

**STAFF PAPER**  
**ON**  
**DELHI ELECTRICITY SUPPLY CODE**  
**&**  
**PERFORMANCE STANDARDS**  
**REGULATIONS**

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**(TO BE PUBLISHED IN DELHI GAZETTE EXTRAORDINARY PART IV)**  
**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**

**Delhi Electricity Regulatory Commission**

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

**Notification**

Delhi,

**No. F.17(85)/Engg./DERC/2008-09/** In exercise of the powers conferred by the Electricity Act 2003, particularly sections 57, 86 and 181 of the said Act, the Delhi Electricity Regulatory Commission hereby makes the following Regulations, namely: "Delhi Electricity Supply Code and Performance Standards Regulations, 2009".

**Chapter I**

**General**

**1. Short title, commencement and interpretation**

- (i) These Regulations may be called "Delhi Electricity Supply Code and Performance Standards Regulations, 2009".
- (ii) These Regulations shall be applicable to all electricity Distribution and Retail Supply Licensees including Deemed Licensees and all consumers of electricity in the National Capital Territory of Delhi.
- (iii) These Regulations shall come into force from the date of publication in the official Gazette.
- (iv) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Act read with the Indian Electricity Rules, 1956 and any regulations in this regard made by the Authority.

**2. Definitions**

In these Regulations, unless the context otherwise requires:

- (i) **"Act"** means the Electricity Act, 2003.

- (ii) **“Agreement”** means an agreement, with its grammatical variations and cognate expressions, entered into by a Licensee and its consumer including any commercial arrangement for supply of electricity, open access etc.
- (iii) **“Annual Revenue Requirement” (ARR)** means the revenue required by a Licensee to run its operations for one Financial Year.
- (iv) **“Apparatus”** means electrical apparatus and includes all machines, fittings, accessories and appliances connected to the Electrical Distribution System.
- (v) **“Applicant”** means owner or occupier of any land/premises, who makes an application to a Licensee for supply of electricity or for laying distribution network.
- (vi) **“Area of Supply”** means the geographic area within which a Licensee is, for the time being, authorized by his license to supply electricity.
- (vii) **“Assessment”** shall mean the estimated bill prepared on normative basis.
- (viii) **“Assessing Officer”** means an officer designated as Assessing Officer by Government of National Capital Territory of Delhi under provisions of Section 126 of the Act.
- (ix) **“Authorised Officer”** means An officer designated as ‘Authorised Officer’ by Govt. of National Capital Territory of Delhi (GoNCTD) under provisions of Section 135(2) of the Act or the Officer so designated by the Commission under Section 135(1A) of the Act, as the case may be.
- (x) **“Authority”** means the Central Electricity Authority.
- (xi) **“Average Power Factor”** means the ratio of kWh (kilo Watt hour) to the kVAh (kilo Volt Ampere hour) registered during a specific period.

- (xii) **“Billing cycle”** means the period for which regular bill is ordinarily raised by the licensee.
- (xiii) **“Breakdown”** means an occurrence relating to the equipments of the distribution system of the Licensee, including electrical line up to the consumer meter, that prevents normal supply of electricity to the consumers.
- (xiv) **“Commission”** means the Delhi Electricity Regulatory Commission.
- (xv) **“Connected load”** means aggregate of the manufacturer’s rating of all energy consuming devices in the consumer’s premises, which can be simultaneously used. This shall not include the load of spare plugs, sockets and load exclusively installed for fire fighting purposes. Heating or cooling apparatus shall be taken into account as per prevailing season (1<sup>st</sup> April to 30<sup>th</sup> September for cooling use and 1<sup>st</sup> October to 31<sup>st</sup> March for heating use).
- The connected load shall be worked out with tolerance of 5% in cases involving change of tariff. The definition of connected load, is for the purpose of making an assessment of consumption, in case when the meter is not recording.
- (xvi) **“Day(s)”** where any period is specified in number of days, the same shall mean absolute number of days and not working days, unless otherwise specified.
- (xvii) **“Developer”** means any person(s)/institution/company whosoever develops the land and provides infrastructure and applies for electrification of the area.
- (xviii) **“DISCOM”** means a Distribution Company which has been granted distribution license by the Commission for a particular area under Section 14 of the Electricity Act, 2003 and includes deemed Licensees.



- (xix) "Distribution System"** means the system of wires and associated facilities used for distribution/supply of electricity between the delivery points on the transmission lines or the generating station connection and the point of connection at the installation of the consumers.
- (xx) "Electrical Inspector"** means a person appointed as such by the Appropriate Government under sub-section (1) of Section 162 of the Electricity Act, 2003 and also includes the Chief Electrical Inspector.
- (xxi) "Electricity Rules"** means the Indian Electricity Rules, 1956, to the extent saved by the Act or the rules made under the Act.
- (xxii) "Energy charges"** means the charges for energy actually consumed by the consumer in kWh/kVAh (kilo Watt Hour/kilo Volt Ampere Hour) -as the case may be, in any billing cycle. Demand/Fixed charges, wherever applicable, shall be in addition to the energy charges.
- (xxiii) "Extra High Tension (EHT)"** means rated voltage above 33000 Volts..
- (xxiv) "Fixed Charges"**
- (A) For domestic consumers, mean the amount chargeable for the billing cycle/billing period based upon sanctioned load, as prescribed by the Commission from time to time.
  - (B) For all other categories, mean the amount chargeable for the billing cycle or billing period, on the basis of highest of the following :-
    - (i) the contract demand, or
    - (ii) the maximum demand indicated by the meter during the billing cycle, or
    - (iv) the sanctioned load

- (xxv) **"Force Majeure"** means the occurrence of any event/circumstance which are beyond the control of a Licensee which could not be reasonably foreseen by the licensee and which has the effect of preventing/delaying due performance of any obligation by the Licensee. Any dispute in this regard shall be decided by the Commission.
- (xxvi) **"Forum"** means the Consumer Grievance Redressal Forum established under section 42(5) of the Act.
- (xxvii) **"Government of National Capital Territory of Delhi (GoNCTD)"** means the Lt. Governor of National Capital Territory of Delhi as provided in Article 239AA of the Constitution of India.
- (xxviii) **"High Tension"** means the voltage between 650 volts and not exceeding 33000 Volts under normal conditions.
- (xxix) **"Licensed Electrical Contractor (LEC)"** means a contractor licensed under rule 45 of the Indian Electricity Rules, 1956 or the rules made under the Act.
- (xxx) **"Licensee"** means any person who has been granted license by the Commission under section 14 of the Act and includes deemed licensees.
- (xxxi) **"Low Tension (LT)"** means the rated voltage of 230 volts between phase and neutral or 400 volts between any two phases.
- (xxxii) **"Maximum demand"** means the highest load measured in kVA or kW at the point of supply of a consumer for a continuous period of 15 minutes or as specified by the Commission, during the billing cycle.
- (xxxiii) **"Meter"** means a device having the specifications prescribed in the Central Electricity Authority (Installation and Operation of Meters) Regulation, 2006 and the relevant Indian Standard.

- (xxxv) **“Ombudsman”** means electricity Ombudsman as appointed under sub-section (6) of section 42 of the Act.
- (xxxvi) **“Premises”** for the purpose of these Regulations means land or building or part thereof in respect of which a separate meter or metering arrangements have been made by the Licensee for supply of electricity.
- (xxxvii) **“Professional(s)”** means persons engaged in activities as defined in the applicable Master Plan for Delhi and the bye-laws of the civic agencies for the purpose of having an office in residential premises .
- (xxxviii) **“Regulations”** means “Delhi Electricity Supply Code and Performance Standards Regulations, 2009”.
- (xxxix) **“Sanctioned load”** means the load in kVA/kW (kilo Volt Ampere/kilo Watt) which the Licensee has agreed to supply from time to time subject to the terms and conditions governing the contract. The consumer cannot be compelled by the Licensee to take the Sanctioned Load equal to the Connected Load. The consumer has the option to have the sanctioned load less than the connected load, as per his requirement. Even subsequently, after energisation of an electricity connection, the DISCOMs cannot force a consumer to get the sanctioned load enhanced.
- (xxxx) **“Service Line”** means overhead/underground line connecting the Mains to the premises of supply.
- (xxxxi) **“Service Manual”** means the handbook prepared by the Licensee containing the various consumer related forms and the procedure for handling consumer complaints.

(xxxxii) “**Specified**” means as specified by the Commission.

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

## **Chapter II**

### **System of Supply and Classification of Supply**

#### **3. System of Supply**

- i The standard frequency of the alternating current (AC) shall be 50 Hz.  
The ideal voltage of the AC supply shall be as follows:
  - a. Low Tension  
Single Phase: 230 volts between phase and neutral.  
Three Phase: 400 volts between phases.
  - b. High Tension (HT) - Three Phase: 11 kV or 33 kV between phases, as the case may be.
  - c. Extra High Tension (EHT) - Three Phase: 66 kV or 220 kV between phases, as the case may be.
- ii The Licensee shall design, install, maintain and operate a distribution system in conjunction with the transmission system.
- iii The voltage at the point of supply shall, remain within the limits prescribed under the Indian Electricity Rules, 1956 or as may be specified from time to time, which at present are as under:
  - a. In the case of Low Tension,  $\pm 6\%$ ; or
  - b. In the case of High Tension,  $+ 6\%$  to  $- 9\%$ ; or
  - c. In the case of Extra High Tension,  $+ 10\%$  to  $-12.5\%$ .

#### **4. Domestic Connection**

- a. Connections under this category are provided for the following consumers:
  - (i) Residential consumers including those covered under Bed and Breakfast scheme of GoNCTD.
  - (ii) Staircase lighting in residential flats separately metered .

- (iii) Compound lighting, lifts and water pumps etc., for drinking water supply and fire fighting equipment in residential complexes.
  - (iv) Dispensary/Hospitals/Public Libraries / Schools / Hostels / Working Women Hostels/ Charitable homes run by the Government of the NCT of Delhi or the Municipal Corporation of Delhi (MCD).
  - (v) Small Health Centers approved by the Department of Health, Government of NCT of Delhi for providing Charitable Services only.
  - (vi) Recognized Centres for welfare of blind, deaf and dumb, spastic children, physically handicapped persons, approved by the Government of NCT of Delhi.
  - (vii) Places of worship.
  - (viii) Cheshire homes/orphanages providing charitable services only.
  - (ix) Electric crematoriums.
  - (x) Dairies with the total consumption of not more than 200 kWh in one month.
  - (xi) Farmhouses with bonafide use for domestic purpose.
- b. All connections up to a load of 10 kW may be serviced through a Single Phase 230 V, 50 Hz supply and connections above 10 kW shall be provided with a three phase 400 V, 50 Hz. supply. In past cases where 3 phase connections have been given for loads less than 10 kW, no change is contemplated by these Regulations. However, if a consumer requires three phase connection for a load of less than 10 kW, the same may be provided.
- c. Professionals may utilize the domestic connection at their residence, for carrying out their professional activities provided the area used for professional activity does not exceed the area permitted to be used for such activity in a residential area under the applicable Master Plan for

Delhi and the bye-laws of the civic agencies, from time to time, which at present is 50% of the covered area.

## **5. Non – Domestic Low Tension**

### **Non – Domestic Low Tension (NDLT-I)**

- i) Connections under this category are provided for consumers having load less than 100 kW for a consumer/group of consumers not covered under Domestic, Small Industrial Power, Large Industrial Power, Agriculture connection, Street Lighting, Signal & Blinkers, Railway Traction, Delhi Metro Rail Corporation (DMRC), Delhi Jal Board (DJB), Delhi International Airport Limited (DIAL) category.
- ii) Billing of consumers of NDLT-I category, having sanctioned load upto 10 kW to be on kWh basis and those having sanctioned load more than 10kW to be on kVAh basis as per the actual billing data downloaded from the consumer meter for the relevant billing period. Wherever the existing contract signed between the Licensee and the consumer for sanctioned load/contract demand is in terms of kW, the calculation of fixed charge/demand charge shall be on the basis of actual power factor of the consumer in the relevant billing period.
- lii) New contracts between the Licensee and the consumer for sanctioned load more than 10 kW shall be signed in terms of kVA.
- iv) For the purpose of converting the existing contract demand in KW to KVA, power factor shall be taken as Unity(This is in line with the

drawal of reactive energy by the bulk consumers in the connectivity code issued by CEA).

**Non – Domestic Low Tension (NDLT-II)**

- i) Connections under this category are provided for consumers seeking sanctioned load more than 100 kW at 11 kV, for a consumer/group of consumers not covered under Domestic, Small Industrial Power, Large Industrial Power, Agriculture connection, Street Lighting, Signals & Blinkers, Railway Traction, DMRC, Delhi Jal Board (DJB), Delhi International Airport Limited (DIAL) category..
- ii) All connections shall be serviced through three phase 11KV, 50 Hz supply.
- iii) All consumers of NDLT-I & II category having sanctioned load of more than 10 kW shall be billed on kVAh basis as per the actual billing data downloaded from the consumer meter for the relevant billing period. Wherever the existing contract signed between the Licensee and the consumer for sanctioned load/contract demand is in terms of kW, the calculation of fixed charge/demand charge shall be on the basis of actual power factor of the consumer in the relevant billing period.
- iv) New contracts between the Licensee and the consumer for sanctioned load more than 10 kW shall be signed in terms of kVA.



- v) For the purpose of converting the existing contract demand in KW to KVA, power factor shall be taken as Unity (This is in line with the drawal of reactive energy by the bulk consumers in the connectivity code issued by CEA).

## **6 Small Industrial Power (SIP)**

- i Such connections are provided to Industrial consumers with load up to 100 kVA including lighting, heating and cooling load. Within the SIP category, there shall be no further cap on the lighting/heating/cooling loads inter-se.
- ii All connections shall be serviced through a Single Phase 230 V, 50 Hz supply or three phase 400 V, 50 Hz supply. Supply at 11 kV or above may also be given at the request of the consumer.
- iii Billing for consumers having sanctioned more than 10kW to be on kVAh basis as per the actual billing data downloaded from the consumer meter for the relevant billing period. Wherever the existing contract signed between the Licensee and the consumer for sanctioned load/contract demand is in terms of kW, the calculation of fixed charge/demand charge shall be on the basis of actual power factor of the consumer in the relevant billing period.
- iv New contracts between the Licensee and the consumer for sanctioned load more than 10 kW shall be executed in terms of kVA.
- v For the purpose of converting the existing contract demand in KW to KVA, power factor shall be taken as Unity (This is in line with the drawal of reactive energy by the bulk consumers in the connectivity code issued by CEA).

## **7. Large Industrial Power**

- i Such connections are provided to large industrial consumers having load above 100 kVA including lighting, heating and cooling load. Within the LIP category, there shall be no further cap on the lighting/heating/cooling loads inter-se.
- ii All connections shall be serviced through 11 kV, 50 Hz, Three Phase Supply. Supply at 33 kV or above may also be given at the request of the Consumer.
- iii All consumers of LIP category shall be billed on kVAh basis as per the actual billing data downloaded from the consumer meter for the relevant billing period. Wherever the existing contract signed between the Licensee and the consumer for sanctioned load/contract demand is in terms of kW, the calculation of fixed charge/demand charge shall be on the basis of actual power factor of the consumer in the relevant billing period.
- iv New contracts between the Licensee and the consumer for sanctioned load shall be executed in terms of kVA.
- v For the purpose of converting the existing contract demand in KW to KVA, power factor shall be taken as Unity (This is in line with the drawal of reactive energy by the bulk consumers in the connectivity code issued by CEA).

## **8. Agriculture Connection:**

- i Connections under Agriculture Category are provided for tube wells for irrigation, threshing and kutti-cutting in conjunction with pumping load for irrigation purposes and for lighting load for bonafide use in Kothra.

- ii All connections shall be serviced through a Single Phase 230 V, 50 Hz supply or Three Phase, 400 V, 50 Hz supply, depending upon the load requirement.
- iii Cattle farms, fisheries, piggeries, poultry farms, floriculture, horticulture, plant nursery shall not be covered under this category.
- iv. Maximum load which may be sanctioned can be 10 kW/hectare and may be pro-rata extendable for areas more than one hectare.

## 9. Street lighting

- i Connections under this category are provided to all street lighting consumers including Municipal Corporation of Delhi, Delhi Development Authority, Public Works Department/Central Public Works Department, Delhi State Industrial Development Corporation, Military Engineering Service, Co-operative Group Housing Societies and the Slums Department of the Government of NCT of Delhi etc.

## 10. Signals and Blinkers

- i Such connections are provided for traffic signals and blinkers of Traffic Police.

## 11. Railway Traction

- i Connections under this category are provided for railway traction other than Delhi Metro Rail Corporation.
- ii

Sanctioned Load	Voltage level at which it is to be given
<15 MVA	33 kV
15-50 MVA	66 kV
>50 MVA	220 kV

- iii Billing to be on kVAh basis.

## **12. Delhi Metro Rail Corporation Ltd.**

- i Connections under this category are provided for Delhi Metro Rail Corporation for its traction and operational requirement.
- ii All connections shall be serviced through 220 kV, 66 kV or 33 kV, 50 Hz. Three Phase Supply, as required.
- iii Billing to be on kVAh basis.

## **13. Delhi Jal Board**

- i. Connection under this category are provided for Delhi Jal Board for its pumping and operational requirement.
- ii. All connections shall be serviced through 220 kV, 66 kV or 33kV, 50 Hz. Three Phase Supply as required.
- iii Billing to be on kVAh basis.

## **14. Delhi International Airport Limited**

- i. Connection under this category are provided for Delhi International Airport Limited for use within its operational area.
- ii. All connections shall be serviced through 220 kV, 66 kV or 33kV, 50 Hz. Three Phase Supply as required.
- iii Billing to be on kVAh basis.

### **Chapter III**

#### **New and Existing Connections**

#### **15. General**

- i. The Licensee shall prominently display, at all offices where applications for new connections are accepted, the detailed procedure for new connection and complete list of documents required to be furnished along with application. Rate /amount of security deposit and Service Line/Development Charges to be deposited by applicant along with the application, in accordance with the stipulation in the Regulations, shall also be displayed. No other document, which has not been listed, shall be asked to be submitted by the applicant for obtaining a new connection.
- ii. Where an applicant has purchased a premises and the electricity connection is existing or is lying disconnected, it shall be the duty of the applicant, at the time of purchase of the premises, to verify that the previous owner has paid all dues to the Licensee and has obtained "No Dues Certificate" from the Licensee. In case "No Dues Certificate" has not been obtained by the previous owner, the applicant, before purchase of the premises, may approach the office of the concerned Business Manager/District Manager of the Licensee for a "No Dues Certificate"/"Final Bill". The Business Manager shall acknowledge receipt of such request and shall either intimate in writing the outstanding dues, if any, on the premises or issue "No Dues Certificate" within 15 days from the date of application. In case the Licensee does not intimate outstanding dues or issue "No Dues Certificate" within the specified time, new connection to the premises shall not be denied on

ground of outstanding dues of previous consumer and the past dues shall not thereafter be recoverable from the purchaser of the said premises.

- iii. Where a property/premises has been sub-divided, the outstanding dues for the consumption of energy on such Property/Premises, if any, shall be divided on pro-rata basis depending upon the area of such sub-divisions.
- iv. A new connection to such sub-divided property/premises shall be given only after the share of outstanding dues attributed to such sub-divided property/premises is duly paid by the applicant. A Licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such property/premises have not been paid, nor shall the Licensee demand record of last paid bills of other portion(s) from such applicant.
- v. In case of complete or partial demolition of a premises, the existing connection can be retained for construction purpose and regular use thereafter. If required he may apply for shifting of meter and the charges as stipulated in these Regulations shall be applicable for this purpose.
- vi. General Guidelines:
  - a. The LT cables should not cross any main road (more than 60' wide) overhead.
  - b. Street light poles shall not be used for stringing the LV mains or service cables.
  - c. LT poles should not be erected on the central verge of the main road.

- d. Wherever network does not exist on the other side of the road and still electricity connection has to be provided on the other side, the licensee should take adequate steps to create the infrastructure on the other side of the road instead of stringing overhead the LT cables across the main road(s).

## **16. New Electricity Connections**

Application for new connection submitted along with the amount of Security Deposit and Service Line and/or Development Charge, as specified in these Regulations with reference to the applied load, alongwith all other documents as displayed at the offices of the licensee where applications for new connection are accepted, shall be processed by the Licensee as under:

- (i) The Applicant shall make the application for new connection in the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)]. If the Applicant wishes to provide the meter himself, he shall explicitly inform the same in writing to the Licensee at the time of making the application and the procedure prescribed in Regulation 31 of these Regulations for installation of such meters shall be followed.
- (ii) The Licensee shall issue dated receipt to the applicant while receiving the application and all deficiencies including additional amount to be deposited, if any, by the applicant, shall be intimated in writing to the applicant within five working days of receipt of the application. The application

shall be considered to be correct and complete only on removal of such deficiencies. The applicant shall remove the deficiencies in the application at the earliest. In case, the applicant has not been intimated within the stipulated five working days about any deficiency in his application, the application shall be deemed to have been accepted as correct and complete by the Licensee. The Licensee shall give supply of electricity within 30 days of receipt of a correct and complete application for new connection alongwith payment of necessary charges wherever network augmentation is not required. Where network augmentation is required, the time limits prescribed in Regulation 17/Schedule-I of these Regulations, shall apply.

The time taken by the applicant for removal of defects in the application, if any, and time taken for payment of necessary charges shall be excluded for the purpose of reckoning the period of 30 days for giving electricity supply to the consumers where network augmentation is not required.

- (iii) The Licensee shall inspect the Premises within 7 days of receipt of a correct & complete application, for which the new connection is applied for, in the presence of the applicant or his representative. If upon inspection, the Licensee finds that;
  - (a) the information, as furnished in the application, is false, or
  - (b) the consumer's installation/wiring is defective i.e. where energisation could lead to safety hazards, or



- (c) arrears are outstanding against the premises, or
- (d) the energisation would be in violation of any provision of the Act/Electricity Rules/Tariff Order/ other laws of the land/court orders;

The Licensee shall not sanction the load and shall intimate the applicant the reasons thereof in writing within five working days from the date of such inspection. Where the deficiencies are removable, the applicant shall remove the deficiencies at the earliest. The time taken by the applicant for removing the defects and time taken for payment of necessary charges shall be excluded for reckoning the period of thirty days for release of the new connection.

- (iv) If the Licensee fails to provide the new connection to an applicant within the period specified in Regulation 16/Schedule-I of these Regulations, he shall be liable to pay the applicant, compensation as per Schedule-II of these Regulations.

The compensation shall be paid suo-moto by adjustment in the first bill issued after energisation of the connection, in any case not later than the second bill.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the

compensation payable on suo-moto basis, which ever is higher.

- (v) The Licensee shall, however, not be held responsible for delay in providing the connection, if the same is on account of reasons such as delay in obtaining right of way, acquisition of land, permission for road cutting, etc. over which the Licensee has no control provided that the reasons for the delay are communicated in writing to the applicant within the period in which the connection was to be provided.
- (vi) The Licensee shall issue the first bill in the next billing cycle after energising the connection.
- (vii) The amount of security deposit shall be as per Regulation 28 of these Regulations or as may be approved by the Commission from time to time. The Licensee shall pay interest to the consumer at the rate of 9% per annum, or any other rate prescribed by the Commission, payable annually on such deposit. The interest accrued during the year shall be adjusted in the bill for the first billing cycle of the ensuing financial year.

## **17. Connection where system augmentation is required**

- i The provisions of this Regulation will be applicable only for new connections/enhancement of load in existing connections, requiring increase in sanctioned load by more than 100 KVA.
- ii Wherever the existing transformation capacity is loaded more than 80% of its transformation capacity, the Licensee shall take appropriate

action for augmentation of capacity. However, new connections shall not be denied in such cases.

- iii For connection requiring augmentation of distribution system, the Licensee shall inform the applicant the approximate time frame by which the applied load can be energized. The total time taken for energisation of connection shall not exceed the time schedule given in Table 1 below:

**Table 1**

**Maximum time limit permissible for release of new electricity connection in cases where network augmentation is required**

1.	Where existing (66/11 kV or 33/11 kV grid sub-station needs to be augmented)	Two hundred and Forty days
2.	Where new 33/11 kV or 66/11 kV grid sub-station needs to be established	Three Hundred and Sixty days (This shall however be subject to availability of statutory clearances, Right of Way and land for grid sub-station from the land owning agencies. The Licensee shall apply for land not later than 30 days of having known of the requirement of such land, to the land owning agency with a copy to the Commission)

Provided that the distribution Licensee may approach the Commission for extension of the time specified above, in specific cases where the magnitude of extension of electrification works is such that it requires more time, duly furnishing the justification in support of such claim for extension. Such request should be made within 15 days of receipt of payment by the Discoms.

The above time schedule shall commence upon completion of all formalities by the applicant for new connection, including the Licensee receiving payment of all dues. Compensation for delay in releasing the connection beyond the stipulated date shall be as specified in Schedule-II.

The compensation shall be paid suo-moto by adjustment in the first bill issued after energisation of the connection, in any case not later than the second bill.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, whichever ever is higher.

## **18. Temporary Supply**

Temporary supply shall be given for short-term requirements such as marriages, religious functions, construction activities, exhibitions, cultural functions, etc. Temporary supply shall be given upto 50 kW for such short-term requirements. Temporary connection beyond 50 kW may be

provided, if technically feasible. However, in any case, cost of equipments like transformers, panels, RMUs, cable, conductor etc. and Service Line-cum-Development charges (SLD Charges) etc. shall not be chargeable from the consumer seeking temporary connection.

The Licensee shall deal with the application for temporary supply as follows:

- i The applicant shall make a request for temporary supply in the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)].
- ii The Licensee shall issue dated receipt of the request to the applicant. Any deficiencies in the application shall be got corrected immediately at the time of receipt of the application. The application shall be considered to be accepted on removal of such deficiencies.
- iii The Licensee shall sanction the load and raise a demand note in accordance with the provisions of the Regulations within two days of filing of the application.
- iv If the connection is not found technically feasible, the Licensee shall intimate to the applicant in writing within three days of filing of the application giving reasons for the same. No connection upto 50 kW shall be rejected on the grounds of technical infeasibility.
- v The applicant shall make the payment in accordance with the demand note at least two days before the date when the connection is required. If the applicant himself is not a registered consumer with the licensee, he should furnish one surety from any of the registered consumers within the licensee's area giving full name, address, K. No., and copy of the latest paid electricity bill. Also, the Licensee may, at the request of the applicant, accept payment at the time of making the application which shall be received on account and subject to completion of all commercial formalities.

- vi After payment of applicable charges, the Licensee shall energise the connection in accordance with the date indicated in the application.
- vii If there are dues on the premises, temporary connection can be refused till the dues are paid
- viii The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which would be governed by Regulation 15, 16 and 17 for providing new connection.

## Existing connections

### 19. Transfer of Connection

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

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

- (i) The applicant shall apply for change of consumer's name in the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)], along with copy of latest bill duly paid. The application shall be accepted on showing proof of lawful ownership/occupancy of the property. Ordinarily the electricity connection is given to the actual occupier of the premises/property. The mere fact that an electricity connection is the name of a particular person shall not construe an evidence of ownership/legitimate occupancy.
- (ii) The Licensee shall issue dated receipt of the request of the applicant. Any deficiencies in the application shall be intimated in writing within seven days of receipt of the application. (If no intimation is given, it shall be presumed that there are no deficiencies in the application.) The application shall be considered correct and complete only on removal of such deficiencies.
- (iii) The change in consumer's name shall be made within 10 days of filing of the correct and complete application and change of name shall be reflected in the bill for the next billing cycle. However, if the change of consumer's name is not effected within

the said period, compensation as specified in Schedule-II shall be paid by the Licensee.

The compensation shall be paid suo-moto by adjustment in the bill immediately following the one which succeeds the violation of time limit, in any case not later than the second bill issued after the violation.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, whichever is higher.

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

- (i) The legal heir shall apply for change of registered consumer's name in the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)], with a copy of latest bill duly paid. The application shall be accepted on showing mutation of the property in the name of the new owner by the authority concerned or any other proof of legal heir-ship. The Licensee shall issue dated receipt of the request to the applicant. Any deficiencies in the application shall be intimated in writing within seven days of receipt of the application. The application shall be considered correct and complete only on removal of such deficiencies.
- (ii) The change in consumer's name shall be made within 10 days of filing of the correct and complete application and the changes of name shall be reflected in the bill for the next billing cycle. However, if the change of consumer's name is not effected within



the said period, compensation as specified in Schedule-II shall be paid by the Licensee.

The compensation shall be paid suo-moto by adjustment in the bill immediately following the one which succeeds the violation of time limit, in any case, not later than the second bill issued after the violation.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, whichever is higher.

- (3)** Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the property/premises transmitted to the legal representative/ successors-in-law and the same shall be recoverable by the licensee as due from such legal representative or successor-in-law.

## **20. Load Reduction**

- (i) The consumer can seek load reduction at any time, without any lock-in period. The applicant shall apply for load reduction to the licensee in the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)]. The licensee shall issue dated receipt for the request of the applicant. If there are any defects in the application, the same shall be intimated to the applicant within

seven days and the time taken by the applicant for removing the defects shall be excluded from the time limit within which the licensee is required to sanction the load reduction.

- (ii) The Licensee shall sanction the reduced load within ten days from the date of filing of the application or removal of defects, whichever is later and the change shall be reflected in the bill for the next billing cycle.
- (iii) The difference in security deposit arising out of load reduction at the original deposited rates shall be adjusted in subsequent bills within sixty days.
- (iv) In case the new load is less than 75% of the existing load, if required, the meter and service line may be changed by the Licensee. However, the cost of the same shall not be chargeable from the consumer.
- (v) If the load reduction is not sanctioned within the said period, compensation as specified in Schedule-II shall be paid by the Licensee.

The compensation shall be paid suo-moto by adjustment in the bill immediately following the one which succeeds the violation of time limit, in any case, not later than the second bill issued after the violation.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, whichever is higher.

## 21. Load Enhancement

- (i) The consumer can seek load enhancement at any time, without any lock-in period. The applicant shall apply for load enhancement to the licensee in the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)], along with the reasons for load enhancement. The licensee shall issue dated receipt for the request of the applicant. If there are any defects in the application, the same shall be intimated to the applicant within seven days and the time taken by the applicant for removing the defects shall be excluded from the time limit within which the licensee is required to sanction the load enhancement.
- (ii) The Licensee, after verification, shall raise a demand note to the consumer within seven days of receipt of the application or removal of defects, whichever is later. The consumer shall pay the amount at the earliest and after receipt of the same, the licensee shall sanction the enhancement of the load within ten days thereafter, except in cases where system augmentation is required. In cases where system augmentation is required, the time lines as prescribed in Regulation 17/Schedule-I of these Regulations shall be applicable.
- (iii) The load enhancement shall be made within 10 days of filing of the correct and complete application and changes shall be reflected in the bill for the next billing cycle.
- (iv) For consumers seeking load enhancement, security deposit shall be payable only for the difference in the new Sanctioned Load

and existing Sanctioned Load. Service Line Charges shall be payable only if change of service line is required for the new Sanctioned Load.

- (v) If the load enhancement is not sanctioned within the said period, compensation as specified in Schedule-II shall be paid by the Licensee.

The compensation shall be paid suo-moto by adjustment in the bill immediately following the one which succeeds the violation of time limit, in any case, not later than the second bill issued after the violation.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, whichever is higher.

## **22. Change of category**

- (i) The applicant shall apply for change of category on the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)]. The Licensee shall issue dated receipt of the request of the applicant. Any deficiencies in the application shall be intimated in writing within seven days of receipt of the application. The application shall be considered to be correct and complete only on removal of correct and complete such deficiencies.

- (ii) In case change to such category is not permitted under any law, rules or regulations in force, the Licensee shall inform the consumer within ten days from the date of the receipt of the correct and complete application.
- (iii) If the change is permissible, the Licensee shall inspect the premises and change the category within seven days from the date of receipt of the correct and complete application.
- (iv) Change of category shall be effective from the billing cycle succeeding the billing cycle of change. If the category is not changed within the said period, compensation as specified in Schedule-II shall be paid by the Licensee.

The compensation shall be paid suo-moto by adjustment in the bill immediately following the one which succeeds the violation of time limit, in any case not later than the second bill issued after the violation.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, whichever is higher.

## **Chapter IV**

### **Agreement and Miscellaneous Charges**

#### **23. Agreement**

An agreement in the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)] shall be executed by the applicant in duplicate, for getting a new connection and for change in the agreed parameters like sanctioned load/contract demand etc. A copy of the agreement shall be given to the consumer after execution.

#### **24. Termination of Agreement**

If power supply to a consumer remains disconnected for a period of one hundred and eighty (180) days for non-payment of charges or dues or for any other reason due to fault of the consumer, the Licensee shall issue a show cause notice to the consumer for termination of the agreement. The consumer may send a reply to the notice within fifteen days. In case no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the Licensee with the consumer for power supply shall be deemed to be terminated on expiry of the period of fifteen days, from the date of service of the notice. During the period of temporary disconnection, the consumer shall be liable to pay the demand charges or fixed charges, as the case may be. Re-connection in such cases shall be as per Regulation 47 of these Regulations.

#### **25. Registration-cum-Processing Fees**

Registration-cum-processing fee of Rs. 10,000/- shall be levied while making an application for EHT and HT new connection. These charges

shall be reduced from the charges finally payable by the consumer for the new electricity connection.

## 26. Advance Consumption Deposit/Security Deposit

All new consumers shall pay security at the following rates:

**Table 2**

<b>S. No.</b>	<b>Category</b>	<b>Amount (Rs./kW) Or (Rs./kVA wherever kVA is applicable)</b>
1	Domestic	600
2	Non-Domestic	1500
3	Industrial	1500
4	Agriculture	300
5	Street Light	1500
6	Railway	1500
7	DMRC	1500
8	DJB,	1500
9	DIAL	
10	Temporary Connection: Upto 3 days	300
	Upto 7 days and multiple thereof, in block of 7 days	500 per 7 days block or part thereof
	For regular use (upto one year)	1.5 times the relevant category
11	Signals & Blinkers	1500

## 27. Service line cum Development (SLD) Charge

- (i) For area developed and sponsored by development agencies like Delhi Development Authority, Municipal Corporation of Delhi, Public Works Department or private developers etc. , the electrification shall be carried out by Licensee after charging 50% of cost towards 11KV feeders, sub-station, including civil works, LT

feeders and 100% cost towards service line and street lights. Cost of any electricity installation above 11 KV shall not be changed from consumer/ developer seeking an electricity connection.

Land for sub-station duly approved by the civic agency or built-up space for sub-station, wherever required, shall be provided to the Licensee by the developer free of cost.

- (ii) In Govt. flats/DDA flats/Group Housing, where the service lines have already been laid upto the bus bars through underground cable/over-head lines etc., on change of occupancy, the new consumer shall not be charged SLD charges. Only advance consumption deposit/security deposit shall be payable.
- (iii) Development charge shall be payable only once for electricity connection(s) on any plot. If the development charge has already been paid for a plot, it shall not be charged again for seeking another connection, on the same plot or its sub-divided part.
- (iv) The Service Line and Development charge as given in Table-3, shall be payable by all applicants seeking new connections except for the cases where development charges have already been paid by the Developing Agency like DDA, PWD, MCD, Group Housing Society, private developer etc. In such cases, only Service Line Charges as prescribed in Table-3 shall be payable. However, in case service line charges have also been paid by the Developing Agency, then the Service Line Charges shall also not



be charged again by the DISCOMs/Licensees from the applicants seeking electricity connections in such premises.

**Table - 3**

**Service Line Charge and Development Charge**

<b>S. No.</b>	<b>Sanctioned Load</b>	<b>Service Line Charge (Rs.)</b>	<b>Development Charge (Rs.)</b>
1.	Upto 5 kW	1500	2000
2.	More than 5 and upto 10 kW	2000	6000
3.	More than 10 and upto 20 kW	3000	10000
4.	More than 20 and upto 30 kW	4000	12000
5.	More than 30 and upto 40 kW	4500	13500
6.	More than 40 and upto 50 kW (56 kVA)	5000	15000
7.	More than 56 kVA and upto 100 kVA	5000	30000
8.	More than 100 and upto 150 kVA*	Rs. 100/kVA	Rs. 500/kVA
9.	More than 150 and upto 5000 kVA*	Rs. 150/kVA	Rs. 850/kVA
10.	More than 5000 kVA (i.e. 5 MVA at 33 kV)**	Rs. 150/kVA	Rs. 850/kVA

*Note: If for energizing a connection, new service line is not required, only Development Charge, as stipulated in Table-3 shall be applicable.*

*\* New consumers seeking sanctioned load above 100 kVA shall ordinarily be given supply at 11 kV. In exceptional circumstances, supply at lower voltage i.e. 400 V may also be given upto 200 kVA only on those cases where space for installation of transformer is available neither at the ground level nor at the roof-top.*

*\*\* New consumers seeking sanctioned load above 5 MVA shall ordinarily be given supply at 33 kV. However, if the consumer specifically desires such connection at 11 kV, the same shall be given, subject to technical feasibility.*

- (v) For consumers seeking enhancement of sanctioned load, the Security Deposit for the enhancement sought (i.e. difference between the sanctioned load sought less the current sanctioned load), as per Table-2 shall be applicable. However, if the service line is also required to be changed, Service Line Charge as specified in Table-3 shall also be applicable.
- (vi) Notwithstanding anything contained in these Regulations, the charges for providing electricity connection to consumers in JJ colonies/Below Poverty Line (BPL) consumers having plot area less than or equal to 30 sq. mtr. shall be as under:

Rs. 500/- (payable in five installments @ Rs. 100 per bi-monthly bill)

Rs. 100/- (Security Deposit)

No charges other than these, like SLD Charge, Service Line Charge, Development Charge etc. shall be chargeable from these consumers.

**28. Service Line Charges shall include the following:**

- i Service Line Charges include the cost of GI pipe, bricks, sand etc., if required.
- ii All new connections shall be energized using busbars and not through insulated taped 'loop' connection of the cable. For a second or subsequent connection in a building/plot, not requiring a separate service line and energized through bus-bar, shall be energized on payment of Rs.1000/- only. Service Line Charges and Development Charges shall not be charged in such cases. However, Advance Consumption Deposit/ Security Deposit shall be payable as per Table-2.

- iii Road cutting permission and other necessary clearances shall be taken by the Licensee on behalf of the consumer. The cost of the road restoration and fee paid by the Distribution Licensee to the road owning agency, if any, shall be charged to the consumer as per actuals and shall be shown separately in the amount charged from the consumer. Copy of the receipt of payment made to PWD/MCD/NDMC etc. for road restoration etc. shall be given to the consumer.
- iv Service line shall be maintained by the Licensee and it shall have right to use the same service line for extension of supply to any other consumer through bus-bars without affecting the supply of existing consumers.

## **29. Sub-station space for HT/EHT Supply**

- i A consumer taking supply at HT/EHT, where a sub-station is required to be installed by the Licensee, shall provide and maintain at his own expense an enclosure as per provisions contained in the Electricity Rules, 1956.
- ii A consumer taking supply on HT/EHT would have the option to install sub-station at his cost or provide built-up space to the licensee for establishment of a sub-station. (All civil works shall be maintained by the owner of the building). In case the sub-station is erected by the consumer, the same shall be maintained by the consumer.
- iii Ordinarily, the transformer/sub-station, for setting up of which space is provided by the consumer for supply of electricity to his premises, shall not be used by the Licensee for supplying electricity to any

other consumer. However, in case of emergency or extreme necessity, if the Licensee uses the transformer/Sub-station to supply electricity to other consumers in the vicinity, the Licensee shall refund 50% of the amount to the consumer who had provided the space initially and had paid for setting up of the transformer/sub-station.

Further, in such cases, the cost of any additions or alterations to the sub-station building shall be borne by the distribution licensee when such additions and alterations are required for supply to consumers other than the consumer on whose premises the sub-station is located.

### **30. Additional Charges**

- (i) **Special meter reading charges**, in case requested by consumer shall be Rs. 100/- .
- (ii) **Dishonoured cheque charges** shall be Rs. 200/-. However, if the cheques get dishonoured on two successive occasions, the consumer shall be required to pay next six bills through Local Pay Order/Demand Draft/Cash only (Cash payment of bill is permissible upto Rs. 5,000 only per bill).
- (iii) **Reconnection charges** shall be Rs. 500/- for single phase connections and Rs. 500/- for three phase connections.
- (iv) **Meter shifting charges, not requiring change of service line** shall be Rs. 250/-.

**Meter shifting charges requiring installation of new service line** shall be Rs. 250/- + Service Line Charges (if the shifting is on the request of the consumer) as stipulated in these Regulations.

## **Chapter V**

### **METERING AND BILLING**

#### **Metering**

#### **31. General**

- i No installation shall be serviced without a meter. All meters shall conform to requirements as laid down in the Regulations issued by the Authority under Section 55 of the Act.
- ii The Licensee shall comply with the Regulations referred at sub-clause (i) above for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.

The consumer may opt to provide his own meter at any stage. Meter purchased by the consumer shall be tested, installed and sealed by the Licensee or may be tested by any Govt. approved laboratory. The said meter will, however, have to be consistent with the CEA Regulations under section 55 of the Act and should have all additional features approved by the Commission from time to time. The features approved by the Commission shall be posted on the website of the Commission and the Licensees. The consumer shall claim the meter purchased by him or paid for by him as his asset only after it is permanently removed from the system of the Licensee.

Even subsequently, a consumer may opt to have his meter replaced by the Licensee at any stage and for any reason, provided he is willing to pay the new meter charges to the concerned Licensee. Such charges shall be displayed on the Licensee's web-site and in the Licensee's Service Manual [Regulation 2 (xxxx)].

- iii The responsibility of keeping the meter under safe custody shall lie with the consumer. The consumer shall provide suitable and adequate space for installation of the meter where the licensee or its representatives may have ready access. The consumer shall promptly inform/notify the licensee about any fault, accident or problem noticed with the meter.
- iv The Licensee shall provide lockable meter boxes/meter covers in respect of meters installed in common area, not under the custody of individual consumers. The consumers should have the facility to lock these boxes/covers which shall be so designed that these do not interfere with meter reading whether by way of data download or otherwise, while the box/cover is locked. The Licensee shall chalk out a plan and provide such lockable meter boxes/meter covers to all consumers in a phased manner within 2 years from the date of notification of these Regulations.
- v It shall be the responsibility of the Licensee to maintain the meter and keep it in working condition at all times.
- vi The Licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meters at the time of installation and replacement. A copy of the sheet duly signed by the authorized signatory of the Licensee shall be given to the consumer under proper receipt. Initial installation and replacement of the meter shall be done by the authorized representative of the Licensee in the presence of the consumer or his authorized representative after giving minimum one week notice. The notice period can be waived by the consumer. The consumer or his authorized representative shall also sign the meter particulars sheet.
- vii The Licensee may also have a metering system where the metering unit is outside the premises such as pole or other secured place etc. and

the real time display unit is at the consumer premises for his information to indicate the electricity consumed by the consumer. In such cases, the responsibility for safe custody of the metering unit located outside the premises of the consumer, shall lie with the Licensee and the consumer shall be responsible for the safety of the real time display unit installed by the licensee in his premises. However, for the billing purpose, reading of the metering unit and not the display unit shall be taken into account.

- viii The Sealing of Meters and Removal of Seals from the meters shall be in accordance with the "Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006", as amended from time to time, issued by the Central Electricity Authority under Section 55 of the Act".

## **32. Wiring**

- (i) The Consumer shall install the wiring at his premises as per the provisions of the Electricity Rules, 1956 and Standards specified by Bureau of Indian Standards. As provided in the Indian Electricity Rules, 1956 the DISCOM shall provide Earthed Terminal in all cases and shall also inform the consumer with respect to Earth leakage in the internal wiring, if any, as also about the need to maintain distinct phase and neutral wires, per metered network.
- (ii) At the time of testing of installation for energizing the connection, if the Licensee's representative finds that there is a defect in the consumer's wiring or Earth Leakage Circuit Breaker is not installed as required by Rule 63 of the Indian Electricity Rules, 1956, he shall serve a notice in

writing on the consumer requiring him to make such modifications as are necessary to render the installation safe.

- (iii) The connection shall be energized only on removal of the defect.

### **33. Reading of meters**

- i. The meter shall be read once in every billing cycle. It shall be the duty of the Licensee's official reading the meter to check the condition of LEDs (Light Emitting Diode) on electronic meters. In case earth leakage LED indicator provided on electronic meters, is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise him to get his wiring checked and leakage removed. He shall also inform the concerned Business Manager/Division Manager/any other person designated by the licensee about the leakage.
- ii. The consumer shall extend all facilities to the Licensee to read the meter.
- iii. In case, for any reason, meter is not read during any billing cycle, the Licensee shall send a provisional bill based on average consumption of last three billing cycles when readings were taken. Such provisional billing shall not continue for more than two billing cycles at a stretch. The amount so paid shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.
- iv. If the meter is rendered inaccessible on two consecutive meter reading dates, the Licensee shall serve a fifteen days clear notice to the consumer under proper receipt, to keep open the premises for taking meter reading on the date and time indicated in the notice. If the consumer does not comply with the notice, the Licensee may, after expiry of the notice period, disconnect supply of the consumer for so long as such refusal or failure continues.



- v. If the provisional billing continues for more than two billing cycles, save in the circumstances mentioned in (iv) above, compensation as specified in Schedule-II shall be paid by the Licensee.

The compensation shall be paid suo-moto by adjustment in the first bill based on actual meter reading immediately after the provisional bills, in any case, not later than the second such bill.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, whichever ever is higher.

- vi. When a domestic consumer gives prior information in writing about inaccessibility of the meter to the Licensee due to his likely continued absence from residence, the Licensee shall not send any notice/provisional bill to the consumer provided the consumer has paid all the bills issued upto that date. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility.
- vii. If the consumer desires to have a special reading taken, the same shall be arranged by the Licensee and the charge, as prescribed in Regulation 30 of these Regulations, shall be included in the bill raised on the basis of such reading.

**34. Testing of meters**

- a. The Licensee shall conduct periodical inspection/testing and calibration of the meters as specified in the Regulations framed by the Authority in this regard & Indian Standards.
- b. Should the consumer dispute the accuracy of the meter, he may at any time, upon giving application/complaint to that effect to the Licensee, have the meter tested by the Licensee.
- c. The Licensee shall, within three days of receiving the application/complaint, carry out testing of the meter at site, as per the procedure prescribed herein and shall furnish duly authenticated test results to the consumer. The consumer shall be informed of the proposed date and time of testing at least two days in advance and the consumer may choose to be present at the time of testing.
- d. The meter testing team of the Licensee shall ensure testing of the meter in accordance with IS 15707:2006. The testing of meter shall be done for a minimum consumption of 1 kWh. Optical Scanner shall be used for counting the pulses/revolutions. The meter testing report shall be in the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)].
- e. If the consumer disputes the meter test report or even otherwise wants the meter to be tested by a third party agency, either at site or a laboratory (at the choice of the consumer), the Licensee shall within seven days, arrange for such testing by a third party, as may be approved by the Commission from time to time. The decision of such laboratory shall be binding on the consumer and the licensee.

- f. When the meter is found to be fast beyond the limits of accuracy specified in the IS 15707:2006, the Licensee shall replace/rectify the defective meter within seven days of the testing. The Licensee shall adjust/refund the excess amount collected on account of the said defect, based on percentage error, for a maximum period of six months or less depending on period of installation of the meter up to the date on which defective meter is replaced/rectified.
- g. When the meter is found to be slow beyond the limits of accuracy, specified in the IS 15707:2006 and the consumer does not dispute the accuracy of the test, the Licensee shall replace/rectify the defective meter within seven days of the testing. The consumer shall pay the difference due to the defect in the meter at normal rates, based on percentage error, for a maximum period of not more than six months or less depending on period of installation of the meter prior to date of test and up to the date on which defective meter is replaced/rectified.
- h. The Third Party Meter Testing shall be through NABL accredited laboratories and charges for the same shall be prescribed by the Commission from time to time.
- i. However in all the above cases, the cost of the meter testing shall be borne by the Licensee if the meter test result is found to be beyond the limits of accuracy specified in IS 15707:2006. If the meter test results are within the limits of accuracy specified in IS 15707:2006, the consumer shall bear the cost of the meter testing.
- j. The Licensee shall keep record of all such meter tests and submit a report to the Commission, every six months.
- k. The meter testing fee chargeable by the Licensee in the subsequent bill for on site testing of meter, in case the meter test result is found to be within the accuracy specified in IS 15707:2006, shall be as under:-

**Table 5**

<b>Category of meter</b>	<b>(Rs./meter)</b>
Single phase	100
Three phase	200
CT meter	500
HT meter	2000

The meter testing team of the DISCOM shall carry an Accucheck meter with a valid calibration certificate alongwith a printer. The print-out of the meter test result shall be provided by the team to the consumer at the site itself.

- l. In case the meter test result is found beyond the accuracy specified in the IS 15707:2006, the Licensee shall change the meter, without charging meter cost from the consumer.
- m. Third party meter testing through Public Grievances Cell of GoNCTD: The consumer has an option of getting the third party meter testing done through Public Grievances Cell of GoNCTD. The test result of such testing shall be binding on the consumer as well as the licensee. The charges for such testing shall be as prescribed by the Public Grievances Cell.

### **35. Meter not recording**

- a. If the meter is not recording/stuck as reported by the consumer, the Licensee shall check the meter within 3 days of receipt of the complaint and if found not recording/stuck, the meter shall be replaced by the Licensee within four days thereafter.

- b. Where the Licensee observes that meter is not recording any consumption for the last two consecutive billing cycles, he shall notify the consumer. Thereafter, the Licensee shall check the meter and if the meter is found stuck/stopped, the meter shall be replaced within four days thereafter.
- c. While replacing old meter with a new one, the Licensee shall take such photograph of the old meter, before removing the same, which clearly reflects the last meter reading. The photograph shall be a part of DISCOM record.
- d. The cost of the new meter shall not be charged from the consumer unless the Licensee is able to establish that the meter got faulty owing to the consumer's fault.

### **36. Burnt meter**

- a. In case the meter is found burnt upon inspection by the Licensee on consumer's complaint or otherwise, the Licensee shall restore the connection within six hours upon receiving the complaint by bypassing the burnt meter after ensuring that necessary corrective action at site is taken to avoid future damage. New meter shall be provided by the Licensee within four days.
- b) In case the meter terminals are burnt, the responsibility of free replacement rests with the distribution licensee. However, in case the MDI recorded by the meter is more than the capacity of meter, in such a case the meter could have got burnt due to overloading and the consumer shall bear the cost of the new meter.

In case upon inspection of the consumer's installation and subsequent examination of the meter, it is established that meter got burnt due to

reasons attributable to the consumer e.g. tampering, defect in consumer's installation, meter getting wet due to falling of water (except pole-mounted meters), connection of unauthorized load by the consumer etc., the consumer shall bear cost of procuring and installing the new meter. However, in such case depreciated value of the defective meter shall be deducted from the cost of the new meter.

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

- c) In case seal of meter, meter terminal or junction boxes is broken to give direct supply to the consumer by bypassing the meter, the representative(s) of the DISCOM shall give the same in writing to the consumer or his representative, indicating his full name, ID Card / Employee no. with signature and the seal will be restored after removing the defects, within next three working days.

**37. Billing during the period defective/stuck/stopped/burnt meter remained at site (unless tampered)**

- i. The consumer shall be billed for the period the defective/stuck/stopped/ burnt meter remained on site, upto a maximum of six months, based on estimated energy consumption by taking the consumption pattern of the consumer for the twelve months prior to the period during which the meter remained defective. The

electricity units already paid by the consumer for the period the meter remained non functional or defective, shall be deducted in this bill. The assessment bill shall be raised within two billing cycles from the date of changing the meter.

- ii. In cases where the recorded consumption of past twelve months prior to the date the meter became defective is either not available or partially available, but data for past two billing cycles or more is available, then that period is to be used. If data for even past two billing cycles is not available, then data for the next two billing cycles is to be used.
- iii. For cases involving tampering of meters, the procedure as given in the Act/Chapter VII of these Regulations shall be applicable.

## **Billing**

### **38. General**

- i The Licensee shall notify the Billing Cycle and Payment Schedule area wise, division-wise or circle wise as may be decided by the Licensee.
- ii The Licensee shall raise the bill for every billing cycle based on actual meter readings.
- iii Delivery of each bill to the consumer shall be effected at least fifteen days before the due date for payment of the bill. In the event of failure on the part of Licensee to do so, the consumer shall be paid compensation as stipulated in Schedule-II. The Licensee shall keep record of all the bills delivered day-wise. In the absence of such record with the Licensee, the consumer shall be entitled to compensation.

The compensation shall be paid suo-moto by adjustment in the bill immediately following the one which succeeds the violation of time

limit, in any case, not later than the second bill issued after the violation.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases, shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, whichever is higher.

- iv The Licensee shall provide complete details in the bill of all arrears except for those arising due to non-payment of last bill. Such arrears, on the request of the consumer, may be recovered in installments, alongwith LPSC as given below:

**Table 6**

<b>Arrear for period</b>	<b>Amount to be recovered in each installment with LPSC</b>
Upto twelve months	50% of the arrear in first installment and balance in two equal installments
More than twelve months and upto twenty four months	In four equal installments
More than twenty four months	In six equal installments

- v Late Payment Surcharge (LPSC) may be charged at the rate of 15% per annum on the late payment made by the consumers beyond the due date.

### **39. Bill particulars**

The format of the bill and the particulars to be included therein shall be as approved and decided by the Commission from time to time.



**40. Complaint on consumer bills**

- i All complaints, received in any of the offices/Consumer Care Centres of the Licensee shall be routed through their call centre. For all such complaints, including the complaints received directly in the call centre, a unique complaint no. shall be generated and intimated to the complainant immediately on receipt of such complaint.
- ii If no additional information is required from the consumer, the Licensee shall resolve the consumer's complaint and intimate the result to the consumer within seven days of receipt of the complaint. In case any additional information is required, the same shall be conveyed to the consumer within seven days of receipt of the complaint and the complaint shall be resolved within seven days of receipt of reply/additional information from the consumer. Till the billing complaint is resolved, the consumer shall have the option to pay the amount based on average consumption of last three consecutive undisputed bills. The amount so recovered shall be subject to final adjustment on resolution of the complaint.
- iii In case the complaint is genuine and revision of the bill already issued becomes necessary, the due date for payment of the bill shall be reckoned from the date of revised bill for the purpose of disconnection of supply or for levy of late payment surcharge, for belated payment.
- iv In case, the bill is received late and the time available for payment is less than fifteen days, the provisions of Regulation 38 (iii) of this Supply Code and Performance Standards Regulations, 2009 shall apply. Also, the consumer may apply within two days of receipt of such bill for extension of due date and the Licensee shall extend the due date so as to allow fifteen clear days from the date of communication of grant of such extension.

- v In case of non-receipt of bill by the consumer, the Consumer may approach the Licensee, who shall furnish duplicate bill immediately and the due date for payment of the duplicate bill shall be extended as in (iv) above and no late payment surcharge shall be leviable.

**41. Arrears appearing in bills**

If arrears appear in a bill, for which payment has already been made, or which are not due to the Licensee, the Licensee shall pay to the consumer suo moto compensation at the rate of 10% of the arrear amount subject to a ceiling of Rs. 1000/-. Such compensation shall be payable as many times as the arrears appear in bills even if it is the same arrears appearing repeatedly.

The compensation shall be paid suo-moto by adjustment in the bill in which the mistake is rectified by the Licensee, in any case, not later than the second bill issued thereafter.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in each such case shall be Rs.5000/.

**42. Change of ownership/Change of occupancy/vacancy of premises**

- i It shall be the responsibility of the consumer to get a special reading taken by the Licensee at the time of change of ownership, change of occupancy or on the premises falling vacant and obtain 'No Dues Certificate' from the Licensee.
- ii The consumer shall request in writing to the Licensee for special reading to be taken at least seven days in advance of the said vacancy of the

- premises by the existing user or change of the occupancy, as the case may be.
- iii The Licensee shall arrange for a special reading to be taken and deliver the final bill, under receipt of the consumer or his representative, including all arrears till the date of billing, at least three days before the likely vacancy of the premises. The final bill thus raised shall mention that no other dues are pending on the premises. The bill shall be titled as 'Final Bill'. The 'Final Bill' shall also include payment for the period between the date of special reading and the likely date of vacancy of the premises on pro-rata basis.
  - iv Once the final bill is raised, the Licensee shall not have any right to recover any charge(s), other than those in the 'Final Bill', for any period prior to the date of such bill.
  - V If the Final Bill is not issued at least three days before the vacancy of the premises, compensation as specified in Schedule-II shall be paid by the Licensee.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, whichever is higher.

#### **43. Payment on self assessment by the consumer**

- i In case of non-receipt of the bill, the consumer may deposit self assessed bill, in the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)], for the period for which bill has not been received provided that it is not less than the average consumption of

the last six months. The payment so made by the consumer shall be adjusted in the next bill.

**44. Advance payment of anticipated bills by consumer**

- i If a consumer intends to make advance payment of bills, the Licensee, shall accept the same and the amount so paid shall be adjusted towards energy and other charges in the next bill. Interest at the rate of 0.5% above the Savings Bank rate of State Bank of India as applicable on 1<sup>st</sup> January and 1<sup>st</sup> July of the Calendar year, shall be paid on the balance amount lying unadjusted with the Licensee. Such interest amount shall be adjusted in the future bills of the consumer.
- ii The minimum amount to be paid is Rs. 5000/- and multiples of Rs. 1000/- thereafter.

## **Chapter VI**

### **Disconnection and Reconnection**

#### **45. Disconnection on non-payment of the Licensee's Dues**

When the last day for making any payment by the consumer falls on a Sunday/ Gazetted Holiday of GoNCTD, it may be made on the next working day. In all such cases, no penalty in the nature of LPSC or otherwise can be levied on the consumer.

The electricity connection shall be liable for disconnection on non-payment of all dues (including arrears of previous bill(s) by due date, after notice as per Section 56(1) of the Electricity Act, 2003.

The date of possible disconnection mentioned in the notice shall not be earlier than fifteen clear days from the date of receipt of notice by the consumer. Disconnection shall be considered only after the expiry of the notice period.

#### **46. Disconnection on the request of the Consumer**

- i In case a consumer desires his meter to be disconnected, he shall apply for the same, at least one week in advance, on the format prescribed by the Licensee in the Service Manual [Regulation 2 (xxxx)].
- ii The Licensee shall carryout a special reading and prepare 'Final Bill' including all arrears up to the date of such billing within seven days from such request. The security deposit of the consumer with the licensee shall be adjusted in the 'Final Bill'. In cases where security deposit of the consumer with the licensee is more than the 'Final Bill' due from the

consumer, the licensee shall give the refund of the balance amount to the consumer along with the 'Final Bill'. In other cases, upon payment of the balance amount by the consumer, the Licensee shall issue receipt with the 'Final Bill'. This receipt shall be treated as 'No Dues Certificate'. The connection shall be disconnected immediately thereafter.

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

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in each such case shall be Rs.5000/-.

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

#### **47. Re-connection**

If the consumer has been temporarily disconnected due to non-payment of dues, the Licensee shall reconnect the consumer's installation within two days of payment of past dues and reconnection charges (Regulation 30), as applicable for that Category of

Consumers, provided the disconnection was carried out less than five years before. If the service line had been removed by the Licensee at the time of disconnection, service line charges shall also be payable.

## **CHAPTER – VII**

### **THEFT/UNAUTHORISED USE OF ELECTRICITY**

- 48.** The distribution licensees shall issue photo identity cards to the officers authorised under section 135(2) of the Act and such officers, while conducting the inspection/search/seizure/ examination etc. provided in section 135(2), shall carry with them their visiting cards and photo identity cards. The photo identity cards shall be shown and the visiting card shall be handed over to the owner/occupier/consumer or his/her representative, as the case may be, before entering the premises.
- 49.** The inspections/examination of accounts conducted under section 135(2) of the Act, shall be conducted in the presence of at least one respectable and independent witness of the locality.

In cases involving inspection of the premises beyond the electricity meter, authorization for the inspection, duly signed by the authorized officer, authorized by the Govt. of National Capital Territory of Delhi under Section 135(2) of the Electricity Act, 2003, shall be served on the consumer in presence of an independent witness and a copy of the authorization letter shall be provided to the consumer.

- 50.** In case of suspected tampered meter, where the meter is seized and taken away by the authorised officer, pending replacement by a new meter, the distribution licensee shall give direct supply to the premises and replace the meter within 2 days. The suspected meter shall be tested in an NABL accredited laboratory and the laboratory shall give a test report in writing which along with photographs/videographs, if any, shall constitute evidence, which shall be considered by the assessing



officer for making the assessment under section 126 of the Act. However, if the consumer/occupier/owner of the premises or his/her representative demands testing of the suspected meter from a third party NABL accredited laboratory notified by the Commission, the same shall be arranged by the licensee. The charges for the testing shall be borne by the distribution company or the consumer as provided in the order of the Commission notifying the NABL accredited laboratories for third party testing of meters.

- 51.** A case of theft shall not be booked only on account of seals on the meter missing or broken or breakage of glass window, unless corroborated by consumption pattern of the consumer or such other evidence as may be available.
- 52.** Where the inspection team finds prima-facie evidence of unauthorised use of electricity, initial version of the consumer/owner / occupier of the premises or his or her representative, as to the alleged misuse, shall be obtained by the inspection team during the inspection itself, by way of a statement recorded in a question and answer form. In case the consumer/owner/occupier of the premises or his/her representative refuse to give his version, then this fact shall be recorded by the inspection team and the independent witness shall particularly satisfy himself as to the correctness of this statement.
- 53.** The inspection report shall be prepared in the format prescribed by the Licensee in their Service Manual [Regulation 2 (xxx)], signed by the authorised officer, the consumer/his representative and the independent witness in whose presence the inspection was carried out. A copy of the report shall be served on the owner/occupier/consumer

or his/her representative, as the case may be, at the site itself under a proper receipt.

- 54.** The provisional assessment under section 126(1) of the Act shall be made within 10 days of the inspection or the receipt of the report of the test laboratory to which the meter may have been sent for testing, whichever is later. The provisional assessment shall be served on the consumer/owner/ occupier of the premises or his/her representative in the manner prescribed under section 126(2) of the Act, within 7 days of the date of order.
- 55.** The final order of assessment mentioned in section 126(3) of the Act shall be served on the consumer/ owner/occupier of the premises or his/her representative, within 7 days of the date of the order and 30 days time shall be given for making payment of the demand raised.
- 56.** The distribution licensee may, taking into consideration the financial position and other circumstances of the consumer/user, extend the last date of payment of any amount payable by him or allow the payment to be made in instalments. Such postponement or grant of instalments shall be clearly intimated to the consumer/user in writing.
- 57.** In case a consumer comes forward and voluntarily declares tampering of meter and/or seals:
- i) The tampered meter shall be replaced with a new meter by the Licensee/consumer, as the case may be, immediately and the Licensee shall raise the assessment bill at two times the normal tariff for the period of last six months reckoned from the date of declaration.

- ii) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.
- iii) The Licensee shall not move the Special Court or initiate any other action if a consumer voluntarily declares the tampered meter and pays the requisite charges in time.
- iv) In case of default in payment, the procedure for booking a theft case may be followed.

**58.** While making the assessment under section 126 of the Act (provisional or final), the Licensee shall give credit to the consumer for the units already paid by the consumer for the period of the assessment bill. The assessment bill shall be prepared after excluding the consumption recorded by the meter. The bill shall clearly indicate the time within which and place where it is to be deposited.

**59.** In case the Assessing Officer arrives at the conclusion that unauthorized use of electricity had taken place, the assessment shall be made on the basis of the formula given at Annexe II, for the period and at the rates as provided under the Act.

**60.** In the final Assessment Order under section 126(3), it shall be clearly mentioned that the Order is challengeable before the Appellate Authority (name, designation and address to be mentioned) under section 127 of the Act within 30 days of the said order.

**61.** In the cases where consumer has been paying for higher tariff category but using electricity for lower tariff category, no case of Unauthorised User of Electricity shall be booked.

- 62.** In the cases of change in tariff category either due to tariff order of the Commission or any other order, regulation or statutory provision, it shall be incumbent upon the licensee to identify such cases and give them opportunity by servicing an advance notice to get their tariff category changed and till then no case of Unauthorised User of Electricity shall be booked in such cases.

## Chapter VIII

### Complaint Handling Procedure

#### 63. (A) Service Manual

- i. Every Distribution Licensee shall publish a "Service Manual" [Regulation 2 (xxxx)] within three months from the date of notification of these Regulations, which inter-alia shall include procedure for handling consumer complaints, containing the following minimum information,
  - a. channels of complaint registration – (Call Centers, Consumer Care Centres, Division/District Offices: along with phone nos.);
  - b. name and address of person(s), by designation, to whom the correspondence is to be addressed in respect of each channel of complaint (other than Call Center), which shall be regularly updated on the web-site of the DISCOMs;
  - c. process of handling complaints;
  - d. duties and obligations of Licensee - Guaranteed Standards of Performance and compensation details;
  - e. complaint escalation mechanism within the DISCOM;
  - f. any other information affecting the consumers, such as formats to be used for various purposes.
- ii. The Service Manual shall be prepared in English and in Hindi.
- iii. The Service Manual shall be available for reference of consumers at every Consumer Care Center of the Licensee and available at its website.

- iv. A copy of the Service Manual certified by Licensee as “true copy” thereof shall be filed with the Commission within three months from the date of notification of these Regulations.

**(B) Process of handling complaints**

- i Licensee shall follow the following process at its Call centre(s)/consumer care centre(s)/service centre(s) or any other consumer interface channel as the case may be to receive complaints from the consumers:
  - a. all the complaints, received in any of the offices of the distribution licensee (including the Call Centre directly) shall be routed through the Call Centre and a unique identification number (i.e. complaint number) generated. The licensee shall maintain the record of all the complaints received at the Call Centre for at least 12 months;
  - b. communicate to the consumer, at the time of lodging the complaint, the complaint number, date/ time of registration of the complaint and expected complaint resolution time;
  - c. A quarterly report regarding the complaints which have not been attended within the time specified in these Regulations would be submitted to the Commission along with the information whether compensation has been paid to the consumer or not. If not, the reasons thereof.
  - d. Consumers shall have the option to lodge the complaint through SMS and also get feedback through SMS alongwith the expected time it is likely to take for restoration of supply.

**64. Establishment of Call centre(s)**

- i. Every Licensee shall employ or engage sufficient number of officers or employees at its Call centre(s) and earmark a telephone number having sufficient lines or connections.
- ii. The telephone number of the Call Centre shall be printed on consumer bills along with the name and telephone number of the Business Manager of the respective districts.

## CHAPTER IX

### Guaranteed Standards of Performance

#### 65 (i) Guaranteed Standards of Performance

The Standards specified in the Schedule - I shall be the Guaranteed Standards of Performance, being the minimum standards of service that a Licensee shall achieve.

In respect of the Guaranteed Standards of Performance, the compliance shall be verifiable in a transparent manner from the DISCOM's Call Centre records/SCADA system and other records maintained in the normal course of business/operations. Failure of the DISCOM to get the compliance data so verified when required by the Commission, shall be treated as a violation of these Regulations for which penalty shall be leviable under Section 142 of the Electricity Act, 2003 and each day of the period for which the DISCOM does not get the data verified, shall be treated as one violation. If the data, including the actual data in the Call Centre or SCADA etc. is found manipulated, erased etc., the same shall also be treated as a violation of these Regulations for which penalty shall be leviable under Section 142 of the Electricity Act, 2003. In that case, each 15 minutes time block of the period for which the data is found manipulated/erased, shall be treated as one violation.

The application of the standard of performance specified in these Regulations shall remain suspended in case of force-majeure.

#### ii. **Guaranteed Standards of Reliability of Supply as indicted by Reliability Indices**

The Licensees shall achieve the targets of Reliability Indices SAIDI, SAIFI & MAIFI, as specified by the Commission from time-to-time. Penalty for



failure to comply with the targets so fixed shall also be, as prescribed by the Commission. The modalities of calculating these indices are provided in Schedule-I (K) and the periodical information in this regard, to be furnished by the Licensees to the Commission, shall be as laid down in Regulation 67 (iii)/Annexe –III.

## **66. Compensation**

- i. If a Licensee fails to meet the Guaranteed Standards of Performance as specified in Schedule-I, it shall pay to the affected person, the compensation mentioned against each of the standards of performance in the Schedule-I.
- ii. All payments of compensation under Schedule-II of these Regulations shall be made suo-moto by way of adjustment against current and/or future bills for supply of electricity, but not later than 90 days from the date of violation of a Guaranteed Standard.

The compensation shall be paid suo-moto by adjustment in the bill immediately following the one which succeeds the violation of time limits prescribed in Schedule-1, in any case not later than the second successive bill issued after the violation.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times, the compensation payable on suo-moto basis, which ever is higher.

**67. Information on Standards of Performance**

- (i) **Guaranteed Standards of Performance:** Each Licensee shall furnish to the Commission, in a report for every month and in a consolidated annual report, the following information:
  - (a) The levels of performance achieved by the Licensee with reference to the standards specified in Schedule – I to this Regulation;
  - (b) The number of cases in which compensation was payable and paid and the aggregate amount of the compensation payable and paid by the Licensee,
  - (c) The number of claims made by consumers against the Licensee for failure to meet the Guaranteed Standards of Performance under different heads like new connections, billing, metering etc. and the compensation paid by the licensee or non-payment of compensation for such claims; and
  - (d) The measures taken by the Licensee to improve performance in the areas covered by Guaranteed Standards and Licensee's targets of improved performance for the ensuing year.
- (ii) The monthly reports under sub-clause (i) shall be furnished to the Commission in the formats enclosed (Annexure-I), within 15 days of the close of the month and the annual report under the sub-clause (i) shall be furnished to the Commission within 30 days of the close of the financial year.
- (iii) Reliability Indices: - The distribution licensees shall submit monthly figures of Distribution System Reliability Indices to the Commission in the format prescribed in **Annexe-III** by 15<sup>th</sup> of the next month.

## **Chapter X**

### **Miscellaneous**

#### **68. Awareness of SOP Regulations**

Licensees shall publish the Guaranteed Standards of Performance along with compensation structure, procedure for filing of complaints etc. in a separate hand out duly approved by the Commission and distribute it along with the bills for the months of January and July every year.

#### **69. Service of Notice to the Consumer**

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

- (a) Sent by registered post at the correct postal address of the addressee, or
- (b) Delivered by hand to the person to whom it is addressed.
- (c) Affixed at a conspicuous part of such premises in the presence of a respectable independent witness of the locality and photographed, in case the same could not be properly served inspite of efforts made.

#### **70. Power of relaxation and power to remove difficulties**

- i The Commission may, in public interest and for reasons to be recorded in writing, relax or amend any of the provision of these Regulations or rectify an error or remove any difficulty in implementation of these Regulations.

#### **71. Repeal and Savings**

- i Save as otherwise provided in these Regulations, the Delhi Electricity Regulatory Commission (Supply Code and Performance Standard

Regulations, 2007) are hereby repealed with effect from the date of publication of these regulations in the official gazette.

- ii. All issues pertaining to the period prior to the publication of these regulations in the official gazette shall be dealt with under the regulations in force at the relevant time.

**72. Shifting of overhead lines, underground cables, Ariel Bunched Cables, transformers, poles, sub-station etc.**

Wherever such shifting is on the request of an external agency, the cost thereof shall be fully chargeable to the requesting agency.

**Secretary**

### **SCHEDULE-I: GUARANTEED STANDARDS OF PERFORMANCE**

The Guaranteed Standards of Performance have been indicated under each head. Any delay in the response time beyond the standard time allowed herein shall be subject to compensation as per Schedule-II of these Regulations.

The compensation shall be paid suo-moto by adjustment in the bill immediately following the one which succeeds the violation of time limits prescribed in Schedule-1, in any case, not later than the second bill issued after the violation.

If the compensation is not paid suo-moto by the DISCOM and the affected consumer has to approach the licensee/CGRF etc. for claiming the amount of compensation, the amount of compensation in such cases shall be Rs.5000/- or 5 times the compensation payable on suo-moto basis, which ever is higher.

#### **A. Operation of Call centre(s)**

- i. First response against a consumer call:** The call waiting time for the consumer call shall not be more than 1½ minutes.

#### **B. Restoration of supply**

- i. Normal fuse-off:** Licensee shall restore power supply in the case of normal fuse-off calls, fuses at the distribution transformer or at the consumer premises within three hours of receiving the complaint.
- ii. Service line breakdowns:** In case of service line breakdown, the Licensee shall ensure restoration of power supply within four hours of receiving the complaint.

- iii. **Underground service cable breakdowns:** In case of breakdown of underground cable, the Licensee shall ensure restoration of power supply within 8 hours of occurrence of the breakdown and receipt of complaint in that regard.
- iv. **Fault in distribution mains:** Temporary Supply to be restored within four hours of receipt of complaint, from alternate source. Rectification of fault and thereafter restoration of normal power supply within twelve hours.
- v. **Distribution transformer failure:** Temporary Restoration of supply through mobile transformer or another backup source within eight hours of receipt of complaint. Replacement of failed transformer within forty-eight hours.
- vi. **Period of scheduled outages:** Interruption in power supply due to scheduled outages shall be notified by the Licensee at least 24 hours in advance and shall not exceed 8 hours in a day. Total number of scheduled outages for any 11 kV feeder, shall not exceed more than 4 in a year.
- vii. **HT mains failed:** Temporary restoration of power supply within four hours. Rectification of fault within twelve hours
- viii. **Street light complaint:** Rectification of street light faults within forty eight hours.

### C. Quality of supply

**Voltage fluctuations:** Licensee shall maintain voltages at the point of commencement of the supply to a consumer within the limits stipulated as under, with reference to the rated voltage:

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

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

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

**D. Meter complaints**

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

**E. Shifting of meters/lines/transformers**

The following time schedule shall be observed for completing the works from date of payment of the charges and necessary clearances, wherever such shifting is feasible:

- a. Shifting of meter/re-routing of service cable: 4 days
- b. Shifting of LT lines: 20 days
- c. Shifting of transformer structures: 30 days



**F. New connections**

- i. In cases where power supply can be provided from existing network, Licensee shall release supply to an applicant within 30 days of receipt of a correct and complete application in accordance with Regulation 16 and payment of necessary charges by the consumer. In case where the applicant is communicated certain deficiencies in his application within the time frame of 5 days prescribed in these Regulations, the period of 30 days for release of the new LT connection shall be reckoned from the date of removal of defects. For connections requiring network augmentation, separate time lines have been prescribed as below.

**Maximum time limit permissible for release of new electricity connection in cases where network augmentation is required**

1.	Where existing (66/11 kV or 33/11 kV grid sub-station needs to be augmented)	Two hundred and forty days
2.	Where new 33/11 kV or 66/11 kV grid sub-station needs to be established	Three hundred and sixty days (This shall however be subject to availability of statutory clearances, Right of Way and land for grid sub-station from the land owning agencies. The Licensee shall apply for land not later than 30 days of having known of the requirement of such land to the land owning agencies with a copy to the Commission)

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

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

#### **G. Change of ownership and change of category**

##### **Transfer of Consumer's connection and change of sanctioned load/category**

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

<b>Nature of request</b>	<b>Time to be taken by Licensee</b>
Change of consumer's connection due to change in ownership/occupancy	Change shall be effected in the next billing cycle
Transfer of ownership to legal heir	Change shall be effected in the next billing cycle
Load reduction	Licensee shall sanction the reduced load

	within ten days from the date of filing of application and such load reduction shall be valid from the next billing cycle
Change of category	Licensee shall inspect the premises within seven days from the date of receipt of correct and complete application. Change of category shall be effective from the next billing cycle (succeeding the billing cycle of change).

#### **H. Temporary supply of power**

- i. Licensee shall examine the technical feasibility of the connection requested for and if found feasible shall sanction the load and raise a demand note within 3 days of filing of application. If the connection is not found technically feasible, Licensee shall intimate to the applicant in writing within 3 days of the application. No connection up to 50 kW shall be rejected on technical feasibility ground.
- ii. The applicant shall make the payment in accordance with the demand note at least two days before the date when the connection is required. Also, Licensee may, at the request of the applicant, accept payment at the time of making the application which shall be received on account and subject to completion of all commercial formalities.
- iii. After payment of applicable charges, the Licensee shall energize the connection in accordance with the date indicated in the application.
- iv. If there are dues on the premises, temporary connection can be refused till the dues are paid by the consumer.

- v. Temporary connection shall be granted for a period not exceeding one year at a time, which can be extended depending upon the requirement.
- vi. The grant of temporary connection does not in any way create a right in favor of the applicant for claiming a permanent connection.

## I. Billing Complaints

### Complaints about consumer's bills

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

**J. Disconnection of supply****Issues relating to disconnection/ reconnection of supply**

<b><u>Issue under consideration</u></b>	<b><u>Time to be taken by Licensee</u></b>
Non payment of dues by the consumer	The connection shall be liable for disconnection on non-payment of all dues (including arrears of previous bill(s) by due date, after notice as per Section 56(1) of the Electricity Act, 2003."
Request for reconnection	Licensee shall reconnect the consumer's installation within two days of payment of past dues along with reconnection charges and Service Line Charges, wherever applicable.
Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing, within seven days of receiving such request and carry out the disconnection immediately on payment of the final bill.

**K. Reliability Indices**

- a. The Licensee shall calculate the reliability of its system as per the formulae and methodology specified below:
  - i. **System Average Interruption Frequency Index (SAIFI):**
  - ii. **System Average Interruption Duration Index (SAIDI):**
  - iii. **Momentary Average Interruption Frequency Index (MAIFI):**

**Method to compute Distribution System Reliability Indices** The Indices shall be computed for the DISCOM as a whole by stacking, for each month all the 11KV/33KV feeders in the supply area, excluding those serving predominantly

agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

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

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

$N_i$  = Load of  $i^{\text{th}}$  feeder affected due to each interruption

$N_t$  = Total no. of consumers served

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

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

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

$N_i$  = Load of  $i^{\text{th}}$  feeder affected due to each interruption

$N_t$  = Total no. of consumers served

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

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

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

$N_i$  = Load of  $i^{\text{th}}$  feeder affected due to each interruption

$N_t$  = Total no. of consumers served

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

### **Modalities:**

- i. The Commission shall separately and from time-to-time, specify the targets for the Licensees to be achieved by them. These shall be based on the parameters reported by the Licensees periodically.
- ii. The input data for preparation of SAIFI, SAIDI, MAIFI shall be verifiable in a transparent manner, when required by the Commission, from the data maintained in normal course of business/operations of the DISCOM. The DISCOM shall maintain its records accordingly. Failure of the DISCOM to maintain the records in a verifiable manner stated above, shall be treated as violation of these Regulations, for which penalty shall be leviable under Section 142 of the Electricity Act, 2003 and each day of the period for which the DISCOM does not get the data verified, shall be treated as one violation.

**I. Voltage Unbalance:** The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply.



Voltage Unbalance shall be computed in a manner specified below. The Licensee shall submit a report to the Commission giving details of the instances when the voltage was beyond the permissible band at the distribution transformer level.

**Manner of computation of voltage unbalance:**

The phase voltages of a 3-phase supply should be of equal magnitude and 120 degree apart in phase angle. Deviations will result in decreased efficiency, negative torque, vibrations and overheating. Severe unbalance could lead to malfunctioning of some equipment. Voltage unbalance is defined as:

$$\text{Voltage Unbalance} = \frac{\text{Deviation between highest and lowest phases}}{\text{Average voltage of three phases}}$$

Limits for voltage unbalance are:

220 kV and above :	2%
Below 220 kV :	3%

The Distribution Licensee shall submit monthly report to the Commission by 15<sup>th</sup> of next month. Failure to do so will attract proceedings under Section 142 of the Electricity Act, 2003.

**SCHEDULE-II**  
**GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO**  
**CONSUMERS IN CASE OF DEFAULT**

Service Area	Standard	Compensation payable to consumer by the Licensee for violation of Standard (default shall be considered from the expiry of the time as provided in these Regulations for correcting the fault, till the time the fault got corrected)
<b>1. New Connection</b>		
Release of connection	Within thirty days of receipt of a correct & complete application (along-with prescribed charges) where network augmentation is not required.	Rs.25 per Rs. 1000 (or part thereof) of the amount deposited by consumer for the new connection, for each day of default
<b>2. Billing</b>		
First Bill	Within two billing cycles	20% of the billed amount subject to maximum of Rs. 500/-
Provisional Billing	For not more than two billing cycles	
Delivery of bills to the consumers	Atleast 15 days before due date of the bill	10% of the billed amount subject to maximum of Rs. 500/-
Arrears already paid by the consumer reappearing in future bill	NA	10% of the billed amount subject to ceiling of Rs. 1000/-
No Dues Certificate/ Final Bill	At least 3 days before the vacancy of the premises.	Rs 500/-
<b>3. Network expansion/enhancement required to release supply</b>		

i. Where existing 33/11 kV or 66/33 kV grid sub-station needs to be augmented	Two Hundred & Forty days	Rs.25 per Rs 1000 of the amount deposited by consumer, for each day of default
ii. Where new 33/11 kV or 66/11 kV grid sub station needs to be established.	Three Hundred & Sixty days	

#### **4. Transfer of consumer's connection and conversion of services**

Transfer due to change in ownership/occupancy of property	Change shall be effective in the next billing cycle after receipt of complete & correct application.	Rs. 100 for each day of default
Transfer to legal heir	Within next billing cycle of complete & correct application.	
Load Reduction	Within ten days of filing of a complete & correct application. The change shall be reflected in the next billing cycle	

Load Enhancement	Within ten days of filing of a complete & correct application. The change shall be reflected in the next billing cycle	
Change of category	Within ten days of filing of a complete & correct application., alongwith deposit of the requisite amount	
<b>5. Meter complaints</b>		
Testing of meter at site	Within seven days of receipt of complaint	Rs. 100 for each day of default
Replacement of burnt meter	Within six hours restoration of supply by bypassing the burnt meter. Meter to be replaced within four days	Rs. 50/- per hour for non-restoration of supply beyond six hours and Rs. 100 for each day of default for non-replacement of meter, within time.
Complaint lodged for defective/stuck meter	Within three days of receiving the complaint, the Licensee shall check the meter and if needed, the meter shall be replaced within four days thereafter	
<b>6. Power supply failure</b>		
Fuse blown out or MCB tripped	Within three hours	Rs. 100 for each hour of default beyond the time specified, payable to each affected consumer.
Service line broken Service line snapped from the pole	Within six hours	

Fault in distribution line/system	<p>Temporary Supply to be restored within four hours from alternate source.</p> <p>Rectification of fault and thereafter Restoration of normal power supply within twelve hours</p>	
Distribution transformer failed/burnt	<p>Temporary Restoration of supply through mobile transformer or another backup source within eight hours</p> <p>Replacement of failed transformer within forty eight hours</p>	Rs. 100 for each hour of delay, beyond the prescribed time limit, payable to each affected consumer.
HT mains failed	<p>Temporary restoration of power supply within four hours.</p> <p>Rectification of fault within twelve hours</p>	Rs. 100 for each hour of default beyond the prescribed time limit, payable to each affected consumer
Street light faults	Rectification within 48 hours	Rs. 100 for each day of default per street light point, payable to the RWA of the area.

<b>7. Voltage fluctuation</b>		
Local problem	Within four hours	Rs. 100 for each day of default, payable to each affected consumer.
Tap of transformer	Within eight hours	
Repair of distribution line / transformer / capacitor	Within thirty days	Rs. 200 for each day of default, payable to each affected consumer.
Installation and Up-gradation of HT / LT System	Within ninety days	

**Manner of payment of compensation amount:**

1. All complaints received by the Licensee, whether in the call centre or otherwise in any of the consumer care centres/offices of the licensee, shall be routed through their call centre. All complaints received shall be immediately recorded in the call centre of the licensee and a unique complaint number be generated and intimated to the complainant. The Licensees shall publish the procedure of aggregating all the complaints received by them and the manner of calculating the compensation amount in the Service Manual [Regulation 2 (xxxx)] prepared by the Licensee.

**Reporting formats- Guaranteed Standards****Annexure - I**

The following format shall be used by Licensee for reporting the performance levels for Guaranteed Standards on a monthly basis to the Commission:

Guaranteed Standard parameter alongwith Reference Regulation No.	Previous month pending complaints	Complaints received in the month	Total complaints	No. of complaints redressed in the month					Pending complaints
				Within 50% of stipulated time	Within stipulated time	Within 1.5 times the stipulated time	More than double the stipulated time	Total complaints redressed	
Normal fuse off [Schedule-I, Regulation B (i)]									
Service line breakdowns [Schedule-I, Regulation B (ii)]									
Under ground service cable breakdown [Schedule-I, Regulation B (iii)]									

[illegible]



Guaranteed Standard parameter alongwith Reference Regulation No.	Previous month pending complaints	Complaints received in the month	Total complaints	No. of complaints redressed in the month					Pending complaints
				Within 50% of stipulated time	Within stipulated time	Within 1.5 times the stipulated time	More than double the stipulated time	Total complaints redressed	
B (vii)]									
Street Lights complaint [Schedule-I, Regulation B (viii)]									
Voltage fluctuations in case no expansion / augmentation of network required  [Schedule-I, Regulation C (i)]									
Voltage fluctuations in case expansion / augmentation of network required									

[illegible]

Guaranteed Standard parameter alongwith Reference Regulation No.	Previous month pending complaints	Complaints received in the month	Total complaints	No. of complaints redressed in the month					Pending complaints
				Within 50% of stipulated time	Within stipulated time	Within 1.5 times the stipulated time	More than double the stipulated time	Total complaints redressed	
Replacement of burnt meter  [Schedule-I, Regulation D]									
Shifting of meter  [Schedule-I, Regulation E (a)]									
Shifting of lines  [Schedule-I, Regulation E (b)]									
Shifting of transformer									

[illegible]

Guaranteed Standard parameter alongwith Reference Regulation No.	Previous month pending complaints	Complaints received in the month	Total complaints	No. of complaints redressed in the month					Pending complaints
				Within 50% of stipulated time	Within stipulated time	Within 1.5 times the stipulated time	More than double the stipulated time	Total complaints redressed	
New connection / additional load where supply can be provided after extension/augmentation of network  [Schedule-I, Regulation F]									
Erection of substation to extend supply  [Schedule-I, Regulation F]									
Title, transfer of ownership									

[illegible]

Guaranteed Standard parameter alongwith Reference Regulation No.	Previous month pending complaints	Complaints received in the month	Total complaints	No. of complaints redressed in the month					Pending complaints
				Within 50% of stipulated time	Within stipulated time	Within 1.5 times the stipulated time	More than double the stipulated time	Total complaints redressed	
Continuity of supply									
[Schedule-I, Regulation J]									
Reliability Indices									
[Schedule-I, Regulation K]									
Voltage Imbalance									
[Schedule-I, Regulation L]									

With respect to the Call centres following format shall be used by Licensee for reporting the monthly performance:

Guaranteed Standard	Response to the calls	Total
---------------------	-----------------------	-------

<b>parameter alongwith Reference Regulation No</b>	<b>Within stipulated time</b>	<b>More than 1.5 times the stipulated time</b>	
First response against consumer call			
<b>Registration of Consumer Call and issue of docket number</b>			

The monthly information regarding the compensation shall be submitted by Licensee to the Commission in the following format for individual complaints where compensation has been paid:

<b>S. No.</b>	<b>Complaint number</b>	<b>Date of filling of Complaint</b>	<b>Consumer number</b>	<b>Name and Address of consumer</b>	<b>Nature of complaint</b>	<b>Reference Guaranteed Standard</b>	<b>Amount of Compensation paid (Rs.)</b>	<b>Date of payment of Compensation</b>
1								
2								
3								



## ANNEXE II

### Assessment of energy in cases of theft/pilferage

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

Units assessed =  $L \times D \times H \times F$ , where

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

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

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

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

a)	Single shift industry (day / night only)	8 hrs.
b)	Non-continuous process industry (day and night)	16 hrs.
c)	Continuous process industry	20 hrs.
d)	Non-domestic (general) including restaurants	11 hrs
e)	Hotels, hospitals, nursing homes, guest houses, petrol pumps	20 hrs
e)	Domestic	6 hrs.
f)	Agriculture	10 hrs.

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

a)	industrial	60%
b)	non-domestic	60%
c)	domestic <sup>#</sup>	35%
d)	agriculture	60%
e)	direct theft	100 % of the relevant category of use as mentioned above

<sup>#</sup> The working hours for the purpose of assessment in the cases of bonafide domestic use for operating domestic water pump, microwave ovens, washing machines, geysers and petty domestic appliances shall not be considered for more than one hour working per day on 100% load factor. The air-conditioners shall be considered for the period 1<sup>st</sup> April to 30<sup>th</sup> September only.

### **Assessment of energy in case of temporary connection**

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

Units assessed = L x D x H, where

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

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

D = No. of days for which supply is used

H = 12 hours

**ANNEXE III****Format for reporting SAIFI, SAIDI and MAIFI**

1. **Total load on 11 kV feeders =**
2. **SAIFI:** Total number of sustained interruptions (each longer than 5 minutes)  
  
**SAIDI:** Total duration of sustained interruptions (each longer than 5 minutes)

S. No.	Name of the 11 kV feeder	Duration of interruption (> 5 min)	Total no. of Consumers on the feeder
<b>Total duration of sustained interruptions</b>			

3. **MAIFI:** Total number of momentary interruptions (each less than or equal to 5 minutes)

S. No.	Name of the 11 kV feeder	Total no. of Consumers on the feeder