JPR5- 1053

प्रभास्मि शशि सूर्ययोः

JAIPUR VIDYUT VITRAN NIGAM LIMITED
(A Govt. of Rajasthan Undertaking)
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CIN: U40109RJ2000SGC016486

No.JPD/SE(Comml.)/P&IA/F. TCOS-21 / D. 1609 **Jaipur, Dated: 27.02.2021**

ORDER

Sub: 'Terms & Conditions for Supply of Electricity-2021'.

In pursuance of the Rajasthan Electricity Regulatory Commission (Electricity supply code and connected matters) Regulation, 2021 issued by Rajasthan Electricity Regulatory Commission in exercise of the powers conferred by sections 43 to 48, 50, 55 and 56 read with section 181 of the Electricity Act 2003 (Act 36 of 2003), Jaipur Vidyut Vitran Nigam Limited herein after called Nigam, hereby lays down the terms and conditions for Supply of electricity to consumers for its area of supply.

These terms and conditions supersede the Terms of Conditions for Supply of Electricity-2004 and amendments thereof.

CLAUSE-1

INTRODUCTION

1.1 Short title, applicability and commencement

(1) This document shall be called **"Terms and Conditions of Supply of Electricity-2021".**
(2) This has come into force with effect from **25.02.2021**.

CLAUSE-2
DEFINITION AND INTERPRETATION

2.1 Definitions

In these TCOS, unless the context otherwise requires:

1. **"Act"** means the Electricity Act, 2003 (36 of 2003), as amended from time to time;
2. **"Accredited laboratory"** means a laboratory accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL);
3. **"Agreement"** means an agreement, with its grammatical variations and cognate expressions, entered into by the Nigam and/or its predecessors and its consumer including any commercial arrangement for supply of electricity;
4. **"Apparatus"** means electrical apparatus; and includes all machines, fittings, accessories and appliances connected to the Electrical Distribution System;
5. **"Appellate Authority"** means the authority prescribed by State Government under sub-section (1) of Section 127 of the Act, 2003 for hearing appeals against the order of assessing officer;
6. **"Applicant"** means an owner or occupier of any premises who files an application with the Nigam, in accordance with the provisions of the Act, the rules, the regulations and the orders made there under, for purposes such as:

    (i) supply of electricity including temporary connection;

    (ii) increase or reduction in sanctioned load or contract demand;

    (iii) change of category;

    (iv) change in title or mutation of Name;

    (iv) Issues related to billing or change of particulars related to connection;

    (v) Disconnection or reconnection of supply;

    (vi) Termination of agreement or

    (vii) Shifting of connection or other services in accordance with the provisions of the Act, Rules & Regulations, etc.;

7. **"Application"** means an application complete in all respects in the appropriate format along with all requisite documents and other compliances;

8. **"Area of Supply''** means the area within which the Nigam is authorized by his license to supply electricity;

9. **"Assessing Officer"** means an officer of a State Government or the Nigam, as the case may be, designated as such by the State Government under Section 126 of the Act;

10. **"Authorized Officer"** means an officer so designated by the State Commission or State Government as the case may be under Section 135 (1-A) or Section 135 (2) of the Act respectively;

11. **"Authorized representative"** of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/entity;

12. **"Authority"** means the Central Electricity Authority (CEA) referred to in sub-section (1) of Section 70 of the Act;

13. **"Average Power Factor"** means the average monthly power factor and shall be the ratio expressed as percentage of total KWh (Kilo Watt Hour) to the total kVAh (Kilo Volt Ampere Hour) supplied during a month;

14. **"Bank rate"** means the bank rate of Reserve Bank of India as on April 1 of the relevant year;

15. **"Bill date"** means the date of issue of bill by the Nigam/franchisee;

16. **"Billing cycle" or "Billing period"** means the period as approved by the Commission for which regular electricity bills are to be issued by the Nigam for different categories of consumers;

17. **"Billing demand"** for a category of consumer shall be calculated as per the procedure provided in the Tariff Order, approved by the Commission;

18. **"Billing month"** means the month in which the bill date falls;

19. **"Calendar year"** means the period from the first day of January of a Gregorian calendar year to the thirty first day of December, of the same year;

20. **"CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010"** means the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time;

21. **"Code"** means Electric Supply Code framed by the Commission as per provisions of the Act;

22. **"Commission"** means the Rajasthan Electricity Regulatory Commission (RERC) as constituted under Section 82 of the Act;

23. **"Connected load"** shall mean the sum of rated capacities of all the energy consuming devices on the consumer's premises, which can be operated simultaneously. Connected load as applied shall be considered as sanctioned load and the load found during subsequent checking/inspection shall be considered as actual connected load. It shall be determined as per Annexure-1 in both cases;

24. **"Consumer"** means any person who is supplied with electricity for his own use by the Nigam or the Government or by any other person engaged in the business of supplying electricity to the public under the Electricity Act, 2003 or any other law for the time being in force and includes any person whose premises are for time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be.

25. **"Consumer Installation"** shall mean the whole of the electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer on his premises starting from the point of supply;

26. **"Sanctioned load/Contracted demand**" shall mean the maximum load/demand in KW/BHP/KVA applied for by the applicant and agreed to by the Nigam and indicated in the agreement executed between the Nigam and the consumer. The connected load in horse power (HP) for the purpose of tariff shall be "Brake horse power." For conversion of connected load into KW, the brake horse power (HP) shall be multiplied by 0.746. In cases where the contract demand has been given in KW, the contract demand in KVA for tariff purposes shall be determined by adopting the average power factor as 0.90;

27. **"Correct Meter"** means a meter, which shall at least have features, Accuracy Class and specification as per the standards on Installation and Operation of Meter given in CEA (Installation and Operation of Meters) Regulations, 2006 as amended from time to time;

28. **"Date of Commencement of Supply"** refers to the date when the licensee energizes the consumer installation by connecting to the distribution mains/system. This shall also be considered as date of connection;

29. **"Date of Disconnection of Supply"** refers to the date of de-energization of consumer installation from the distribution main/system/meter;

30. **"Developer"** means any person who undertakes development of an area (including electrification on their own or through a Licensee) including public land development agencies (like Jaipur/Jodhpur Development Authority, Municipal Corporation(s), Municipal Councils, Rajasthan State Industrial Development and Investment Corporation (RIICO), Rajasthan Housing Board, Urban Improvement Trust etc.), private developers, private colonizers, builders, Cooperative Group Housing societies, group housing societies, co-operatives, associations etc., within the area of supply of the Nigam including any residential-cum-commercial complex approved by an appropriate authority;

31. **"Disconnection"** means the physical separation or remote disconnection of a consumer from the distribution system of the Nigam;

32. **"Distributing Main"** means to the portion of any main with which a service line is, or is intended to be, immediately connected;

33. **"Distribution System"** means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

34. **"Electrical Line"** means any line which is used for carrying electricity for any purpose and includes-

    a) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended; and
    b) any apparatus connected to any such line for the purpose of carrying electricity;

35. **"Electrical Plant"** means any plant, equipment, apparatus or appliance or any part thereof used for, or connected with, the generation, transmission, distribution or supply of electricity but does not include-

    a) an electric line; or
    b) a meter used for ascertaining the quantity of electricity supplied to any premises; or
    c) an electrical equipment, apparatus or appliance under the control of a consumer;

36. **"Electrical Inspector"** means a person appointed as such by the State Government under sub-section (1) of Section 162 of the Act and also includes the Chief Electrical Inspector;

37. **"Empowered Officer"** means the officer authorized by the State government under section 152 of the Act, to determine and accept an amount as compounding charges from a consumer or a person;

38. "**Energy charges**" means the charges levied as per the provisions of the Tariff Order issued by the Nigam from time to time for energy consumed by the consumer in kWh or kVAh (kilo Watt Hour or kilo Volt Ampere Hour), as the case may be, in any billing cycle or billing period;

39. "**Financial year**" means a period commencing on 1st April of a calendar year and ending on 31st March of the subsequent calendar year;

40. "**Fixed Charges**" for a billing cycle or billing period means the fixed charges levied as per the provisions of the Tariff Order issued by the Nigam from time to time;

41. "**Force Majeure**" means the occurrence of any event/circumstances which are beyond the control of the Nigam which could not have been reasonably foreseen by the Nigam and which has the effect of preventing/delaying due performance of any obligation by the Nigam;

42. "**Forum**" means the Consumer Grievance Redressal Forum (CGRF) established under sub-section (5) of Section 42 of the Act;

43. "**Franchisee**" means a person authorized by Nigam to distribute electricity on its behalf in a particular area within his area of supply;

44. **"Installation Certificate/IC"** shall mean an electrical fitting certificate including self-certificate issued under the notification issued by the State Government from time to time;

45. **"Late Payment Surcharge (LPS)/Delayed Payment Surcharges (DPS)"** means the monetary charge levied as per provisions of the Tariff Orders, on a consumer, for the period of delay in payment of its bills beyond due date;

46. **"Licensed Electrical Contractor (LEC)"** means a contractor licensed by the State Government in accordance with the provisions of Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time;

47. **"Licensee" or "Distribution Licensee"** means a person who has been granted a license under Section 14 of the Act to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and includes a deemed Licensee;

48. **"Load Factor"** denotes 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 Contract demand/Sanctioned connected load been maintained throughout the same period subject to availability of supply and shall usually be expressed as the following percentage:

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

Where the contract demand is in kVA, contract demand in kW shall be calculated by considering unity power factor for the purpose of calculation of Load Factor.

49. **"Maximum Demand (MD)"** shall mean the average kVA or kW delivered at the point of supply of a consumer during a consecutive period of 30 or 15 minutes of maximum use during the month, as may be specified by the Nigam, with the approval of Commission;

50. **"Meter"** means a device as specified in CEA (Installation and Operation of Meters) Regulations, 2006 as amended from time to time;

51. **"Occupier"** means owner/tenant or a person who is in occupation of the premises where energy is used or proposed to be used subject to his producing address proof in the form of Aadhar Card/Driving License/Voter ID, Passport or any other document for address proof as may be specified by the Nigam;

52. **"Ombudsman**" means electricity Ombudsman as appointed under sub-section (6) of Section 42 of the Act;

53. **Point of supply:**

Sr.	Consumer Category	Point of Supply
1.	LT Consumer	Outgoing terminal of the meter/meter cubical
2.	HT and EHT Consumer	Incoming terminal of switch gear, installed/to be installed by the consumer on HT/EHT side of the transformer /substation as the case may be in terms of Regulation 35 of CEA (Measures relating to safety and electric supply) Regulations, 2010 as amended from time to time

54. **"Premises"** includes any land, building or structure;

55. **"Prosumer"** means a person who consumes electricity from the grid and can also inject electricity into the grid for the Nigam, using same point of supply;

56. **"Rural area"** means the all area covered by gram panchayats;

57. **"Scale of Miscellaneous Charges"** shall mean the Schedule of Charges(Schedule-I) of the Terms and Conditions for Supply of Electricity-2021 indicating various charges and rentals for the time being in force as authorized by the Commission for levy by the Nigam on the consumer;

58. **"Service-line"** means any electric supply-line through which electricity is, or intended to be, supplied –

    a) to a single consumer, either from a distributing main or immediately from the Nigam's premises or

    b) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;

59. **"Standard/Store Issue Rate"** shall mean the Standard/Store issue rates issued by the Nigam for time being in force;

60. **"Switchgear"** shall denote switches, circuit breakers, cut-outs and other apparatus used for the operation, regulation and control of circuits;

61. **"Tariff Order"** means the Tariff Order issued by the Nigam for different categories of consumers of electricity in the area of supply of the Nigam for supply of electrical energy and services for the specified period;

62. **"Temporary connection"** means an electricity connection required by a person for meeting his temporary needs such as-

    (i) For construction of residential, commercial and industrial complexes including pumps for dewatering;

    (ii) For threshers or other such machinery excluding agriculture pump sets;

    (iii) For touring cinemas, theatres, circuses, fairs, exhibitions, melas or congregations;

    (iv) or any other use as may be specified by the Nigam;

63. **"Temporary supply"** means supply of electricity on a temporary basis and for a period, as may be agreed between the Nigam and the applicant;

64. **"Theft of electricity"** means theft of electricity as per Section 135 of the Act;

65. **"Urban areas"** means all areas other than rural areas**;**

66. **"Unauthorized Use of Electricity"** means usage of electricity as per Section 126 of the Act;

2.2 Interpretation:

a) These Terms and Conditions for Supply of Electricity shall be interpreted and implemented in a manner not inconsistent with the provisions of the Act and the Rules and Regulations made there under.

b) Unless the context otherwise requires, words or expressions occurring in these Regulations and not defined herein but defined in the Act or CEA (Installation and Operation of Meters) Regulations, 2006 or CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 & amendments thereof or any other regulation framed by Commission/Tariff Order, shall bear the same meaning as prescribed therein and in absence thereof, the meaning as commonly understood in the Electricity Supply Industry.

c) The forms and formats, if any, to be filled as per requirement of these Terms and Conditions for Supply of Electricity shall be as per the Nigam's Orders from time to time.

CLAUSE-3

SYSTEM OF SUPPLY

3.1 Character of supply

The voltage of alternating current (AC) supplied by the Nigam shall be as follows:

a) Low Tension (LT) Supply

i) Single Phase 230 Volts between each phase and neutral.

ii) Three Phase 400 Volts between phases.

b) High Tension (HT) Supply

i) Three Phase 11,000 Volts (11 kV) between phases.

ii) Three Phase 33,000 Volts (33 kV) between phases.

c) Extra High Tension (EHT) Supply

i) Three Phase 1, 32,000 Volts (132 kV) between phases.

ii) Three Phase 2, 20,000 Volts (220 kV) between phases.

3.2 Frequency Variation

The Nigam shall supply power within the frequency band specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010 & amendments thereof and "Rajasthan Electricity Regulatory Commission (Rajasthan Electricity Grid Code) Regulations 2008" & amendments thereof.

3.3 Voltage Variation

The voltage at the point of supply shall remain within the limits as specified hereunder:

a) In the case of low tension & high tension as per Nigam's Standards of performance in force.
b) In the case of extra high tension as per Transmission Licensee's Standards of performance in force.

CLAUSE-4

CLASSIFICATION OF SUPPLY

4.1 Applicable supply voltage

Supply shall generally be given at the following voltages on the basis of connected load/sanction load/contracted demand.

Category of Consumer	Character of Service	
a) Domestic/ Non-Domestic/ Mixed Load	i) Connected Load up to 5 kW	i) LT Single phase or three phase at the option of the consumer
	ii) Connected Load above 5 kW but contract/ actual demand remains up to 50 kVA	ii) LT Three phase
	iii)Connected Load above 5 kW and contract/ actual demand more than 50 kVA but up to 2500 kVA	iii) HT 11kV
	iv) Contract/ actual demand above 2500 kVA but up to 8000 kVA	iv) HT 33kV
	v) Contract/ actual demand above 8000 kVA	v) EHT 132 kV or above
b) Public Street Lighting	All services	LT Single phase or three phase
c) Agriculture	All services	LT Three phase
d) Small Industrial	i) Connected Load upto 5 kW (6.7 HP)	i) LT Single phase or three phase at the option of the consumer

	ii) Connected Load above 5 kW (6.7 HP)but upto 18.65 kW (25 HP)	ii) LT Three phase
e) Medium Industrial	i) Connected Load above 18.65 kW (25 HP) and upto 112 kW (150 HP) but contract/ actual demand remains upto 50 kVA	i) LT Three phase
	ii) Connected Load above 18.65 kW (25 HP) and upto 112 kW (150 HP) but contract/ actual demand is above 50 kVA and upto 125 kVA	ii) HT 11 kV
f) Large Industrial (except Traction Load)	i) Connected Load above 112 kW (150 HP) and/or contract/ actual demand above 125 kVA but upto2500 kVA	i) HT 11kV
	ii) Contract/ actual demand is above 2500 kVA but upto8000 kVA	ii) HT 33 kV
	iii) Contract/ actual demand above 8000 kVA	iii) EHT 132 kV or above
g) Traction Load	All services	Phase to phase supply at the voltage specified for large industrial consumer
h) In the cases for Electrification	Estimated designed demand exceeding 50 kVA and up to 2500 KVA	i) HT 11 kV
	Estimated designed demand exceeding 2500 kVA and up to 8000 kVA	ii) HT 33 kV
	Estimated designed demand exceeding 8000 kVA	iii) EHT 132 kV or above

Note:- For EV charging stations the applicability should be as per applicability of relevant category of industries.

4.2 **Motive load > 3 BHP**

Single phase supply shall not be admissible where motive load is more than 3 BHP.

4.3 Option of 3 phase LT supply up to 5 KW shall be available in the rural and urban areas where 3 phase 24 hours LT supply system exists.

4.4 3 phase LT supply to the installations up to 5 KW and more than 5 KW (not covered in sub-clause 4.3 shall be admissible in the rural areas subject to extension of non continuous supply 11 KV mains and installations of independent distribution transformer for release of connection. However all consumers other than Agriculture connection requiring HT supply and industrial or non-domestic category consumers eligible for LT supply not covered under sub-clause 4.3 can be given supply through continuous supply 11 KV feeders on payment of entire cost of 11 kV line and transformer and other charges as per Schedule of Charges(Schedule-I).

4.5 **Option of single phase connection upto 10 KW**

Option of Single phase LT supply up to 10 KW connected load shall be available to all categories except Agriculture category in the rural areas where continuous 3 phase supply is not available subject to extension of 11 KV line (if required) and installation of independent single phase distribution transformer for release of such connection and by recovery of entire cost of 11 kV line, single phase transformer and other charges as per Schedule of Charges (Schedule-I).

4.6 33 KV supply voltage can be provided to a consumer, if so requested by him, if contract demand is more than 500 KVA subject to providing the protection equipments as may be required by the licensee. However for the purpose of electrification, the minimum designed demand on which 33 kV supply can be provided, shall be 1500 kVA.

4.7 The consumer eligible for 132 KV supply voltage can be supplied on 33 KV supply voltage, if technically feasible, on 33 KV system where the transmission licensee has communicated technical constraint for release of particular connection on 132 KV supply on request of Nigam for providing technical clearance. However, this facility of such lower voltage is available upto contract demand not exceeding 12 MVA subject to the capacity of conductor and technical feasibility.

4.8 Variance in supply voltage in respect of existing connection: The following situation shall be considered as variance in supply voltage:

a) Where the connection has been released at a supply voltage one stage lower than the admissible supply voltage as per table 4.1.

b) The recorded monthly maximum demand if exceeds the threshold maximum demand of a particular supply voltage as mentioned in table 4.1 by more than 5%, 3 times in same financial year.

c) Where connection is provided at higher supply voltage than admissible supply voltage as per table 4.1.

4.9 Provisions to deal with the voltage deviation cases falling under sub-clause 4.6, 4.7 and 4.8:

(a) Cases covered under sub-clause 4.6

i. Voltage rebate/tariff of 33 KV shall be allowed.
ii. A 33 kV feeder feeding Nigam's substations and dedicated feeder of essential services which are exempted from power cuts like Hospitals, Defense, Railways and Public Health Engineering Department (PHED) shall not be tapped for release of individual connection to the consumer or for electrification of buildings/colonies.

(b) Cases covered under sub-clause 4.7

i. Voltage rebate of 33 KV supply shall be allowed.

ii. The 33 KV supply shall be given only through independent 33 KV feeder from the nearest technical feasible 132/220 KV sub-stations and metering shall be provided at such 132/220 kV substation.

iii The plant cost for additional demand above 8 MVA shall be recovered at twice of the normal rate.

(c) Cases covered under sub-clause 4.8 (a)

i. Nigam shall identify such consumers who are at variance with reference to admissible supply voltage level as per table 4.1. All such consumer shall be issued notice within three months of issue of these Terms and Conditions for Supply of Electricity to take supply on this higher admissible voltage. Supply on higher voltage

shall be provided by Nigam subject to technical feasibility for which a demand notice shall be issued by the Nigam. Till such time the consumer shall also be required to bear the transformation losses at the rate of 3% on the recorded consumption in proportion to the ratio of the consumption corresponding to existing contract demand exceeding the admissible contract demand on the prescribed voltage as per table 2.1. For example, if KWH consumption in a month for a consumer is 27 lakh units and the contract demand of the consumer is 9 MVA, and connection is on 33 KV instead of 132 KV the KWH consumption corresponding to 1 MVA (above 8 MVA) would be 27 x 1/9 = 300000 unit and to this consumption 3 % transformation losses (9000 units) shall be added to arrive at the chargeable unit from the consumer. Total chargeable unit would be 27+0.09= 27.09 lakh unit.

Provided that if such consumer fails to deposit the demand notice issued by Nigam within the time frame as per Clause 6.2 (g) towards charges for switching over to higher supply voltage, 3% transformation losses and transformer rent, if applicable, shall become applicable on the full recorded consumption.

Provided further that the voltage rebate/tariff of the connected supply voltage shall remain applicable.

ii. Cases covered under sub-clause 4.8 (b)

The Nigam shall examine the technical feasibility to convert such connections on higher voltage and in case the higher voltage supply is found technically feasible by the Nigam, a demand notice shall be issued within 30 days of the occurrence of the 3rd default. The consumer shall deposit such demand notice within the time frame as per Sub-Clause 6.2 (g) failing which supply shall be disconnected. In case consumer deposits the demand notice, 3% transformation losses and transformer rent, if applicable, shall be charged for a limited period from the date of 3rd default up to the expiry of 60 days from the date of deposit of the demand notice or release of connection on higher voltage whichever is earlier. In case switching over to higher admissible voltage is not technically feasible due to system constraint of Nigam, the consumer shall remain connected on existing

voltage. In this case, 3 % extra on the recorded consumption and transformer rent, if applicable, shall continue to be charged towards transformation losses and voltage rebate/tariff shall be applicable as per existing voltage. Nigam shall convert such connection on higher voltage as soon as technical feasibility permits.

iii. Cases covered under sub-clause 4.8(c)

No action required to be taken by the Nigam. Voltage rebate/tariff of higher voltage on which connection is running shall be allowed.

CLAUSE-5
CLASSIFICATION OF CATEGORIES

5.1 The Nigam may classify and reclassify consumers into various tariff categories from time to time as approved by the Commission and announce different tariffs for different classes of consumers with the Commission's approval. No additional category other than those approved by the Commission shall be created by the Nigam. Presently the following classification exits as per tariff orders.

i. Domestic service

ii. Non domestic service

iii. Public street lighting service

iv. Agriculture service

a) Metered supply
b) Flat rate supply

v. Small industrial service

vi. Medium industrial service

vii. Large industrial service

viii. Bulk supply for mix load

ix. Temporary supply

x. Electric Vehicle Charging Station

xi. Traction load

xii. Any other category as may be considered by the Commission in tariff order.

CLAUSE-6

APPLICATION FOR CONNECTION, MISC. SERVICES & PRIORITY

6.1 Application for supply

a) An owner or an occupier of any premises requiring supply of electricity may apply in person or online submit an application along with the documents as specified in the application form for supplying electricity to such premises to such officer as the Nigam may designate for this purpose. The application shall be in a model form available at Annex-2. This form shall also be applicable for other miscellaneous activities/services viz., Load extension/reduction, transfer/shifting of connections, name change etc. In case application is submitted online, hard copy of the same is not required to be submitted by the consumer. The Nigam may also ask for other relevant information required by him for release of connection and/or execution of related work by incorporating suitable changes in the application form.

b) The application form shall be supplied free of cost by the Nigam or can be downloaded from the website of the licensee. The Nigam shall make available with the form, a checklist of specified documents. The Nigam shall create web portal and mobile app for submission of online application.

c) The applicant shall deposit along with his application an application fee & other charges as per Schedule of Charges(Schedule-I) or as specified by the Nigam from time to time, and where he requires the Nigam to provide electric line or electric plant, he shall also deposit expenses as authorized in the Schedule of Charges(Schedule-I) for providing such electrical line or electrical plant to be used by the Nigam for giving such supply.

d) Receipt and acknowledgement of application form.

i. When the application is submitted in hard copy:

Such an application shall be entered in the online system by the Nigam and system generated receipt and registration No. shall be provided along with system generated acknowledgement of documents received and not received. Such acknowledgement with registration No. should be generated within 1 day of

receipt of hard copy, complete with all the required information and intimated to the applicant.

ii. When the application is made online:

The system generated receipt with registration No. along with system generated acknowledgement of documents furnished and list of documents not furnished shall be issued and intimated to the applicant.

iii. On scrutiny the deficiency, if any, in the application received in either mode above shall be conveyed within 7 days on first come first serve basis on the registered mobile number/E-mail/Post or any other verifiable communication means. Nigam shall give 30 days' notice for removing deficiency/furnishing the necessary document, if any. If no deficiency is conveyed within 7 days of receipt of application form, it will be assumed that application is complete in all respect.

iv. In response to the notice of the Nigam for removing the deficiency, system generated acknowledgment shall be issued by the Nigam to the applicant after receipt of necessary document/information of removal of deficiency.

v. On removal of deficiency, the application shall be considered as completed application on the date of removal of deficiency.

vi. In case the applicant does not remove the deficiency within 30 days from the date of receipt of information from licensee, such application shall be cancelled under intimation to the applicant.

vii. The application not accompanied with the requisite fee and charges as per sub-clause 6.1 (c) shall also be considered as incomplete application.

viii. An application complete with all the required information, shall be deemed to be received on the date of generation of acknowledgement with registration No.

ix. The application tracking mechanism based on the unique registration number shall be provided by the Nigam through web-based application or mobile app or through SMS or by any other mode to monitor the status of processing of the application like receipt of application, site inspection, issuance of demand note, external connection, meter installation and electricity flow.

6.2 Priority

a) Priority shall be maintained sub division wise/locality-wise/category wise/ miscellaneous activity wise such as transfer/shifting/load extension/ load reduction/name change etc.

b) The date of receipt of completed application form shall determine the priority for issue of demand notice if it is required to be issued. Separate priority shall be assigned where no demand notice is required to be issued.

c) Installation certificate can be furnished at any time by the domestic and upto 5 kW load of all other categories applicant but before the date of deposit of demand notice. However, other categories of applicants may furnish installation certificate before release of connection. Where no demand notice is to be issued, a notice of 30 days to furnish the installation certificate shall be issued. The application shall stand cancelled if installation certificate is not furnished within the notice period.

d) In case installation certificate is submitted by consumer as per sub-clause 6.2 (c) above after deposit of demand notice, the priority shall be reassigned with reference to date of furnishing of installation certificate.

e) After deposit of demand notice, separate groups shall be assigned to the consumers as per nature of works falling under sub-clause 7.2 to 7.6 for release of connection. For completion of job work, separate priority shall be assigned under sub-clause 7.2 (d). The inter-se priority of the applicants falling in the various groups shall be determined with reference to date of deposit of demand notice.

f) If on inspection of installation of applicant, any deficiency is found or the fitting is found to be incomplete, a thirty (30) days' notice shall be given to the applicant for removing the deficiency. Necessary fee for testing of installation as per Schedule of Charges (Schedule-I) shall be payable for subsequent inspection. Such applicant shall be assigned different priority based on removal of deficiency. Failure to comply with the observations made in the notice within 30 days shall result in rejection of application automatically.

g) Thirty days period from date of issue shall be allowed for deposit of demand notice and application shall stand cancelled after expiry of demand notice period. However, the Nigam may grant extension of notice period of additional 30 days. The priority in

such cases shall be re-assigned and reckoned from the date of deposit of demand notice amount.

6.3 Application for the single point supply

a) Supply of electricity at single point by the Nigam to a Co-operative Group Housing Society: A Nigam shall give supply of electricity for residential purpose on an application by a Co-operative Group Housing Society which owns the premises at a single point for making electricity available to the members of such society residing in the same premises on such terms and condition as may be specified by the Nigam.

Provided that the provisions of this clause shall not in any way affect the right of a person residing in the housing unit sold or leased by such a Co-operative Group Housing Society to demand supply of electricity directly from the Nigam. If individual applicant demands supply of electricity directly from the Nigam, the connection to such individual applicant shall be released by Nigam from the system of Group Housing Society.

Provided further that such persons shall make metering arrangement at ground floor and provide protection arrangements as may be prescribed by Nigam.

b) Supply of electricity by Nigam at single point to a person for his employees: Nigam shall give supply of electricity for residential purposes on an application by a person at a single point for making electricity available to his employees residing in the same premises on such terms and conditions as may be specified by the Nigam.

c) The terms and conditions for a single point supply shall be as under:

i. The Housing Society/Employer shall not charge for electricity supply to the society members/ employees, more than the charges specified in Schedule of Charges (Schedule-I).

ii. The Housing Society/Employer shall not charge more than the electricity tariff determined by the Commission for residential consumers located in the supply area of the Nigam, where such Housing Society/premises is located.

iii. The members/employees of a housing society /Employer will have the rights and obligations of an 'applicant' under these terms and conditions. Simultaneously, such Housing Society/Employer will also have the rights and obligations of

a 'licensee' under these terms and conditions for supply of electricity to its members/ employees.

iv. The Housing Society/Employer shall apply for the entire connected load / contract demand of the colony and its additions from time to time.

v. All individual connections shall be metered and meter as specified in CEA metering Regulations shall be provided on ground floor with adequate protection as prescribed.

vi. Electricity supply by the Nigam to the Housing Society/Employer shall be governed by the terms & conditions for the supply of electricity prescribed by the Nigam for the consumers, duly approved by the Commission.

vii. The distribution system of the Housing Society/Employer along with the electrical installations of individuals shall conform to the safety requirements of the Act, all rules, regulations and codes made there under. The electrical installation shall be wired as provided in the CEA Safety regulations and shall be tested before connection through single point supply.

viii. The Housing Society/Employer will publish the detailed terms & conditions for the supply of electricity to its members/ employees with prior approval. The terms and conditions as may be framed by the Housing Society/Employer shall not be inconsistent with these terms and conditions and should not be less beneficial to the members.

6.4 All HT/EHT consumers shall be required to execute an agreement based on the model agreement given at Annexure-3 with the Nigam on a non-judicial stamp paper, of value as prescribed by the Government of Rajasthan. For all other consumers, the application form itself, shall be the agreement. The date of commencement of agreement shall be the date of release of connection and minimum period for all such agreements shall be one year.

6.5 The supply shall be given to owner or occupier of a premises, on production of necessary documentary evidence. In the event of no formal agreement having been entered into between the Nigam and the consumer, once the supply of electricity has commenced, the latter shall be bound by the terms and conditions of the agreement required to be executed as above. The consumer shall not refuse to tender an agreement if so, required by the Nigam at any time after the supply has commenced, notwithstanding that the same was not entered

into before. In such an event, the date of agreement shall be the date of commencement of supply to the consumer.

6.6 Without previous consent of the Nigam, the consumer shall neither, assign, transfer or part with the benefit of his agreement with the Nigam nor shall the consumer in any manner part with or create any partial or separate interest there under.

6.7 **Clearance of arrears of old connection**

A new connection shall be given in the premises only if all arrears and dues in respect of old connection in the premises have been cleared and paid. However, in case of auction of an existing industry by RIICO/ Rajasthan Financial Corporation (RFC) or by official liquidator appointed by Rajasthan High Court or Debt Recovery Tribunal, new connection shall be released as per policy guidelines of State Government & prevailing law. However, in respect of premises auctioned by bank under SARFAESI Act (The Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002), the connection shall be released as per guidelines framed by the Nigam.

6.8 **Shifting of connection**

Shifting of existing connection shall not be allowed except for agriculture consumer as per agriculture policy.

6.9 **Temporary Supply**

a) The Nigam may also provide temporary supply to a consumer on receipt of an application in prescribed model form at Annexure-2 alongwith necessary documents, installation certificate, application fee and other charges as per Schedule of Charges(Schedule-I), However, temporary connection shall not be released under Public Street Lighting, Agriculture and to the places of permanent wedding houses.

b) Temporary supply may be given for a period not exceeding two months in the first instance, but the supply

can be extended for further periods not exceeding two months on each occasion after collecting additional deposits to cover the extended period. For construction works connection may be granted for a 3 months period in the first instance and can be extended for further periods not exceeding 3 months on each occasion. However, the electricity charges to consumers shall be levied as per the

tariff for temporary supply specified by the Nigam from time to time.

6.10 Supply for construction purpose

The existing consumers under LT domestic, non-domestic categories may use its connection for the purpose of further construction in the same premises subject to the condition that its connected load/contract demand shall not exceed the overall sanctioned load/demand. This facility shall not be available for construction of Building Complexes and to other categories of consumers.

6.11 Transfer of connection/name change

Transfer of connection from one consumer to other shall be permitted by the Nigam if there is any change of ownership due to sale/ transfer of property on account of inheritance/gift/liquidation of company or for any other and valid reasons:

a) In case of a Govt. Employee having been allotted accommodation in a Govt. Colony, the connection may be changed in the name of new occupier on furnishing of documentary evidence of allotment of the Government accommodation.

b) Any person taking over premises where electric connection exits or lying disconnected, shall furnish application along with necessary legal documents in support of transfer of premises, requesting the Nigam for transfer of electric connection. After according formal sanction by the Nigam, the new consumer shall clear all the dues against the service and deposit security as per prevailing provisions in this regard.

c) The consumer shall neither, without previous consent of the Nigam, assign, transfer or part with the benefit of his agreement with the Nigam nor shall the consumer in any manner part with or create any partial or separate interest there under. The liability of new consumer in such cases, shall be for the unexpired period of the Agreement. The HT/EHT consumer shall be required to execute a fresh agreement for the unexpired period.

d) In case a consumer wants change in his name (ownership remaining the same), he may furnish application for the same. The Nigam shall allow change of name on the basis of documents legally necessary.

e) The transferee shall pay transfer fee as specified at Schedule of Charges (Schedule-I).

f) The power supply agreement with the original registered consumer is deemed to be terminated from the date of transfer

of installation or from the date of expiry of seven (7) days from the date of completion of required formalities by the transferee whichever is earlier;

g) The officers who are empowered to sign the power supply agreement are also empowered to effect transfer of such connection to other person.

6.12 Change of category

Change of category from one category to another category shall be allowed subject to following conditions:-

(a) Conversion of connection to agriculture category shall not be allowed.
(b) Conversion of category from higher tariff category to lower tariff category shall be allowed.
(c) For this consumer shall apply in Application Form prescribed for new connections.
(d) Along with the Application Form, the consumer shall pay the following amount prevailing at the time of category conversion
    (i) Application fee.
    (ii) The cost difference for release of connection under applied (New) category vis-à-vis the existing category.
    (iii) No refund shall be allowed to the consumer on this account.
(e) Conversion shall be allowed only if there is no outstanding against the existing connection.
(f) Consumer shall also submit an undertaking on a non-judicial stamp paper regarding conversion of category to the effect that in future if any amount is found due against earlier connection, the same shall be cleared by him even after the conversion has been allowed.
(g) Before effecting change in category concerned officers at their level shall verify the actual category/use by the consumer.

6.13 Special provisions for Agriculture Consumers

Notwithstanding anything contrary to it contained in the Regulations for electricity supply to agriculture consumers, application for supply, connection release priority, increase in connected load, shifting of connections, restoration of supply etc. shall be governed by the policy directives issued by the State Government from time to time under section 108 of the Electricity Act, 2003 so far as it is not inconsistent with the provisions of the Act. The Nigam may incorporate the changes in the Agriculture Policy and update the "Terms and Conditions for Supply of Electricity." The Nigam shall

publish the up-dated Agriculture Policy at the end of each financial year under intimation to the Commission.

CLAUSE - 7
SUPPLY AND RELEASE OF CONNECTION

7.1 Supply where no extension of distribution mains is required

Where no extension of distribution mains or commissioning of new sub-stations is involved, the Nigam shall inspect the applicant's installation and release connection within seven days in metro cities, fifteen days in other municipal areas and thirty days in rural areas of the receipt of completed application as mentioned in Clause - 6. However, for Domestic category, the connection should preferably be provided within seven days in all type of areas.

Explanation

a) If LT supply of electricity can be provided to the applied premises by existing service line or by laying service line up to 50 meters, from an existing overhead line or underground cable where a cable box, junction box, pillar box etc. has been provided, the distribution mains shall be deemed to require no extension.

b) In case of HT supply of electricity to premises, the distribution system shall be deemed to require augmentation and procedure laid down in sub-clause 7.2 and 7.3 shall be followed.

7.2 Supply where distribution mains require extension

a) After receipt of an application as provided in Clause-6, if the Nigam finds that the supply of electricity to premises applied for requires extension of distribution mains, the Nigam shall work out additional expenses, if any, as per Schedule of Charges (Schedule-I) for such extension and intimate the applicant within 15 days of the receipt of completed application, the extension required and additional sum required for providing such extension. If the connection is on 132 KV or above or on 33 KV requiring construction of bay at EHT grid sub-station, the notice of additional sum shall be issued by the Nigam within 60 days. The transmission licensee shall send the estimate for works pertaining to them to Nigam within 30 days of the request made by Nigam.

b) Where extension of distribution mains is required but no additional sum is required to be deposited, the Nigam shall complete the extension work and release connection within 45 days of receipt of completed application.

c) The applicant shall deposit the demand notice as per provisions of sub-clause 6.2 (g).

d) The Nigam shall complete the extension of distribution mains within

the time specified below for different voltage levels after deposit of additional sum by the applicant:

(i)	LT Line		15 days.
(ii)	11 KV Line	Upto 1st 5 Km	30 days
		Next 5 Km each	15 days.
(iii)	33 KV Line	Up to1st 5 Km	60 days
		Next 5 Km each	30 days
(iv)	132 KV Line or above	Upto 1st 5 Km	180 days
		Next 5 Km each	45 days

e) After completion of the extension work, the Nigam shall inspect the installation and release connection within the time as specified in Clause 7.1.

f) A 33 kV feeder feeding Discom's substations and dedicated feeder of essential services which are exempted from power cuts like Hospitals, Defense, Railways and PHED shall not be tapped for release of individual connection to the consumer or for electrification of buildings/colonies.

7.3 <u>Supply where new substation is to be commissioned/ system augmentation is required</u>

a) In case where supply of electricity to premises applied for requires commissioning of a new sub-station, the Nigam shall take up the work on the new substation as per investment plan approved by the Commission and intimate the applicant within two months of receipt of application, the date of commencement of work and complete the work within the time specified below for different sub-stations, from the date of commencement of work:

(i)	11/0.4 KV S/S	30 days
(ii)	33/11KV S/S	120 days
(iii)	Extension of bay at 33/11KV S/S	30 days
(iv)	132/33/11KV S/S	12 months
(v)	Extension of bay at EHT	90 days

b) Before commencement of work of sub-station, the Nigam shall intimate the applicant within fifteen days, if any additional sum is to be deposited by the applicant as authorized at Schedule of Charges(Schedule-I) for providing electric line or electric plant to be used by the Nigam for giving such supply.

c) The applicant shall deposit the demand notice as per provisions of sub-clause 6.2 (g).

d) Where no additional sum is required to be deposited by the applicant for providing electric line or electric plant, the licensee shall inspect consumer's installation and release connection after commissioning of substation within the time limit as specified in Clause 7.1.

e) Where additional sum is to be deposited by the applicant for providing electric line or electric plant as intimated in sub-clause 7.3 (b), after deposition of demand notice by the consumer , the Nigam shall complete extension work and inspect consumer's installation and release connection as per sub-clause 7.2 (d) and 7.2 (e).

7.4 Supply in localities where no provision for supply exists

a) Villages/Hamlets/Scattered area existing at the distance of more than 2 km from the nearest technically feasible distribution mains shall be considered as village/ hamlet/ scattered area where no provision of supply exits. In such cases electrification shall be done as per approved investment plan. Within one year of notification of these Supply Code Regulations, the Nigam shall publish/display on its website the existing 33 KV, 11 KV and LT network with all technical details with Global Positioning System (GPS) locations at the beginning of each financial year so as to identify such areas where no provision of supply exits. First such publication shall be made in respect of system as on 31.03.2021. The Nigam shall also display the plan for electrification of such villages/hamlets/ scattered areas at the Nigam's cost. In case of distance is less than 2 kms, provisions of Clause-4 and sub-clause 7.1, 7.2 and 7.3 will apply for release of connections.

b) In case applicant/applicants/group of application require release of connection in areas where no provision for supply exits as per sub-clause 7.4 (a) without waiting for electrification as per investment plans, cost of entire electrical network including transformer shall be borne by the applicants.

7.5 Supply to the housing colonies/township/group housing/industrial complexes/ multi story buildings/ complexes/ large buildings developed by developer

a) The developer shall make a request for electrification of such area in the model form available at Annexure-2. The documents required/indicated in the form shall have to be submitted to the Nigam along with Detail Project Report (DPR), proposed layout with bill of material of electrical network. Nigam on receipt of such request

shall intimate the date of joint inspection of the proposed area to be electrified within 15 days of the receipt of the request.

b) After joint inspection, Nigam shall issue an inspection report within 7 days of joint inspection clearly mentioning short coming/deficiency/any other observations, if any. In case there is no observation, concerned officer shall certify that DPR is as per norms and approval of the proposal of the developer shall be issued invariably. After such approval technical sanction and demand notice shall be issued within 30 days.

c) On receipt of the inspection report, the developer shall make compliance of the inspection report within 30 days. In case he disagrees with the observations in the inspection report, he shall have a right to appeal to the concerned Superintending Engineer (O&M) within 15 days of the date of receipt of the inspection report.

d) The Superintending Engineer (O&M) shall issue a speaking order with reference to the appeal of the developer within one month of the date of receipt of appeal. In case the developer is still not satisfied with the decision of the Superintending Engineer (O&M), he can approach the corporate level grievance redressal forum/Ombudsman within 30 days of the decision of the Superintending Engineer (O&M).

e) After compliance of observations and settling of the grievances as above, the Nigam shall issue the technical sanction and demand notice for electrification as per request of developer within 30 days of the completion of all required formalities.

f) The developer (other than multi story buildings/complexes) shall either deposit the cost estimates as per demand notice with the Nigam within 30 days of the issue of the demand notice or in case the developer opts to develop the area of his own, supervision charges as per Schedule of Charges(Schedule-I) may be deposited with the Nigam. The developer of multi-story buildings/complexes shall undertake the electrification works as per the technical sanction issued by the licensee of his own and Nigam shall accept only the supervision charges.

g) In case of electrification of housing colonies/township/group housing/industrial complexes where developer has opted to develop of his own, the cost of distribution transformers, power transformers (cost of Distribution and Power Transformer shall be charged at store issue rate plus 15% towards labour and overhead and other charges) and supervision charges shall have to be deposited with the licensee. The Nigam will indicate break up of such cost in the demand notice. The developer shall intimate date of commencement and plan of

the execution at the time of depositing the demand notice so that Nigam can arrange supervision of the works. The concerned officer of the Nigam shall ensure that work is being carried out as per technical specification required by the Nigam and it complies with safety norms and he will ensure submission of proper installation certificate and maintain records as required in CEA safety Regulations.

h) In case of electrification of housing colonies/township/group housing/industrial complexes where the developer has opted to develop of his own, the Nigam shall install the distribution transformer(s) and power transformer(s) as per the technical need on account of load growth/individual connections coming up in the area.

However developer may also purchase the above transformers as per specification of concerned licensee and get these tested at central testing laboratory of Nigam at a fee prescribed by Nigam and install transformer(s) as per direction of Nigam and thereafter handover balance transformer(s), if any, to Nigam. In such cases the developer shall be responsible for performance of transformer during guarantee period and provide bank guarantee @5% of the cost of transformer which shall remain valid till completion of guarantee period of transformer.

i) Design criteria for issuing technical sanction shall be as follows-

S. No.	Character of area	Estimated Design demand
1	Domestic use- a) Ear marked for plots as per map b) Constructed Flats c) EWS flats/LIG/ Affordable housing Schemes	 1KW per 1000 sq. ft. of the plot size 4 KW per 1000 sq. ft. of the covered area# 2KW per 1000sq. ft. of the covered area#
2	Non-Domestic- a) Ear marked for plots as per map b) Constructed area c) Resort Scheme For Constructed Area For Open area	 4 KW per 1000 sq. ft. of the plot size 5 KW per 1000 sq. ft. of the covered area# 5 KW per 1000 sq. ft. of the covered area# 25% load of total constructed area
3	Industrial use	a. Plot size upto1000 sq. ft.-

		10 KW b. Plot size above 1000 sq. ft. 10 KW+5 KW (for each additional 1000 sq. ft. or part thereof)
4	Farm house scheme For constructed area For open land	2 KW per 1000 sq. ft. 25% load of total constructed area
5	Common facilities including parking	5% of (1+2+3+4)
6	Other miscellaneous use	2% of (1+2+3+4)

covered area on all floors including common utility area except parking area of such building complex/ large buildings as per approved plan or actually constructed whichever is more. In case building is located at such a locality where prior approval of plan is not required as per prevailing byelaws of the local authorities, actual constructed area including common utility area on all floors except parking area.]

Note:

1. In case higher demand has been indicated by the developer in respect of areas detailed at 1 to 6 in the table of sub-clause 7.5 (i), then higher demand shall be taken into consideration while arriving at total estimated designed demand.
2. The KW shall be converted in KVA by applying 0.90 power factor.
3. If the estimated design demand arrived at as per provision of sub-clause 7.5 (i) works out more than 50 KVA, electrification on 11 KV or higher by providing suitable transformer at applicants cost is mandatory, thereafter multiple LT connection can be released.

j) The voltage for electrification shall be decided on the basis of estimated design demand and classification of supply as per Clause-4. The capacity of HT cable/overhead line, Distribution transformer/Power transformer& the LT cable connecting the transformer to the meter cubical etc. shall be designed for 10% higher demand than the Estimated Designed Demand.

k) In case the voltage for electrification is 33 KV, the developer shall bear entire cost of 33 KV line and sub-station, control room including civil works etc. In addition, the developer/ Local body/Development authority will also provide land measuring 1000 Sq. Meters with

suitable dimensions for construction of substation alongwith right of way within the area developed by developer for suitable lines from the area dedicated towards facilities free of cost to the Nigam for construction of 33 KV sub-station. The right to use of such land shall be transferred to the Nigam by the developer. The requirement of providing land to Nigam shall not be applicable to the developer of multi-story complexes/buildings. Provided further that, in case of industrial area, land requirement for 33 kV Substation shall be 1500 sq. mtr.

l) In case the voltage for electrification is 132 KV, a piece of land measuring 5000 Sq. Meters with suitable dimensions for construction of 132 kV substation alongwith Right of way within the area developed by developer for suitable lines and a piece of land measuring 1000 sq. Meters with suitable dimensions for construction of 33 kV substation alongwith Right of Way for suitable lines shall be provided by developer/ Local body/Development authority from the area dedicated towards facilities free of cost to Nigam and with right to use. The cost of 132 KV works (line and sub-station) shall not be borne by developer. However, internal sub-transmission and distribution expenses (33 KV/11 KV/LT works) shall be at developer cost. The requirement of providing land to Nigam shall not be applicable to the developer of multi-story complexes/buildings.

   Provided that, in case of Industrial areas the land requirement shall be 6000 sq. mtr. with suitable dimensions for construction of 132 kV substation alongwith Right of way within the area developed by developer for suitable lines and 1500 sq. Meters with suitable dimensions for construction of 33 kV substation.

m) Other provisions to deal with such electrification

   i. Initially the 33 KV line can be charged on 11 KV by the Nigam and keep it charged on 11 KV till the total aggregated demand exceeds 2.5 MVA. Thereafter when the demand exceeds, Nigam shall be under obligation to install power transformer of the capacity as per technical sanction.

   ii. Nigam shall have the right to determine the timing of installation of distribution transformers as per the technical sanction depending on the technical need/load growth.

   iii. The developer of housing colonies/township/group housing/industrial complexes shall complete the electrification of the area concerned as per the technical sanction except installation of power and distribution transformers. After electrification, developer shall send intimation to the Nigam indicating the infrastructure erected by him along with the

detailed map and the bill of material along with the installation certificate issued by the competent authority as prescribed by State Govt. The Nigam shall undertake the joint inspection of the completed work and after ensuring that work is carried out as per specifications and compliance of CEA safety Regulations take over the same from the developer. The developer shall furnish installation certificates of the completed works as per requirement. In case of EHT substation/ lines, the joint inspection shall be done by Distribution and Transmission Licensee and takeover shall be done by Transmission Licensee for which necessary coordination between developer and Transmission Licensee shall be done by Nigam.

iv. The Nigam shall complete the inspection and take over the completed works wherever required as per these regulations within 15 days of the date of intimation by the developer.

v. In case there are some deficiencies which come to notice during the process of inspection, the same shall be intimated in writing to the developer within 7 days of the joint inspection with inspection note clearly mentioning the short coming/deficiency and observations if any.

vi. The developer shall make compliance of the inspection report within 30 days. However, if the developer is not agreeable with the inspection report, he can make an appeal to the Superintendent Engineer (O&M) within 15 days of the date of receipt of inspection report.

vii. The Superintending Engineer shall issue a speaking order with reference to the appeal of the developer within one month of the date of receipt of appeal. In case the developer is not satisfied with the decision of Superintending Engineer (O&M), he can approach the corporate level grievance redressal forum/Ombudsman within 30 days of the decision of Superintending Engineer.

viii. Stage inspection and partial take over depending upon the individual applicant's demand of release of connection;

The developer shall be allowed to complete the works in small stages as determined by him to facilitate release of connection to the individual applicants. The Nigam shall undertake the inspection of works as per completed works by the developer in small stages. The Nigam after satisfying himself that the work in the small stage has been completed by the developer and the installation certificate also furnished in respect of the particular stage, the Nigam shall partially take over such

completed work in various stages and release individual/group connections.

ix. The developer of a multi-story complexes (having estimated design demand more than 50 KVA) shall provide at their own cost cubical with panel for fixing meters on the ground floor of the building complex/Large Building Such developers shall have to install their own transformers including laying of cables from the nearest technical feasible mains and laying of HT/LT cables up to the bus bar/metering cubical. The Developer shall pay supervision charges as per Schedule of Charges (Schedule-I).

x. In case an individual consumer in a building complex as mentioned in sub-clause 7.5 (m) (ix) above, applies for HT connection (demand more than 50 KVA), the connection shall be released on LT voltage and such connection shall be treated as HT connection where no separate transformer can be installed for an individual consumer. However, in such cases 3% transformation losses shall be billed extra on the recorded consumption.

xi. The Nigam shall supervise the work of the developer and provide guidance in technical matters and matters relating to safety and ensure that safety norms & technical norms are complied with. In case of EHT substation /lines, Distribution and Transmission licensee shall jointly supervise the work and provide guidelines and ensure that safety norms and technical norms are complied with.

xii. The Nigam shall be responsible for maintenance of the system taken over by him from developer partially or fully up to the point of supply. However, in multi-story complexes/buildings as mentioned in sub-clause 7.5(m)(ix) above, the maintenance responsibility in respect of underground cables network, transformers and switch gears installed by the developer shall remain with the developer.

xiii. After taking over of the electrical infrastructure by the Nigam, the ownership of such network shall vest in the Nigam notwithstanding the costs having been paid by the developer. Nigam shall have the right to use the electrical infrastructure to release connections to any other applicant who approaches the Nigam. Respective Nigam shall have right to extend the LT lines, 11 KV lines or 33 KV lines or EHT lines as the case may be beyond/outside the periphery area after taking over the complete project as per technical sanction by the Nigam.

xiv. The service line to the individual consumer of the area developed by the developer shall be installed by the developer. Such individual consumers shall pay reduced charges to the licensee as per Schedule of Charges (Schedule-I).

xv. In case of RIICO industrial areas, the work of laying of main feeder line i.e. 132/33/11 KV lines up to RIICO industrial areas and associate sub-station required for the existing and new industrial areas for meeting the load requirement will be undertaken by the Nigam out of its own budget. Thereafter, cost of all sub transmission and distribution lines required to be laid inside the industrial area shall be borne by RIICO while the cost of associate sub-station shall be borne by the Nigam.

xvi. The material used by the developer shall conform to technical specification approved by the Nigam. The purchase of material shall be made by the developer from the suppliers which are empanelled and approved by the Nigam. To ensure the quality of material and workmanship, the Nigam shall issue detail guidelines with the approval of Commission.

xvii. Nigam shall also issue detail guidelines for compliance of construction and safety regulation prescribed by CEA with the approval of Commission.

xviii. The developer shall furnish security bank guarantee (BG) equivalent to the cost of electrification which shall remain valid up to date of handing over of the complete project. However, if the partial handover/phase wise handover has been done, the amount of the BG can be reduced to the extent of cost of works of so handed over.

xix. After taking over of the project by the Nigam complete in all respect as per technical sanction issued, the responsibility for augmentation/upgradation of the system to cater the load growth shall rest with the Nigam.

7.6 <u>Supply to the housing colonies/township developed by developer but developer is not willing to commence/complete the electrification work</u>

a) The Nigam shall display/publish on its website the list of such areas with complete details of the infrastructure with GPS location. Such publication shall be made in respect of the areas as on 31.03.2021.

b) The Nigam shall make an estimate of the infrastructure required to completely electrify such areas and workout the cost of electrification to make adequate budget provision.

c) The Nigam shall release the connection to individual consumers/ group of consumers depending upon the demand for individual connection in such colonies. The consumer(s) shall pay the charges on pro-rata basis based on area of the plot as per Schedule of Charges(Schedule-I)

7.7 <u>Supply to big residential/ commercial building/houses not covered under sub-clause 7.5 and 7.6</u>

a) If only one connection is required, LT supply voltage shall be applicable up to a demand of 50 KVA even if the estimated designed demand is more than 50 kVA. For demand exceeding 50 KVA, HT supply voltage shall be applicable and consumer shall be required to take HT domestic connection.

b) If supply voltage is LT as per norms of estimated design demand arrived at as per provisions of sub-clause 7.5 (i), then separate connection in desired category can be released to each registered owner/occupier/tenant of the premises which is physically and electrically separated. If the registration of the premises is in the name of same owner then separate connections to the owner in the same name can be released.

c) In such buildings where more than one electric connection is released, the owner of the premises shall provide at their own cost, cubical with panel for fixing meters with adequate protection on the ground floor of such building and shall pay supervision charges as per Schedule of Charges(Schedule-I) towards this work.

7.8 <u>Supply to premises or a group of premises where there is no developer and connections being requested by individual applicants</u>

a) If such premises fall within 2 km of the nearest technically feasible 11 kV or LT mains, the connection shall be released as per provision of Clause-4 and sub-clause 7.1, 7.2 and 7.3.

b) If the distance is exceeding 2 km from the nearest technically feasible 11 kV or LT mains, the connection shall be released as per provision of sub-clause 7.4.

7.9 <u>Supply to adjacent areas situated around urban areas and around electrified areas under sub-clause 7.5 and 7.6</u>

a) The individual connection shall be released to the applicants as per provision of sub-clause 7.8 (a) up to 2 km of technically feasible 11 kV or LT feasible mains.

b) Beyond 2 km, the connection shall be released as per provision of the sub-clause 7.8 (b).

7.10 Supply to old Havelies and Multi Storey Complex/ Buildings

The connection shall be released to the owner/occupier on making an application for connection on payment of charges on pro-rata basis of floor area as per Schedule of Charges (Schedule-I) without insisting for electrification/installing of distribution transformers. The Havelies/Buildings which had at least one connection prior to issue of these Terms & Conditions shall be considered under this provision.

If a building complex/large building which had at least one connection prior to issue of these Terms & Conditions and had not installed its own transformer as per applicable provisions at that time, requires more connections, it shall be given the required connections without insisting for installation of its own distribution transformer even though the arithmetical sum of the existing and newly applied Estimated Designed Demand as per sub-clause 7.5(i) is more than 50 kVA by recovering charges on pro-rata basis of floor area as per Schedule of Charges(Schedule-I). The augmentation of system, if required, for this purpose, would need to be undertaken by the Nigam at its own cost.

However in case of load extension, if the extension is desired in same area, no additional charges on floor area basis shall be charged, but if new area is added for load extension pro-rata cost as per floor area shall be recovered for new area.

Provided that in case the estimated designed demand of the newly constructed area of the above building complex/large building exceeds 50 kVA, or if the building has been newly constructed after demolishing the old one, then the owner/builder/ developer/ group of consumers is required to install his own transformer and its associated equipment within the Building Complex/Large Building of appropriate capacity as per calculation above at sub-clause 7.5(i).

7.11 Maintenance of service line

Notwithstanding that the cost of the service line is paid for by the consumer, all rights of the service line including the portion paid for by the consumer shall vest in the Nigam and maintained by the Nigam at its cost. The consumer shall provide necessary assistance in this regard. The Nigam shall have a right to utilize optimally the aforesaid service line, the Nigam may place apparatus other than those required to control the supply to the consumer and to lay overhead and underground feeders in the property of the consumer with a view to connect the same with the apparatus installed in any other consumer's premises provided the quality of supply to the consumer is not adversely affected. The consumer shall provide all necessary facilities for such work.

Provided that a dedicated feeder which emanates from Nigam's substation to the consumer's premises and its full cost has been borne by the consumer, shall not be tapped by the Nigam for release of another connection for first two year from the date of release of connection, unless the consumer, who has borne the cost, gives his consent.

7.12 Withdrawal of application

a) If a person, after applying for connection, withdraws his application or refuses to take supply, the application fee shall be forfeited but the security money shall be refunded whereas the amount, deposited by the applicant towards the line cost and plant cost will be refunded as here-under:

i.	In case the work execution has not commenced by the Nigam by that time	Full amount
ii.	If commenced including service line or extension of distribution mains	50% amount (the works may be dismantled by the Nigam)

The refund shall be made by the Nigam within 30 days of the receipt of withdrawal/refusal letter, beyond which interest shall be payable at the Bank rate.

b) The provisions of sub-clause 7.12(a) above shall also be applicable for cancelled/rejected application.

7.13 Delay on part of applicant to take supply

a) Where a Nigam has completed the work required for providing supply of electricity to an applicant but the installation of the applicant is not ready to receive supply, the Nigam shall serve a notice on the applicant to take supply within sixty days of service of notice.

b) If, after serving of notice, the applicant fails to take the connection, the Nigam may recover the minimum/fixed charges as determined by the Commission for the relevant category of consumers for completed months after expiry of notice period till the applicant takes the connection. However, such recovery shall be restricted to a maximum of 12 months.

c) After expiry of 12 months, the application shall stand cancelled and the refund shall be made as per provisions of sub-clause 7.12(a) after adjustment of the recoverable minimum/fixed charges.

7.14 Relaxation in time specified

The time specified in Clause-6 and Clause-7 for the Nigam for completing certain activities may stand relaxed if the Nigam is prevented to perform his functions due to force majeure conditions like earthquake, flood, cyclone, storms etc. or by any Act of law or for reasons beyond its control like non-availability of Right of Way (RoW) to draw line or non-availability of space to install a sub-station.

7.15 Penalty in case of failure of electricity supply within the period specified by the Commission

If the Nigam fails to supply electricity within the period specified by the Commission, it shall be liable to a penalty which shall not exceed of Rs. 500 for each day of default except in cases where the cause of delay is beyond reasonable control of Nigam.

CLAUSE-8

SECURITY

8.1 Provisional security

The provisional amount of security for payment to a Nigam of monies which may become due to him in respect of electricity supplied to a person applying for supply of electricity under Clause-6 shall be:-

(a) Equivalent to a sum worked out on the basis of Rs. 250/kW, Rs. 500/kW and Rs. 750/kW of connected load applied for by domestic, non-domestic and Public Street Light consumers respectively.

(b) Equivalent to two months fixed charges for agriculture and other consumers.

Provided that in case of industrial consumers who opt for fortnightly billing, the provisional amount of security shall be equivalent to one and a half month's fixed charges amount.

Provided further that the large industrial consumers opting for Special fortnightly billing and entering into supplementary agreement with the Nigam to the effect that consumer shall make payments of main and fortnightly bills on a fixed date every month without the requirement of serving any notice prior to disconnection, would be required to make payment of security equivalent to one month consumption charges.

Provided also that the amount of provisional security from a consumer other than owner of premises shall be double the amount specified in this sub-clause.

8.2 Final security

a) The provisional security deposited initially shall be reviewed on the basis of average monthly consumption of first twelve months after commencement of supply based on consumption equivalent to 2 months in general and 1-1/2 or 1 month in case of fortnightly billing, as the case may be and shortfall, if any, from the security furnished under sub-clause 8.1 shall be intimated by the Nigam to be deposited by the consumer.

b) In case of seasonal industries, the amount of security shall be equivalent to two month's average billing during period of season.

c) Security from a consumer other than the owner

The amount of security from a consumer other than the owner of

premises shall be double the amount mentioned in this sub-clause.

8.3 Transfer of security

a) In case a consumer gives his consent in writing duly attested by Notary Public to the Nigam stating that the amount of security deposit available in his name with the Nigam, may be transferred in the name and account of the consumer desiring transfer of connection in his name, the same shall be allowed.

b) In case of a legal heir, the transfer of connection shall be allowed and the amount of security deposit available in cash with the Nigam shall also be transferred in the name of transferee, i.e., legal heir who applies for transfer of connection.

c) Where an existing consumer requests for clubbing of connections, the security as already available with the Nigam in different connections may be adjusted against the newly clubbed account.

8.4 Annual review of security amount

a) The Nigam may review at the beginning of each financial year the requirement of security from a consumer to cover actual average consumption for the period applicable to him, on the basis of his average actual consumption of electricity for the preceding twelve months and intimate the consumer.

b) Additional security

If on the basis of annual review, the security given by a consumer is found to have become insufficient and the difference between the amount so worked out and the security already deposited with the Nigam exceeds Rs. 500 or 10% of the existing security whichever is more, the Nigam may give a notice to the consumer to deposit the difference within 30 days of service of notice.

c) Adjustment of excess security

If, the security given by a consumer is found to be in excess and the difference between the amount so worked out and the security amount deposited with the Nigam exceeds Rs. 500 or 10% of the existing security whichever is more, the Nigam shall refund the excess security amount to the consumer by adjustment through bills issued or otherwise, latest by September end of the next year, thereafter the Nigam shall pay the interest on the unpaid security amount at the bank rate plus 2% per annum from 1st October of the year.

8.5 Supply through pre-paid meter

The Nigam shall not be entitled to any security under sub-clause 8.1 & 8.2, if supply to a person is made through a pre-paid meter.

8.6 Security for electric meter

The Consumer has an option to provide his own meter as per CEA (Metering) Regulations, 2006 & amendments thereof. The security amount in respect of a meter, when provided by the Nigam, shall be as mentioned in the Schedule of Charges (Schedule-I).

8.7 Payment of interest on security deposit

a) The Nigam shall pay interest on security deposit (SD) of the Consumer at the Bank Rate prevailing as on 1st April of the Financial Year for which interest is due and the amount of interest on security deposit payable shall be rounded off to the nearest Rupee.

b) The accrued interest on security deposit for each financial year shall be credited to the consumer's account latest by July end of the subsequent financial year and be adjusted against the consumption charges failing which interest at the Bank Rate on the unpaid amount of the interest shall also be payable from 1st August. If connection is permanently disconnected at any time, then account shall be settled considering interest on SD on settlement date.

c) The details of the deposits lying with Nigam and the interest thereon shall be provided to the consumers along with the bill in the month in which the interest is adjusted.

d) For the security deposit (SD) collected during the course of the year, interest on such deposit shall be computed for the months following the month in which such SD is collected.

e) In respect of new installations, interest on security deposit shall be computed for the months following the month in which service is provided to the installation.

f) The interest on security deposit will be admissible until it is released or gets adjusted against the dues. After adjustment of security amount, the LPS/DPS shall accrue only on the unadjusted balance amount, if any. However, where the security amount still remains in balance, interest will be payable on it.

g) No interest shall be payable on advance consumption charges

in case of a temporary connection.

8.8 Failure to pay security

The Nigam may, if he thinks fit, refuse to give supply of electricity to a person who fails to give security under sub-clause 8.1 or discontinue supply of electricity to a person who fails to give security under sub-clause 8.4 (b), for the period during which such failure continues. Before discontinuing supply of electricity for failure to deposit additional security, the Nigam shall give a fifteen days' notice to the consumer.

8.9 Refund of security

The Nigam shall refund the security on permanent disconnection of supply of electricity within seven days of disconnection after recovery/adjustment of the outstanding dues and the LPS/DPS due before refund. For this purpose, the amount indicated on last bill issued shall be treated as sufficient proof of security deposit amount and no additional proof shall be required. The Nigam shall also issue a no dues certificate, if so requested by the consumer.

CLAUSE-9

METERS AND METER READING

9.1 Supply through correct meter

(a) All supply of electricity shall be through installation of a correct meter in accordance with regulations made in this behalf by the Authority/practice directions issued by Commission, if any. If required, Nigam may install pre-paid meters/ Automated Meter Reading (AMR)/ Smart meter(s)/ smart pre-paid Meters with suitable communication facility as per CEA (Metering) Regulation, 2006 & amendments thereof.

Provided that supply to agriculture consumers who are on the date of coming into force of these terms and conditions, being supplied electricity otherwise then through a meter shall be converted to metered supply category in time bound manner within the period notified by the Commission under Section 55[1] of the Electricity Act-2003.

(b) At the time of seeking a new connection the consumer shall have the option to –

(i) purchase the meter, MCB or CB and associated equipment himself; or

(ii) require that the meter, MCB or CB and associated equipment be supplied by the distribution licensee, on payment of applicable security/charges.

Provided that where the consumer has opted to provide his own meter same shall be subject to meter testing, sealing by Nigam and other provisions of the Regulations. The Nigam shall ensure that tested and sealed meters of approved meter manufacturers are available to consumers for purchase and information of the places from where the consumers can purchase them is made available on its website.

9.2 Meter on ground floor

Metering in each case shall be provided on ground floor only. Metering equipment shall preferably be near the entrance of the premises or at the nearest pole/pillar box and easily accessible.

Nigam, if so desires, shall be allowed to bring out the existing meter from inside to a suitable place outside the premises or on the pole without any cost recovery from the consumer.

9.3 Meter for temporary connection

Supply of electricity to temporary connections wherever feasible shall be made preferably through pre-paid meters.

Duty of consumers

9.4 It shall be duty of the consumer to ensure safety of the meter and metering equipment installed within his premises/installation.

9.5 The Nigam may provide additional seals, in addition to those normally provided, whenever considered necessary, which shall be acknowledged by the consumer or by his representative.

9.6 During periodical inspection/testing by the Nigam, if seals are to be broken for the purpose of inspection/testing, the same shall be resealed in the presence of the consumer or his representative, which shall be acknowledged by the consumer or his representative. An endorsement specifying the details of seals released and re-fixed shall be given by the authorised person of Nigam breaking the seals to the consumer or his representative.

9.7 The consumer shall ensure that the equipment and seals provided are not damaged/ tampered with.

9.8 Reading of meter

a) On behalf of the Nigam, a meter reader or a person authorised by the Nigam in this behalf, shall have access to the consumer's premises at all times during the day for the purpose of reading/inspection of the meter for ascertaining the amount of electricity supplied or the electrical quantity contained in the supply to the consumer.

b) The meters shall be read each month or at such intervals as the Nigam may fix with prior approval of the Commission, except under force majeure conditions. In case of smart meters, the meters shall be read remotely at least once in every month and in case of other pre-paid meters, the meters shall be read by an authorised representative of the Nigam at least once in every three months.

c) In case the display of the meter is not readable, the meter reader or the person authorized by the Nigam for the purpose of reading the meter shall immediately intimate separately to Sub-Divisional Officer regarding defect of display noticed and the Officer shall take action accordingly. In such cases, the Nigam shall take the reading/data of meter through hand held terminal (HHT)/meter reading instrument (MRI) or such other technology wherever feasible. The reading/data so retrieved through HHT/MRI or such other technology would be valid for billing purpose. The

reading/data so retrieved shall be intimated to the consumer and licensee shall change the meter immediately.

d) In case of non-receipt of bill, either through paper bill/SMS/e-mail and other electronic means, the consumer can make a payment on the basis of previous 4 months average amount of the bill. The excess/deficit payment so made by the consumer shall be adjusted in the next bill.

e) In such case, if the consumer furnishes the meter reading(s) himself to Nigam call centre or concerned officer, the billing for that billing cycles(s) shall be done based on that/those reading(s) subject to adjustment in next billing cycle:

   Provided that the consumer shall send the picture of the meter indicating the meter reading and date of meter reading by using an application developed by the Nigam / through e-mail/whats app so as to ensure that meter reading has been taken on real time basis and the reading details are clearly visible/readable.

f) The Nigam shall give data access to consumers, in case of smart meters as well as prepaid meters as may be required by the consumer.

9.9 Inaccessibility of meter

a) If at the time of taking reading the consumer's premises is found locked or the meter is otherwise inaccessible, the Nigam may recover charges for electricity supplied on the basis of previous four months average consumption.

   Provided that if the meter is inaccessible to the meter reader on two consecutive meter reading dates, the consumer shall have the option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-electronic means. In such a case, Nigam may not send any notice or provisional bill to the consumer.

b) If the meter remains inaccessible in the next billing cycle also, the Nigam may serve a notice of not less than fifteen days for facilitating the reading of the meter. The Nigam may discontinue supply of electricity if the consumer fails to comply with the notice for not providing access for meter reading without prejudice to recover the amount due till then.

c) For the period meter remains inaccessible, the Nigam may charge for the electricity supplied on the basis of average for the previous four months. On the meter becoming accessible for reading, the Nigam may recover charges on the basis of actual consumption of electricity and adjust the sum already recovered on average

basis.

9.10 Assessment in case of stopped/defective/burnt, lost or stolen meter

a) If the meter stops working for any reason, or the meter is stolen or lost or burnt, the consumption of electricity for the period during which electricity has been consumed shall be calculated as follows:

i. All consumers except seasonal industrial and agricultural consumers.

The consumption of electricity shall be assessed as the same for the corresponding period of the previous year or the average consumption of the previous 12 months whichever is higher.

ii. Seasonal industrial consumers.

The consumption of electricity shall be assessed as the same for the corresponding period of preceding season or off-season as the case may be.

iii. Agriculture consumers.

The consumption of electricity shall be assessed on connected load basis as follows:

(a) Rural area:
For Billing months of October to April : 6units/HP/day
For Billing months of May to September : 4 units /HP/day

(b) Urban area:
For Billing months of October to April : 12 units/HP/day
For Billing months of May to September : 8 units /HP/day

Provided that till Tariffs for Supply of Electricity, specifies flat rate tariff for agricultural consumers, the electricity consumption shall be charged at the rates applicable to the corresponding flat rate agricultural consumers

b) In case of other then agriculture consumers in the event of non-availability of previous period energy consumption record for all the previous 12 months; the consumer shall be billed provisionally on the basis of average consumption of whatever period available. However, in case of non- availability of previous period consumption record, the consumer shall be billed provisionally on the basis of 25% load factor on 8 hours use per day in case of domestic category and 50% load factor on 8 hours use per day

for all other categories and the assessment shall be reviewed on the basis of average consumption of succeeding six months period after installation of correct meter and charged accordingly. Further, in case where succeeding or preceding basis of average is though available, but there is increase/ decrease of contract demand/ connected load, then the average be charged on proportionate basis of contract demand/ connected load. Similarly, in case of seasonal consumers, in the event of non-availability of record of previous period, the assessment shall be reviewed on the basis of consumption recorded by the correct meter for the consumption period of succeeding season or off season, for the period meter remains stopped.

c) No defective meter shall be allowed to remain for more than 2 billing cycle. Nigam shall change the meter promptly.

d) Temporary connection:

In case of a Temporary connection the consumption shall be assessed by considering 80 % load factor on 12 hours use per day, unless it is for a continuous running process where it shall be 24 hours use per day.

9.11 Inaccurate meter

a) In case the Nigam suspects a meter not functioning properly, a notice of 15 days indicating the date of testing shall be given to the consumer. The accuracy of the meter shall be tested by the Nigam on site or in its testing laboratory in presence of consumer. In case the consumer is not satisfied, he may get the testing done at any other laboratories designated for the purpose by the Commission. The Nigam shall arrange testing at the laboratory of the choice of consumer even if the testing has been done by the Nigam in his laboratory on deposition of testing charges for other lab by the consumer. In case meter is found inaccurate during the testing by other than Nigam's laboratory, then the testing charges of the other laboratory shall not be refundable. In case meter is found accurate in other lab testing, the testing charges deposited by the consumer shall be refundable through subsequent energy bills. In the event of dispute between the Nigam and the consumer regarding applicable test results, then test results of the other test lab (NABL accredited) shall be binding on both.

b) In case the consumer suspects a meter not functioning properly, a notice of 15 days shall be given by the consumer to the Nigam for testing of the meter. No test fee shall be charged from the consumer at the time of reporting if the meter is found to be

defective due to reasons attributable to the consumer, the consumer shall bear the cost/security of new meter and test fee shall be charged from the consumer through subsequent bills. The Nigam shall arrange the testing within 15 days of receipt of request for testing the meter.

c) The consumers under sub-clause 9.11 (b) may also challenge the test result of licensee's laboratory and request for testing of meter/metering equipment from any of the empanelled test laboratory after deposition of requisite fees. The Nigam shall arrange the testing from the empanelled laboratory within 15 days of the deposition of the testing fees. The result of the empanelled test laboratory shall be final. If the consumer has challenged the test result of licensee, when the meter has been found accurate in the Nigam's lab and if the meter is adjudged inaccurate in the empanelled lab then the testing fees of the empanelled lab shall be borne by Nigam. If the consumer has challenged the test result of licensee when the meter has been found inaccurate in the Nigam lab and then the testing fees of the empanelled lab shall be borne by consumer.

d) The Nigam at the beginning of each financial year shall publish a list of NABL accredited meter testing laboratories with the prior approval of Commission. This list will also be available in various offices of the Nigam and on Nigam's website also.

e) If the meter is owned by the consumer and found accurate in testing, Nigam shall be under obligation to install the same meter again if so desired by the consumer.

f) In the event of the meter being found inaccurate, the consumption assessment be intimated to the consumer within two (2) months of the removal of meter for testing and the excess amount recovered from the consumer be adjusted in the subsequent two bills. Where additional amount is to be recovered from the consumer, it may also be recovered in the subsequent two bills.

g) The excess or short amount under sub-clause 9.11 (f) may be adjusted or recovered as the case may be for the period from the previous meter testing till the date of meter being removed or replaced for testing or tested at site, but in any case this period shall not exceed six months in case of bi monthly billing and 3 months in case of monthly billing:

Provided that where inaccuracy has been detected through MRI report or testing in the laboratory and the details of which are available with the Nigam, the assessment shall be made for the entire period during which meter remained inaccurate as per MRI reports/Laboratory test report and copy of such reports shall also be made available to the consumer.

9.12 Replacement of meter

a) In case of a stopped / defective/inaccurate meter, the Nigam shall inspect and replace the meter at its cost. In case of burnt meter, the deposited security towards meter shall be forfeited and a fresh security shall be deposited for replacement of meter. In case of defective meter due to causes attributable to the consumer, the necessary charges shall be recovered from the consumer. In case the meter for replacement is provided by consumer, then this shall be done after recovering testing charges through subsequent bill as per Schedule of Charges(Schedule-I).

Provided that, if it is established that meter is burnt due to causes attributable to Nigam, the Nigam shall inspect and replace the meter at its cost.

b) The meter shall be replaced within 24 hrs in urban areas and 72 hrs in Rural areas by the Nigam. Non availability of Meter shall not be a reason for delay in restoration of supply. In case due to non intimation by consumer or any other reason, a stopped/defective metering system is not replaced within a period of two months of its detection or date of intimation by the consumer, a rebate of 5% on the total bill of the consumer prepared under sub-clause 9.10, excluding electricity duty shall be allowed from third monthly bill in case of monthly/fortnightly billing and second bill in case of bi-monthly billing after such detection till the meter is replaced. However, the recovery of 5% amount shall be made from the officer responsible for delay in replacement of meter.

c) In case a theft/malpractice case is detected and a vigilance checking report is preferred under section 135/126 of the Act on the basis of tampering of meter then in such cases the available security of the meter shall be forfeited and fresh security shall be demanded. This will not absolve the consumer from the other liability as accrued for theft/malpractice of electricity under section 135/126 of the Act.

9.13 Check meter

If the main meter stops working and the check meter, wherever provided by the Nigam, is functioning, the consumer shall pay the electricity charges on the basis of the check meter notwithstanding anything contained in sub-clause 9.10.

9.14 Lost meter

In case a meter is lost or stolen from the premises of the consumer, the consumer shall report such matter in the Police station and his existing meter security shall stand forfeited. The supply shall be restored by the Nigam after obtaining fresh meter security and

installation of a new meter. Where the meter is installed by the Nigam at the pole or panel installed by licensee on the road is lost or stolen, the Nigam shall replace the meter at its cost.

CLAUSE-10

RECOVERY OF CHARGES FOR SUPPLY

10.1 Billing period

The Nigam shall recover the charges for electricity supplied to a consumer on the basis of a bill served on the consumer every month or at such intervals as approved by the Commission.

10.2 Information with the bill

The bill shall contain important information relevant to that category of consumer and its type of metering (Whole current meter, CT-operated meter, Tri-vector meter etc.), inter alia, the followings:

a) Category of consumer in clear term
b) Date of meter reading
c) Previous meter reading
d) Present meter reading
e) Date of issue of bill,
f) Due date of payment,
g) Fixed charges,
h) Energy charges
i) Minimum billing amount, if any,
j) Delayed payment surcharge / Late payment surcharge
k) Fuel surcharge
l) Meter details-CT/PT ratio, Multiplying Factor
m) Amount of Government levies such as electricity duty etc.,
n) Rentals etc.,
o) Amount of security
   I) towards electricity
   II) towards meter
p) Full address and telephone number of the concerned AEn,
q) Full address and telephone number of complaint center/ call center.
r) Name, Address, Mobile/Phone No., Fax No., e-mail address of Consumer;
s) K. No.
t) Date of meter change (if any);
u) Applicable tariff;
v) Other charges with full detail and reason;
w) Previous one-year periodic energy consumption;
x) Bank Account Number of Sub Division Office and IFSC code;

y) Vigilance pending dues.
z) Load Factor

10.3 The bills may be sent by the Nigam by hand or by post or courier or by fax or by e- mail or SMS or other electronic means and the date of issue of bills for different regions shall be widely publicized by the Nigam for the information of consumers. The Nigam shall also make available the bills through its web portal on the day of bill generation. The Nigam shall also immediately intimate the consumer about despatch of bill through SMS or by electronics means indicating details of bill amount and the due date of payment.

Provided that In case of Pre-paid metering, the Nigam shall issue the bill to the consumer on his request.

10.4 Within two months of notification of these Terms and Conditions, the licensee shall obtain registered mobile no. of all the consumers and maintain a data base which may contain all other modes of communication such as e-mail etc. For future consumers, the Nigam shall invariably collect the data along with the application. The Nigam shall deliver the bills by e-mail to all consumers of more than 25 HP load. The Nigam shall also send following SMS alerts-

a) Information of the issuance of the bill, due amount and the due date
b) At least two alerts in the week in which is due date of payment is following.
c) Acknowledgment of the receipt of the payment.

10.5 <u>Annual statement of bills to consumers</u>

The Nigam at the end of every financial year shall furnish the details of statement of accounts to the consumers duly indicating the consumption, date of payment and amount thereof, the security held and interest payable and when it was paid, additional security, if any, required and due date of the same. The billing details of last one year for all consumers shall also be made available on the Nigam's website.

10.6 <u>Mode of Payments to Nigam</u>

a) The consumer shall pay the power supply charges at the office of issue or at the jurisdictional cash counters on or before due date as indicated hereunder:

i. In respect of energy bill payments, i.e., monthly power supply charges upto and inclusive of Rs 10,000/- or such other limit as may be notified by the Commission from time to time may be made by cash or cheque or Demand Draft

or any electronic mode. Payments above the amount notified shall be made by a cheque or Demand Draft or electronic mode only.

ii. Payments under other heads of accounts, i.e., other than energy bill payments may be made by cash or D.D. or any electronic mode upto and inclusive of Rs 10000/- or such other limit as may be notified by the Commission from time to time and above the amount notified shall be by Demand Draft or electronic mode only.

iii. The Nigam shall create adequate IT infrastructure to enable payment of bills online without coming to the Nigam's cash counters. However, Nigam shall also maintain cash counters in the eventuality when the online payment is not becoming possible. Even in the cash counters, the Nigam should encourage the consumers to switch on the online payment system as far as possible. The consumer can avail the facility of payment of power supply bills through ECS/debit/Credit cards/on line e-payment wherever such facility is provided by the Nigam in respect of energy bill payments up to the limit prescribed by the RBI. No extra cost on payment made by Consumer through above payment mode shall be charged by the Nigam. However, in case payment is made through a debit card/ credit card, no transaction charges shall be charged by the Licensee upto bill payment of Rs 5,000/-.However, in case payment of a bill amounting more than Rs 5,000/- is made through debit card/credit card, Nigam may recover the actual charges paid by it to debit card/credit card company/service provider. To encourage online payment Commission may specify a suitable incentive/rebate for payment through online system by separate order.

iv. Through banks authorized by the Nigam.(The date of payment in the bank shall be the date of payment of the bill).

b) Demand Draft/Cheque shall be issued in favour of the Nigam drawn on any scheduled commercial bank situated at the headquarters of the office of issue and the same shall be presented along with the bill. The K.No. and ledger folio No. shall be indicated on the reverse side of the Demand Draft/Cheque. Receipt for the payment shall be obtained.

c) Payment by Cheque/Demand Draft sent by post or by money order shall also be accepted. The consumer shall invariably furnish K.No., Ledger No. and Folio Number on the reverse side of

Cheque/Demand Draft sent by post/or on money order form. The consumer has to collect the receipt. The acknowledgement of the receipt shall be sent by Nigam on the registered mobile no. through SMS/WhatsApp.

d) The Nigam shall accept Cheque from consumers in good faith and shall issue receipts subject to realization in the bank. If cheque is not realized but returned by the Bank, it amounts to non-payment and the consumer is liable for levy of interest, LPS/DPS and cheque bounce charges and disconnection of power supply with due notice.

e) In the event of non-realization of cheque twice, no further cheques shall be accepted from such consumer without prejudice to the Nigam taking action such as levying cheque dishonor fee as given in the Schedule of Charges(Schedule-I) besides initiating prosecution under the Negotiable Instrument Act and other penal law(s).

f) In cases where payment is received within the specified period before the due date, an incentive in bill amount may be given to the consumer by way of adjustment in the subsequent month's bill as specified by the Commission in the tariff order from time to time.

g) Nigam shall deliver the electricity bills to the consumer within three days of its issue date and allow a minimum period of at least ten days from the date of issue of electricity bills for payment at the concerned office of the Nigam or other collection centers authorized by the licensee/or online as notified through local newspapers/ printed on the bills.

   Provided that if any bill is served with a delay of a period of more than sixty days, excluding force majeure conditions, the consumer shall be given a rebate of two percent.

h) As per billing cycle, if payment is required to be made fortnightly, then two bills would be issued to the consumer. One bill would be for consumption made during the first fortnight of the month of issue of bill, which would be on provisional basis equal to half of the previous month's consumption, issued on or after 15th day of the month and its payment shall fall 12 days from the date of issue of the bill. Second bill would be issued on the basis of recorded consumption of the preceding month minus the payment made towards first bill. Second bill would be payable within 12 days from the date of its issue.

i) Any tax, duty or other levy under any law payable in addition to charges for electricity supplied, shall be payable by the consumer along with the electricity charges.

j) If monthly charges for electricity supplied or equipment installed by the Nigam are to be recovered for a part of a month, they shall be recovered proportionately for the number of days' supply is made in the month.

k) A consumer may present his bill or provide all relevant details of his connection at the time of making payment. If the consumer has lost the bill or otherwise requires a duplicate copy, a duplicate copy of the bill shall be supplied to him free of cost. The request of the duplicate bill can be registered on the consumers service center/complain centers and the licensee shall send the duplicate bill on the registered mobile no. within 3 days of the request.

l) A domestic consumer, desirous of leaving the premises for a long time may intimate the Nigam about the same so as to avoid any confusion of stopped meter. He may deposit an amount equal to fixed charges for such period with the Nigam for monthly adjustment of his bills. Nigam shall not send any notice or provisional bill to the consumer after depositing of fixed charges for such period. Interest at the bank rate shall be paid on such advance amount. The Nigam shall accept such amount as a matter of affording convenience to the consumer to prevent disconnection. No rebate shall be allowed to the consumer. The consumer may or may not seek discontinuance of supply for this period. Such discontinuance of supply shall not be treated as disconnection.

m) Any payment made by the consumer shall be adjusted in the following order of priority:

   i. Arrear amount of Electricity Duty and other statutory levies;

   ii. Arrear amount of Nigam's Dues;

   iii. Amount of Late Payment Surcharge (LPS)/Delayed Payment Surcharge(DPS);

   iv. Electricity Duty and other statutory levies on current bill; and

   v. Principal amount of Nigam's dues on current bill.

n) If a consumer under any category voluntarily deposits the average amount of 6 (six) or 12 (twelve) months energy bill on the basis of average bill of preceding year in advance, he would be allowed a rebate at the rate equivalent to Bank rate as on 1st April of the Financial Year in which the amount of advance was deposited. The amount of rebate shall be adjusted in the last bill after adjusting the amount of bill from the principal advance deposited. A consumer may even deposit the amount less than the amount

of 6 (six) months bill, but in that case no rebate as above, shall be allowed.

o) Nigam shall also provide facility of centralized payment for consumers having multiple connections.

10.7 Delayed payment Surcharge

If a consumer fails to pay his bill within 10 (ten) days of date of issue, the licensee shall be entitled to recover a surcharge for delay in payment at the rate fixed by the Commission from time to time.

10.8 Refund of excess amount

If Nigam recovers charges exceeding the tariff fixed by the Commission, the Nigam shall refund the excess amount recovered to the person from whom it was recovered along with interest equivalent to bank rate of Reserve Bank of India prevalent on April 1 of the year when the amount was recovered.

10.9 Electricity charges and prices

The prices to be charged by a Nigam for the supply of electricity by him shall be in accordance with tariff determined by the Commission from time to time. The charges for electricity supplied by the licensee shall be published in local newspapers in such manner so as to give adequate publicity for such charges and prices. The Nigam shall also publish a booklet from time to time giving prices to be charged for supply of electricity for the benefit of the consumer. The details shall also be available on Nigam's website.

Issue of First Bill

10.10 The Nigam shall issue the first bill within two billing cycles, of energizing a new connection where post payment meters are installed.

10.11 In case the consumer does not receive the first bill within such period, he may complain, in writing, to the Nigam and the Nigam shall issue the bill within a time period, not exceeding seven days.

Provisional billing

10.12 The Nigam shall not generate more than two provisional bills, except where permitted by the Commission, for a consumer during one financial year and if the provisional billing continues for more than two billing cycles except under extraordinary situation due to force

majeure, the consumer may refuse to pay the dues until bill is raised by the Nigam as per actual meter reading.

CLAUSE-11

DISCONNECTION OF SUPPLY

11.1 Notice for disconnection

A Nigam shall be entitled to cut off supply of electricity to any person after giving not less than fifteen clear days' notice in writing to such person if such person neglects to pay charges for electricity supplied or any other sum due from him to the Nigam. In addition to the notice, the Nigam shall also intimate through SMS/E-mail on the registered mobile number/e-mail id of the consumer, if available;

11.2 Duty of Nigam in respect of disconnection

For disconnection of supply, the Nigam shall generally observe that:

a) Disconnection of power supply shall not be effected on general holidays and Sundays.
b) Disconnection of power supply shall be effected as far as possible before 1.30 PM and reconnection shall preferably be effected on the same day of payment.
c) Disconnection shall be effected at the pole/distribution box.
d) If the arrears is Rs 1000/- or less, the installation shall not be disconnected and arrears shall be carried forward to the next bill.
e) Disconnection shall not be made or if disconnected, shall be reconnected immediately under following circumstances:-

i. if such person produces proof of payment or deposits under protest an amount equal to the sum claimed from him, or
ii. the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of dispute are deposited.

11.3 Liability on disconnection

In the event of supply being disconnected due to non-payment of dues or for any other reason, all the money then payable by the consumer including the amount of fixed charges for unexpired initial period of agreement, if any, shall become due and recoverable. In case disconnection is made in the middle of the month or initial agreement period expires in the middle of the month, the fixed charges amount shall be payable proportionately;

11.4 A consumer may seek disconnection by giving one month's notice in writing on this behalf. The consumer shall pay all the charges payable upto the date of disconnection subject to notice period or initial agreement period as the case may be after adjusting available security with the Nigam. In case

disconnection is made in the middle of the month or notice period/initial agreement period expires in the middle of the month, the fixed charges amount shall be payable proportionately. Such disconnected connection shall not be reconnected and consumer has to apply as a fresh applicant.
Provided that in case of vacation of premises, the distribution Nigam shall arrange to take a special reading of the meter on receiving the consumer's written request and issue a final bill including all arrears till the date of billing and issue a No-Dues Certificate on receiving final payment, within a time period not exceeding seven days from the receipt of such final payment.

11.5 The consumer may also seek disconnection on the same day of notice if he is ready to pay the fixed charges amount for notice period or unexpired period of agreement, as the case may be.

11.6 **<u>Breach of code by consumer</u>**

If at any time the consumer:-

(a) Commits breach of supply code or terms of agreement despite three (3) months' notice given by Niagam; or

(b) Being a limited company passes a resolution for winding up or be ordered to be wound up by a court of competent jurisdiction, or

(c) Being an individual commits any act of insolvency or be adjudged insolvent, or

(d) Executes or creates any mortgage charge or other encumbrance on any property or asset of the consumer so as to prejudicially affect the Nigam's electric plant apparatus & equipment at consumer's premises or any part thereof or any right exercisable by the Nigam in connection with the said electric meters, plant, apparatus and equipment,

(e) In case of safety is endangered, the Nigam may immediately cut off the supply and restore the same only after ensuring the compliance of safety norms.

then the Nigam shall be at liberty to terminate the agreement with the consumer by giving seven days' notice in writing and upon such termination the consumer shall forthwith be liable to pay to the Nigam all the money then due and payable under the agreement together with further sum equal to the amount of the minimum and/or special guarantee for the unexpired minimum period of supply by way of liquidated damages.

11.7 Recovery of old dues

a) Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer on account of electricity charges or any sum other than electricity charges shall be recoverable after a period of two years from the date when such sum became first due, unless it has been shown continuously as arrears and the licensee shall not cut off the electricity supply.

b) Before effecting recovery of arrears, the Nigam shall issue a notice of 15 days with complete details of arrears to the consumers. If the consumer seeks a personal hearing and furnishes a written response about the arrears being demanded then opportunity of personal hearing shall be given to the consumer and there after Nigam shall issue a speaking order in response to consumer reply of notice/personal hearing and shall insist for recovery of arrears/disconnection only after issue of the speaking order. If the consumer is aggrieved with the speaking order, he shall be at the liberty to approach the appropriate consumer grievance redressal forums.

c) For recovery of outstanding dues, the Nigam will prepare a Scheme for the consumers lying connected/disconnected wherein reduction/ waiver of interest/LPS/DPS may be allowed as a special case as per guidelines issued by the Commission from time to time. However, this will not be a regular feature and would be introduced for a limited period under prior intimation to the Commission and shall exclude the cases of theft/malpractices and the consumers already benefited from such schemes during the last 3 years.

d) Any outstanding dues against any permanently disconnected connection shall be recoverable from another existing/new connection in the name of the same person by serving a notice of thirty (30) days. An opportunity of personal hearing and reply of the notice shall be given to the consumer and thereafter, a speaking order shall have to be issued by the Nigam after due consideration of the reply of the notice as well as facts furnished during personal hearing. No recovery shall be affected/disconnection made, without the issue of speaking order. If the consumer is aggrieved with the speaking order, he shall be at the liberty to approach the appropriate consumer grievance redressal forums.

11.8 Restoration of supply

a) A person whose power supply has been cut off for non-payment of dues or due to any other reasons, may apply for restoration of supply in such form as the licensee may prescribe with approval of the Commission.

b) An application for restoration of supply shall be considered:

(i)	For Agriculture consumers:	As prescribed in the State Agriculture Policy
(ii)	HT/EHT consumers:	Within 1 year from the date of disconnection
(iii)	For others:	Within two years from the date of disconnection

A Connection shall be treated as permanently disconnected after expiry of the respective period of disconnection indicated above. Such consumers who are classified permanently disconnect consumers shall have to apply a fresh if connections is desired in the same premises.

c) Within seven days of receipt of application under sub-clause 11.8 (b), the Nigam shall intimate the applicant the sums due from him to the Nigam till the date of disconnection, along with interest thereon at the rate of 10% per annum for each completed month of non-payment after disconnection. No interest shall be charged on the surcharge for delay in payment. The Nigam shall also intimate the reconnection charges as specified in the Schedule of Charges(Schedule-I) payable by the applicant.

d) The Nigam shall restore supply of electricity to the applicant within six working hours of deposit of the sum intimated under sub-clause 11.8 (c) and such additional interest as may have become due till the date of deposit and reconnection charges specified in the Schedule of Charges(Schedule-I). In case restoration requires re-erection of lines/sub-station, then supply shall be restored within the period specified in Clause-7 of these Terms and Conditions. Charges for erection of lines/sub-stations, if any shall not be recoverable in case of restoration. Nigam shall also provide offline/online payment facility for deposition of due amount during public holidays and on confirmation will restore the supply even during public holidays.

e) In case of restoration of supply, the amount of security shall be as applicable at the time of re-connection or the amount of security available at the time of disconnection, whichever is higher. If, however, the connection is reconnected in the next Financial Year after review of security and the same has become due, then the amount of security shall be as per reviewed amount.

11.9 Pre-paid meter

Pre-payment meters will be designed to automatically cut off supply when the amount credited is exhausted. This shall however not be treated as a disconnection and the supply will be resumed whenever the meter is recharged subject to adjustment of fixed charges for the cut off period. The Nigam, with the approval of the Commission, may issue guidelines for operationalization of pre-paid metering, if required.

CLAUSE-12

UNAUTHORIZED USE, THEFT AND TAMPERING

12.1 General

a) The Nigam shall undertake proceedings against unauthorized use of electricity, theft and other irregularities committed by the consumer in accordance with the relevant provisions as laid down in Part XII, XIV, XV of the Act, the Regulations and the procedure in Commission's Orders.
b) The provisions of these Terms and Conditions shall be subject to special provisions for agriculture consumers as may be prescribed by the State Government under Agriculture Policy or otherwise through the directives to the Commission in the matter of policy under section 108(1) of the Electricity Act 2003.
c) The Nigam shall publish on its website, the list of the Assessing officers under section 126 of the Act, the Authorized officers under sub-section (2) of section 135 of the Act and the officers authorized by the Commission to disconnect supply under sub-section (1-A) of Section 135 of the Act and shall display such list at prominent locations in its local offices.
d) The Nigam shall issue photo identity cards to all the Assessing officers and Authorized officers specifically indicating their designation and details of authorization.
e) During the inspection of premises, in all cases, the assessing officer or the authorized officer as the case may be, may cause to photograph/video graph the proceedings.
f) The Nigam shall maintain and submit details of cases booked under Section 126 of the Act, Section 135 and Section 138 of the Act to the Commission on quarterly basis.
g) If a consumer is found indulging in an unauthorized use or theft of energy or both, the assessment provisions will operate separately for each of such act of wrong doings.
h) If a consumer is serving employee of the power sector companies of the State and is found indulged in an unauthorized use under Section 126 or theft of electricity under Section 135 of the Electricity Act, 2003 or both, in addition to application of the assessment provisions, shall be liable to disciplinary action, besides other actions as prescribed in law.

12.2 Unauthorized Use of Electricity under Section 126 of the Act

a) Inspections of the premises and electrical installations by Assessing Officer:

i. The Assessing officer shall promptly conduct inspection of any premises either suo-moto or on receipt of information regarding unauthorized use of electricity thereat;

Provided that the Assessing officer may avail the assistance of employees of the Nigam for conducting inspection.

ii. The Assessing officer shall carry his photo identity card issued under sub-clause 12.1 (d).

iii. Photo ID shall be shown to the consumer before entering the premises, if so requested by the consumer.

iv. The Assessing officer shall prepare an inspection/site report as per the provisions under these Terms and Conditions.

v. In case the unauthorized use of electricity is established, the consumer shall remove the cause of unauthorized use within 7 days from the date of intimation failing which supply will be disconnected. If the consumer is willing to regularize unauthorized use, the demand notice if necessary, as per Schedule of Charges(Schedule-I) shall be issued. Bill as per normal applicable tariff shall be issued after deposit of demand notice.

b) No case of unauthorized use of Electricity shall be booked by the Nigam in the following cases:

i. where consumer has been paying electricity charges for higher tariff category but using electricity for lower tariff category;

ii. cases of excess load through meter in domestic category and small consumers of upto 5 KW load in non-domestic category.

iii. Where it is incumbent upon the Nigam to suo-moto change the category of supply. For example, consumer had applied for connection in non-domestic category but connection got released in domestic category or connection released in different tariff category than applied tariff category.

iv. Use of supply for a religious, social function or any other non-commercial activity by the consumer himself, not exceeding 3 days, in his own or adjoining premises, provided total operating load does not exceed the sanctioned load of the consumer.

v. Where connected load is found exceeding the sanctioned load but consumer is billed on demand basis. However, the consumer will be required to furnish a revised [Installation Certificate] to the Nigam.

vi. Use of supply by the tenant/occupier in the same premises through installation of sub-meter provided that the collection towards the energy charges is as per tariff prescribed by the Nigam for the relevant category.

c) The unauthorized use of electricity shall include:

i. Use of electricity supplied under lower tariff for a purpose for which a higher tariff is in force, or

ii. Exceeding the sanctioned connected load (except as provided for in sub-clause 12.2 (b).

iii. For the purpose other than for which the usage of electricity was authorized; or for the premises or areas other than those for which the electricity supply was authorized.

iv. Use of apparatus for splitting a single or two phase to run a 3-phase appliance when 3-phase supply is not available to him, tampering with the system to convert 3- phase transformer to single phase by manipulating the phase and earth; or

v. Non-compliance of orders imposing restriction on use of electricity during power cut /load shedding or

vi. Restoration of the disconnected service through meter.

d) Preparation of Report by Assessing officer

i. In the event of detection of unauthorized use of electricity, the Assessing officer shall prepare a detailed Report at site, in the manner as prescribed by Nigam.

ii. All the material evidences such as tampered meter, etc. and the documentary evidence, which are relevant to the case found during the inspection, shall be seized under a seizure memo and sealed in the presence of the consumer or his representative and be kept as a proof along with photography of the premises.

iii. A detailed description of the material seized, including date, time and place and name & address of witnesses to the seizure shall be recorded on the exterior of the cover and signatures of all witnesses shall be affixed on the sealing points:

Provided that if the witness refused to sign, the same shall be recorded in the report.

iv. The Inspection Report shall be signed by the Assessing officer and a copy of the same shall be handed over to the consumer or his representative at the site immediately under proper acknowledgement. The other persons present at site may also sign the inspection report.

v. If consumer or his representative at site refuses to acknowledge and/or accept the copy of the report, a copy of the report shall be pasted at a conspicuous place in or outside the premises and photographed. Another copy of the same report shall be sent to the consumer under Registered Post or Speed Post or electronically on the same day or on the next day of the inspection.

vi. The Inspection report shall form the basis for further action as per the provisions contained in Regulations.

12.3 Procedure for dealing the case of Unauthorized Use of Electricity (UUE):

a) Provisional assessment and Notice:

If the Assessing officer on the basis of Inspection Report and other materials comes to the conclusion that it is prima facie a case of unauthorized use of electricity, he shall:

i. Make provisional assessment based on the best of his judgment which is reasonable in the given circumstances and is based on all the available evidence and records. While doing so the Assessing officer shall compute the amount payable by the person benefited by the unauthorized use of electricity as per provision laid down in sub-section (5) read with sub-section (6) of Section 126 of the Act:

Provided that if the period of unauthorized use of electricity can be conclusively established, the assessment shall be done for the entire period for which the unauthorized use was taking place and if the period of such unauthorized use is not known or cannot be conclusively established, the period of assessment shall be limited to 12 (twelve) months immediately preceding the date of inspection:

Provided further that period of unauthorized use of electricity shall be assessed based on the following factors:

A. actual period from the date of commencement of supply to the date of inspection;
B. Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of inspection;
C. Actual period from the date of preceding checking of installation by the assessing officer to date of inspection;
D. Data recorded in the energy meter memory wherever available;
E. Based on the document being relied upon by the accused person.

ii. Serve a notice along-with a provisional assessment bill and copy of inspection report, within 7 (seven) days from the date of inspection or date of receipt of meter testing report, if required, whichever is later, to the consumer giving reasons as to why a case of unauthorized use of electricity is being initiated against him. 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.

b) Objection against notice along-with provisional assessment: -

The consumer, on whom notice alongwith a provisional bill of assessment has been served, may file objections, if any, before the Assessing officer, within 7 (seven) days from the date of receipt of notice.

c) Personal Hearing: -
   i. The Assessing officer shall arrange a personal hearing with the consumer or his authorized representative within 7 (seven) days from the date of filing of consumer's objections.
   ii. At the request of the consumer, the hearing may be arranged for a future date but not later than 10 (ten) days from the date of filing of the objections by the consumer.

d) Final assessment Order: -
   i. The Assessing officer shall pass a final assessment order within 30 (thirty) days from the date of service of the order of provisional assessment of the electricity charges payable by such person.
   ii. The final order of assessment shall clearly show as to whether the case of unauthorized use of electricity is established or not. Such Order shall contain the brief of inspection report, submissions, oral or written, made by consumer and reasons for acceptance or rejections of the same.
   iii. If no unauthorized use of electricity is established, the Assessing officer shall pass an Assessment Order dropping the case immediately and the consumer shall be informed accordingly with a copy to the next higher officer.
   iv. In case the unauthorized use of electricity is established, the Assessing officer shall assess the electricity charges as per provisions contained in sub-section (5) read with subsection (6) of the Section 126 of the Act and shall pass the final Assessment Order under sub-section (3) of Section 126 of the Act.
   v. The assessment of energy in the final order shall be made as per Appendix-I to the Terms and Conditions:

   Provided that if unauthorized use of electricity is on account of wrong usage of tariff category or for the premises or areas other than for which supply of electricity was authorized, the Assessing officer shall take assessment of energy as recorded in the meter for the period of assessment.
   vi. While making the assessment bill, the Nigam shall give credit to the consumer for the amount already paid by the consumer for the period of the assessment bill.
   vii. The Final Assessment Order, shall clearly mention that the

   Order is appealable by the consumer before the Appellate Authority (name, designation and address to be mentioned) within 30 (thirty) days of serving the said order as per provisions of sub-section (1) of Section 127 of the Act.

e) Billing & payment based on final assessment Order: -

i. The Nigam shall serve the bill to the consumer for charges of unauthorized use of electricity as per the final assessment order issued by the Assessing Officer.

ii. The bill shall be payable by the consumer within 30 (thirty) days from the date of service. The Nigam may extend the last date of payment of the assessed amount or allow the payment in installments subject to payment of interest on the unpaid amount for the extended period beyond 30 (thirty) days at the rate of 16 (sixteen) percent per annum compounded every 6 (six) months.

iii. The consumer shall accept the bill and deposit the assessed amount within the time lines and manner as per sub-clause 12.3 (e) (ii) or prefer an appeal against it before the Appellate Authority in accordance with the Act and the Regulations.

iv. In case of non-payment of bill amount within the period mentioned in sub-clause 12.3 (e)(ii), the connection will be disconnected by serving a fifteen days notice, which will not be reconnected until the assessed amount is deposited along with other charges as are payable . In case of non-payment, the amount will be shown as arrear in the regular bill.

f) Appeal before Appellate Authority under Section 127 of the Act

i. If the consumer is aggrieved by the final assessment order issued by the Assessing officer, he may after depositing half of the assessed amount as specified under sub-section (2) of Section 127 of the Act, file an appeal before the Appellate Authority under Section 127 of the Act, within 30 (thirty) days from the date of issuance of such order, in the form and manner as specified by the Commission in "Appeal against assessment regulation 2004."

Provided that no appeal shall lie to the appellate authority against the final assessment order of the Assessing officer, if same is passed with the consent of the parties.

ii. The Appellate Authority, based on the evidence and the facts presented and after hearing the parties shall pass an appropriate speaking order and send a copy of the order to the Assessing officer and the appellant.

iii. The order passed by the Appellate Authority shall be final.

iv. In case the Appellate Authority holds that no case of unauthorized use of electricity is established, no further proceedings shall be initiated or continued by the Nigam in this regard and the amount deposited by the appellant shall be refunded along with interest at the rate of 16 (sixteen) percent per annum compounded every 6 (six) months for the period from the date of deposit till the amount is refunded.

v. In case the Appellate Authority holds that a case of unauthorized use of electricity is established, the Nigam shall serve the revised bill to the consumer for charges of unauthorized use of electricity as per the final order issued by the Appellate Authority.

vi. The bill so prepared based on the final order issued by the Appellate Authority shall be payable by the consumer within 30 (thirty) days from the date of service. The Nigam may extend the last date of payment of the assessed amount or allow the payment in installments subject to payment of interest on the unpaid amount for the extended period beyond 30 (thirty) days at the rate of 16 (sixteen) percent per annum compounded every 6 (six) months as per sub-section (6) of Section 127 of the Act.

vii. In case the amount payable as determined by the Appellate Authority is less than the amount already deposited by the consumer at the time of filing the appeal, the excess amount shall be refunded by the Nigam within 30 (thirty) days:
Provided that if the refund is delayed by the Nigam, interest at the rate of 16 (sixteen) percent per annum compounded every 6 (six) months shall be paid for the delayed period.

12.4 Theft of electricity under section 135

a) If on checking a premises by an Authorized Officer, prima-facie an evidence is found that a person, dishonestly:-

(i) taps the line or makes or causes any connection to be made with overhead, underground or under-water lines or cables, or service wires, or service facilities of a licensee as the case may be; or

(ii) tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or

(iii) damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity, shall be the conclusive proof of being involved in the theft of electricity and the electric supply will be disconnected immediately.

(iv) uses electricity through a tampered meter; or

(v) uses electricity for the purpose other than for which the use of electricity is authorized.

Provided that, it is proved that an artificial means or means not authorized by the Nigam exist for the abstraction, consumption or

use of electricity by the consumer, it will be deemed that an act of abstraction, consumption or use of electricity has been dishonestly caused by such a consumer and will be treated as theft of electricity, unless otherwise proved by the consumer.

b) Inspections of the premises and electrical installations by Authorized officer

i. The Authorized officer shall promptly conduct inspection of any premises either suo-moto or on receipt of information regarding theft of electricity:
Provided that the Authorized officer may avail the assistance of employees of the Nigam for conducting inspection.

ii. The Authorized officer shall carry his photo identity card issued under sub-clause 12.1 (d).

iii. Photo ID shall be shown to the consumer or the occupier of the premises before entering the premises.

iv. The Authorized officer shall prepare an inspection report as per the provisions under these Terms and Conditions.

c) Preparation of Report by Authorized officer

i. In the event of detection of theft of electricity, the Authorized officer shall prepare a detailed Report at site, as per Annexure 4 and 5 (Model Reports).

ii. All the material evidences such as tampered meter, tampered meter seal and artificial means used for illegal abstraction of energy and the documentary evidences etc., which are relevant to the case and found during the inspection, shall be seized under a seizure memo and sealed in the presence of the consumer or his authorized representative and be kept as a proof along with photography of the premises.

iii. A detailed description of the material seized, including date, time and place and name & address of witnesses to the seizure shall be recorded on the exterior of the cover and signatures of all witnesses shall be affixed on the sealing points:
Provided that if the witness refuses to sign, the same shall be recorded in the report.

iv. The inspection Report shall be signed by the Authorized officer and a copy of the same shall be handed over to the consumer or his representative at the site immediately under proper acknowledgement. The other persons present at site may also sign the inspection report.

v. If consumer or his representative at site refuses to acknowledge and accept the copy of the report, a copy of the report shall be pasted at a conspicuous place inside or outside the premises and photographed. Another copy of the same report shall be sent to the consumer under Registered Post or Speed Post or

electronically on the same day or on the next day of the inspection.

vi. The inspection report shall form the basis for further action as per the provisions contained in Regulations.

d) Procedure for prosecution for Theft of Electricity

i. The prosecution for theft of electricity under section 135 of the Act shall be initiated only in the cases where dishonest intention is evident from the relevant facts, records and other evidence of the case.

ii. In case sufficient evidence is found to establish theft of electricity, the Authorized officer under sub-section (2) of Section 135 of the Act shall seize and seal all material evidence including wires/cables, meter, service line etc., from the premises under a seizure Memo.

iii. The sub-divisional or divisional officers or officers higher in rank to them shall be the authorized officer to disconnect the electricity supply of LT & HT consumers as follows :

1. LT supply connections	Concerned Sub-divisional officer/ Asstt. Engineer of Nigam.
2. HT supply connections	Concerned Divisional Officer/ Executive Engineer of Nigam.

Provided that the Nigam may also designate other officers of the Nigam as authorized officer, as it may deem fit, through a separate order .

iv. The authorized officer or officer higher in rank to the authorized officer shall be the authorized officer to disconnect the electric supply.

Provided that authorized officer shall lodge a complaint in writing in Police Station having jurisdiction over the site of occurrence of the offence within twenty-four hours from time of such disconnection;

Provided further that authorized officer shall also send to the consumer/non consumer a copy of complaint lodged in Police Station, copy of speaking order under sub-clause 12.6 (c) along with a copy of photography of inspection, if available, within 2 (two) days of such disconnection.

v. No case for theft shall be booked only on account of missing of the seals on the meter or on account of breakage of glass window of the meter, unless dishonest intention is established by any evidence.

vi. Interference with the accurate registration of energy consumed by resorting to external methods involving remote control, high voltage injection etc., committed by the consumer or his employee or any other person acting on his behalf, shall also constitute theft of electricity which may be established by analysis of metering data and by testing of the meter in Nigam's meter testing lab or an accredited laboratory notified by the Commission or by the agency authorized by the Commission in this regard.

12.5 Assessment Bill for theft of electricity

a) The quantum of electricity for civil liability shall be provisionally assessed as per Appendix-I of these regulations.

b) The period of assessment for theft of electricity shall be for a period of 12 (twelve) months preceding the date of detection of theft of electricity or the exact period of theft if determined, whichever is less;

Provided further that period of theft of electricity shall be assessed based on the following factors: -

i. actual period from the date of commencement of supply to the date of inspection;
ii. actual period from the date of replacement of component of metering system in which the evidence is detected to the date of inspection;
iii. actual period from the date of preceding checking of installation by authorized officer to date of inspection;
iv. data recorded in the energy meter memory wherever available.
v. based on the document being relied upon by the accused person.

c) The assessment bill shall be prepared on two times the rate as per applicable tariff.

d) While making the assessment bill, the Nigam shall give credit to the consumer for the amount paid by the consumer for the period of the assessment bill.

e) The assessment order shall be served upon the consumer or the person in occupation or possession or in charge of the place or premises, as the case may be, within 7 (seven) days of disconnection of supply or within 2 (two) days from the date of receipt of request of such person, whichever is earlier.

12.6 Suspected Theft

a) In all such cases where theft cannot be established on inspection but the theft is suspected based on the consumption pattern, etc., the Authorized officer may remove the old meter under a seizure memo and seal it in the presence of the consumer or his

representative which shall be signed by both the parties, and shall restore the supply to the consumer with a new meter:

Provided that if the consumption pattern for last 1 (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 within 3 (three) days:

b) The meter shall be tested as per sub-clause 12.4 (d) (vi).
c) If the Authorized officer, on the basis of Inspection Report, disproportioned consumption to the load and consumption pattern, results of meter testing, comes to conclusion that it is prima facie a case of theft of electricity, procedure as specified in the sub-clause12.5 & 12.7 shall be followed:

Provided that the Authorized officer shall pass a speaking order substantiating the case of theft of electricity within 7 (seven) days of meter testing report.

12.7 Compounding of the offence under section 152 of the Act

The Empowered Officer may, on the application made by the consumer or a person who has committed or is suspected of having committed a theft of electricity, and after its satisfaction of first compounding despite initiation of legal proceedings in Special Court, may accept a sum of money by compounding the offence at the rates notified by the State Government under section 152 (1) of the Act, and in absence of which, as per table appearing with that section.

a) On payment of a sum of money as above, any person in custody in connection with that offence of theft of electricity will stand exonerated and no proceedings will be instituted or continued against such consumer or person in any criminal court.

b) The acceptance of such sum of money for compounding an offence will be deemed as acquittal within the meaning of section 300 of the Code of Criminal Procedure, 1973.

c) For availing such compounding, the consumer or person will furnish an undertaking to the effect that such compounding of criminal offence of theft of electricity, is being done first time.

d) After depositing the compounding charges, the civil liability amount shall remain outstanding and connection shall remain disconnected till remedy of reconnection is availed as per these regulations.

12.8 Restoration of supply disconnected on account of theft of electricity

a) The Nigam shall restore supply of electricity to the premises within 48 hours of payment by the consumer of amount—
   i. Assessed amount (civil liability) in accordance with sub-clause 12.5 or,
   ii. Allowed to be deposited by any court including the Lok Adalat.

b) If the assessed amount is deposited by an applicant who is not an existing consumer, the supply to the premises will be released, treating it as a case of a new application subject to the provisions related to priority and release of connection as per these Terms and Conditions, if a connection is desired.

c) The restoration of supply of electricity shall be without prejudice to the right of the Nigam to initiate the criminal proceedings/finalization of civil liabilities under sub-section 5 and 6 of section 154 of the Act against the existing consumer as per Section 135 of the Act.

d) If the compounding charge is not deposited, FIR shall be invariably lodged to initiate criminal proceeding.

12.9 Tampering, distress or damage to electric plant etc.

a) In case of tampering, distress or damage to electrical plant, electric lines as by a person, the Nigam may, in addition to other action under the provisions of the Act, recover the cost of repair or replacement of such electric plant, electric lines as assessed by licensee and/or forfeit the security deposit towards meter (if meter is damaged) from the person, and disconnect his supply.

b) The Nigam shall give at least seven days' notice to the person and consider his explanation and issue speaking order before proceeding to recover costs or disconnecting his supply under sub-clause 12.9(a). The person shall be at liberty to file an appeal with the Superintendent Engineer within 7 days of the speaking order and Superintendent Engineer shall decide the appeal within 15 days. The Superintendent Engineer shall have to issue and speaking order. The person, if aggrieved, can approach appropriate grievance redressal forum if so desired.

c) The supply shall be restored within 24 hours of the repair/replacement of the tampered or damaged plant, line.

d) The cases framed under section 138 shall be dealt with according to this regulation towards recovery of charges for repair/damage of equipment/plant. As far as compounding charges and civil liability amount, if any, is concerned, the same shall be dealt with as per provision of these regulations relating to section 135 and 152 of the Act.

CLAUSE-13

OTHER PROVISIONS

13.1 Power of Nigam to enter premises

a) The Nigam or any person acting on his behalf, at any reasonable time and on informing the occupier of his intentions, enter any premises to which electricity is, or has been, supplied by him or any premises which have been used for providing service lines or premises in which underground or over which service line has been drawn for the purpose of
   i. Inspection of meter, electric line or electric plant in connection with their tampering, distress or damage to meter, electric line or electric plant.
   ii. Alteration, meter reading, maintenance, removal and replacement of any meter, electric line or electric plant.
   iii. Effecting disconnections or restoration of supply, in presence of the occupant of the premises or his representative.
   iv. No inspection of domestic premises will be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

b) Where a consumer refuses to allow the Nigam or any person acting on his behalf to enter his premises or land for the purposes of sub-clause 13.1 (a) or having entered, refuses to allow him to perform any act which he is authorized to perform, the Nigam may after expiry of 24 hours from the service of notice in writing to the consumer cut off the supply to the consumer.

c) The supply shall remain discontinued for so long as the consumer does not allow the Nigam or the person acting on his behalf, to enter the premises and perform his function under sub-clause 13.1 (a) but for no longer.

d) Nigam shall be under obligation to show the official identity proof of its authorised representative who intends to enter the premises.

13.2 Requirement of increase/decrease in sanctioned connected load/sanctioned contract demand

a) In case a consumer requires increase/decrease in his connected load/demand, the Nigam may require the consumer to apply in prescribed form and pay reasonable expenses which he is authorized to recover for such load/demand under the Schedule of Charges(Schedule-I) for the character of service and the category of consumer.

b) The consumer shall have to pay fixed charges for the unexpired period of the agreement in case of load reduction/permanently disconnection during initial agreement period of 1 year.

c) The agreement period shall be considered one (1) year from the date of each subsequent date of sanction of increase/decrease of the load. Further once the load is increased same may be allowed to be decreased within 1 year after depositing of fixed charges of unexpired period of extended agreement.
d) Once the load/ demand is decreased, it shall be allowed to be reduced further within one year of decrease subject to payment of fixed charges for unexpired period of extended agreement.
e) In case of any increase in connected load/contract demand, the Nigam shall require 45 days' notice. The date of receipt of completed application along with amount towards security and expenses for providing electric line /plant and extension of distribution mains or the plant cost as the case may be for increase in load/ demand in the concerned sub divisional office shall be considered as the date of notice. In case the Nigam fails to accord sanction or communicate reasons of refusal for the proposed increase within such notice period or the proposed increase in connected load/contract demand is not sanctioned, the increase shall be deemed to have been sanctioned subject to relevant certification and/or intimation in writing by the consumer about putting the increased load demand on the system of Licensee. On expiry of notice period, the consumer shall be billed accordingly subject to fulfillment of other conditions, if any, thereafter:

Provided that the above deemed increase in connected load/contract demand shall subject to the following conditions:

(i) The distribution system involved is overloaded or it is not technically feasible.
(ii) If any additional sum is required to be deposited by the applicant for drawing a new line for technical feasibility;

Consumer is required to augment his own system by installing new/change of capacity of existing sub-station and furnish the required installation certificate.

f) In case of any decrease in connected load/contract demand, the Nigam shall require 30 days' notice. The date of receipt of completed application for decrease in load/ demand in the concerned sub divisional office shall be considered as the date of notice. In case the Nigam fails to accord sanction or communicate reasons of refusal for the proposed decrease within such notice period or the proposed decrease in connected load/contract demand is not sanctioned, the decrease shall be deemed to have been sanctioned.

13.3 General condition of Supply

a) The Nigam shall issue detailed instructions regarding terms and conditions of supply not inconsistent with the Act and the regulations framed by the Commission for the benefit of consumers and persons applying for supply of electricity, containing detailed information regarding.
   i. technical requirements of consumers' and licensees' installation and provisions relating to safety as specified by the relevant regulations issued by CEA.,
   ii. procedure for inspection by Nigam,
   iii. requirement of security,
   iv. agreement that a consumer may have to enter with the Nigam regarding supply of electricity,
   v. grievance redressal, metering, charges for miscellaneous services provided by the Nigam and all connected matters, conforming to the provisions of the regulations framed by the Commission, terms and conditions of his Nigam and terms and conditions of tariff determined by the Commission from time to time.
   vi. Other connected matters conforming to the provisions of the regulation framed by the commission, terms condition of Nigam and terms condition of tariff.

13.4 Charges for providing electric line, electrical plant, security and miscellaneous services

Charges shall be applicable for release of connection/ electrification/misc. services/security etc. as well as supervision charges as per Schedule of Charges(Schedule-I) of these Terms and Conditions.

13.5 Optimum utilization of assets

Nigam may use its assets optimally, like using poles for laying communication lines, cables etc., subject to following of safety & other technical norms for optimal utilization of its assets. For this Nigam shall make suitable committee(s) at circle level. The Nigam shall also issue the detailed guidelines in this regard to ensure that the rate fixed is just and proper, billing is being made and collected from the users in terms of number of poles used or the length of cable laid or any other method of measurement as the case may be . The concerned Assistant Engineer/ Sub divisional officers shall be responsible for recovery of full charges as per approved rate based on due verification.

13.6 Safety in case of interconnection

Any alternate source of supply shall be restricted to the consumer's network and consumer shall be responsible to take adequate safety measures to prevent battery power/ diesel generator power/ back-up or any behind the meter plant (which are not covered under net metering Regulation) or any other plant not approved by the Nigam flowing back to the Nigam's network. Prosumers/ Persons using alternate source of supply shall also ensure compliance of CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 and other technical and connectivity Standards /guidelines as may be specified by the CEA or the Commission.

13.7 Sharing the cost of shifting of existing electric lines & other structures

The existing electric lines & other structures at the time of coming into force of these Terms and Conditions, which may prove hazardous to human life & property may be allowed to be shifted from one place to another place subject to technical feasibility by recovering only 50% of the cost of estimates for shifting from person/agency desiring such shifting and the balance 50% cost will be borne by the Nigam.

Nigam shall ensure that all lines and plants are erected as per CEA Safety Regulations and consumers shall ensure that in case of construction/ alteration of buildings, clearances as per CEA Safety Regulations are maintained. Nigam should also issue notices for public awareness in this regard at regular intervals.

13.8 General provision

1) The Nigam shall prominently display on its website and on the notice board in all its offices, the following namely:-

   a) detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load' or change in name, transfer of ownership and shifting of premises etc;
   b) address and telephone numbers of offices where filled-up application forms can be submitted;
   c) address of website for online submission of application form;
   d) complete list of copies of the documents required to be attached with the application;
   e) all applicable charges to be deposited by the applicant.

2) The Nigam shall provide access to various services such as application submission, monitoring status of application, payment of bills etc. to

consumers through its website/web portal, Mobile App and its various designated offices area-wise.

3) The Nigam shall provide all services such as application submission, payment of bills etc. to senior citizens and specially abled person at their door-steps.

4) The Nigam shall take necessary steps for creating awareness among consumers and Nigam's staff by issuing manuals of procedure for providing common services and handling consumer grievances, issue public advertisements regarding safety, metering and billing, tariff changes and other important matters.

CLAUSE-14

MISCELLANEOUS

14.1 Removal of difficulties

In case any difficulty arises in giving effect to the provisions of these regulations or in the matter of interpretation of these regulations or related matters, the Commission may suo-moto or brought to the notice by any person, by general or special order, direct to take such action as may be necessary or expedient for the purpose of removing the difficulties.

14.2 Repeal and savings

a) On commencement of these Regulations, the Rajasthan Electricity Regulatory Commission (Electricity Supply Code and Connected Matters) Regulations, 2004 and amendments thereto shall stand repealed.

b) On commencement of these Regulations, any reference to the Rajasthan Electricity Regulatory Commission (Electricity Supply Code and Connected Matters) Regulations, 2004 and amendments thereto in any of the Regulations, standards, codes or procedures of the Rajasthan Electricity Regulatory Commission shall be deemed to be replaced by Rajasthan Electricity Regulatory Commission (Electricity Supply Code and Connected Matters) Regulations, 2021.

SCHEDULE OF CHARGES (SCHEDULE-I)

1. Application Fee

a. For LT supply

Sr. No.	Description	Proposed charges	Related Clause
i	LT Single Phase*	Rs. 200	6.1
ii	LT Three Phase*	Rs. 500	
iii	Miscellaneous works like shifting, load increase/ decrease, change of category, name change etc.	Rs. 100	

*Provided that for domestic consumers the application fee shall be NIL. However, the domestic consumer shall deposit Rs 100/- as advance which will be adjusted in his demand notice.

b. For HT supply

Sr. No.	Description	Proposed charges	Related Clause
i	11 kV	Rs. 1000	6.1
ii	33 kV	Rs. 2000	
iii	132 kV or above	Rs. 4000	
iv	Miscellaneous works like shifting, load increase/ decrease, change of category, name change etc.	Rs. 500	

2. Expenses for providing electric line/ plant and extension of distribution mains and/or Service line

2.1 Amount to be deposited with application (Refer Clause 6)

a. For LT supply

Sr. No.	Category of consumer	Amount to be deposited (Rs.)	Related Clause
1	Domestic	Tribal sub plan: Rs. 750/- **Rural:** Upto 5 kW Single phase/ Three phase: Rs.1500 :Above 5 kW	6.1

		Single phase/ Three phase: Rs.1500 plus additional sum @ Rs. 200 per kW or part thereof beyond 5 kW. **Urban:** Upto 5 kW Single phase/ Three phase: Rs.3000 :Above 5 kW Single phase/ Three phase: Rs.3000 plus additional sum @ Rs. 200 per kW or part thereof beyond 5 kW	
2	Non-domestic	Single phase/ Three phase: 3000 plus additional sum @ Rs. 300 per kW.	
3	Public street lighting	Rs. 5,000/- per connection. This does not include line/ network cost.	
4	Small Industry, Medium Industry & Mixed load LT supply	Single phase/ Three phase: Rs. 4000 plus additional sum @ Rs. 300 per kW.	

b. HT supply: Rs. 10,000/-
c. EHT supply: Rs. 20,000/-
d. Cost of meter box: Meter box cost, where provided by Nigam, shall be charged extra as follows:

Sr. No.	Particulars	Amount in Rs.
1	Meter box for LT Single phase/ Three phase meter	**As per store issue rate**
2	Meter box/ Panel for HT/ EHT supply	

Note: (1) Where push-fit meters are provided for single phase and three phase whole current meters, therefore, no extra cost towards meter box shall be recoverable.

(2) In case where the area is electrified i.e. extension of distribution mains/supply line is not required, additional amount other than above will not be required to be deposited.

2.2 Additional amount to be deposited on demand for extension of distribution mains/ supply line (refer Clause 7.2 & 7.3)

a. For LT supply

Sr. No.	Category of consumer	Amount to be deposited in addition to sum payable under item 2.1 above	Related Clause
1	Domestic and Non-domestic (in urban area and in rural area)	For extension of distribution mains and/or service line beyond 300 mtrs- (a) For single phase supply: Rs150/mtr (b) For three phase supply: Rs 225/mtr	7.2 & 7.3
2	Public street lighting	Actual material cost + labour and overhead charges as applicable	
3	Small Industry, Medium Industry & Mixed load	For extension of distribution mains and/or service line beyond 50 mtrs- (a) For single phase supply: Rs150/mtr (b) For three phase supply: Rs225/mtr	

Note: 1) If the connection is not feasible from existing LT system and new sub-station to be commissioned then extension of HT distribution mains required, it shall be recovered from the consumer@ Rs. 225/meter . However, the cost of sub-station required, if any shall be borne by the Nigam.

2) Service line shall be provided by the Nigam. Where service line is not provided by the Nigam then the Nigam shall provide the credit of 25% of amount deposited by the consumer as per Schedule 2.1 (a) above to the consumer.

b. HT/EHT supply:

For HT supply The actual cost estimates of all works shall be prepared by concerned officer of Nigam and for EHT supply such estimate shall be prepared by the concerned officer of the Nigam in consultation with Transmission licensee, if required, after conducting actual survey as per the field conditions. The cost estimates will be charged on material cost including civil works plus labour and overhead charges as applicable plus Rs. 400/- per kVA of contract demand towards plant cost. The advance amount deposited with application shall be adjusted against the estimate prepared as above.

c. Electrification Charges:

i) The cases where consumer/developer take up the work at his own, supervision charges shall be recoverable @5% of the total estimated cost.

ii) In case the developer has completed the electrification work and provided service line upto the premises of consumer, only supervision

charges shall be recoverable @5% of the total estimated cost instead of charges prescribed at point No. 2 of Schedule-I.

d. Electrification charges for Supply to the housing colonies/township developed by developer but developer is not willing to commence/complete the electrification work.

Sr. No.	Particulars	Amount (Rupees)	Related Clause
1	Nagar Nigam Area	Rs. 100/- per Sq. yard of plot area	7.6
2	Nagar Parishad Area	Rs. 85/- per Sq. yard of plot area	
3	Nagar Palika Area	Rs. 75/- per Sq. yard of plot area	
4	Rural Area (Not covered above)	Rs. 65/- per Sq. yard of plot area	

e . Electrification charges for cases under un-electrified old Havelies and Multi Storey Complex/ Buildings.

Sr. No.	Particulars	Amount (Rupees)	Related Clause
1	Domestic	Rs. 25/- per Sq. feet based on floor area applied	7.10
2	Non domestic & other	Rs. 30/- per Sq. feet based on floor area applied	

3. Security for Meter and Metering Equipment

Sr. No.	Particulars	Amount (Rupees)	Related Clause
1	Energy meter 1-phase static type (All Capacities)	900/-	8.6
2	Smart/ Prepaid Energy meter 1-phase	2500/-	
3	Energy meter 3-phase 4-wire static type	2500/-	
4	Smart/ Prepaid Energy meter 3-phase	5000/-	
5	LT Trivector meter (static)	4000/-	
6	HT Trivector meter - 0.5 class	15,000/-	
7	LT CT – class 0.5, burden 15 VA, Bakelite type	600/-	
8	LT CT – class 0.5, burden 10 VA, Resin cast type	300/-	
9	11 kV CT PT set – all ratings	35,000/-	
10	33 kV CT PT set – all ratings	1,10,000/-	
11	EHT CT – all ratings (per set)	As per RVPN standard issue rate	

Sr. No.	Particulars	Amount (Rupees)	Related Clause
12	EHT PT/CVT – all ratings (per set)	As per RVPN standard issue rate	

Note:

1. The above security amount may be revised at the beginning of the every financial year based on Standard/Store issue rate of the previous Financial Year for release of a new connection or change of meter.
2. For existing consumers security shall not be revised.
3. In cases involving change of meter, the credit for existing security shall be provided.

4. Security deposit from Govt. servants living in Govt. quarters (towards energy and meter)

Type of Residence	Amount of Security deposit	Related Clause
"A" to "C" type	Rs. 1000/-	8.6
"D" to "H" type	Rs. 500/-	

5. Rental charges

(1) Transformer Rent

Consumers required to take supply on HT but instead of installing own transformer opting for Nigam's transformer and DP/switchgear shall be charged rent, at the following rates towards installation of transformer by the Nigam:

Particulars	Amount (Rupees)
(a) for contract demand upto 60 kVA	Rs. 3000/- per month
(b) for contract demand above 60 kVA but upto 100 kVA	Rs. 4000/- per month
(c) for contract demand above 100 kVA but upto 160 kVA	Rs. 5500/- per month
(d) for contract demand above 160 kVA	Rs. 5500/- + Rs. 50/kVA above 160 kVA per month

(2) Other equipment

Particulars	Charges
(a) LT Current Transformer	Rs. 100/- per set per month
(b) 11 kV CT PT set	Rs. 900/- per set per month
(c) 33 kV CT PT set	Rs. 2200/- per set per month
(d) EHT CT PT set	Rs. 9000/- per set per month

6. Line and plant charges for temporary connection

(1) Fixed charges

Sr. No.	Particulars	Charges	Related Clause
(i)	LT supply upto 5 kW	Rs. 1000/- per connection	6.9
(ii)	LT supply above 5 kW & upto 25 kW	Rs. 2000/- per connection	
(iii)	LT supply above 25 kW & upto 50 kW	Rs. 5000/- per connection	
(iv)	11 kV or 33 kV supply	Rs. 10,000/- per connection	

Note: Above Fixed Charges are inclusive of rent for CTs & CTPT sets for the period upto one month. In case the period of temporary connection is more than one month, then the rent for CT/PT shall be charged on per day basis for the number of days beyond one month period.

(2) Charges towards line cost*

Sr. No.	Particulars	Charges	Related Clause
(i)	**LT lines**		
(a)	Single phase	Rs. 50/- per metre	6.9
(b)	Three phase	Rs. 75/- per metre	
(ii)	11 kV single circuit line on 9 metre PCC pole	Rs. 85/- per metre	
(iii)	33 kV single circuit line on 9 metre PCC pole	Rs. 140/- per metre	

***** After completion of period of temporary connection, the line shall be removed or deemed to be removed.

(3) Charges towards transformer (if required)

(a) Transformer installation & removal charges: Rs. 3000/-.

(b) Transformer Rent: normal charges, prescribed on item 5(1) above. In case the period of temporary connection is more than one month, then the rent for transformer shall be charged on per day basis for the number of days beyond one-month period.

(4) Adjustable part

Advance consumption charges to be worked out on the basis of probable period of use of connection with minimum use of electricity for 12 hours per day and at temporary supply tariff (both fixed and energy charges) prescribed by respective category of consumer. The billing shall be done

on the basis of "Tariff for Temporary supply" under "Tariff for supply of electricity".

7. Re-connection charges

Type of service	Amount	Related Clause
(a) Low Tension Service:		
(i) Single phase	Rs. 200/-	11.8
(ii) Three phase	Rs. 600/-	
(b) High Tension Service	Rs. 2,000/-	
(c) Extra High Tension Service	Rs. 10,000/-	

8. Testing fee for metering equipments on request of consumer

Particulars	Amount in Rs.	Related Clause
a) LT Single phase meter (per meter)	Rs. 35/-	9.11 & 9.12
b) LT Three phase meter (per meter)	Rs. 70/-	
c) Demand or special type meter (per meter) i) For LT supply ii) For HT supply iii) For EHT supply	 Rs. 250/- Rs. 1000/- Rs. 2000/-	
d) ABT compliant meter – 0.2s Class	Rs. 10000/-	
e) Instrument transformers: i) LT Current Transformer ii) HT CTPT sets - 0.5s Class 0.2s Class iii) EHT Current or Potential transformer	 Rs. 100/- per transformer Rs. 2000/- per set Rs. 4000/- per set Rs. 2000/- per transformer	
f) Capacitor Units: (Per unit) i) Upto 5 kVAR ii) Above 5 kVAR but upto 10 kVAR iii) Above 10 kVAR but upto 25 kVAR iv) Above 25 kVAR	 Rs. 150/- Rs. 250/- Rs. 300/- Rs. 500/-	

9. Witnessing the testing of metering equipments at Manufacturer's works

Sr. No.	Particulars	Amount in Rs.
1	Metering equipments (Meter, CTPT Sets of all ratings)	Rs. 5000/- per visit

10. Testing fee for other material

Particulars	Amount in Rs.
Transformer oil (per sample) (BDV only)	Rs. 1,000/-

Note:

Testing fee for other items e.g. transformer, cable, line material etc. at Central Testing Laboratory (CTL) or other labs shall be as prescribed by Licensee from time to time.

11. Testing of consumer's installation

Particulars	Amount in Rs.	Related Clause
a) The first inspection and test of a new installation or of an addition or alteration in the existing installation.	NIL	
b) Subsequent inspection and test necessitated by defects noticed in the installation or by absence of the supervisor of wiring contractor at the time of first inspection (Payable in advance for each subsequent visit for purposes of test)	LT - Rs. 200/- HT- Rs. 1000/-	6.2

12. Charges for duplicate bill.

Category of consumers	Charges*
Duplicate copy of bill for all category consumers	Free

*The Nigam shall provide the facility of free download of copy of bills from its website which shall be considered valid for payment.

13. Attendance of fuse man

Charges for attendance of fuse man at consumer's premises during any function (Maximum 6 Hours.)	Rs. 500/-

14. Re-sealing charges
(if found broken)

a) Meter box/ Terminal cover Meter/ Meter body	Rs. 50/- each meter/terminal cover/box
b) HT/ EHT Metering panel	Rs. 3000/-
c) Cubical at building complex	Rs. 200/-

15. Change of meter

For changing meter only at the instance of the consumer where it is necessitated by temporary increase in consumption and demand	Domestic- Rs. 35/- (each)
	Others- Rs.200/- (1-Ph) Rs.500/- (3-Ph)

16. Labour charges for shifting of meter in the same premises

LT Single phase Three phase	Rs. 100/- Rs. 200/-
HT – 11 kV 33 kV 132 or above	Rs. 3000/- Rs. 3000/- Rs. 3000/-

17. Charges for alteration/ shifting of service line

Actual material cost including civil works plus labour and overhead charges as applicable. For retrieved material of line (which may or may not be removed) a credit @ 25% of estimated amount shall be allowed.

18. Connection Transfer Fee (Change of Name)

S No	Particulars	Amount in Rs.	Related Clause
a)	Domestic	Rs.50/- per installation	6.11
b)	All L.T. installations	Rs.250/- per installation	
c)	H.T. installations	Rs.2500/- per installation	

19. Cheque dishonor fee

S No	Particulars	Amount in Rs.	Related Clause
1.	Cheque amount upto and inclusive of Rs.10,000/-	5% of the amount subject to minimum of Rs.100/-	10.6
2.	Cheque amount of Rs.10,001/- and upto and inclusive of Rs.1,00,000/-	3% of the amount subject to minimum of Rs.500/-	
3.	Cheque amount above Rs.1,00,000/-	2% of the amount subject to minimum of Rs.3,000/-	

NOTE: The charges for agriculture connections shall be as per Agriculture Policy issued by State Government from time to time.

By order,

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(S. P. Gupta)
Chief Engineer (CA-HQ)

Appendix-I

Formula for assessment of energy/levy of charges in case of unauthorized use of electricity or theft of electricity

(a) Unauthorized use

i. For the purpose of assessment, connected load on the date of inspection, shall be computed as per Annexure-1.

ii. The quantum of unauthorized use of electricity under various categories listed at sub-clause 12.2 (c), shall be assessed as follows:

   A. For 12.2 (c) (i) – In proportion of higher tariff load to total load.
   B. For 12.2 (c) (ii) – quantum of exceeded load.
   C. For 12.2 (c) (iii)– In proportion of extended load to other premises to total load (including extended load).
   D. For 12.2 (c) (iv)– On entire consumption.
   E. For 12.2 (c) (v) – On entire consumption.
   F. For 12.2 (c) (vi)- On entire consumption.

iii. Rate of charge

The assessment shall be made at rate of charge as under:

A	For 12.2 (c) (i)	at twice the tariff applicable to the higher tariff category of service
B	For 12.2 (c) (ii)	At twice the fixed charges on excess load applicable for the relevant category of service connection
C	For 12.2 (c) (iii)	at twice the tariff applicable for the relevant category of service connection or extended load, whichever is higher
D	For 12.2 (c) (iv) to (vi)	at twice the tariff applicable for the relevant category of service connection.

(b) Energy assessment of Theft of electricity

The Quantum of electricity for civil liability shall be assessed as under-

Category	LT Supply (Units/kW*/month)	HT Supply (Units/kVA**/month)
Domestic	85	100
Non-Domestic	125	300
Public Lighting	300	Not applicable

Agriculture-general category other than continuous/ 24 hours supply	As per Agriculture Policy	Not applicable
Agriculture- others	As per Agriculture Policy	Not applicable
Small Industry	100 per shift	Not applicable
Medium Industry	100 per shift	100per shift
Mixed Load	150	150
Large Industry	Not applicable	100 per shift

For the purpose of assessment

*Total connected load or sanctioned connected load, whichever is higher, shall be considered for LT supply.

**Contract Demand or highest of the maximum demand recorded during the last 6 months, whichever is higher, shall be considered for HT supply.

Annexure-1

Procedure for determination of connected load (Reference Clause 2.1(23))

The applicant shall furnish Installation Certificate for actual connected load as per definition prescribed in Clause 2.1(23) of these Regulations. However, for the purpose of levy of any charges under the conditions of supply or charges for miscellaneous services or Tariffs for Supply of Electricity and also for deciding the supply voltage, the connected load shall be determined as follows in case of LT consumers. The applicant is advised to workout the load for sanction accordingly.

The connected load for all purposes shall be determined as under:

1.	CFL/LED	-	7/15 Watt or actual rating
2.	Bulb / Fan	-	Actual rating or 60 Watt each, if it is not possible to read the rating on the bulb / fan.
3.	Tube Light	-	Actual rating or 40 Watt each
4.	Light Plug	-	60-Watt each upto three plugs and extra 60 Watts for every three plugs or less.
5.	Television (a) Colour (b) Black & White	- -	100 Watt 60 Watt
6.	Power Plug	-	500 Watt each up to three plugs and extra 500 Watts for every three plugs or less.
7.	Fridge	-	250 Watt
8.	Dessert Cooler	-	250 Watt
9.	Geyser	-	1500 Watt or actual rating
10.	Air-Conditioner 1 Ton / 1.5 Ton	-	1500 Watt / 2200 Watt
11.	Water lifting pump	-	180 Watt or 360 Watt (According to Pump) or according to the equipment's original rating (Name plate &

			Specification).
12.	Any other motive load/device	-	Rated capacity

Note:

a) Total load for S.No. 1 to 6 above, shall be considered with following diversity:
   i) Domestic-30%
   ii) Public Street Light- 100%
   iii) Others - 80%
b) If any equipment is connected with plug point, equipment's load or plug point rating whichever is maximum shall be taken. In such case, load of plug point shall not be counted separately.
c) The load for Arc / induction furnace shall be worked out on the basis of 600 kVA per ton of the capacity of the furnace.
d) The higher rating of only one equipment shall be considered if both Geyser and Air conditioner are installed.
e) The equipment which is under installation and not connected electrically, equipment stored in warehouse / showrooms either as spare or for sale is not to be considered as "connected load".
f) Load of fire protection equipments shall not be considered for assessing the connected load.

Annexure -2

……VIDYUT VITRAN NIGAM LIMITED
(Please attach suitable value stamp paper as required under Rajasthan Stamp Act)

Application cum agreement form for new electric connection (including single point connection), temporary/permanent connection and other miscellaneous activities such as load extension/reduction, Name Change, transfer of connection, shifting of connection, change of category and electrification by developer.

The Assistant Engineer ( ),
……Vidyut Vitran Nigam Limited,
Jaipur/Ajmer/Jodhpur

1. Name of Applicant/firm/developer/Government/Private Department/Organization/Co-Operative society (in block letters):

Father's /Husband's Name: (applicable in case of individual person only)

2. Full Address of the premises where connection is required:

House/Plot/Shop No.:		Locality:	

Khasra no. /Street:		Village:	

Tehsil/Town/District:		Pin code:	

Tel. No.:		Mobile	

Email ID	

3. Full address of the housing colony/township/group housing/ industrial complex /multi story building/complex developed by developer

House/Plot/:		Locality:	

Khasra no. /Street:		Village:	

Tehsil/Town/District:		Pin code:	

Tel. No.:		Mobile:	

Email ID	

4. Full address for correspondence (indicate Tel. No, Mobile No., E-mail ID and full postal address):

Postal Address	

Email ID	

Mobile No.	

5. Purpose of supply: ☐

(Residence, Office, Shop, Hotel/Restaurant, Hospital, Theatre, Mobile tower, Telephone exchange, Education Building, Workshop, Agriculture Pump set, Public street lighting, Drinking water supply, Flour Mill, Factory, Hostel, Township, Group housing, Industrial Complex, Multi story building/complexes developed by developer, E.V. Charging Station etc.)

6. Classification of connection for supply depending on the purpose of use

Domestic service ☐	Non domestic service ☐	Public street lighting service ☐
Agriculture service ☐	Small industrial service ☐	Medium industrial Service ☐
Large industrial Service ☐	Bulk supply for mix load ☐	Temporary supply ☐

Any Other category (Please specify the Category) ☐		

Note: Applicant can tick (✓) the applicable classification. The checklist/guidance sheet enclosed with the application form may be referred.

7. Status of applicant: (a) Owner ☐ (b) Tenant ☐ (c) Occupier ☐ (d) Developer ☐ (e) Corporative Society ☐ (f) Others ☐

8. Type of Application: Permanent ☐ Temporary ☐
   (i) New Connection: kW ☐ kVA ☐
   Single Phase ☐ Three Phase ☐

   Note: Single phase supply shall not be admissible where motive load is more than 3 BHP.

   (ii) Load Extension/Reduction

A/C No.		K. No.	

	Existing		New
Connected load (kW)		To	
Contract Demand (kVA)		To	

   (iii) Shifting of connection

Account No.		K. No.	
From		To	

   (iv) Change of Name

Account No.		K. No.	
From		To	

   (v) Change of Category

Account No.		K. No.	
From		To	

(vi) Transfer of connection

Account No.		K. No.	
From		To	

(vii) Other Misc. services such as meter/service line shifting, overhead line/cable shifting, transformer shifting etc.
(viii) Electrification of housing colonies/township/group housing/industrial complexes/multi story buildings/ complexes developed by developer.
(ix) Single point connection.

9. Details of Bank account no. with name of the Bank, Type of account, IFSC Code, Branch Name, Branch address, Pin code. (if applicable)

Bank Name	
Type of account	Saving/Current
Account No	
IFSC Code	
Branch Name	
Branch address	
Pin code	

10. (a)Bhamashah Card No (if available)

(b) Details of BPL card

(c)Details of Astha Card

11. Aadhar Card No (if available)

12. Details of my/our property, If person(s) do not possess any such land/ property, a 'Nil' may be mentioned against that.

Residence /Building			
Constructed area(sq.ft.)		Land area (sq. ft.)	
Village		District	
Agricultural Land / Shop			
Situated at		Khasra No.	

Factory building			
Situated at		District	

13. Any electricity dues outstanding in Licensee's area of operation in consumer's name: **Yes/No**
14. Any electricity dues outstanding for premises for which connection is applied:- **Yes/No**
15. Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director, or Managing Director:- **Yes/No**

    (For questions 13, 14 & 15, if the answer is "yes" in any case, please provide details on a separate sheet.)
16. Documents required-As per Checklist attached with the application.

17. *Details of Installation:

S.No.	Description of Load	Nos.	Wattage/HP of each	Total Wattage/ HP
A. Light & Power Load				
1.	CFL/LED		15/7 W	Watts
2	Bulb/Fan		60 Watts	Watts
3.	Tube Light		40 Watts	Watts
4.	Light Plug (5 Amp.)		60 Watts	Watts
5.	Television –Colour - B &W		100Watts 60Watts	Watts Watts
6.	Power Plugs (15 Amps.)		500 Watts	Watts
7.	Fridge		250 Watts	Watts
8.	Desert Cooler		250 Watts	Watts
9.	Geyser		1500 Watts	Watts

10.	Air-Conditioner 1/1.5 Ton		1500/2200 Watts	Watts
11.	Water lifting pump		180 watt or 360 watt or according to the equipment's original rating	Watts
12.	Any other motive load/device		Rated capacity or as per testing	
Total				
*Total connected load ……KW/HP				
(a) *Connected Load for sanction.....KW/HP. (b) *Contract demand ……kVA.				

*Refer checklist/guidance sheet enclosed with the application form to calculate the applied connected load/contract demand.

18. (i) I/We hereby agree to deposit with the application, the charges as prescribed in Supply Code/TCOS.

(ii) I/We further require the Nigam to supply me/us necessary meters for measuring the quantity of electrical energy supplied and meter box. I/We shall be solely responsible for any loss or damage to the Nigam's Meters and other apparatus installed at my/or premises.(Strikeout incase applicant wants to provide his own meter).

(iii) I/We also undertake to take from the Nigam, the supply of electrical energy for my/our bonafide use for a period not less than one year from the date of commencement of supply(in case of temporary supply, for a period.....) and I/We here by further agree to pay for the said supply at the tariff in force from time to time & also to pay all such other charges as become due by me/us from time to time in accordance with the provisions contained in Nigam's Terms & Conditions for Supply of Electricity or any other Rules &Regulations.

iv) I/We agree and shall have no objection at anytime to the rights of the Nigam to supply electricity to any other applicant from the service line or apparatus installed on my/our premises.

v) I/We agree not to use electrical energy during the restricted hours intimated by the Nigam.

vi) In the event of this connection being given, this application shall be treated as an agreement for the connection with effect from the date the connection is given till such time as it is either replaced by fresh agreement or it is terminated as per the provisions of Terms & Conditions for Supply of Electricity.

19. The applicant shall submit self certification/ installation certificate of the installation/ permission of electrical Inspector as per

provisions of CEA Safety Regulations.

20. For HT category, the applicant shall execute an agreement with the Nigam separately in Annexure-3, as and when asked to do so.

    This agreement shall be read and construed as subject in respect to all the provisions of Terms and Conditions for supply of Electricity and Tariff for supply of Electricity as en forced from time to time, which shall constitute a part of this agreement. The relevant provisions of the Electricity Act, 2003 and the rules and regulations made there under or any subsequent amendments or modifications thereof, shall be the governing provisions.

21. I/We understand that submission of any wrong information in this application, shall make the agreement itself liable for cancellation and connection if released, shall also be disconnected forth with on this ground alone.

22. As a prosumer I/We agree that I/We shall also be governed by the provisions contained in other relevant Regulations or guidelines, issued in this respect by the Commission / CEA from time to time.

Note: (i) Strike out the clause/portions not applicable.

(ii) Every Page of Application form should be signed by the applicant.

Signature of Applicant/Consumer Address

Signature and Address of witness
(along with K.No. if available)

Dated:

Enclosure Check list

FOR OFFICE USE ONLY
Accepted on behalf of the Jaipur/Ajmer/Jodhpur
Vidyut Vitran Nigam Limited

Date
(Signature)

ACKNOWLEDGEMENT

Received the application of Shri /Ms/Messrs ……for (classification of connection)……..……..…..on ……..…….. along with document as per checklist and registered at Serial No. …… which should be quoted in all further correspondence.

Signature & Designation of the
person receiving application

A- (1). Checklist/Guidance sheet for documents required for completed Application Form for new domestic connection upto a load of 10 kW

Activity	Yes/No
1) (a) Proof of ownership/occupancy of the premises: (any one of the following	
a) Title Deed (Registry)	☐
b) Possession letter issued by Local Bodies or anyother Government authority like RIICO, Industries Deptt.etc.	☐
c) In Rural areas, the certificate issued by Revenue authorities	☐
d) Mortgage deed	☐
e)Patta	☐
f) Sale deed	☐
g) Allotment letter	☐
h) Court Order	☐
i) Any other document (specify)	☐
(b) Proof of tenant/occupier: no objection certificate of the landlord in form-A or if NOC is not available indemnity bond in form-B to be attached	☐
c) Proof of address in case of occupier or tenant having no NOC or rent deed of the owner. Proof in the form of Aadhar card/Driving License/Voter ID, Passport/Ration card or any other document for address proof as may be approved by Commission.	☐
2) Identity Proof- (i.e. Aadhar card/Driving License/Voter ID, Passport/Ration card or any other document for Identity proof.	

Note:- Applicant shall also furnish necessary self certificate/ Installation certificate in accordance with CEA Regulations.

A- (2). Checklist/Guidance sheet for completed Application Form for new connection and modification of existing connection other than domestic

consumers and domestic consumers above 10 kW load in addition to checklist A-(1).

1) Site map indicating location of the premises, metering equipments etc.	☐
2) "Self certificate/ Installation Certificate" (may even be furnished later but before the date of deposit of demand. Cases where need of demand notice is not arising, the installation certificate should be furnished at the earliest to treat the application completed.	☐
3) In case the connection is to be released on HT or EHT supply& the transformer is installed by the consumer, a permission letter of Electrical Inspectorate or the certificate of installation by a Charted Electrical Safety Engineer as per the notification of Government of Rajasthan as the case may be and can be furnished later but before the release of connection.	☐
4) Any other document. The developer need to submit the completed project report with layout of the proposed area of electrification alongwith copy of registration with RERA. Similarly for single point connection the applicant should furnished the completed data of the beneficiaries alongwith layout of the proposed area.	☐
5) Form A & B are attached herewith for release of connection for tenant/occupier, and form C for agriculture connection.	☐
6) In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement ;	☐
7) In case of public and/or Private limited Company- The applicant shall furnish the Memorandum and articles of Associations and certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;	☐
8) In case of Non-Domestic Thadi and Temporary structure ; No Objection Certificate for Thadi or temporary structure from the Nagar Nigam / Nagar Palika / Nagar Panchayat / gram sabha/ gram panchayat /land development authority / land owning agency.	☐
9) BPL/Astha card Category Consumers: BPL/ Astha card issued by the appropriate State Government Authority.	☐
10) In case of change in name to other than legal heir: No Objection Certificate from the existing consumer if	☐

available /possible and registered sale deed / lease deed / succession certificate / (if any other document, please specify).	
11) In case of change of name to legal heir: Registered deed /succession or legal heir certificate /mutation deed / (if any other document, please specify), and NOC from other legal heir(s) in case the connection is to be changed in the name of one of the legal heirs. In case the existing consumer is deceased, death certificate is required.	☐

B. <u>Guidance for calculation of connected load</u>

The connected load for all purposes shall be determined as under:

1.	CFL/LED	-	15/7 Watt or actual rating
2.	Bulb / Fan	-	Actual rating or 60 Watt each, if it is not possible to read the rating on the bulb / fan.
3.	Tube Light	-	Actual rating or 40 Watt each
4.	Light Plug	-	60-Watt each upto three plugs and extra 60 Watts for every three plugs or less.
5.	Television (a) Colour (b) Black & White	 - -	 100 Watt 60 Watt
6.	Power Plug	-	500 Watt each up to three plugs and extra 500 Watts for every three plugs or less.
7.	Fridge	-	250 Watt
8.	Dessert Cooler	-	250 Watt
9.	Geyser	-	1500 Watt or actual rating
10.	Air-Conditioner 1 Ton / 1.5 Ton	-	1500 Watt / 2200 Watt
11.	Water lifting pump	-	180 Watt or 360 Watt (According to Pump) or according to the equipment's original rating (Name plate & Specification).
12.	Any other motive load/device	-	Rated capacity or as per testing

Note:

a) Total load for S.N. 1 to 6 above, shall be considered with following diversity:
   i) Domestic-30%
   ii) Public Street Light- 100%

iii) Others - 80%

b) If any equipment is connected with plug point, equipment's load or plug point rating whichever is maximum shall be taken. In such case, load of plug point shall not be counted separately.
c) The load for Arc / induction furnace shall be worked out on the basis of 600 kVA per ton of the capacity of the furnace.
d) The higher rating of only one equipment shall be considered if both Geyser and Air conditioner are installed.
e) The equipment which is under installation and not connected electrically, equipment stored in warehouse / showrooms either as spare or for sale is not to be considered as "connected load".

f) Load of fire protection equipments shall not be considered for assessing the connected load.

Form-A

अनुबन्ध–पत्र

(*समय.समय पर राज्य सरकार द्वारा निर्धारित मूल्य* के नॉनज्यूडिशयल स्टॉम्प पेपर पर)

यह प्रमाणित किया जाता है कि मैंने यह.....(स्थान का पूर्ण विवरण) जोकि नगरपरिषद/अन्य स्थानीय निकाय.....में स्थित है मैसर्स..... ...../श्री.....निवासी..... .....को किरायेपर दे दिया है तथा उक्त भवन में विद्युत कनेक्शन देने पर मुझे आपत्ति नहीं है।मैं इस बात की गारन्टी देता हूँ कि जब भी किरायेदार मकान/दुकान/..... .....खाली करेगा तो इस बात का पूरा–पूरा ध्यान ररूँगा कि निगम की राशि बकाया न रहे। ऐसा न होने की स्थिति में मैं स्वंय निगम की बकाया रकम को देनदार रहूँगा।

हस्ताक्षर किरायेदार साक्षी हस्ताक्षर मकान मालिक

Form-B

क्षतिपूर्ति बंध पत्र

(*समय.समय पर राज्य सरकार द्वारा निर्धारित मूल्य* के नॉनज्यूडिशयल स्टॉम्प पेपर पर)

जैसा कि मैं.....पुत्र/पत्नी श्री.....उम्र.....वर्ष.....निवासी.....ने सहायक अभियन्ता.....जयपुर/अजमेर/जोधपुर वि.वि.नि.....के कार्यालय में विद्युत कनेक्शन हेतु आवेदन किया है।जैसा कि.....वि.वि.नि ने उक्त.....स्थित मकान/दुकान.....को मेरे अपेक्षित विद्युत कनेक्शन के लिये मकान/दुकान मालिक की सहमति माँगी है।

जब कि मैं मकान/दुकान मालिक का सहमति पत्र प्रस्तुत करने में असमर्थ हूँ। चूँकि जयपुर/अजमेर/जोधपुर वि.वि.नि.लि. ने इस सम्बन्ध में मुझसे लिखित वचन चाहा हैकि अगर मैं और मकान/दुकान मालिक के मध्य इस विद्युत कनेक्शन के सम्बन्ध में किसी न्यायालय के समक्ष विवाद उत्पन्न होता है तो निगम इस मामले में शामिल नहीं होगा फिर भी निगम को इस कारण हुई किसी भी प्रकार की क्षति/खर्चो की क्षतिपूर्ति करने का मैं वचन देता हूँ। अतः यह अनुबन्ध मकान/दुकान मालिक की बिना सहमति के निगम द्वारा मुझे उक्त परिसर में कनेक्शन दिये जाने हेतु साक्ष्य किया जाये।मैं वचन देता हूँ कि निगम को इस सम्बन्ध में हुए वादकरण के कारण हुई सभी प्रकार की हानियों/क्षतियों एवं खर्चे की क्षतिपूर्ति का वचन देता हूँ।

स्थान साक्षी का नाम (निष्पादक के हस्ताक्षर)

दिनांक पता

शर्ते–कन्ड्यूट पाईप एवं फिटिंग हेतु आवश्यक नट बोल्ट इत्यादि ,आवेदक द्वारा उपलब्ध कराया जायेगा ।

Form-C

कृषि श्रेणी के आवेदको से लिये जाने वाले "शपथ पत्र का प्रपत्र"

शपथ पत्र

मैं/हम.....सुपुत्र/सुपुत्री/पत्नी श्री.....जाति.....निवासी ग्राम/शहर.....शपथ पूर्वक बयान करता हूँ/करत`हैं कि मेरा/हमारा कुआँ.....ग्राम के भूराजस्व क्षेत्र में स्थित है तथा मेरा/हमारा कुआँ/बोरिंग राजस्व अभिलेख के अनुसार खसरा नं0.....में स्थित है और यह खेती के कार्य में ही उपयोग में लिया जाता है।इस कुएं व खेत का मैं/हम स्वंय ही मालिक हूँ/हैं। इस शपथ पत्र में उल्लेखित कोई भी तथ्य गलत पाया जाता है तो उसकेलिय`मेरी/हमारी जिम्मेदारी रहेगी।

आवेदक के हस्ताक्षर

Annexure-3

-------VIDYUT VITRAN NIGAM LIMITED

MODEL POWER SUPPLY AGREEMENT FOR ELECTRICAL ENERGY SUPPLY ONHT/EHT SYSTEM

This Agreement made this……..…day of……20……between the ……Vidyut Vitran Nigam Limited (hereinafter called the "Nigam" which expression shall where the context so admits include its successors in office and assigns) of the one part

And

(hereinafter called as the "CONSUMER" which expression, wherever the context so admits shall include its successor or successors in business and permitted assigns of his heirs, executors, administrators) of the other part.

Whereas at the request of the Consumer, the Nigam has agreed to supply to the Consumer electricity at the consumers premises situated at…….and indicated in red in the map attached hereto for the purpose of…….and the Nigam has agreed to supply to the Consumer such energy upon the terms and conditions hereinafter contained.

NOW IT IS HEREBY DECLARED AND AGREED AS FOLLOWS:

(1) The Nigam shall supply electrical energy of three phase, alternating current, at a declared voltage of……between phases and at a nominal frequency of 50 (fifty) cycles per second at the terminals from its distributing main at HT/EHT as specified in the Terms and Conditions for Supply of Electricity (with its amendments) to the premises of the Consumer and the Consumer shall take from the Nigam electricity required for the purpose herein above recited at the single point of supply up to the maximum of……. kVA (hereinafter called contract demand).

(2) Electrical energy supplied to the premises may not be utilized by the Consumer in any manner prejudicial to the Nigam and all usage must be according to such method or methods approved by the Nigam. The use of power must be confined to such places as shall have been previously approved in writing by the Nigam. In case prejudicial use of power is detected, the Consumer shall pay penal charges in accordance with the provisions of the Terms and Conditions for Supply of Electricity (with its amendments). Besides, for dishonest abstraction/use/consumption of electricity or interference with the metering equipment or accessories, the

consumer agrees and undertakes not to resell any part of the power supplied to him.

(3) The point of supply as well as the metering point shall be at the Transmission Licensee's / Licensee's substation at _____. (FOR EHT ONLY)

(4) The agreement shall be signed by common seal in case of companies registered under companies act, otherwise rubber seal affixed and witness thereof.

(5) The Consumer agrees to take supply under any conditions of restrictions of load and time that may be fixed by the Nigam from time to time.

(6) The supply of electrical energy under this Agreement is liable to be restricted, staggered or cut off altogether, as the case may be, if the power position or any other emergency warrants such a course of action. The Nigam reserves the right for periodical shutdown as and when required for the purposes of routine maintenance after giving reasonable intimation to the Consumer.

(7) This agreement shall subject as hereinafter provided, remain in force for a period of one year in the first instance commencing from the date of supply and shall stand automatically renewed from year to year thereafter until expressly terminated in writing by either of the parties.

Provided that either party shall be at liberty to terminate this agreement or get the contract demand reduced by giving one month's notice in writing in that behalf subject to completion of initial period of one year including notice period. The consumer can also get his connection permanently disconnected or get his contract demand reduced on the same day of notice if he is ready to pay the fixed charges amount equivalent to one month in lieu of one month's notice.

(8) The Nigam shall not be liable to pay damages/compensation in connection with loss of life or property arising, occurring or resulting from the use of power.

(9) Where the Consumer is required to obtain a license or permit or "No Objection Certificate (NOC) for running his industrial/commercial concern and the Nigam permit is suspended or cancelled, or the validity of the NOC issued by the competent authority has expired, the Nigam shall have the right to discontinue power supply during the period when the Nigam's permit is cancelled or suspended or the validity of the NOC issued by the competent authority has expired.

(10) **METERS**: The energy supplied shall be measured and registered by a meter or meters in or upon the said premises to be provided

fixed and kept in proper order. The procedure for billing, when the meter is stopped/defective, lost, stolen or inaccurate, shall be regulated as per the relevant provisions of the Act and the Regulations framed.

(11) **SECURITY DEPOSIT**: The Consumer on a request made by the Nigam in this regard, shall renew/enhance or replenish all security deposits in the event of the same becoming exhausted or insufficient.

(12) **TARIFF AND PAYMENT OF ELECTRICITY CHARGES**: From the date this Agreement comes into force, the Consumer shall be bound by, and shall pay to the Nigam, fixed charges, energy charges, rentals if any and additional security deposit in accordance with the charges and tariffs approved by the Commission from time to time for the appropriate class of Consumers. The Consumer shall pay the Nigam the tax and levies as determined by the State Government from time to time. In case even after disconnection, if the dues remains unpaid, then the Nigam shall be entitled to take recourse to the provisions stipulated in the Regulations and other laws for the time being in force to recover the arrears.

(13) **DISCONNECTION FOR ARREARS AND RECONNECTION**: In case the Consumer fails to pay the periodic bill and due charges within the due date, the Nigam shall be entitled to cut off the supply after giving due notice as provided in the Act and RERC Regulations and power supply be restored only on payment of all arrears including interest and re-connection charges as stipulated from time to time.

(14) **CONTINUITY OF POWER SUPPLY**: The Nigam shall take all reasonable precautions to ensure continuity of supply of power to the Consumer at the point of commencement of supply. However, the Nigam shall not be liable to the Consumer for any loss due to the interruption in the supply of power by reason of damage to the equipment of the Nigam during war, mutiny, riot, strike or by earth quake, hurricane, tempest or any accident or courses beyond the control of the Nigam.

(15) **ENTERY INTO CONSUMER'S PREMISES**: The Nigam shall have access to the premises of the Consumer at all reasonable times without notice for meter reading, inspection, testing and/or for any other purpose incidental to, or access to the premises at any time for inspection, if there is any reason to suspect breach of the provisions of this Agreement, the Act and the RERC Regulations, if the Consumer, his agent, employees or anyone else purporting to act on his behalf attempts to obstruct or impede the Nigam or its employees or authorized person in this regard, the Nigam shall be entitled to cut off power supply besides taking any other action in accordance with law.

(16) **ASSIGNMENTS OR TRANSFER OF THE BENEFIT OF THIS AGREEMENT**

BY THE CONSUMER: The Consumer shall not, without the previous consent in writing of the Nigam, assign, transfer or part with the benefit of this Agreement and shall not in any manner part with, or create any partial/separate interest in it.

(17) **APPLICATION OF THE PROVISIONS OF THE ACT AND THE RERC REGULATIONS**: In all matters not herein specifically provided for, the provisions of the Act, the RERC REGULATIONS and other laws for the time being in force shall apply.

(18) **SAVING CLAUSE**: Nothing contained in this Agreement or any amendment thereof shall restrict any rights and obligations which the Nigam or the Consumer has derived under any legislation relating to supply and consumption of electricity enacted during the period of this Agreement.

(19) If the consumer opts for open access then the contract for open access shall be governed by relevant regulations.

(20) The consumer has agreed to bear stamp duty on this agreement.

In witness where of I, (Name & designation) on behalf of the _____Vidyut Vitran Nigam Ltd., and (Name & designation) on behalf of consumer, namely---------- have hereunto set their signatures and the common seal the day, month & year first written above.

Signed by the above named in the presence of	Signed by the above named in the presence of
Signature & Rubber Stamp on behalf of consumer	**Signature & Rubber Stamp of the authorized representative of the Nigam For & on behalf of ------Vidyut Vitran Nigam Ltd.**
Signed by the above named in the presence of	Signed by the above named in the presence of
(1) (Name and Address). (2) (Name and Address).	(1) (Name and Address). (2) (Name and Address).

---------- विद्युत वितरण निगम लिमिटेड

सतर्कता जांच प्रतिवेदन (अन्तर्गत प्रावधान विद्युत अधिनियम 2003)

पुस्तक सं..... दिनांक..... पृष्ठ संख्या.....

1. बस्ती का नाम..... उपखण्ड ..... खण्ड ..... वृत.....
2. उपभोक्ता का विवरण .....

   (अ) नाम व पता .....

   (ब) खाता संख्या..... (स) श्रेणी ..... (द) स्वीकृत भार .....
3. मौके पर उपस्थित व्यक्ति का नाम .....

   (पूर्ण विवरण) एवं उपभोक्ता से संबंध .....
4. स्थापित मीटर का विवरण

   1. मीटर नं. ..... 2. क्षमता (एम्पीयर).....
   3. चक्र प्रति यूनिट ..... 4. सी.टी. अनुपात.....
   5. सी.टी. गुणांक ..... 6. डायल नम्बर .....
   7. विद्युत बिल हेतु गुणांक (एम.एफ.) .....
   8. मीटर का स्थान एवं ऊँचाई .....
5. मीटर का पठनः के.डब्लयू.एच..... के.वी.ए.एच.....एम.डी.आई. .....।

   अ. निरीक्षण का समय .....

   ब. पूर्व पठन एवं दिनांक.....
6. मीटरों का विवरण बॉडी सील नं. ..... टर्मिनल सील नं. .....

   मीटर बॉक्स सील नं. .....
7. मीटर में विद्युत कनेक्शन की स्थिति एवं पाये गये दोष .....

   .....
8. सर्विस लाईन की स्थिति का विवरण .....
9. पाये गये विद्युत भार का बिवरण .....
10. प्रतिदिन विद्युत उपभोग की अनुमानित अवधि (औद्योगिक कनेक्शनों हेतु) .....
11. जांच के दौरान पाये गये अन्य दोष .....

    (पूर्ण विवरण सहित).....
12. अन्य साक्ष्य .....
13. जांच अधिकारी द्वारा टिप्पणी .....
14. उपभोक्ता की टिप्पणीः निरीक्षण मेरे सामने किया गया एवं जांच प्रतिवेदन की प्रति प्राप्त की।

    उपभोक्ता या उसके प्रतिनिधि के हस्ताक्षर (पूर्ण विवरण सहित)

कार्यालय सील

(जांच अधिकारी)
निर्धारण / प्राधिकृत अधिकारी
--.वि.वि.नि.लि.

--------- विद्युत वितरण निगम लिमिटेड
'फर्द जब्ती' सामान बिजली चोरी

श्री / श्रीमति / सुश्री..... पुत्र / पत्नी / पुत्री श्री.....

निवासी .....पुलिस थाना .....

जिला..... दिनांक.....

समय ..... वी.सी.आर. नम्बर .....

रुबरु मोतविरान

1. श्री .....पुत्र श्री .....

कौम .....उम्र..... निवासी.....

पुलिस थाना .....जिला .....

हाल .....--.वि.वि.नि.लि. .....

श्री..... पुत्र श्री .....

कौम .....उम्र..... निवासी.....

पुलिस थाना .....

हाल .....वि.वि.नि.लि. .....

उपरोक्त मोतविरान के समक्ष आज दिनांक .....

मन .....--.वि.वि.नि.लि..... श्री .....

के .....गांव / स्थान .....के

बिजली कनेक्शन चैक करने पर पाया गया कि उपरोक्त व्यक्ति .....

.....उक्त व्यक्ति का यह कृत्य विद्युत अधिनियम 2003 की धारा 135 के अन्तर्गत दण्डनीय अपराध हैं। वजह सबूत मौके पर से .....सामान साथ लाए गये शकिटश की सामग्री की मदद से जब्त कर नियमानुसार सील मोहर किया गया तथा प्रयोग में लायी गयी मोहर अलग से सील की जाकर रिकार्ड पर रखी गई। मन जांच अधिकारी द्वारा घटनास्थल की फोटोग्राफी / वीडियोग्राफी की गई।

2. **हुलिया बिजली चोरी उपकरण**

1.
2.
3.
4.
5.

समस्त हाजरान के समक्ष मौके पर फर्द मुर्तिबकर समस्त को सुनाई गई, सुन समझ कर सही मान हस्ताक्षर किये ।

1.
2.

कार्यालय सील
(जांच अधिकारी)

निर्धारण / प्राधिकृत अधिकारी
--.वि.वि.नि.लि.