

Draft Order for schedule of charges and procedure

Delhi Electricity Regulatory Commission

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

In the matter of: Schedule of Charges and the procedure under Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017.

Draft Order
Date of Order:

The Delhi Electricity Regulatory Commission in exercise of its powers under Regulation 84 of Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017 issues the following Commission’s Orders to prescribe the schedule of charges and the procedure in regard to implementation of the Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017 (hereinafter referred to as the ‘Supply Code Regulations’).

1. Classification of Supply under Regulation 6(1) of Supply Code Regulations:

- (1) Connections at the point of supply shall generally be given at the following voltages on the basis of contract demand or sanctioned load as the case may be:

Sl. No.	Category	System of Supply
(i)	Low Tension	
a.	Load upto 10 kW	Single phase at 230V
b.	Load above 10 kW and upto 200 kW/215 kVA	3 phase 4 wire at 400V
(ii)	High Tension	
a.	Load exceeding 100kW /108kVA and upto 4000kVA	3 phase at 11kV
(iii)	Extra High Tension	
a.	Load exceeding 4000kVA	3 phase at 33kV or above

Provided that if the existing connections are given supply at different voltage than above, the existing connections at different voltage shall continue:

Provided further that on the request of applicant having a load demand between 5kW and 10kW, the Licensee may release a new connection at 3 phase 4 wire at 400V supply based on the feasibility:

Provided also that if the existing consumer opts to change his voltage level as above, the existing consumer shall pay the applicable Service Line cum Development Charges.

- (2) The applicant having load exceeding 100kW/108 kVA and upto 200kW/215kVA shall have the choice to opt for taking supply at low tension or high tension.
- (3) The developer shall have the choice to opt for supply at low tension for its members even if the aggregate demand requires supply at high tension or extra high tension level.

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- (4) In case where supply, depending upon the technical conditions of the system, has to be given at voltage other than those specified above, the Licensee may give the same subject to the approval of the Commission.

2. The forms required to be filled as per the Supply Code Regulations for various applications shall be as under:

Sl. No.	Annexure No.	Description	Reference Regulation Number of Supply Code Regulations
1.	Annexure-I	Application for New Connection	11 (1) (i)
2.	Annexure-II	Application for Temporary Connection	16 (2)
3.	Annexure-III	Application for Change of Registered Consumer	17 (1) (i)
4.	Annexure-IV	Application for Load Enhancement	17 (2) (i)
5.	Annexure-V	Application for Load Reduction	17 (3) (ii)
6.	Annexure-VI	Application for Change of Category	17 (5) (i)
7.	Annexure-VII	Meter Testing Report	32
8.	Annexure-VIII	Application for Disconnection	53 (1)
9.	Annexure-IX	Inspection Report	57, 61

3. **Security Deposit under Regulation 20 (1) of Supply Code Regulations :**

- (1) The applicant shall pay security deposit as under, corresponding to the sanctioned load. In case of contract demand, the security deposit shall be taken as per contract demand.

S. No.	Tariff Category (as per Tariff Order)	Security Deposit for Permanent Connection (Rs. Per kW or per kVA as the case may be)
(1)	(2)	(3)
1	Domestic	
(i)	Upto 2kW	600
(ii)	Above 2kW upto 5kW	900
(iii)	Above 5kW	1200
2	Non-Domestic	4500
3	Industrial	4500
4	Agriculture	300
5	Public Lighting	3000
6	Railway, DMRC, DIAL, DJB	3000
7	Mushroom Cultivation	600
8	Advertisement and Hoardings	4500

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9	Any other category not specified above	To be decided by the Commission
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4. Interest on Security Deposit under Regulation 20(3) of Supply Code Regulations:

(1) The Licensee shall pay interest on security deposit annually to the consumer from the date of such security deposit at the Marginal Cost of Fund based Lending Rate (MCLR) as notified by State Bank of India prevailing on the 1st (first) April of that financial year:

Provided that for the period prior to the date of applicability of this Order, the interest on security deposit shall be payable as per Delhi Electricity Supply Code and Performance Standards, Regulations, 2007.

5. Service line cum Development (SLD) Charges under Regulation 21 of Supply Code Regulations:

(1) Payable by the Developer in both electrified and un-electrified Areas under Regulation 21 (1) of Supply Code Regulations

Sl. No.	Load Applied	Supply Voltage	EHT Cost	HT Cost	LT Cost	Supervision charges	Road Restoration charges	Total
1	2	3	4	5	6	7	8	9
(i)	Above 4MVA	EHT	Actual cost	Not applicable	Not applicable	15% cost of Labour & Transportation	Actual	4+7+8
(ii)	Above 1MVA	HT	(i) Where new grid substation is required to be established a) Rs. 1 crore per MVA; and b) provide the space for installation of new grid sub-station. (ii) Where supply can be extended from the existing grid sub-station and new grid substation is not	a)50% of cost towards HT system including civil work, as applicable upto the point of supply; and b) provide the space for installation of switchgear, metering cubicle, etc	Not applicable	15% cost of Labour & Transportation	Actual	4+5+7+8

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			required to be established a) Rs. 1.25 crore per MVA					
(iii)	100kW -1MVA	HT	Not applicable	a)50% of cost towards HT system including civil work, as applicable upto the point of supply; and b) provide the space for installation of switchgear, metering cubicle, etc	Not applicable	15% cost of Labour & Transportation	Actual	5+7+8
(iv)	Above 1MVA	LT	(i) Where new grid substation is required to be established a) Rs. 1 crore per MVA; and b) provide the space for installation of new grid sub-station. (ii) Where supply can be extended from the existing grid sub-station and new grid substation is not required to be established a) Rs. 1.25 crore per MVA	a)50% of cost towards HT system including civil work, as applicable upto the point of supply; and b) provide the space for installation of switchgear, metering cubicle, etc	a) 50% LT system including civil cost, 100% cost towards service line, street lights, as applicable upto the point of supply; and b) provide the space for installation of distribution transformers , switchgear, metering cubicle, service line etc	15% cost of Labour & Transportation	Actual	4+5+6+7+8
(v)	100kW -1MVA	LT	Not applicable	a)50% of cost towards HT system	a) 50% LT system including	15% cost of Labour & Transportation	Actual	5+6+7+8

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				including civil work, as applicable upto the point of supply; and b) provide the space for installation of switchgear, metering cubicle, etc	civil cost, 100% cost towards service line, street lights, as applicable upto the point of supply; and b) provide the space for installation of distribution transformers , switchgear, metering cubicle, service line etc	on		
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Note:-Developers falling under category at Sr. No. (ii) & (iv) above who have provided the land for installation of grid substation shall be required to pay Rs. 1.25 Crore per MVA for the cost towards EHT system and other costs as applicable.

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(2) Payable by the applicant in both electrified and un-electrified Areas under Regulation 21(2) of Supply Code Regulations:

Sl. No.	Load Applied	Supply Voltage	EHT Cost	HT Cost	LT Cost	Supervision charges	Road Restoration charges	Total
1	2	3	4	5	6	7	8	9
(i)	Above 4MVA	EHT	Actual cost	Not applicable	Not applicable	15% cost of Labour & Transportation	Actual	4+7+8
(ii)	Above 1MVA	HT	(i) Where new grid substation is required to be established a) Rs. 1 crore per MVA; and b) provide the space for installation of new grid sub-station.	a) 50% of cost towards HT system including civil work, as applicable upto the point of supply; and b) provide the space for installation of switchgear, metering cubicle, etc	Not applicable	15% cost of Labour & Transportation	Actual	4+5+7+8
			(ii) Where supply can be extended from the existing grid sub-station and new grid substation is not required to be established a) Rs. 1.25 crore per MVA					
(iii)	100kW -1MVA	HT	Not applicable	a) 50% of cost towards HT system including civil work, as applicable upto the point of supply; and b) provide the space for installation of	Not applicable	15% cost of Labour & Transportation	Actual	5+7+8

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				switchgear, metering cubicle, etc				
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Note:-Consumers falling under category at Sr. No. (ii) above who have provided the land for installation of grid substation shall be required to pay Rs. 1.25 Crore per MVA for the cost towards EHT system and other costs as applicable.

(3) Payable by the applicant for connection at LT Level (load upto 200kW/215kVA) under Regulation 21(2) of Supply Code Regulations:

(1) The normative SLD charges shall be payable by the applicant for taking new electricity connection at LT supply for the connections upto 200kW/215 kVA as under:

Sl. No.	Type of Area	Sanctioned Load	Amount (Rs.)	Road Restoration charges	Total
1	2	3	4	5	6
(i)	Electrified Area	Upto 5 kW	3000	Actual RR charges for service line	4+5
(ii)		More than 5 kW and upto 150 kW	Rs. 3000 + Rs. 500 per kW or per kVA as the case may be for load beyond 5kW, limited to a maximum of Rs. 25000/-	Actual RR charges for service line	4+5
(iii)		More than 150kW to 200kW/ 215kVA	Rs.25000 + Rs.400 per kW or per kVA as the case may be for load beyond 150kW	Actual RR charges for service line	4+5
	Un-Electrified Area as on 31.7.2017	Load upto 200 kW/215 kVA	14000* per kW per kVA as the case may be	Actual RR charges for service line	4+5

* These charges shall be applicable for release of connection or load enhancement in the areas which are declared as un-electrified by the Licensee on 31.7.2017.

6. Space for Installation of Grid sub-station, transformers, service line, meter and other equipment under Regulation 22 of Supply Code Regulations :-

(1) In case the load demanded by the developer/applicant is 1MVA or above, at High Tension level or at Low Tension Level, as the case may be, the developer/applicant, in addition to the space required at sub

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clause (3) & (4) below, shall provide the space for installation of grid sub-station as under:

Sl. No.	Sub-station Type	Size (Meters)
(i)	Air- Insulated Sub-station-66/11 kV Grid substation with 2PTR	80Mx60M
(ii)	Air- Insulated Sub-station-66/11 kV Grid substation with 3PTR	90Mx80M
(iii)	Air- Insulated Sub-station-33/11 kV Grid substation with 2PTR	45Mx35M
(iv)	Gas Insulated Sub-station-66/11kV or 33/11kV	50Mx30M

- (2) In cases where space is to be provided by the Government of NCT of Delhi, the distribution Licensee shall approach Government of National Capital Territory of Delhi, through the nodal officer appointed by Power Department, Government of National Capital Territory of Delhi:

Provided that Power Department, Government of National Capital Territory of Delhi, shall appoint a nodal officer within thirty days of applicability of this Order for dealing the issues related to providing space for such works.

- (3) The developer /applicant taking supply at High Tension level shall provide space for installation of switchgear and metering cubicle of requisite dimensions as agreed with the Licensee.
- (4) The developer/applicant taking supply at Low Tension level for any premises or for re-constructed premises, requiring LT Service connections whose:
- (i) total demand exceeds 100 kW/108 kVA; or
 - (ii) total built up area of the premises exceeds 1000 sqm; or
 - (iii) plot of size above 300 sqm or above;

shall provide the space for installation of distribution transformers, as per the required load:

Provided that the minimum space required to be provided by the developer/applicant for installation of distribution transformers shall be as under:

Sl. No.	Category	Description	Minimum Size (Meters)
(i)	For a load of 100kW to 300kW or the plot size of 300 sq. meter to 1000 sq. meter	Installation of one number of 11kV Pole mounted Distribution Transformer	4Mx 4M
(ii)	For a load of 100kW to 300kW or the plot size of 300 sq. meter to 1000 sq. meter	Installation of one number of 11kV Plinth Mounted Distribution Transformer	8Mx 5M

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(iii)	For a load above 300kW to 700kW or the plot size of 1000 sq. meter to 2000 sq. meter	Installation of one number of 11kV Plinth Mounted Distribution Transformer	9Mx 5M
(iv)	For a load above 700kW to 1500 kW or the plot size above 2000 sq. meter to 4000sq. meter	Installation of two number of 11kV Plinth Mounted Distribution Transformers	10Mx8 M
(v)	Cases not covered above		Actual size based on load requirement

Provided further that in case of existing consumer who opts to enhance their existing load on account of additional construction in the premises and the total LT Service connections demand exceeds 100 kW/108 kVA or total built up area exceeds 1000 sqm, of the premises, shall also be required to provide the space as above:

Provided also that if the required space is not provided by the applicant or the developer, the distribution Licensee may refuse the grant of additional load:

Provided also that the consumer taking supply at LT voltage level, irrespective of its sanctioned load or the contract demand as the case may be, shall also provide the space to the licensee for installation of meter, and part of service line up to the point of supply, to the extent that would fall within his premises.

[Explanation: For the purpose of this sub-clause, the built-up area shall be as specified in the plan approved by the authorized agencies. In case, built-up area is not specified in the approved plan, the built-up area shall be taken as the carpet area plus the thickness of outer walls and the balcony]

- (5) The cost incurred for acquisition of space including the annual license fee if any shall be borne by the developer or the applicant.

7. Other various charges payable by the applicant under the Regulations:-

S.No.	Description	Charges (Rs.)	Reference Regulation Number of Supply Code Regulations
(1)	Non-refundable registration cum processing fee of EHT and HT connections	1000	11 (1) (i)
(2)	Field Inspection to be scheduled on a holiday for the Licensee	500	11 (2) (ii)
(3)	Security towards pre-payment meter	3000	11 (4) (vi) & 16 (9) (ii)
(4)	One time non-refundable charges for temporary connections		16 (9) (i)

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(i)	LT Supply	500 per kW	
(ii)	HT Supply	2000 per kW	
(5)	Shifting of meter and service line ¹ on the same premises		25 (3)
(i)	Single phase connection	500	
(ii)	Three phase connection	1000	
(6)	Installation Inspection Fee other than at the time of energising new connection		26
(i)	Upto 5 kW	120	
(ii)	More than 5kW upto 10 kW	200	
(iii)	More than 10 kW	400	
(iv)	HT Installation	1000	
(7)	Special Meter Reading charges		26
(i)	LT connection	50	
(ii)	HT connection	200	
(8)	Charges for reconnection in case of change of occupancy or temporary disconnection		26
(i)	Single phase connection	200	
(ii)	Three phase connection	500	
(9)	Meter testing charges		32 (2) (ii)
(i)	Single phase	200	
(ii)	Three phase	500	
(iii)	CT meter	1000	
(iv)	HT meter	4000	
(10)	Copy of duplicate bill	20 per bill	38 (9)

¹If shifting requires new service line, the consumer shall pay the additional cost to the licensee as per the Regulations

8. Bill Particulars under Regulation 38(2) of Supply Code Regulations:-

The following particulars shall be indicated in the bill as per the form at Annexure X:

- (1) Bill Number
- (2) Billing period
- (3) Consumer number, name and address
- (4) Bill type - Provisional or actual
- (5) Meter Number (In case meter was replaced during the billing cycle, the bill shall indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter.)
- (6) Meter type
- (7) Supply type
- (8) Applicable tariff Category
- (9) Status of meter
- (10) Security deposit with the Licensee
- (11) Service Line cum Development charges along with corresponding load
- (12) Sanctioned Load
- (13) Maximum Demand (MD)
- (14) Power Factor
- (15) Fixed charges
- (16) Meter Reading of previous billing cycle and date of reading
- (17) Current Meter Reading and date of reading
- (18) Multiplying factor of the meter if any
- (19) Details of unit consumed slot-wise for ToD charges.
- (20) Billed Units- This shows the total units consumed for the particular billing cycle.

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- (21) Slab Calculation (units, rate, amount) - This gives the breakup of charges for the billed units for each slab of tariff.
- (22) Energy charge
- (23) Arrear amount
- (24) Arrear Details - indicating period for which arrears are due, energy charges, fixed/demand charges, LPSC, electricity tax etc.
- (25) Due Date including last date before which the bill has to be paid.
- (26) Late Payment Surcharge-
- (27) Amount payable (rounded off) within the due date- net amount to be paid before the due date.
- (28) Government subsidy, if any
- (29) Compensation to the consumer, if any
- (30) Previous Consumption Pattern (Bill Month, Units, Status)- This shows the consumption pattern for last six months
- (31) Statements of duration of each instance of no current for more than 30 minutes for 3 phase consumers.
- (32) Other information as applicable to kVAh billing and HT consumers to be appropriately added and unrelated items to be deleted.
- (33) Address and Contact Number of Forum.
- (34) Address and contact number of billing office/distribution centre
- (35) Date of printing of bill
- (36) Any other information which the Licensee deems fit.

9. Officers authorized for disconnection under Section 135(1A) of the Act under Regulation 55 (2) of Supply Code Regulations:-

The Commission hereby authorises the Authorized Officer designated by Government of NCT of Delhi from time to time under sub-section (2) of Section 135 of the Act also as the authorised officers under sub-section (1A) of Section 135 of the Act.

10. Manner of Preparation of Report under Regulation 57(1) and Regulation 61(1) of Supply Code Regulations:-

- (1) Report shall be prepared at the site itself manually, with three copies through carbon process:
Provided that the bond book with serial number having 3 pages for each inspection report shall be used.
- (2) All relevant details such as geographical location of the premises, electrical equipment connected i.e. connected load on the date of inspection, details of energy meter and associated equipment, status of working of the meter, state of the seals of the meter and associated equipment etc. shall be incorporated in the report.
- (3) The report shall also clearly indicate whether prima-facie evidence of Unauthorized Use of Electricity was formed or not, the nature of the unauthorised use, or the theft of electricity.
- (4) Any damage or destruction to the electric meter, metering equipment, apparatus, line, cable or electrical plant of the licensee, caused or allowed to be caused by the accused person so as to interfere with the proper or accurate metering of electricity shall also be duly recorded in the Report.
- (5) A detailed list of all materials and documents seized shall be incorporated in the site Report.

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- (6) Photographs and video taken and sketches, if any, made during the inspection shall also form part of the evidence of the irregularity detected and shall be recorded in the Report.
- (7) The communication details of consumer or the occupier of the premises such as postal address, e-mail address and phone number may also be collected and incorporated in the Report.

11. Procedure for filing appeal before the Appellate Authority under Section 127 of the Act under Regulation 59(1) of Supply Code Regulations:

- (1) The appeal shall be made in the form specified at Schedule I to this Order.
- (2) The Memorandum of Appeal shall be accompanied by a documentary evidence for deposit of a sum with the licensee, as provided under sub-section (2) of Section 127 of the Act.
- (3) The memorandum of appeal shall be accompanied by the following fee:

Amount Assessed	Fee
Up to Rs. 1 lakh	3% of the assessed amount subject to minimum of Rs 100/-.
Above Rs. 1 lakh	Rs 3000/- plus 0.5% of the assessed amount above Rs. One lakh

- (4) The fee shall be paid in such form as the Appellate Authority may direct.

12. Manner for providing information on scheduled outages under Regulation 70(5) of Supply Code Regulations:-

- (1) The Licensee shall upload the information in advance of the anticipated schedule of power outages along with reasons thereof for next 15 days on their website.
- (2) This information shall also be displayed on a notice board at its offices/billing centers.
- (3) The anticipated schedule of power outages for 15 days from the 1st day of the month to 15th day of month shall be up loaded by 22nd day of the preceding month and for remaining days of the month i.e. from 16th day to end of the month shall be up loaded by 8th day of the current month.
- (4) The Licensee shall update the information and confirm the schedule of power outages or any change thereof at least 7 days in advance:

Provided that the information of scheduled power outages shall also be informed to the affected consumers through SMS.

13. Information on Standards of Performance under Regulation 77 of Supply Code Regulations:

| The Licensee shall furnish the information as per the Formats I-XIV prescribed with this Order.

14. Date of applicability of the Order:

This Order shall be applicable from the date of applicability of Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017 and shall remain in force till revised.

(B.P.Singh)
Member

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ANNEXURE -I

Format of application form – New Connection

Licensee name M/s....

Application No._____

Photograph

1.	Name of the applicant/organization:	
2.	Name of father/husband/director/partner/trustee:	
3.	Address:	
(a)	For communication	House/plot/premises no.
		Street
		Area/colony
		Pin Code
		Telephone No.: Mobile: E-mail:
(b)	Where supply is required	House/plot/premise no.
		Street
		Area/colony
		Pin Code
		Telephone No.: Mobile: E-mail:
(c)	Indicate landmarks (Pole No./Feeder Pillar No./Nearest House No.) to identify the location	
4.	Category for Electricity Usage (As per applicable Tariff Schedule)	(i)Domestic Category – Residential/Hostels/Hospitals*/Educational institutions*/Religious/charitable/others (ii)Non domestic-Banks/petrol pumps/cinemas/shops/chemist/tailors /others

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		(iii) Industrial (iv)Agricultural/(v) Mushroom/(vi) Public Lighting/(vii)DJB/(viii)DIAL/(ix) Railway Traction/(x) DMRC/(xi) Advertising/Temporary Supply										
	Note: the applicant shall refer the applicable tariff schedule for correct tariff category. In case of any doubt, the applicant shall seek help of the licensee. *based on the funding pattern as per tariff schedule.											
5.	PAN No. (For correct deduction of TDS, if any)											
6.	Purpose of supply											
7.	Total load applied for (in kW)/ (in kVA)											
8.	Please indicate whether you want to purchase your own CEA approved meter having additional features as approved by the Commission (Yes/No)											
9.	List of documents attached:											
	(i) Identity proof submitted along with this application form (ii) Proof of ownership or occupancy of premises for which electricity connection is required											
	(iii) If applicant is an organization (tick applicable)	Certificate of incorporation/registration issued by the Registrar										
10.	Declaration Form											
Date: Signature of the applicant/ authorized signatory along with company seal: Place: Name:												
Declaration I, _____ Son/Daughter of _____ Resident of _____ (hereinafter referred to as "Applicant", which term shall mean and include executors, administrators, heirs, successors and assigns), do hereby swear and declare as under: Or The _____, a company incorporated under the provisions of the Companies Act, 1956 or as amended, having its registered office at _____ (hereinafter referred to as "Applicant", which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns), through its Authorised representative Mr. _____, do hereby swear and declare as under: Or A Sole proprietorship/ a partnership firm having its office at _____ (hereinafter referred to as the applicant which unless the context otherwise provides includes its successors and assigns), through Mr. _____, who is a partner or an authorized representative do hereby swear and declare as under: THAT the Applicant is a lawful occupant of the premises at _____ (hereinafter the "Premises").												

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THAT the Applicant has requested the licensee to provide a service connection at the above-mentioned premises in the Applicant's name for the purpose mentioned in the application form.

THAT in furnishing the present Declaration, the Applicant has clearly understood that should any of the statements in this declaration prove to be false or incorrect at any later stage, the licensee shall be within his lawful rights to disconnect supply to the premises without any prior notice and proceed to adjust electricity supply dues payable by the applicant against consumer security deposit and /or recover the same in accordance with Law.

THAT the Applicant has complied with all requirements under all statute for the time being in force and the Applicant himself/herself shall be held legally responsible for any issue arising out of any such noncompliance for which the licensee may initiate action in accordance with applicable law.

THAT I, the Applicant hereby agrees and undertake:

1. That in case the applicant is not the sole owner of the premises, no objection certificate for seeking electricity connection from the co-owner has been obtained.
- 1.
2. To indemnify the licensee against all proceedings, claims, demands, costs, damages, expenses that the licensee may incur by reason of a fresh service connection given to the Applicant.
- 2.
3. That to the best of applicant's knowledge, all electrical works done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 as amended from time to time.
- 3.
4. That the internal Wiring at the premises has been tested by a Licensed Electrical Contractor and the test certificate is available with the applicant:
- 4.
- Provided that in case of Government quarters/ offices, the certificate issued by the designated officer of the Government may be accepted by the Licensee.
5. *That the building has been constructed as per prevalent building Bye-Laws and the total height of the building
 - (i) does not exceed 15 (fifteen) meters on the date of seeking service connection; Or
 - (ii) is more than 15 (fifteen) meters and Fire Clearance certificate is available with the applicant.
6. *That there is a provision of lift in premises and the applicant has obtained the lift fitness certificate from the Electrical Inspector for the lift in the said premises and the same is available with the applicant.
- 5.
7. That the applicant has applied for the correct category of tariff as per the applicable tariff schedule. For either of the following categories of connection, the applicant has the relevant documents available with him.

**Applicable for selected consumer category*

6.

a. Industrial

Valid Industrial License/Factory License/Lal Dora Certificate in case of rural village

b. Agricultural Consumers

- i. *Certificate of Residence from Block Development Officer*
- ii. *No Objection Certificate from Development Commissioner/Block Development Officer Delhi Jal Board for tube wells*

c. Non-domestic for Khokhas and Temporary Structure

- i. *Teh Bazaari Receipt Number*

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ii. No Objection Certificate for Khokha/Temporary Structure for single delivery supply

8. The above referred applicable documents/certificates indicated at various points are available with me and can be inspected by the Licensee at any time. In case of any failure to produce the same, the licensee may disconnect the connection granted owing to such failure, reluctance on my part to produce/allow the inspection of said documents/certificates.
- 7.
9. That I will provide a copy of any of above applicable documents to the licensee pursuant to request of any external government agency, judicial forum or any other authority seeking such information.
- 8.
10. That my industry/trade has not been declared to be releasing obnoxious hazardous/pollutant by any government agency and that no orders of any court or judicial authority would be breached by running of my industry/trade or granting any electricity connection to the same. The licensee is indemnified against any loss accrued by the applicant on this account.
- 9.
11. The applicant further agrees to indemnify and hold harmless, the licensee, in case of any injury or incident on account of any fault in electrical work in the premises. The licensee shall not be liable for any mishap or incident occurring at the premises to the applicant on account of any faulty/defective/inferior quality wiring at the premises for which the connection is being applied.
- 10.
12. To pay the electricity consumption bills and all other charges at the rates set out in the licensee's Tariff Schedule and miscellaneous charges for supply as may be in force from time to time, regularly as and when the same becomes due for payment.
- 11.
13. To deposit the additional security deposit and additional service line cum development (SLD) charges, if any from time to time based on the prevailing Orders/rules, directions and Regulations of the Commission.
- 12.
14. To abide by the provisions of the Electricity Act, 2003, all applicable laws, conditions of Supply/Tariff Orders and any other Rules or Regulations as may be notified by the Commission, as applicable from time to time.
- 13.
15. That licensee shall be at liberty to adjust the electricity consumption charges due/outstanding along with any other charges against the Consumer Security Deposit paid by the Applicant, in the event of termination of the agreement prior to expiry of the contracted period or in case of any contractual default as per provisions of regulations/rules/orders/directions of the Commission.
- 14.
16. That as per Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017 or as amended from time to time, I shall provide suitable and adequate space for installation of the meter/electrical equipments where the licensee may have ready access to the same.
- 15.
17. To allow clear and un-encumbered access to the meters for the purpose of meter reading and it's checking etc.
- 16.
18. That the Applicant would let the licensee disconnect the service connection under reference, in the event of any default, non-compliance of statutory provisions and in the event of a legally binding directive by Statutory Authority (ies) to effect such an order. This shall be without prejudice to any other rights of the licensee including that of getting its payment as on the date of disconnection.

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17.
- 19.All the above declaration given by the Applicant shall be construed to an Agreement between the licensee and the Applicant.
18.
19.

Signature of the Applicant
Name of the applicant

20.
21.
22.

SIGNED AND DELIVERED
In presence of witness

Name of Witness

*Select whichever is applicable

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ANNEXURE -II

Format of application form – Temporary connection

Licensee name M/s....

Application No. _____

Photograph

1.	Name of the applicant/organization:	
2.	Name of father/husband/director/partner/trustee:	
3.	Address:	
(a)	For communication	House/plot/premises no.
		Street
		Area/colony
		Pin Code
		Telephone No.: Mobile: E-mail:
(b)	Where supply is required	House/plot/premise no.
		Street
		Area/colony
		Pin Code
		Telephone No.: Mobile: E-mail:
(c)	Indicate landmarks (Pole No./Feeder Pillar No./Nearest House No.) to identify the location	
4.	Purpose of Temporary connection	(i) Marriage function (ii) Construction (ii) Others
5.	Total load applied for (in kW)/ (in kVA)	

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6.	Period of Temporary Connection	
7.	Whether the applicant is consumer of the Licensee	
8.	List of documents attached: (i) Identity proof submitted along with this application form (ii) No Objection Certificate from the concerned Authority, if required	
Date:		Signature of the applicant/ authorized signatory along with company seal:
Place:		Name:

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ANNEXURE -III

Format of application form – Name change of registered consumer

Licensee name M/s....

Application No. _____

Photograph

A	Details of Existing Owner:	
1.	Existing Consumer Number	
2.	Name of the existing consumer	
3.	Address of existing connection	House/plot/premise no.
		Street
		Area/colony
		Pin Code
		Telephone No.:
		Mobile:
		E-mail:
	Indicate landmarks (Pole No./Feeder Pillar No./Nearest House No.) to identify the location	
B	Details of New Owner:	
4.	Name	
5.	Telephone No.	
6.	Mobile Number	
7.	E-mail Id	
8.	List of documents attached: (i) Copy of latest bill duly paid (ii) Identity proof (iii) Proof of ownership or occupancy of property or legal heir certificate (iv) NOC from other Legal heir in case connection is to be changed in the name of one of the Legal heirs	

Date:

Signature of the applicant/ authorized signatory along with company seal:

Place:

Name:

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ANNEXURE - IV

Format of application form – Load Enhancement

Licensee Name M/s

Application No.

Existing Load KW		Additional Load Required KW		Total Load KW after enhancement	
1	Existing Consumer No.				
2	Name of the applicant / organization:				
3	Name of the father/ husband/ director/ partner/ trustee:				
4	Address at which load enhancement is required:		House/plot/premises No.		
			Street		
			Area /Colony		
			Pin Code		
			Telephone No.: Mobile No.: E-mail:		
5	List of Documents: (i) Identity Proof (ii)Declaration				
Signature of Applicant					

Declaration

I, Son/Daughter of
Resident of (hereinafter referred to as "Applicant", which term shall mean and include executors, administrators, heirs, successors and assigns), do hereby swear and declare as under:

Or

The, a company incorporated under the provisions of the Companies Act, 1956 or as amended, having its registered office at (hereinafter referred to as "Applicant", which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns), through its Authorised representative Mr., do hereby swear and declare as under:

Or

A Sole proprietorship/ a partnership firm having its office at (hereinafter referred to as the applicant which unless the context otherwise provides includes its successors and assigns), through Mr., who is a partner or an authorized representative do hereby swear and declare as under:

THAT the Applicant is a lawful occupant of the premises at (hereinafter the "Premises").

THAT the Applicant has requested the licensee to provide a service connection at the above-mentioned premises in the Applicant's name for the purpose mentioned in the application form.

Draft Order for schedule of charges and procedure

THAT in furnishing the present Declaration, the Applicant has clearly understood that should any of the statements in this declaration prove to be false or incorrect at any later stage, the licensee shall be within his lawful rights to disconnect supply to the premises without any prior notice and proceed to adjust electricity supply dues payable by the applicant against consumer security deposit and /or recover the same in accordance with Law.

THAT the Applicant has complied with all requirements under all statute for the time being in force and the Applicant himself/herself shall be held legally responsible for any issue arising out of any such noncompliance for which the licensee may initiate action in accordance with applicable law.

THAT I, the Applicant hereby agrees and undertake:

1. That in case the applicant is not the sole owner of the premises, no objection certificate for seeking electricity connection from the co-owner has been obtained.
2. To indemnify the licensee against all proceedings, claims, demands, costs, damages, expenses that the licensee may incur by reason of a fresh service connection given to the Applicant.
3. That to the best of applicant's knowledge, all electrical works done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 as amended from time to time.
4. That the internal Wiring at the premises has been tested by a Licensed Electrical Contractor and the test certificate is available with the applicant:

Provided that in case of Government quarters/ offices, the certificate issued by the designated officer of the Government may be accepted by the Licensee.

5. *That the building has been constructed as per prevalent building Bye-Laws and the total height of the building
 - (i) does not exceed 15 (fifteen) meters on the date of seeking service connection; Or
 - (ii) is more than 15 (fifteen) meters and Fire Clearance certificate is available with the applicant.
6. *That there is a provision of lift in premises and the applicant has obtained the lift fitness certificate from the Electrical Inspector for the lift in the said premises and the same is available with the applicant.
7. That the applicant has applied for the correct category of tariff as per the applicable tariff schedule. For either of the following categories of connection, the applicant has the relevant documents available with him.

**Applicable for selected consumer category*

a. Industrial

Valid Industrial License/Factory License/Lal Dora Certificate in case of rural village

b. Agricultural Consumers

- i. Certificate of Residence from Block Development Officer*
 - ii. No Objection Certificate from Development Commissioner/Block Development Officer*
- Delhi Jal Board for tube wells*

c. Non-domestic for Khokhas and Temporary Structure

- i. Teh Bazaari Receipt Number*

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ii. No Objection Certificate for Khokha/Temporary Structure for single delivery supply

8. The above referred applicable documents/certificates indicated at various points are available with me and can be inspected by the Licensee at any time. In case of any failure to produce the same, the licensee may disconnect the connection granted owing to such failure, reluctance on my part to produce/allow the inspection of said documents/certificates.
9. That I will provide a copy of any of above applicable documents to the licensee pursuant to request of any external government agency, judicial forum or any other authority seeking such information.
10. That my industry/trade has not been declared to be releasing obnoxious hazardous/pollutant by any government agency and that no orders of any court or judicial authority would be breached by running of my industry/trade or granting any electricity connection to the same. The licensee is indemnified against any loss accrued by the applicant on this account.
11. The applicant further agrees to indemnify and hold harmless, the licensee, in case of any injury or incident on account of any fault in electrical work in the premises. The licensee shall not be liable for any mishap or incident occurring at the premises to the applicant on account of any faulty/defective/inferior quality wiring at the premises for which the connection is being applied.
12. To pay the electricity consumption bills and all other charges at the rates set out in the licensee's Tariff Schedule and miscellaneous charges for supply as may be in force from time to time, regularly as and when the same becomes due for payment.
13. To deposit the additional security deposit and additional service line cum development (SLD) charges, if any from time to time based on the prevailing Orders/rules, directions and Regulations of the Commission.
14. To abide by the provisions of the Electricity Act, 2003, all applicable laws, conditions of Supply/Tariff Orders and any other Rules or Regulations as may be notified by the Commission, as applicable from time to time.
15. That licensee shall be at liberty to adjust the electricity consumption charges due/outstanding along with any other charges against the Consumer Security Deposit paid by the Applicant, in the event of termination of the agreement prior to expiry of the contracted period or in case of any contractual default as per provisions of regulations/rules/orders/directions of the Commission.
16. That as per Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017 or as amended from time to time, I shall provide suitable and adequate space for installation of the meter/electrical equipments where the licensee may have ready access to the same.
17. To allow clear and un-encumbered access to the meters for the purpose of meter reading and it's checking etc.
18. That the Applicant would let the licensee disconnect the service connection under reference, in the event of any default, non-compliance of statutory

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provisions and in the event of a legally binding directive by Statutory Authority (ies) to effect such an order. This shall be without prejudice to any other rights of the licensee including that of getting its payment as on the date of disconnection.

19.All the above declaration given by the Applicant shall be construed to an Agreement between the licensee and the Applicant.

Signature of the Applicant
Name of the applicant

SIGNED AND DELIVERED
In presence of witness

Name of Witness

*Select whichever is applicable

DRAFT

Format of application form – Load Reduction

Licensee Name M/s _____

Application No. _____

Load Reduction		
Existing Load _____KW		Load Reduction Required _____KW
		Total Load _____KW after reduction
1	Existing Consumer No.:	
2	Name of the applicant / organization:	
3	Name of the father/ husband/ director/ partner/ trustee:	
4	Address at which load reduction is required :	House/plot/premises No.
		Street
		Area /Colony
		Pin Code
		Telephone No.: Mobile No.: E-mail:
5	List of Documents: (i) Identity Proof	
Signature of Applicant		

Format of application form – Change of Category

Licensee Name M/s _____

Application No. _____

1	Existing Consumer No.:	
2	Name of the applicant / organization:	
3	Name of the father/ husband/ director/ partner/ trustee:	
4	Address	House/plot/premises No.
		Street
		Area /Colony
		Pin Code
		Telephone No.:
		Mobile No.:
		E-mail:
5	(a) Existing category of the connection	
	(b) Change of Category desired	
6	List of documents attached: (i) Identity Proof *Applicable Document for selected consumer category a. Industrial Valid Industrial License/Factory License/Lal Dora Certificate in case of rural village b. Agricultural Consumers i. Certificate of Residence from Block Development Officer ii. No Objection Certificate from Development Commissioner/Block Development Officer Delhi Jal Board for tube wells c. Non-domestic for Khokhas and Temporary Structure i. Teh Bazaari Receipt Number ii. No Objection Certificate for Khokha/Temporary Structure for single delivery supply *Select whichever is applicable	
Signature of Applicant		

Format of application form – Meter Testing Report

Licensee Name M/s _____

Application No. _____

1.	CONSUMER PARTICULARS:	
	K. No.:	
	Name of the applicant/organization:	
	Address:	House/plot/premises No.
		Street
		Area /Colony
		Pin Code
		Telephone No.:
		Mobile No.:
		E-mail:
Sanctioned Load:		
2.	METER PARTICULARS:	
	Meter No.:	Size:
	Dial No.:	
	Size:	
	Type:	C. T. Ratio:
	E/L LED Status:	Rev LED status:
	C. T. Ratio:	
3.	REVOLUTION/PULSE TEST:	
	Meter Constant:	Load:
	Load:	
	Reading before test:	Reading after test:
	Reading after test:	
	No. of Revolution/pulse taken:	Actual Time Taken for the test:
	Energy Recorded by meter:	Energy Recorded by accu check:
	Sl. No. of Accu check:	Calibration validity upto:
	Error:	
	4.	RESULT:

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	(i) Results are within Limits (ii) Consumer Meter recorded% Less/More Consumption,	
5.	Whether the meter need replacement or not?	Yes or No

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

Signature of Consumer

Signature of Company Official

Signature of Authorised Representative
(Independent Meter Testing Laboratory)

Note 1: Observations, if any, of the party shall also be recorded in the report.
2: Approximate time taken for test for different external loads is as under:

Load in kW	Approximate time in Minutes
1 kW	60
2 kW	30
4 kW	15
5 kW	12

ANNEXURE -VIII

Format of application form – Disconnection

Licensee name M/s_____

Application No._____

Photograph

1.	Existing Consumer Number:	
2.	Name of the existing consumer:	
3.	Address of existing connection:	House/plot/premise no.
		Street
		Area/colony
		Pin Code
		Telephone No.:
	Mobile:	
	E-mail:	
4.	Date on which disconnection is to be carried out:	
5.	List of documents attached: (i) Copy of latest bill duly paid (ii) Identity proof	

Date: _____ Signature of the applicant/ authorized signatory along with company seal: _____

Place: _____ Name: _____

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ANNEXURE -IX

Format of application form – Inspection Report

Licensee name M/s_____

Application No._____

Photograph

1.	Reason for carrying out inspection	Theft of electricity/suspected theft of electricity/ unauthorized use of electricity or combination
2.	Existing Consumer Number	
3.	Name of the existing consumer	
4.	Address of existing connection	House/plot/premise no.
		Street
		Area/colony
		Pin Code
		Telephone No.: Mobile: E-mail:
5.	Sanctioned Load	
6.	Connected Load on the date of inspection:	
a.	Summer	
b.	Winter	
c.	Petty load	

Meter No. (Painted)_____	CT Box Seal No._____ _____ _____	Found_____ _____ _____
Meter No. (Dial)_____ _____	Meter Box Seal_____ _____	Found_____ _____ _____
Reading (KWH)_____	Meter Terminal Seal No_____ _____	Found_____ _____ _____

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Reading (KVAH)_____	Half Seal No. _____	Found_____
Reading (KVARH)_____	Working meter _____	
MDI) _____	Cable Status_____	
Power Factor) _____		
Size) _____		
Type) _____		
CT Ratio) _____		

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

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

Other observations by Inspection Team: _____

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

Signature of Consumer
Signature of authorized officer
Name 1. _____ 2. _____ 3. _____ 4. _____
Designation _____
Employee No. _____

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ANNEXURE - X

DISCOM NAME

For your help/Sampark Kendra:
011-----
www.abc.in

Electricity Bill

Net Amount Payable:.....		
Due Date:-----		
Name:	Sanctioned Load(kW/kVA)	CA No.
Billing Address:	Contract Demand (kW/kVA):	Energisation Date:
	MDI Reading:	Supply Type:
	Power Factor:	Meter Reading Status:
	Meter No.	Meter Type
	Walking Sequence:	Bill Basis (Actual/Provisional):
	Cycle No.:	
	Tariff Category:	Bill No.:
Supply Address:	District/Division:	Bill Period:
Mobile /Tel.No.:	Pole No.:	Bill Printing Date:
Email ID:		Bill Days:

Electricity Bill Summary

Total Current Bill

-

Subsidy

+

Arrears

+

Adjustments

+

LPSC

=

Net Amount Payable

Your last payment of Rs._____ received on dated _____.

Bill Unit	Amount of Security deposit	SLD charges paid alongwith corresponding load	Interest on security deposit	Present Meter Reading		Previous Meter Reading		MF	Unit Consumed (C=A-B)
				Date	Reading (A)	Date	Reading (B)		

Bill Calculations

Fixed Charges (A)		Energy charges (B)				Details of your bill	
Rate (Rs/KW/Month)		Slabs per	Rate (Rs/Unit)	Units Consumed	Amount (Rs.)	Item	Amount (Rs.)

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		month					
Fixed charges for a month	Rate X sanctioned load	0-200				Fixed charges (A)	
Fixed charges to be paid		200-400				Energy charges (B)	
		-----				PPAC (C)@...% of	
						Surcharge(D)@...% of	
						Electricity Duty (E) @....% of	
Total fixed charges		Total energy charges				Total Current Bill	

Details of Previous Arrears (F):-

On account of Regular electricity consumption	On account of Unauthorized use of electricity or Theft of electricity, if any	Demand note on account of revision of sanctioned load	Any other demand note	Total Previous Arrear

Details of compensation:-

Compensation Claimed	Compensation paid whether claimed or suo-motu or on direction of competent authority

IMPORTANT MESSAGE
➤ Regarding credit of interest on security deposit ➤ Rebate to the consumers ➤ Subsidy given, if any

ON REVERSE OF BILL

- Brief description of important components of the tariff, statutory information in consumer friendly language and in adequate font size.
- Address and telephone number of relevant collection centers.
- Information regarding complaint lodging and resolution mechanism, information about different payment channels and information related to restrictions if any, such as acceptance of payment through different payment modes.
- Contact details of electricity ombudsman and consumer grievance redressal forum.
- Statement of duration of each instance of no current for more than 30 minutes.
- Consumption and payment history for past six months.

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

Between

(Name and address of the Consumer)

Appellant

AND

1. (Name and address of Distribution Licensee)

2. (Address of the Assessing Officer)

Respondents

1.	Details of Applicant:	
a.	Full Name of the Appellant:	
b.	Full Address of the Appellant:	
c.	Name, Designation & Address of the Contact Person:	
d.	Contact Telephone Number:	
	Fax Number(s):	
	E-mail ID:	
2.	Details of the Distribution Licensee:	
a.	Name:	
b.	Address:	
3.	Details of the Assessing Officer:	
a.	Name/Designation:	
b.	Address:	
4.	Address of the premises concerned:	
5.	Connected Load on the date of inspection:	

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6.	Sanctioned load:	
7.	Particulars of the meter installed:	
8.	Date of Inspection: (Attach copy of the inspection report)	
9.	Date of the provisional assessment:	
10.	Amount of the provisional assessment:	
11.	Date of the representation by the Appellant against provisional assessment.	
12.	Date of hearing of the representation by the Assessing Officer and date of final order. (Certified copy of the final order is to be attached).	
13.	Whether there was any consent of the Appellant to the final order.	
14.	Nature of the unauthorized use alleged.	
15.	Gist of the decision of the assessing officer.	
16.	Whether the appellant has deposited half of the assessed amount as per sub-section (2) of Section 127 of the Act and if so the details thereof. (Documentary evidence of such deposit)	
17.	GROUND OF CHALLENGE. (State the grounds of the case on which the appeal is filed and the reason(s) why the final order is unsustainable).	
18.	Details of Fees.	

PRAYER

It is therefore, prayed that _____.

Appellant

VERIFICATION

I, _____ the Appellant declare that the facts stated in the above Memorandum of Appeal are true to my knowledge (or based on information from _____ and believed by me to be true); no part of the same are false and nothing material has been concealed therefrom.

Verified at _____ on this _____ day of _____.

Appellant

Place:

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Date:

Format I

Fatal and non-fatal accident report

Name of Company
Period of Report
Year

Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH

FH- Fatal Human
NFH- Non Fatal Human
FA- Fatal Animal

(Signature of the Licensee)

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Format II

Action taken report for safety measures complied for the accidents occurred

Name of Company
Period of Report
Year

Sl. No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI /AEI	Remedies suggested by CEI/EI /AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation

(Signature of the Licensee)

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Format III

Restoration of Power Supply

Name of Company :
Period of Report :
Year :

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.								
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.								
Continuous power supply failure requiring replacement of distribution transformer.								
Continuous power failure affecting consumers connected through High Voltage								

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Distribution System (HVDS) and not covered under (i) & (ii) above								
Continuous scheduled power outages								
Replacement of burnt meter or stolen meter								

(Signature of the Licensee)

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Format IV

Quality of Power Supply

Name of Company
Period of Report
Year

Service Area	Standard	Pending complain t of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem								
Tap setting of transformer								
Repair of Distribution Line/transfo rmer/ capacitor								
Installation and Up gradation of High Tension/ Low Tension System								

(Signature of the Licensee)

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Format V

Complaint about meters

Name of Company
Period of Report
Year

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Spec ified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast								
Complaint lodged for accuracy test of meter-Slow								
Complaint lodged for defective / stuck meter								
Complaint lodged for burnt meter								
Complaint lodged for stolen meter								

(Signature of the Licensee)

Draft Order for schedule of charges and procedure

Format VI

New connections/Additional Load, where power supply can be provided from existing network

Name of Company
Period of Report
Year

Description	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Where no RoW or road cutting permission is required								
Where RoW or road cutting permission is required								

(Signature of the Licensee)

Draft Order for schedule of charges and procedure

Format VII

Applications for New connections/Additional Load, where power supply requires extension of distribution system

Name of Company
Period of Report
Year

Description	Stand ard	Pending complaint of the previous month	Complaint received during the month	Total Complai nt	Complaints attended during the month			Balance complai nt to be attende d
					Within Specifie d Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
1. Electrified Areas (where extension of line upto five poles is required)								
2. Electrified Areas (Where extension of lines or augmentation of Distribution Transformati on capacity , where peak load of transformer has reached 90% of its rated capacity)								
3. Electrified Areas (Where new Distribution Transformer is required)								
4. Electrified Areas (Where existing 11 KV network needs to be augmented)								
5. Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)								

(Signature of the Licensee)

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Format VIII

Connection in un-electrified areas

Name of Company
Period of Report
Year

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Un-Electrified Areas (Where connection from nearby existing network is possible)								
Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)								

(Signature of the Licensee)

Draft Order for schedule of charges and procedure

Format IX

Transfer of Consumer’s connection and conversion of services

Name of Company
Period of Report
Year

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name								
Load reduction								
Change of category								
In case connection is denied after receipt of payment against demand note								
Connection energized through loop								
If notice for downward revision if any is not sent								

(Signature of the Licensee)

Draft Order for schedule of charges and procedure

Format X

Complaints about consumer’s bills, disconnection, reconnection of supply

Name of Company
Period of Report
Year

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing								
Final bill for vacation of premises/change of occupancy								
Non-payment of dues by the consumer								
Request for reconnection								
Consumer wanting disconnection								

(Signature of the Licensee)

Failure of Distribution Transformer

Name of Company
Period of Report
Year

No. of Distribution transformers at the beginning of the month	No. of Distribution transformers added during the month	Total number of distribution transformers	Number of distribution transformers failed	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%

(Signature of the Licensee)

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Format XII

Failure of Power Transformer

Name of Company
Period of Report
Year

No. of Power transformers at the beginning of the month	No. of Power transformers added during the month	Total number of Power transformers	Number of Power transformers failed	% Failure rate of Power transformers
1	2	3=1+2	4	5=(4)*100/(3)%

(Signature of the Licensee)

Draft Order for schedule of charges and procedure

Format XIII

Summary of Overall Standards of Performance

Name of Company
Period of Report
Year

Sl. No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				Within Specified Time	Beyond specified time	
1.	Power Supply Failure					
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.					
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.					
(iii)	Continuous power supply failure requiring replacement of distribution transformer.					
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above					
(v)	Continuous scheduled power outages					
(vi)	Replacement of burnt meter or stolen meter					

Draft Order for schedule of charges and procedure

Period of scheduled outage						
2.	Maximum duration in a single stretch					
	Restoration of supply by 6:00 PM					
3.	Faults in street light maintained by the Licensee					
Reliability Indices						
4.	SAIFI					
	SAIDI					
	CAIDI					
5.	Frequency variation					
6.	Voltage imbalance					
7.	Percentage billing mistakes					

(Signature of the Licensee)

Draft Order for schedule of charges and procedure

Format XIV

Compensation Details

Name of Company
Period of Report
Year

Sl. No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable in (Rs.)	Amount of compensation paid in (Rs.)
1.	Electricity Connections						
(i)	Electrified Areas						
(ii)	Augmentation Required						
(iii)	Un-electrified Areas						
(iv)	Connection denied after receipt of payment against demand note						
(v)	Connection energized through loop						
2.	Transfer of Name						
3.	Load Reduction						
4.	Notice for downward revision of load						
5.	Change of category						
6.	Complaints in billing						
7.	Replacement of meters						
8.	Fault in street light maintained by the Licensee						
9.	Voltage fluctuations and						

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	complaints						
10.	Power Supply Failure						
11.	Total						

(Signature of the Licensee)

Format XV

Unauthorised Use of Electricity

Name of Company
Period of Report
Year

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer

(Signature of the Licensee)

Format XVI

Theft of Electricity

Name of Company
Period of Report
Year

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgement delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of consumer

(Signature of the Licensee)