee to improve performance in the areas covered by Overall Standards and Licensee's targets of improved performance for the ensuing year.

The Quarterly reports under sub-clause (iii) shall be furnished to the Commission within 15 days of the close of the quarter and the annual report under the said sub-clause (iii) shall be furnished to the Commission within 30 days of the close of the financial year.

- (iv) The Commission shall, at such intervals as it may deem fit and not inconsistent with the provisions of the Act, arrange for the publication of the information furnished by Licensees under this Regulation.

Chapter X

Miscellaneous

67. General

- i The Licensee shall monitor the progress of each case of new connection, billing, metering, disconnection, reconnection and theft on monthly basis and send MIS reports to the Commission every quarter, mentioning the performance standards achieved, violation of code in each category, penalty leviable, penalty adjusted etc.
- ii The Licensee shall keep uploading the area-wise list and current status of new connection, billing, metering, disconnection, reconnection and number of theft cases on the website giving overall figure of such cases booked, decided and pending. The Licensee shall also upload at its website all the reports sent to the Commission in accordance with these Regulations.

68. Notice to the Consumer

Any order/ notice to the consumer by the Licensee including the notice under section 56 of the Electricity Act, 2003 shall be deemed to be duly served by the Licensee if it is:

- (a) Sent by registered post at the correct postal address of the addressee, or
- (b) Delivered by hand to the person residing at the address notified to the Licensee by the consumer, or
- (c) Affixed at a conspicuous part of such premises and photographed in case there is no person to whom the same can, with reasonable diligence, be delivered.

69. Exemption

(i) The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the Licensee's installations and activities.

(ii) Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the Distribution Licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the Transmission Licensee's network or on account of instructions given by State Load Dispatch Centre, over which the Distribution Licensee has no reasonable control..

70. Power of relaxation and power to remove difficulties

- i The Commission may, in public interest and for reasons to be recorded in writing, relax any of the provision of these Regulations.
- ii If any difficulty arises in giving effect to the provisions of these regulations, the Commission may, by any general or special order, make such provisions, not inconsistent with the provisions of the Act, which appears to be necessary or expedient for the purpose of removing the difficulties.

71. Repeal and Savings

- i Save as otherwise provided in these Regulations, the Delhi Electricity Regulatory Commission (Performance Standard – Metering and Billing) Regulations 2002 are hereby repealed.
- ii Notwithstanding such repeal
 - a. Anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under these Regulations to the extent that same were not inconsistent with the Act.

- b. The Commission may, at any time and on such terms as it may think fit, amend, alter or modify any provision of these Regulations or remove any error or defect in these Regulations.

**Somit Dasgupta,
Secretary**

SCHEDULE – I
GUARANTEED STANDARDS OF PERFORMANCE

1. Restoration of Power Supply

Nature of cause of power supply failure	Maximum Time Limit for restoration.
1.1 Fuse blown out or Miniature Circuit Breaker tripped	Within three hours for Urban areas Within eight hours for Rural areas
1.2 Service line broken Service line snapped from the pole	Within six hours for Urban areas Within twelve hours for Rural areas
1.3 Fault in distribution line/system	Temporary Supply to be restored within four hours from alternate source, wherever feasible. Rectification of fault and thereafter Restoration of normal power supply within twelve hours
1.4 Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible Replacement of failed transformer within forty-eight hours
1.5 High Tension mains failed	Temporary restoration of power supply within four hours, wherever feasible.

	Rectification of fault within twelve hours
1.6 Problem in grid (33 kV or 66 kV) substation	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Repair and restoration of supply within forty-eight hours
1.7 Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Rectification action plan to be intimated to the Commission within seventy two hours Rectification to be completed within fifteen days
1.8 Burnt meter	Restoration of supply by bypassing the burnt meter within six hours Replacement of burnt meter within three days
1.9 Street Light Faults	Rectification of street light faults within seventy two hours

2. Quality of Power Supply

Voltage variations:

(i) The Licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

- (a) In the case of Low Voltage, +6% and -6%;
- (b) In the case of High Voltage, +6% and -9%; and,
- (c) In the case of Extra High Voltage, +10% and -12.5%.

The voltage problem shall be resolved with the time limits specified in Table given below:

No.	Cause of problem related to voltage variation	Time limit for the rendering service		
1.	Local problem	Within four hours		
2.	Tap of transformer	Within three days		
3.	Repair of distribution line / transformer / capacitor	Within thirty days		
4.	Installation and Up-gradation of High Tension / Low Tension System	Within ninety days		

3. Harmonics

Requirements will be specified separately at an appropriate time after conducting a detailed study.

4. Complaints about meters

Nature of complaint	Time to be taken by Licensee
Complaint lodged for accuracy test of meter	Within fifteen days of receiving the complaint, the Licensee shall test the meter and if needed, the meter shall be replaced within fifteen days thereafter
Complaint lodged for defective / stuck meter	Within fifteen days of receiving the complaint, the Licensee shall check the meter and if needed, the meter shall be replaced within fifteen days thereafter
Complaint lodged for burnt meter	The Licensee shall restore supply within six hours upon receipt of complaint bypassing the burnt meter and new meter shall be provided within three days

5. Applications for New connections/Additional Load

a. Cases where power supply can be provided from existing network

New connections will have to be provided by the Licensee in accordance with the time frame as per Section 43 of the Act and these Regulations.

b. Cases where power supply requires extension of distribution system

- (i) The Licensee shall acknowledge the receipt of the application within three days and shall intimate to the applicant in writing about the time frame in which connection can be provided, the amount of security and

other charges payable within seven, fifteen, thirty and forty five days of receipt of application for Low Tension, High Tension (11KV), High Tension (33KV) and Extra High Tension (above 33KV), respectively.

- (ii) The supply of electricity in such cases shall be effected by the Licensee within the time limits specified hereunder:

1.	Electrified Areas (where extension of LT line upto five poles is required)	fifteen days
2.	Electrified Areas (Where extension of lines or augmentation of Distribution Transformer is required)	Sixty days
3.	Electrified Areas (Where new Distribution Transformer is required)	One hundred and twenty days
4.	Electrified Areas (Where existing 11 KV network needs to be strengthened)	One hundred and eighty days
5.	Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Two hundred and forty days

c. Erection of substation to extend supply

<p>(i) Un-Electrified Areas (Where augmentation from nearby existing network is possible)</p>	<p>Six months (After receipt of deposit of consumers' share of necessary development charges as specified in these Regulations to cover the electrification requirement for supplying electricity to 50% of the prospective consumer base.</p>
<p>(ii) Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)</p>	<p>Twelve months (after receipt of deposit of consumers' share of necessary development charges as approved by the Commission under Miscellaneous Charges to cover the electrification requirement for supplying electricity to 50% of the prospective consumer base and availability of Right of Way and land for grid from the revenue authorities, land owning agencies. Licensee shall apply for land not later than 30 days of having known of the requirement to such land / revenue agencies with copy to the Commission)</p>

Provided that the distribution Licensee may approach the Commission for extension of time specified above, in specific cases where the magnitude of extension of electrification works is such that it requires more time, duly furnishing the details in support of such claim for extension. Such request should be made immediately after preparation of the scheme for such extension.

The Licensee shall not, however, be held responsible for the delay, if any, in extending supply, if the same is on account of problems relating to statutory clearances, right of way, acquisition of land, or the delay in consumer's obligation to obtain approval of Electrical Inspector to Government for his High Tension or Extra High Tension installation, etc. over which Licensee has no reasonable control.

6. Transfer of Consumer's connection and conversion of services

The Licensee shall give effect to transfer of consumer's connection, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the following time limits:

Nature of request	Time to be taken by Licensee
Change of consumer's connection due to change in ownership/occupancy	Change shall be effected in two billing cycles
Transfer of ownership to legal heir	Change shall be effected in two billing cycles
Load reduction	Licensee, after verification, shall sanction the reduced load within ten days from the date of acceptance of application and such load reduction shall be valid from the next billing cycle
Change of category	Licensee shall inspect the premises and change the category within ten days from the date of acceptance of application. Such change of category shall be effective from the date of deposit of inspection fee.

7. Complaints about consumer's bills

Nature of complaint	Time to be taken by Licensee
Complaints on billing	Licensee shall acknowledge the complaint immediately, if received in person, or within three days from the date of receipt if received by post. If no additional information is required, Licensee shall resolve the complaint and intimate the result to the consumer within fifteen days of receipt of the complaint. In case any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within thirty days of receipt of the complaint.
Final bill for vacation of premises/change of occupancy	The consumer shall make a request to the Licensee for a special reading at least seven days in advance before the premises are to be vacated or change of occupancy and the Licensee shall arrange for a final bill to be delivered, including arrears if any, at least three days before the vacation of the premises or change of occupancy. It is the consumer's responsibility to make the payment before the vacation of the premises.

8. Issues relating to disconnection/ reconnection of supply

<u>Issue under consideration</u>	<u>Time to be taken by Licensee</u>
Non payment of dues by the consumer	Licensee to give fifteen days notice to pay the dues and if not paid, the Licensee may disconnect the

	consumer's installation on the expiry of the notice period.
Request for reconnection	Licensee shall reconnect the consumer's installation within two days of payment of past dues along with reconnection charges and Service Line charges, wherever applicable, . Dormant connections would be reconnected only after all formalities as required in the case of new connections is complied with.
Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing, within five days of receiving such request

SCHEDULE-II

Overall Standards of Performance

1.1 Normal fuse-off calls: The Licensee shall maintain the percentage of fuse-off calls rectified within the time limits prescribed under sub-paragraph 1.1 of Schedule-I to total calls received not less than 99%.

1.2 Line Breakdowns: The Licensee shall ensure restoration of power supply within the time limits prescribed in sub-paragraph 1.3 of Schedule-I. The Licensee shall achieve this standard of performance in at least 95% of the cases.

1.3 Distribution Transformer Failures: The Licensee shall maintain the percentage of distribution transformers replaced within the time limits prescribed in sub-paragraph 1.4 of Schedule-I to the total distribution transformers failed not less than 95%.

1.4 Period of scheduled outages: Interruption in power supply due to scheduled outages, other than the load-shedding, has to be notified in advance and shall not exceed twelve hours in a day and in each such event, the Licensee has to ensure that the supply is restored by 6:00PM. The Licensee shall achieve both of these standards of performance in at least 95% of the cases.

1.5 Reliability Indices

The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The

Licensee shall compute and report the value of these indices from 2005-06 onwards:

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

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

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

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

$$1. \quad \text{SAIFI} = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t} \quad \text{Where,}$$

A_i = Total number of sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month

N_i = Connected load of i^{th} feeder affected due to each interruption

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

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

$$2. \quad \text{SAIDI} = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} \quad \text{Where,}$$

B_i = Total duration of all sustained interruptions on i^{th} feeder for the month.

N_i = Connected load of i^{th} feeder affected due to each interruption

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

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

$$3. \quad \text{MAIFI} = \frac{\sum_{i=1}^n (C_i * N_i)}{N_t} \quad \text{Where,}$$

C_i = Total number of momentary interruptions (each less than or equal to 5 minutes) on i^{th} feeder for the month

N_i = Connected load of i^{th} feeder affected due to each interruption

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

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

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

4. The Licensee shall propose the target level of these indices annually while submitting ARR. The Commission would accordingly notify these indices.

1.6 Frequency variations: The Licensee shall achieve coordination with other network constituents such as State Transmission Utility, State Load Dispatch Center, distribution Licensees and other transmission Licensees in an endeavor to maintain the supply frequency as per the Indian Electricity Grid

Code as amended from time to time. The Licensee shall furnish the unscheduled Interchange (UI) amount receivable/payable daily, on a monthly basis, once the scheme of UI is introduced within the State.

1.7 Voltage Unbalance: The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. Voltage Unbalance shall be computed in a manner to be specified by the Commission separately or as part of the Distribution Code or Distribution Operating Standards. The Licensee shall submit an exception report to the Commission giving details of the instances when the voltage was beyond the permissible band at the distribution transformer level.

1.8 Billing mistakes: The Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, not greater than 0.2%.

1.9 Faulty meters: The Licensee shall maintain the percentage of defective meters to the total number of meters in service, not greater than 3%.

1.10 Minimise electrical accidents:

Increase or decrease in no. of electrical accidents compared over a period of time will also be an indicator of the Licensee's performance.

1.11 The Summary of Overall performance standards is as follows:

Service area	Overall Standard of Performance
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits

	in both Cities and Towns and in Rural areas
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas
Period of scheduled outage	
Maximum duration in a single stretch	At least 95% of cases resolved within time limit
Restoration of supply by 6:00 PM	

Street Light Faults	
Rectification of line faults	At least 90% cases should be complied within prescribed time limits
Replacement of fused/defective unit	
Continuity Indices	
SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees.
SAIDI	
MAIFI	
Frequency variations	To maintain supply frequency within range as per IEGC.
Voltage Unbalance	Maximum of 3% at point of commencement of supply
Percentage billing mistakes	Not exceeding 0.2%
Percentage faulty meters	Not exceeding 3%

SCHEDULE –III
GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO
CONSUMERS IN CASE OF DEFAULT

Service Area	Standard	Compensation payable to consumer in case of violation of Standard (default shall be considered from the time consumer has made complaint)
1. New Connection		
Release of connection	Within thirty days of receipt of application (along-with prescribed charges)	Rs.10 per Rs 1000 (or part thereof) of the demand charges deposited by consumer for each day of default
2. Billing		
First Bill	Within four billing cycles	5% of the billed amount subject to maximum of Rs. 100/- upto 01.06.2007
Provisional Billing	For not more than two billing cycles	10% of the billed amount subject to maximum of Rs. 250/- beyond 01.06.2007
3. Network expansion/enhancement required to release supply		
Electrified Areas (where extension of line upto five poles is required)	Fifteen days	Rs.10 per Rs 1000 (or part thereof) of the demand charges deposited by

Electrified Areas (Where extension of lines or augmentation of Distribution Transformer is required)	Sixty days	consumer for each day of default
Electrified Areas (Where new Distribution Transformer is required)	One hundred and twenty days	Rs.10 per Rs 1000 (or part thereof) of the demand charges deposited by consumer for each day of default
Electrified Areas (Where existing 11 KV network needs to be strengthened)	One hundred and eighty days	consumer for each day of default
Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Two hundred and forty days	Rs.10 per Rs 1000 (or part thereof) of the demand charges deposited by consumer for each day of default
Un-Electrified Areas (Where augmentation from nearby existing network is possible)	One hundred and twenty days	10% of the amount deposited by developer per week of default

Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	Twelve months	
4. Transfer of consumer's connection and conversion of services		
Transfer due to change in ownership/occupancy of property	Within two billing cycles of acceptance of application	Rs. 50 for each day of default
Transfer to legal heir	Within two billing cycles of acceptance of application	
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	
Change of category	Within ten days of acceptance of application, shall be effective from the date of deposit of inspection fee	Rs. 50 for each day of default
5. Meter complaints		
Testing of meter	Within fifteen days of receipt of complaint	Rs. 25 for each day of default
Replacement of burnt meter	Within six hours restoration of supply by bypassing the burnt meter. Meter to be	Rs. 50 for each day of default

	replaced within three days	
Replacement of defective meter	Within fifteen days of declaring meter defective	Rs. 50 for each day of default
6. Power supply failure		
Fuse blown out or MCB tripped	Within three hours for Urban areas Within eight hours for Rural areas	Rs. 50 for each day of default
Service line broken Service line snapped from the pole	Within six hours for Urban areas Within twelve hours for Rural areas	
Fault in distribution line/system	Temporary Supply to be restored within four hours from alternate source, wherever feasible. Rectification of fault and thereafter Restoration of normal power supply within twelve hours	Rs. 50 for each day of default
Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible	Rs. 100 for each day of default

	Replacement of failed transformer within forty eight hours	
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours	Rs. 200 for each day of default
Problem in grid (33 kV or 66 kV) substation	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Repair and restoration of supply within forty eight hours	Rs. 200 for each day of default

Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Rectification action plan to be intimated to the Commission within seventy two hours Rectification to be completed within twenty days	Rs. 500 for each day of default per day
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default

7. Voltage fluctuation		
Local problem	Within four hours	Rs. 50 for each day of default
Tap of transformer	Within three days	
Repair of distribution line / transformer / capacitor	Within thirty days	Rs. 100 for each day of default
Installation and Up-gradation of HT / LT System	Within ninety days	

Note : The provisions from Sr. no. 1 to Sr. no. 5 shall come into effect from 01.06.2007. The provision at Sr. no. 6 and 7 shall come into effect six months thereafter ie. from 01.12.2007

Manner of payment of compensation amount:

1. The Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters, bills etc., at the Centralized Complaint Center or Complaint Centers, Commercial Manager and intimate the complaint number to the consumer.
2. The Licensee shall maintain consumer-wise records regarding the Guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standards.
3. All payments of compensation shall be made by way of adjustment against current and/or future bills for supply of electricity, but not later than ninety days from the date of violation of a Guaranteed Standard.

If the Licensee, however, fails to dispense the compensation amount as laid down in paragraph 3 above the aggrieved consumer(s) can approach the respective Consumer Grievance Redressal Forum for redressal of grievances of consumers to seek such compensation. In such event, additional penalty may be levied on Licensee for not implementing regulations faithfully on a case-to-case basis.

ANNEXE-I

Company Name M/s _____

Application for Connection

Application Number																				
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Category of Electricity Usage	Domestic	Residential	Hostel	Educational Institution	Religious	Charitable	Others
	Non Domestic	Shop	Bank	Hospital	Auditorium	Hotel	Others
	Public Lighting	Municipal Corporation Of Delhi	PWD	Delhi Development Authority	CGHS	CPWD	Others
	Industrial		Agricultural			Railway Traction DMRC	
Change of Name			Temporary Connection				

Paste (do not staple) attested Passport size Photograph

1	Applicant's Name (In Capital)																			
2.a	Address at which supply is required (Billing Address)	House																		
		Street																		
		Colony/Area																		
		Pin																		
	Telephone No. (if any)																			
	E-mail (if any)																			
2.b	Office address																			
																				Pin
2.c	Permanent address																			

				Pin	
3	Please indicate whether you want to install your own Bureau Of Indian Standards approved meter			Yes / no	
3	Nearest Landmark Pole No./Feeder pillar No./Nearest h. no and New K No. (if available)				
4	Load applied for (in kw)				
5	List of Document attached	1	Passport Size Photograph of Applicant		
		2	Electrical Contractor Certificate for Internal Wiring (in the prescribed form)		
		3	Fire Fighting/Lift Safety Certificate (wherever applicable)		
		4	Address Proof Anyone of the following a. Electoral Identity Card b. Passport c. Driving License d. Ration Card e. Photo Identity Card issued by any Govt. Agency		
		5	Proof of Ownership/Occupancy (Anyone of the following) a. GPA b. Possession Letter c. Rent Receipt with Proof of Ownership of Landlord d. Lease Agreement		
		6	No Objection Letter of Landlord along with Proof of Ownership of landlord		

		7	<p>Other Documents; applicable for selected consumer category</p> <p>a. Industrial Valid Industrial License/lal Dora Certificate in case of rural areas</p> <p>b. Agricultural Consumers</p> <p>i. Certificate of Residence from Block Development Officer</p> <p>ii. No Objection Certificate from Development Commissioner/Block Development Officer for tube wells</p> <p>c. Non-domestic for Khokhas and Temporary Structure</p> <p>i. Teh Bazaari Receipt Number</p> <p>ii. No Objection Certificate for Khokha/Temporary Structure for for Municipal Corporation Of Delhi/Delhi Development Authority/Land Owning Agency</p>	
		Date :		Signature of Applicant

List of Documents

List of Document attached	1	Passport Size Photograph of Applicant	
	2	Electrical Contractor Certificate for Internal Wiring (in the prescribed form)	
	3	Fire Fighting/Lift Safety Certificate (wherever applicable)	
	4	Address Proof Anyone of the following a. Electoral Identity Card b. Passport c. Driving License d. Ration Card e. Photo Identity Card issued by any Govt. Agency	
	5	Proof of Ownership/Occupancy (Anyone of the following) a. GPA b. Possession Letter c. Rent Receipt with Proof of Ownership of Landlord d. Lease Agreement	
	6	No Objection Letter of Landlord along with Proof of Ownership of landlord	

7	<p>Other Documents; applicable for selected consumer category</p> <p>a. Industrial Valid Industrial License/lal Dora Certificate in case of rural village</p> <p>b. Agricultural Consumers</p> <p>iii. Certificate of Residence from Block Development Officer</p> <p>iv. No Objection Certificate from Development Commissioner/Block Development Officer for tube wells</p> <p>c. Non-domestic for Khokhas and Temporary Structure</p> <p>iii. Teh Bazaari Receipt Number</p> <p>iv. No Objection Certificate for Khokha/Temporary Structure for single delivery supply</p>	
Date :	Signature of Applicant	

Enclosure to ANNEXE-I**DECLARATION /UNDERTAKING**

This Declaration/Undertaking is executed on this (date)_____day of (month)_____ (year) 200 at New Delhi by

* Mr./Ms./Mrs.....
 son/daughter/wife of _____], aged _____yrs.
 Resident of _____ unless the context otherwise provides includes his/her/their respective heirs, Legal representatives, successors and assigns and the Applicant(s) hereby swear(s) and declare(s) as under

OR

* (Name of Applicant), a company duly incorporated under the provisions of the Companies Act, 1956 and having its registered office at _____(hereinafter referred to as The Applicant(s) which unless the context otherwise provides includes their legal representatives, and assigns, through its authorized representative hereby swears and declares as under

OR

* A Sole proprietorship/ a Partnership Firm having its office at _____ hereinafter referred to as the Applicant, which unless the context otherwise provides includes its successors and assigns, through Mr._____, who is a Partner or an authorized representative hereby swears and declares as under:

That the applicant shall abide by the provisions of The Electricity Act, 2003, all applicable laws, Conditions of Supply/Tariff Orders and any other Rules or Regulations as maybe notified by the DERC, as applicable from time to time.

* Delete whichever is not applicable

Signed and delivered in the presence of:

Witnesses:

1.

Signature of the Applicant

2.

Signature of the BM (D)

Inspection Report

From

M/s (Wiring Contractor)

Ref. No. _____ -

M/s

 (Name of the Licensee)

Dear Sir,

We hereby inform you that Electrical installation at the premises bearing no. _____ situated on _____ Road/Street occupied by _____ has been completed by us and is ready for your engineer to test and connect up with your mains. The installation was tested by us on _____ and the installation resistance was _____ mega ohms. The installation comprises the following:

No. of circuits left to right on Distribution	Size of Conductor	Lamps		Fans		Plugs (5 amp)		Plugs (15 amp)		Other Domestic appliances		Total KW
		No	Watt	No.	Watt	No.	Watt	No.	Watt	Description	Watt	
Circuit No. 1												
Circuit No. 2												
Circuit No. 3												
Circuit No. 4												
Circuit No. 5												
Circuit No. 6												
											Total	

1. Licensed wiring Contractor (Name)	License No.										Date				D	D	M	M	Y	Y	Y	Y
Address																						
City											Pin											

Name of the Applicant										S/o												
Address where supply is required																						
City											Pin											
Address where bill is to be sent																						
City											Pin											

Signature of Wiring Contractor										Signature of Applicant									
Date : _____																			

ANNEXE II

Company Name M/s _____

Application for Temporary Connection

Application Number																			
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Paste (do not staple) attested Passport size Photograph of Applicant

1	Applicant's Name In																					
	Capital) (Owner/Other																					
2.a	Address	House																				
		Street																				
		Colony/Area																				
		Pin																				
	Telephone No.																					
	E-mail																					
2.b	Office address																					
																				Pin		
2.c	Permanent address																					
																				Pin		

3	Load Applied for (in kw)													
4	Purpose of Temporary Connection	1. Marriage/function 2. Construction 3. Thresher 4. Others												
5	Period of Connection	1. Less than 16 days 2. 16 days and beyond 16 days upto 3 months												
6	Temporary Connection period	<table><thead><tr><th></th><th>Date</th><th>Month</th><th>Year</th></tr></thead><tbody><tr><td>From</td><td></td><td></td><td></td></tr><tr><td>To</td><td></td><td></td><td></td></tr></tbody></table>		Date	Month	Year	From				To			
	Date	Month	Year											
From														
To														
Signature of Applicant														

ANNEXE III

Company Name M/s _____

Application for Change of Registered Consumer

Application Number																				
--------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Paste (do not staple)
attested
Passport size
Photograph

A		Connection Particular and Existing Connection:																			
1	Existing Consumer No.																				
2	Address at which supply is provided (Billing Address)	House																			
		Street																			
		Colony/Area																			
		Pin																			
3	Name (In Capital) of existing Reg. Consumer)																				
4	Owner in whose name connection is to be changed																				

	Name (In Capital) in whose name connection to be changed													
5	List of Documents to be enclosed	1.	Copy of latest bill duly paid ☺											
		2.	Proof of ownership of property ☺											
		3.	NOC of previous owner for transfer of security deposit ☺											
			Signature of Applicant											

ANNEXE IV

Company Name M/s _____

Application for Transfer of Ownership to Legal heir

Application Number																				
-----------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Category of Electricity Usage:	Domestic	Residential	Hostel	Educational Institution	Religious	Charitable	Others
	Non Domestic	Shop	Bank	Hospital	Auditorium	Hotel	Others
	Industrial	Agricultural		Railway Traction DMRC			

Paste (do not staple)
attested
Passport size
Photograph

A	Connection Particular of previous Owner:														
1	Existing Consumer No.														
2	Address at which supply is provided (Billing Address)	House													
		Street													
		Colony/Area													
		Pin													
3	Name (In Capital) of Original Reg. Consumer														
	Telephone No.														

	E-mail		
B	Particular of New Owner		
2	Name (In Capital)		
	Telephone No.		Mob
	E-mail		
4	List of Documents:	1. Copy of latest bill duly paid 2. Copy of Mutation letter/Legal heir certificate 3. NOC from other Legal heir in case correction is to be changed in the name of one of the Legal heirs	
		Signature of Applicant	

ANNEXE V

Company Name M/s _____

Application for Load Enhancement/Reduction

Application Number																				
--------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Category of Electricity Usage:	Dome stic	Residential	Hostel	Education al Institution	Religious	Charitable	Others
	Non Dome stic	Shop	Bank	Hospital	Auditoriu m	Hotel	Others
	Industrial		Agricultural		Railway Traction DMRC		
Load Enhancement				Load Reduction			
Existing Load _____KW				Addl. Load _____KW		Reqd./	
				Load Reduction _____KW		reqd.	
				Total Load_____KW after enhancement/Reduction			

1	Existing Consumer No.	
2	Applicant's Name In Capital) Owner/Other	
3	Address at which supply is provided (Billing Address)	House
		Street
		Colony/Area
		Pin
	Telephone No.	Mob
	E-mail	
4	List of Documents:	1. Installation Test Report is additional wiring is done 2. Any other document (please specify)
		Signature of Applicant

ANNEXE VI

Company Name M/s _____

Application for Change of Category:

Application Number																				
-----------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Present Category of Usage:	Domestic	Category of usage to be changed to	Domestic
	Non Domestic		Non Domestic
	Industrial - SIP		Industrial – SIP
	Industrial – LIP		Industrial – LIP

1	Applicant's Name (In Capital)																			
2.a	Address	House																		
		Street																		
		Colony/Area																		
		Pin																		
	Telephone No.									Mob										
	E-mail																			
3	(a) Existing Consumer K.No.																			

	(b) Existing Load as per electricity bill (kW/HP)	
4	Change of Category desired	
5	List of document attached	1. Installation Inspection Report. 2. 3. 4.
Signature of Applicant		

ANNEXE VII**METER TESTING REPORT****1. CONSUMER PARTICULARS**

Name of consumer

Address.....

K. No.....

Sanctioned Load.....

2. METER PARTICULARS

Meter No. Size.....

Dial No.

Size.....

Type..... C. T. Ratio.....

E/L LED Status

Rev LED status

C. T. Ratio.....

3. REVOLUTION/PULSE TEST

Meter Constant..... Load

.....

Load

Reading before test..... Reading after test

.....

Reading after test

No. of Revolution/pulse taken..... Actual Time Taken for the test.....

Energy Recorded by meter..... Energy Recorded by accucheck.....

Sl. No of Accucheck..... Calibration validity upto.....

Error.....

RESULT

Consumer Meter recorded% Less/More Consumption, Need Replacement/Results are within Limits

It is to certify that the testing has been carried out as per the procedure prescribed by the Commission. An external load of kW was used for testing for 1 kWh and total time taken was.....min. The testing was carried out by using optical scanner for counting the pulses/revolutions. Before entering the premises the Identity Card was shown and Visiting Card handed over to the consumer.

Signature of Consumer

Signature of Company Official

Note: Approximate time taken for test for different external loads is as under

<i>Load in kW</i>	<i>Approximate time in Minutes</i>
1 kW	60
2 kW	30
4 kW	15
5 kW	12

ANNEXE VIII

Company Name M/s _____

Application for Self Assessed Bill

Application Number																		
--------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

1	Name Capital (Owner/Other)																		
2	Address	House																	
		Street																	
		Colony/Area																	
		Pin																	
3	K. No.																		
														Date					
4	Based on reading	1. Previous Reading																	
		2. Current Reading																	
		3. Net Consumption Amount																	
5	Based on average consumption of last 6 months	Amount:																	
6	Mode of Payment	Cheque DD/P.O. Cash																	
Date :																			
Signature of Applicant																			

ANNEXE IX

Company Name M/s _____

Application of Advance Payment

Application Number																			
--------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

1	Application Name In																	
	Capital) (Owner/Other																	
2	Address	House																
		Street																
		Colony/Area																
		Pin																
	Telephone No.																	
		Mob																
	E-mail																	
3	K. No.																	
																Pin		
4.a	Payment Advance being made:																	
4.b	Previous dues (if any):																	
4.c	Net Advance Payment																	
5	Mode of Payment	Cheque	Details															
		DD/P.O.																
		Cash																
		Signature of Applicant																

ANNEXE X

Company Name M/s _____

Application for Disconnection

Application Number																				
-----------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Particular of existing owner		
1	Existing Consumer No. (K. No.)	
2	Name (In Capital)	
3	Address at	House
	which	Street
	disconnection	Colony/Area
	is required	Pin
	Telephone No.	Mob
4	Date on which disconnection is to be carried out	
5	List of Documents:	1. Copy of latest bill duly paid
		Date: Signature of Applicant

ANNEXE XI

Inspection Report

Date of Inspection											SI No														
Name of the Consumer											Dist.														
											Zone														
Name of the User											K. No.														
Address											Book No.														
											Load Details														
											Sanctioned Load														
											Billing Load														
											Total Connected Load														
											Category/Tariff Code														
Type of Irregularity											Inspecting Agency			E NF		Zone		Pvt.		Others					
Misuse/ Unauthorized Use											Excess Load														
Direct Theft											D A E		LP F												

Meter No. (Painted)_____	CT _____ Box _____ Seal _____ No. _____ _____ _____	Found _____ _____ _____
Meter No. (Dial) _____	Meter _____ Seal _____ _____ _____	Box _____ Found _____ _____ _____
Reading (KWH)_____	Meter _____ Terminal _____ Seal _____ No _____	Found _____ _____ _____
Reading (KVAH)_____	Half _____ Seal _____ No. _____	Found _____ _____ _____
Reading (KVARH)_____	Working meter _____	
MDI)_____	Cable Status _____	
Power Factor)_____		
Size)_____		
Type)_____		
CT Ratio)_____		

Shunt Capacitor _____ No. of Shunt Capacitor of _____ rating make _____ found installed in working order to maintain the power factor/no shunt capacitor found installed. Power factor measured _____ lagging



Generator: _____ KVA found installed with/without permission
Details of Paper Seal (Johnson's)
Pasted _____

Other observations by Inspection
Team: _____

Advice to Consumer :- You are requested to please appear before EAC on time
and date mentioned in show Cause Notice inspection team member/police
man

Signature of Consumer

Signature of authorized officer _____

Name 1. _____ 2. _____ 3. _____ 4. _____

Designation _____

Employee No. _____

ANNEXE XII**Form for lodging complaint regarding load shedding**

4. Name of the Consumer:
5. Address and contact No:
6. Area affected due to load shedding:
7. Date of load shedding
8. Duration of load shedding

Signature of Applicant

ANNEXE XIII**Assessment of energy in cases of theft/pilferage**

Assessment of energy in the cases of theft/pilferage shall be done based on the following formula :

Units assessed = L x D x H x F, where

Where L is load (connected/sanctioned load whichever is higher) in kW where kWh rate is applicable and in kVA where kVAh rate is applicable.

D is number of days per month, during which theft / pilferage is suspected and shall be taken for different categories of use as below :

- | | | |
|----|--|---------|
| a) | Continuous industry | 30 days |
| b) | Non-continuous industry | 25 days |
| c) | Domestic use | 30 days |
| d) | Agriculture | 30 days |
| e) | Non-Domestic (continuous)
Viz. Hospitals, hotels and restaurants,
guest houses, nursing homes, petrol pumps. | 30 days |
| f) | Non domestic (general) i.e. other than (e) | 25 days |

H is use of supply hours per day, which shall be taken for different categories of use as below :

- | | | |
|----|---|---------|
| a) | Single shift industry (day / night only) | 10 hrs. |
| b) | Non-continuous process industry (day and night) | 20 hrs. |
| c) | Continuous process industry | 24 hrs. |
| d) | Non-domestic (general) including restaurants
Hotels, hospitals, nursing homes, guest houses,
petrol pumps | 20 hrs. |
| e) | Domestic | 8 hrs. |
| f) | Agriculture | 10 hrs. |

F is load factor, which shall be taken for different categories of use as below :

a)	industrial	60%
b)	non-domestic	60%
c)	domestic	40%
d)	agriculture	100%
e)	direct theft#	100%

The working hours for the purpose of assessment in the cases of bonafide domestic use for operating domestic water pump, microwave ovens, washing machines and petty domestic appliances shall not be considered for more than one hour working per day on 100% load factor.

Assessment of energy in case of temporary connection

In the case of temporary connection the assessment for pilferage of energy shall be done as per the following formula:

Units assessed = L x D x H, where

L = Load (connected/declared connected/sanctioned load
whichever is higher) in kW

where kWh rate is applicable and in kVA where kVAh rate is
applicable

D = No. of days for which supply is used

H = 12 hours