

सूचना अधिकार अधिनियम – 2005 के अध्याय – 2 की
धारा – 4(1)ख(3)

मैनुअल संख्या – 3

विनिश्चय करने की प्रक्रिया में पालन की जाने
वाली प्रक्रिया जिसमें पर्यवेक्षण और उत्तरदायित्व
के माध्यम सम्मिलित हैं

INFORMATION AS DESIRED UNDER RIGHT TO INFORMATION ACT, 2005

In exercise of powers conferred under the Electricity Act 2003, Hon'ble Uttarakhand Electricity Regulatory Commission has specified the procedure for supply of electricity, billing, recovery of electricity charge and redressal mechanism to be followed by the Distribution Licensee in the following regulations:

1. Uttarakhand Electricity Regulatory Commission (The Electricity Supply Code) Regulations, 2007.
2. Uttarakhand Electricity Regulatory Commission (Release of new LT Connections, Enhancement and Reduction of Loads) Regulations, 2007.
3. Uttarakhand Electricity Regulatory Commission (Standards of Performance) Regulations, 2007.
4. Uttarakhand Electricity Regulatory Commission (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2007.
5. Uttarakhand Electricity Regulatory Commission (Release of New LT Connections, Enhancement and Reduction of Loads) (First Amendment) Regulations, 2007.
6. Uttarakhand Electricity Regulatory Commission (The Electricity Supply Code) (First Amendment) Regulations, 2008.
7. Uttarakhand Electricity Regulatory Commission (The Electricity Supply Code) (Second Amendment) Regulations, 2009.
8. Uttarakhand Electricity Regulatory Commission (Release of new HT & EHT Connections, Enhancement and Reduction of Loads) Regulations, 2008.
9. Tariff for supply of electricity as per UERC order dated 18/03/2008 effective from 01/03/2008.
10. Order dt 18-5-2010 issued by Hon'ble Uttarakhand Electricity Regulatory Commission in the matter of works charges for Enhancement or Reduction of Contracted Load for HT & EHT Connections to be charged by the Distribution Licensee.

The above regulations are available on the web site of UERC, www.uerc.in and the web site of UPCL www.upcl.org. The procedures mentioned in the above regulations are briefly mentioned below:

1. Procedure for supplying electricity to the consumers:

A. LT Connections

As per section 181 of the Electricity Act, 2003 read with section 43 and section 57 of the Act, Uttarakhand Electricity Regulatory Commission made the following Regulations for Release of new LT Connections, Enhancement and Reduction of Load Regulations:

1. Conditions for grant of connections

- (1) The Licensee shall prominently display on its website and in all its offices details of places where applications for new connection are accepted on its behalf, the detailed procedure for grant of a new connection and the complete list of documents required to be furnished along with such applications. Normally no document, which has not been so listed, will be required and shall be asked for. Security amount and cost of service line to be deposited by the applicant in accordance with Table 1 given in regulation 5(10) of these Regulations shall also be prominently displayed.
- (2) Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the duty of the applicant to verify that the previous owner has paid all dues to the Licensee and has obtained a "no-dues certificate" from him. In case such "no-dues certificate" has not been obtained by the previous owner, before purchase of property the new owner may approach the concerned officer of the Licensee for a such certificate. The licensee shall

acknowledge the receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue the “no-dues certificate” within one month from the date of receipt of such application. In case the Licensee does not intimate the outstanding dues or issue the “no-dues certificate” within this time, new connection on the premises shall not be denied on ground of outstanding dues of the previous consumer. In such an event, the licensee shall have to recover his dues from previous consumer as per provisions of law.

- (3) Where a property has been legitimately sub-divided, the outstanding dues for the consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property.
- (4) A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A Licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the Licensee demand, record of last paid bills of other portion (s) from such applicants.
- (5) In case of demolition & reconstruction of the entire premises or the building, the existing installation shall be surrendered and agreement terminated. Meter and service line will be removed, and a new connection shall be taken for the reconstructed building, after clearing all dues on the old premises. Temporary power supply from the existing connection shall not be allowed for construction purpose in such cases.
- (6) A connection will be given to a new consumer only with a correct energy meter as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and the same shall be installed as prescribed in the said regulations.

2. Application for new connection

Any application for release of a new connection shall be submitted along with documents listed below and shall be processed by the licensee as given hereafter:

- (1) A prospective consumer desirous of obtaining a new electric connection shall make an application to the licensee for this purpose on the prescribed application form given in Annexure 1.
- (2) Prescribed application forms can be obtained free of cost from licensee’s sub-divisional office or any other office or the same can be download from the official website of the licensee viz www.uttaranchalpower.com and www.upcl.org or even photocopied.
- (3) The documents required to be submitted along with the application form are given below:

[a] Proof of Ownership or Occupancy

The applicant shall submit any one of the following documents as proof of ownership or occupancy over premises for which the connection is required –

- (i) Copy of sale deed or lease deed or copy of the khasra or khatauni or
- (ii) Registered General Power of attorney or
- (iii) Municipal tax receipt or Demand notice or any other related document or
- (iv) Letter of allotment.

- (v) An applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (i) to (iv) above also furnish a no objection certificate from owner of the premises.

[b] Identity Proof

- If the applicant is an individual, copy of any of following documents shall be furnished as identity proof
 - (i) Electoral identity card or
 - (ii) Passport or
 - (iii) Driving license or
 - (iv) Photo ration card or
 - (v) Photo identity card issued by Government Agency or
 - (vi) Certificate from village Pradhan or any village level Govt. functionary like Patawari/Lekhpal/village level worker/village chowkidar/Primary school teacher/in-charge of primary health centre etc.
- If the applicant is a company, trust, school/college, government department etc, application shall be signed by competent authority, like Branch Manager, Principal, Executive Engineer along with relevant resolution/authority letter of the institution concerned etc.

[c] Undertaking

An undertaking in the format given in Annexure 1.1 certifying that the wiring and other electrical works in the premises has been done in accordance with the provisions of the applicable Act /rules & regulations.

- (1) On receipt of duly filled application form from the applicant, the authorized officer of the licensee shall check the application form and deficiencies, if any, observed in the application shall be got rectified from the applicant immediately.
- (2) No application for new connection shall be returned by the licensee for reasons such as “technically not feasible” or due to any material constraint.

5. Processing of an application by the licensee

- (1) On receipt of an application form, the licensee shall issue dated acknowledgement of the same.
- (2) The licensee shall inspect and test the applicant’s installation, as required of him under Rule 47 of IE Rule 1956, in the presence of the applicant or his representative within 5 days from the date of receipt of the application. Testing of installation shall be done as per procedure laid down in Rule 48 of IE Rules 1956 and the inspecting officer shall maintain a record of test results obtained in the form given at Annexure 1.2 as required of him under Rule 47 of IE Rule 1956.
- (3) If upon inspection, the Licensee finds any defect, like the installation having not been completed or bare ends of conductor or joints having not been properly covered with insulating tape or that the

wiring is of such nature that it is dangerous to life /property etc., he shall intimate the same to the applicant on the spot under proper receipt in the form given at Annexure 1.2

- (4) Licensee shall also record correct and full address of the premises, if not provided in the application, along with land mark near the property and also pole number from where service connection is proposed to be given. This information is necessary for future meter reading and billing.
- (5) The applicant shall get all the defects removed within 15 days and inform the licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the licensee about removal of the defects, the application shall stand lapsed and applicant will have to apply afresh.
- (6) Upon receipt of information from applicant about removal of defects, the Licensee shall reinspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the licensee shall again record the same in the form given at Annexure 1.2 and hand over a copy of the same to applicant or his representative available on site. The application shall then stand lapsed and applicant shall be informed accordingly in writing under acknowledgement. If the applicant feels aggrieved by this action of the licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.
- (7) Licensee shall also ascertain whether any dues are outstanding on the premises, and if so, the licensee shall issue a demand note within 5 days from date of application giving full details of such outstanding amount. The applicant shall be required to deposit outstanding dues within 15 days failing which his application shall lapse and the applicant shall be informed accordingly in writing under acknowledgement.
- (8) If on inspection the deficiencies are found to have been removed and there are no outstanding dues or the same have been cleared, the Licensee shall sanction the load determined as per predefined unit norms, as may be approved by the Commission or the load applied for, which ever is higher and intimate the same to the applicant in writing within 5 days.
- (9) In case applicant does not receive any deficiency note or demand note for the outstanding dues within 5 days from the date of application, the load applied for shall be deemed to have been sanctioned and licensee shall not deny grant of the connection on these grounds.
- (10) Within 5 days from sanction of the load, the applicant shall deposit in cash or through demand draft the prescribed charges given below:

Service Line Charge and Initial Security

Sl. No	Contracted Load (kW)	Contracted Load (kW) (Rs.)		Initial Security (Rs./kW)			
		Over-head	Under ground	Domestic	Non-Domestic	Industrial	PTW
1	BPL/Life line (If not covered under Kutir Jyoti or similar scheme of Central/state Government)	100	NA	100	NA	NA	NA
2	Less than or equal to 4kW	400	800	400	1000	1000	100
3	More than 4 kW and equal to 10kW	1000	2000				
4	More than 10kW and equal to 20kW	2000	4000				
5	More than 20kW and equal to 50kW	5000	10000				
6	More than 50kW and equal to 75kW	7500	15000				

- (i) The above Service line charges are irrespective of length of the service line actually required.
- (ii) Charges for the under ground service line include all cost of miscellaneous materials such as GI pipe, bricks, sand, labour etc.
- (iii) Licensee shall review and re-determine the Security Deposit of all existing consumers on 1st of April of every year based on actual consumption recorded during last 12 months. (Bills raised on normative consumption (NR/NA/IDF/ADF/RDF basis shall not be considered for working out required Security deposit.) The security required of any consumer shall be equal to the charges payable for the average consumption in 2 months. In case security deposit with the licensee falls short of the required amount as calculated above, the licensee shall raise the bill for such additional security in the next billing cycle. In case the security deposit with the licensee is more than the required amount, the excess security so deposited shall be adjusted in next bill.
- (iv) Interest on this amount will be payable as may be directed by the Commission from time to time.
- (11) The Licensee shall be under obligation to energise the connection through a correct meter with in 30 days from the:
 - (a) date of application if no defects or outstanding dues are found.
 - (b) date of intimation of removal of defects or liquidation of outstanding dues which ever is later.
- (12) If the Licensee fails to provide connection to an applicant within the period specified above, he shall be liable to pay penalty @ Rs.10 per Rs 1000 (or part thereof) of the amount deposited by the applicant subject to a maximum of Rs. 1000 for each day of default.
- (13) Licensee shall submit to the Commission monthly division-wise report containing details of number of connections that were not energised within specified period and shall also deposit with it the penalty accrued on account of such defaults.
- (14) In case his connection has not been energized as per these regulations, an applicant may lodge a complaint about it with the Commission giving full details such as date of application, date of inspection by licensee etc.

6. New Connections in a Left out Pocket

- (1) If a new connection is required in a Left out Pocket which requires the licensee to extend its distribution mains or to lay new distribution mains or to commission a new sub-station, then the licensee shall inform such applicant the time required to give the supply and the same shall not exceed:
 - (a) 60 days, if only extension of distribution mains is required.
 - (b) 90 days, if commissioning of a new sub-station is also required.
 - (c) 180 days, if commissioning of new 33/11 kV sub-station is required.
- (2) In cases listed above, the applicants will be required to deposit, in addition to charges specified above in Table 1 above, one time Development Charges given below:

Table 2: Development Charges

S. No.	Contracted Load (kW)	Charges (Rs.)
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1	Less than or equal to 4 kW	4000
2	More than 4kW and equal 10kW	10000
3	More than 10kW and equal to 20kW	20000
4	More than 20kW and equal to 50kW	50000
5	More than 50kW and equal to 75kW	75000

- (3) Any applicant seeking a new connection in any left out pocket, within a period of five years from date of release of first connection in that area, shall also pay one time Development Charges listed above. These dates shall be displayed prominently in the places referred to in regulation 3(1) above. An applicant seeking enhancement in his sanctioned load in any such left out pocket shall pay additional Development Charges calculated after taking into account such charges already paid while seeking the original load.
- (4) Development Charges may be paid to the licensee in lump-sum by the developer on behalf of consumers of his area in such manner as may be agreed to between the developer and said consumers, or may be paid to the licensee directly by each individual consumer of the area while seeking connections for their premises.

7. Apart from the charges prescribed in the Table 1 & 2 above, no other charges such as cost of meter, extra cable, processing fees etc. shall be payable by the applicant of a new connection.

8. Procedure for Enhancement / Reduction in Sanctioned Load

- (1) Consumers can enhance or reduce their contracted load anytime once in a financial year.
- (2) For this the consumer will apply to the licensee in the form given at Annexure 2 and available free of cost at licensee's sub-division offices. These forms can also download from the licensee's website.
- (3) A written and dated acknowledgement shall be given to the applicant for receipt of his application.
- (4) A consumer seeking enhancement in load shall pay security and if the service line is required to be changed by a higher capacity line, then also the service line charges as per Table 1 above. Security amount already paid towards the existing load shall be duly adjusted.
- (5) If the reduction in load, sought by the consumer involves change of the existing service line, meter etc, then the consumer shall also pay to the licensee the service line charge as per Table 1 above, and the difference between security deposit required for the reduced load and that already deposited shall be adjusted in the bills within the next two billing cycles.
- (6) While considering the request for load reduction, the licensee shall first verify the said consumer's actual consumption profile. In case the actual consumption pattern indicates that the load actually utilized in the past is higher than that being demanded, reduction so sought shall not be permitted and the applicant shall be informed accordingly. Example:

For installations where Electronic meter with MDI has been installed:

<i>Load Category</i>	<i>Industrial</i>
<i>Sanctioned Load</i>	<i>50 kVA</i>
<i>Load Reduction Requested</i>	<i>35 kVA</i>
<i>Max. demand during last 12 months</i>	<i>40 kVA</i>

Since Max Demand during last 12 months as indicated by MDI was higher than requested reduced load, request not to be acceded to.

For Installations where meters do not have MDI

<i>Load category</i>	<i>Domestic</i>
<i>Sanctioned load</i>	<i>7 kW</i>
<i>Load reduction requested</i>	<i>4kW</i>
<i>Max. Monthly consumption during last 12 months</i>	<i>600 kWh</i>
<i>Normative consumption for domestic category*</i>	<i>100 kWh/kW</i>
<i>Load calculated on normative consumption</i>	<i>600/100 = 6 kW</i>

** Normative consumption as indicated for provisional billing in the tariff order*

Since average load during last 12 months was higher than requested reduced load, request for load reduction not to be acceded.

- (7) The sanctioned load shall be enhanced/ reduced within 30 days after receipt of the application requiring such enhancement/ reduction. In case the enhancement/reduction in load is not affected within the specified period, a penalty of Rs. 500 shall be payable by licensee.

B. HT Connections

As per section 181 of the Electricity Act, 2003 read with section 43 and section 57 of the Act., Uttarakhand Electricity Regulatory Commission made the following Regulations for Release of new HT Connections, Enhancement and Reduction of Load Regulations:

1. Conditions for grant of HT/EHT connections

- (1) All connections above 88 kVA shall be released on HT/EHT only with contracted load in kVA.
- (2) All loads more than 1 MVA shall be sanctioned with independent feeders emanating from nearest 33 kV/66 kV/132 kV/220 kV substation with metering arrangements at both ends.

Provided that if the right of way for the proposed independent feeder is not available, such loads above 1 MVA may be sanctioned either through underground cables or from the existing feeder provided more than 50% spare capacity is available on such feeder.

Provided further that connection for Continuous Process Industries requiring continuous supply, irrespective of load applied for, shall be released through independent feeder only.

- (3) Voltage of supply shall be as under:
- | | |
|---|--------|
| (a) Load more than 88 kVA and upto 3000 kVA | 11 kV |
| (b) Load more than 3000 kVA and upto 10000 kVA | 33 kV |
| (c) Load more than 10000 kVA and upto 50000 kVA | 132 kV |
| (d) Loads more than 50000 kVA | 220 kV |

Provided that applicants shall be allowed to take connection at voltage higher than voltage of supply indicated above. Provided further that all steel units like Induction/Arc furnaces or Rolling Mills, Re-rolling mills, Mini steel plants, etc., irrespective of load applied for, shall be sanctioned load at 33 kV or above and through independent feeder only.

- (4) A connection will be given to a new consumer only with a correct 3 phase 4 wire energy meter having specifications as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and the same shall be installed as prescribed in the said Regulations.
- (5) For all new connections at HT and EHT, next higher standard single ratio Current Transformer (CT) of accuracy class as given in sub-regulation (7) below shall be used. Under no circumstances multi ratio CT shall be used for metering purpose. Cross-sectional area of cables between CT and meter shall not be less than 6 sq. mm.
- (6) For all new connections at HT and EHT, Potential Transformer (PT) of accuracy class as given in sub-regulation (7) below shall be used for metering. No other load shall be put on measuring PT. Cross-sectional area of cables between PT and meter shall be not less than 6 sq. mm.
- (7) Meters, Current Transformers (CT) and Potential transformers (PT) shall meet the following requirements of Accuracy Class as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006:

Voltage of Supply	Accuracy Class	
	Meters	CT & PT
Above 650 Volts	0.5S or better	0.5S or better
Above 33 kV	0.2S or better	0.2S or better

Provided that in case the CTs and PTs of the same accuracy class as that of the meters cannot be accommodated in the metering cubicle or panel due to space constraint, the CTs and PTs of the next lower accuracy class can be installed.

- (8) Applicant for a new HT/EHT connection will have to undertake that he shall abide by relevant and applicable provisions of UERC (Distribution Code) Regulations, 2007, UERC (State Grid Code) Regulations, 2007 and all other Rules/Regulations.
- (9) Where the new owner/occupier has purchased/taken on rent or otherwise legally occupied an existing property whose electricity connection has been disconnected, it shall be the duty of the new/prospective owner/occupier, before purchase/occupancy of the property, to verify that the previous owner/occupier has paid all dues to the distribution licensee and has obtained a “no-dues certificate” from the distribution licensee. In case, such “no-dues certificate” has not been obtained by the previous owner/occupier, the new/prospective owner/occupier may approach the concerned officer of the distribution licensee for such certificate even before purchase/occupancy of the property. The distribution licensee shall acknowledge the receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue the “no-dues certificate” within one month from the date of receipt of such application. In case, the distribution licensee does not intimate the outstanding dues or issue the “no-dues certificate” within this time, new connection on the premises shall not be denied on ground of outstanding dues of the previous consumer. In such an event, the distribution licensee shall have to recover his outstanding dues from previous consumer as per provisions of law.
- (10) Provisions of sub-regulation (9) above shall not be applicable where property has been purchased in a public auction and distribution licensee shall have to recover his outstanding dues from previous consumer as per provisions of law.
- (11) Where a property has been legitimately sub-divided, the outstanding electricity dues on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property.
- (12) A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. The distribution licensee shall not refuse connection to an applicant only on the ground that dues

on the other portion(s) of such premises have not been paid, nor shall the distribution licensee demand record of last paid bills of other portion(s) from such applicant.

- (13) In case of demolition and reconstruction of the entire premises or the building, consumer shall have to apply for suspension of the existing connection and Agreement. Consumer shall also indicate the period of such suspension. Consumer shall also apply for temporary connection for reconstruction purpose. Existing HT/EHT line shall not be removed. Distribution Licensee may utilise existing HT/EHT line for providing temporary connection by installing appropriate meter. Upon reconstruction, consumer shall get temporary connection disconnected and apply for re-energisation of suspended old connection. Old connection shall be re-energised only on payment of any outstanding dues and reconnection charges. In case, consumer desires to increase/decrease the load, the procedure as per Regulation 9 shall be followed.

4. Application for new HT/EHT connection

- (1) Any application for release of a new HT/EHT connection shall be submitted along with documents listed below and shall be processed by the distribution licensee as given hereafter.
- (2) A prospective consumer desirous of obtaining a new electricity connection shall make an application to the distribution licensee for this purpose on the prescribed application form given in **Annexure 1** at concerned divisional office, accompanied by non-refundable Registration-cum-Processing fee as given below:

Connection at 11 kV	Rs. 5,000/-
Connection at 33 kV	Rs. 10,000/-
Connection at 132 kV	Rs. 25,000/-
Connection at 220 kV or above	Rs. 50,000/-

- (3) Prescribed application forms can be obtained free of cost from distribution licensee's divisional and sub-divisional office or any other office or the same can be downloaded from the official website of the distribution licensee (www.uttaranchalpower.com, www.upcl.org for UPCL) etc. or even photocopied.

- (4) The documents required to be submitted along with the application form are given below:

- (a) **Proof of Ownership or Occupancy and Statutorymissions/Registrations** The applicant shall submit self attested copies of the following documents along with the application form:

- (i) Proof of ownership/occupancy of the premises in the form of:
- Sale deed or lease deed (with latest rent receipt issued within three months prior to the date of application) or the khasra or khatauni (inclusion of applicant's name in the khasra or khatauni shall be sufficient for this purpose); or
 - Registered General Power of Attorney; or
 - Municipal tax receipt or Demand notice or any other related document; or
 - Letter of allotment; and

- (ii) Proof of making application for approval/permission/NOC of the competent authority such as Pollution Control Board, Director of Industries etc., if required under any law/statute.

- (iii) In case of a partnership firm, partnership deed and list of Partners alongwith their certified addresses.

- (iv) In case of a Limited Company, Memorandum, Articles of Association, Certificate of Incorporation and list of Directors alongwith their certified addresses.
- (v) An applicant who is not an owner but an occupier of the premises shall, along with the documents listed at (i) to (iv) above, also furnish a no objection certificate from owner of the premises.

Provided that in case the applicant is unable to submit any of the documents listed at (i) and (v) above then the applicant shall be charged thrice the amount of security given in regulation 5(12). The owner of the premises, if different from the applicant, shall not be liable for payment of any dues against such connection.

(b) Identity Proof

- (i) If the applicant is an individual, self attested copy of any of following documents shall be furnished as identity proof -
 - a) Electoral identity card; or
 - b) Passport; or
 - c) Driving license; or
 - d) Photo ration card; or
 - e) Photo identity card issued by Government Agency.
- (ii) If the applicant is a company, firm, trust, school/college, government department etc., application shall be signed by competent authority like Director, Proprietor, Partner, Branch Manager, Principal, Executive Engineer along with certified copy of relevant resolution/authority letter of the company/institution concerned etc. Such person shall also submit copy of any of the identity proofs mentioned above at (i).

(c) Undertaking for tentative date on which applicant's works would be completed and ready for energisation

Note: Normally no document, which has not been so listed, will be required and shall be asked for

- (5) Simultaneously, consumer may, at his option, submit layout drawings and other details such as ratings of equipment/apparatus proposed to be installed etc., to the office of Electrical Inspector for his approval to avoid delay in getting final clearances.
- (6) On receipt of duly filled application form from the applicant, the authorized officer of the distribution licensee shall check the application form and deficiencies, if any, observed in the application shall be got rectified from the applicant immediately. The authorised officer of the distribution licensee shall issue dated acknowledgement of the receipt of application.
- (7) Distribution licensee shall also ascertain whether any dues are outstanding on the premises and, if so, the distribution licensee shall issue a demand note within 5 days from date of receipt of application form giving full details of such outstanding amount and 15 days time for depositing the same. The applicant shall be required to deposit outstanding dues within the said period of 15 days failing which his application shall lapse and the applicant shall be informed accordingly in writing under acknowledgement. In cases where the applicant deposits the outstanding dues within 15 days, the date of receipt of application shall be deemed to be date of such deposit.
- (8) Distribution licensee shall, within one month from date of receipt of application, study the feasibility of providing such connection including route survey for line and associated works and sanction the load. In case, works related to transmission licensee at 132kV or 220 kV are required to be executed, the distribution licensee shall immediately intimate the transmission licensee for carrying out such study and take the estimate of works charges from it. The distribution licensee shall ensure that it informs the applicant, the estimated amount that is

required to be deposited, in accordance with Table 1 given below, and the date by which the said amount is to be deposited within the said period of one month. The distribution licensee shall also indicate in the above communication, the approximate time frame for providing such connection, which shall not be more than that specified in these Regulations or tentative date indicated by consumer in his application, whichever is later.

- (9) No application shall be returned on the ground “Technically not feasible” or due to material constraints.
- a. All 132 kV and 220 kV works shall be executed by transmission licensee. Prior intimation, along with amount of estimated works charges deposited by applicant for such works, to the transmission licensee would be required to be given by the distribution licensee sufficiently in advance so as to meet the overall time frame laid down in these Regulations. For feeders emanating from its 132 kV/ 220 kV substations, the distribution licensee shall provide an appropriate metering cubicle at such 132 kV/220 kV substation. Transmission Licensee’s responsibility shall be limited up to line side isolator of the feeder.
- (10) Within one month after sanction of the load, the applicant shall be required to deposit requisite estimated amount towards works charges depending upon the type and quantum of works required, as per Table 1 below:
- (11) Within one month after sanction of the load, the applicant shall be required to deposit requisite estimated amount towards works charges depending upon the type and quantum of works required, as per regulation.
- (12) At least 3 months before the beginning of every financial year, the distribution licensee may submit, if necessary, proposal for revision of charges as per Table 1 above along with supporting calculations and justification for approval of the Commission. Charges once approved shall remain valid till these are revised by the Commission.

5. Processing of an Application and Execution of work by the Distribution Licensee

- (1) On receipt of estimated amount of works charges, the distribution licensee shall begin executing the works.
- (2) In cases, where supply of electricity to premises applied for does not require commissioning of new substation /bay, the distribution licensee shall complete installation of HT/EHT works within the time specified below for different voltage levels from the date of deposition of amount by the applicant:

S.No.	Description	No. of days
(i)	11 kV works including line;	
	(a) not involving independent feeder	60 days
	(b) involving independent feeder	90 days
(ii)	33 kV works including line	120 days
(iii)	132 kV and above works including line	180 days

- (3) In cases, where supply of electricity to premises applied for requires commissioning of a new sub-station/bay, the distribution licensee shall take up the work on the new substation/bay at its own cost and complete the work within the additional time specified below for different sub-stations:

S.No.	Description	No. of days
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(i)	New 33/11 kV substation	180 days
(ii)	Augmentation of existing 33/11 kV sub station	120 days
(iii)	Extension of bay at 33/11kV substation	45 days
(iv)	132 kV and above substation	18 months
(v)	Extension of bay at 132 kV and above substation	90 days

- (4) Within 5 days of completion of the HT/EHT works, the distribution licensee shall inform Electrical Inspector to inspect the installation as per Rule 63(1) along with the requisite inspection fee. Electrical Inspector shall inspect the works and either accord his approval for energisation of distribution licensee's works or intimate the deficiencies therein within fifteen days from date of deposit of inspection fee by distribution licensee.
- (5) Applicant shall also complete installation of its HT/EHT works as per the Rules. On completion of his works, applicant shall request Electrical Inspector for approval in prescribed form as per the Rule 63(2) along with requisite inspection fee. Electrical Inspector shall inspect the applicant's works as early as possible but, not later than fifteen days from date of application for inspection. Upon receipt of approval from Electrical Inspector, applicant shall inform the distribution licensee about completion of his works in work completion report as per Annexure 1.1 alongwith self attested copy of Electrical Inspector's approval at least two weeks before the time-frame specified in these Regulations or tentative date indicated by applicant in his application, whichever is later.

Provided that if applicant feels that he would not be able to take supply by the date of energisation initially indicated in his application (as per regulation 4(4)(c) above), he may inform, at least two months in advance of this date in writing, to the distribution licensee, a new date on which he proposes to take the supply which shall now be deemed as tentative date indicated by the applicant. However, this option to extend the date of energisation as above may be exercised only once by the applicant.

- (6) The distribution licensee shall inspect and test the applicant's installation, as required under Rule 47, in the presence of the applicant or his representative within two weeks from the date of receipt of the work completion report and copy of Electrical Inspector's approval as mentioned in sub-regulation (5) above. Testing of installation shall be done as per procedure laid down in Rule 48 and the inspecting officer of the distribution licensee shall maintain a record of test results obtained in the form given at **Annexure 1.2** as required under Rule 47. The applicant or his representative shall be present during the inspection.
- (7) Upon inspection, the distribution licensee shall verify that all HT and EHT works have been carried out conforming to relevant provisions of the Rules and all HT and EHT equipment installed at the applicant's premises conforms to relevant BIS and, in absence thereof, other equivalent international standards.

Distribution Licensee shall also inspect LT works laid at applicant premises and verify that LT wiring has also been laid as per provisions of the Rules. **Distribution Licensee shall in particular check resistivity of „Earth system" provided by the applicant at his premises as per Rule 61(4) and record the same in his report. Distribution Licensee shall also verify that earth wire of proper size has been laid in the premises and all metal parts of electrical equipment installed at applicant's premises and third pin of three pin sockets are permanently connected to earth as per 2nd proviso of Rule 61(3).** In case the distribution licensee finds any defect(s), he shall record it in his report in the

prescribed format given as **Annexure 1.2** and he shall also intimate the same to the applicant or his representative on the spot under proper receipt.

- (8) The applicant shall get all the defects removed within 30 days and inform the distribution licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the distribution licensee about removal of the defects, the application shall stand lapsed and applicant will have to apply afresh.
- (9) Upon receipt of information from applicant about removal of defects, the distribution licensee shall re-inspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the distribution licensee shall again record the same in the form given at **Annexure 1.2** and hand over a copy of the same to applicant or his representative available on site. The application shall then stand lapsed and applicant shall be informed accordingly in writing under acknowledgement. If the applicant feels aggrieved by this action of the distribution licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.
- (10) If on inspection no deficiency is found or the deficiencies are found to have been removed, the distribution licensee shall, within a period of 15 days from the date of inspection or the date of approval granted by Electrical Inspector for distribution licensee's works whichever is later, raise demand note, of the final amount to be paid by the applicant for depositing it within a period of 15 days, indicating the following:
 - (a) Initial Security Amount @ Rs 1000/kVA of contracted load.
 - (b) Additional/refund of works charges, if any,
 - (i) For connections upto 33 kV – only line cost based on actual line length. Line cost for actual line length shall be calculated as per norms given in regulation 4(11) above.
 - (ii) For connections above 33 kV - based on actual expenditure for line and terminal equipment.
 - (c) Less Registration-cum-Processing fee charged as per regulation 4(2) above.
- (11) Upon receipt of such amount as indicated in demand note, the distribution licensee shall, within 7 days, inform the applicant in writing the final date of energisation of applicant's works. Such final date shall not be later than the sum of relevant time frames given above. At the time of energisation of applicant's works, the applicant shall be required to enter into an Agreement in the format given in Annexure 1.3.
- (12) No connection shall be energized without the approval of Electrical Inspector for works in sub-regulations (4) and (5) above.
- (13) If distribution licensee fails to provide connection to an applicant within the period specified above, he shall be liable to pay penalty @ Rs. 1000/- for each day of default.

6. Apart from the Registration-cum-Processing fee, charges prescribed in the Table 1 above, initial security amount and the additional cost, if any, based on actual line length/actual expenditure as

per regulation 5(10) above, no other charges such as cost of meter, CT, PT and other terminal equipment etc. shall be payable by the applicant of a new connection.

7. Withdrawal/Lapse of Application

- (1) If a person, after applying for connection, withdraws his application or refuses to take supply or his application lapses, the Registration-cum-Processing fee shall be forfeited and the amount, deposited by the applicant towards works charges will be refunded as hereunder:

(i)	In case the work execution has not commenced by the distribution licensee by that time	Full amount may be refunded.
(ii)	Where less than 50% work has been executed.	50% amount may be refunded.
(iii)	Where more than 50% and upto 75% work has been executed.	25% amount may be refunded
(iv)	Where more than 75% work has been executed.	Nil

- (2) The refund shall be made by distribution licensee within 30 days of the receipt of withdrawal/refusal letter/lapse of application, beyond which interest shall be payable at the Bank rate.

8. Delay on the part of Applicant to commence taking supply

The applicant shall be deemed to have commenced taking supply of electricity from distribution licensee as a consumer, under the conditions specified in the enclosed Agreement, from the final date of energisation intimated by the distribution licensee as per regulation 5(11) above. If the applicant fails to commence taking supply of electricity from this date, the applicant shall be liable to pay Fixed/Demand or any other charge as per applicable Rate Schedule for consumers given in the prevailing Tariff Order.

9. Procedure for Enhancement / Reduction in Contracted Load

(1) Consumers can either enhance or reduce their contracted load anytime once in a financial year.

(2) For this, the consumer shall have to apply to the distribution licensee in the form given at **Annexure 2**, which shall be made available free of cost at distribution licensee's sub-divisional/divisional or any other office. This form can also be downloaded from the distribution licensee's website or even photocopied.

(3) The procedure and conditions for grant of new connection as specified in Regulations 3 to 8 shall be followed for enhancement/reduction of contracted load except that application shall be made in Annexure 2 in place of Annexure 1 and the penalty payable by the distribution licensee for delay in effecting enhancement/reduction of contracted load shall be payable @ Rs. 500 for each day of default in place of Rs. 1000/day.

(4) Subject to the procedures and completion of formalities as per Regulation 4 and 5 of these Regulations, the distribution licensee shall complete the works as per timelines specified in these

Regulations. However, if enhancement/reduction of load does not require any alteration of line/substation works the contracted load shall be enhanced/reduced within 30 days.

(5) A consumer seeking enhancement in load shall pay security for enhanced load after duly adjusting the amount already paid for existing load and, if augmentation or replacement of existing equipment/lines is required, the works charges for the terminal equipment and/or lines as per Table 1 above.

(6) If the reduction in load, sought by the consumer involves replacement of existing equipment, then the consumer shall pay the works charges for the terminal equipment as per Table 1 above and the difference between security deposit required for the reduced load and that already deposited shall be adjusted in the bills within the next three billing cycles.

(7) In case the enhancement/reduction in load requires change in supply type from LT to HT/EHT or *vice-versa*, the provisions of relevant regulations shall be applicable depending upon the nature of enhanced/reduced load.

10. Information regarding Procedure and Charges for New Connection/Enhancement or Reduction of Contracted Load

- (1) The distribution licensee (UPCL) shall prominently display by 31st March 2009, on its website and in all its offices details of places where applications for new connection/enhancement or reduction of contracted load are accepted on its behalf, the detailed procedure for grant of a new connection/enhancement or reduction of contracted load and the complete list of documents required to be furnished alongwith such applications. **Registration-cum-Processing Fee** to be deposited with the application, the **security amount**, as per regulation 5(10), **Works Charges** in accordance with Table 1 given in regulation 4(11) of these Regulations, to be deposited subsequently by the applicant and **penalty/day** payable to consumer for delay in release of new/revised load shall also be prominently displayed.
- (2) The distribution licensee (UPCL) shall display by 31st March 2009, at the places listed in sub-regulation (1) above, the list of defaulters (with HT & EHT connections) with complete details namely name, address, amount of default, date of disconnection etc., whose connections have either been permanently disconnected or whose electricity dues of more than Rs. 1 lac are pending for more than 3 billing cycles. Distribution licensee shall update the list of defaulters every month.
- (3) Distribution Licensee shall submit to the Commission monthly division-wise report containing details of number of connections that were not energised within specified period and shall also deposit with it the penalty accrued on account of such defaults.
- (4) In case his connection has not been energised as per these Regulations, an applicant may lodge a complaint about it with the Commission giving full details such as date of application, date of inspection by distribution licensee etc.

11. Savings

- (1) Nothing in these Regulations shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act for which no regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner, as it considers just and appropriate.
- (2) **Powers to Remove Difficulties:** If any difficulty arises in giving effect to these Regulations, the Commission may, of its own motion or otherwise, by an order and after giving reasonable

opportunity to those likely to be affected by such order, make such provisions not inconsistent with the provisions of the Act, as may appear to be necessary for removing the difficulty.

(3) **Powers to Relax:** The Commission, for reasons to be recorded in writing, may relax or vary any of the provisions of these Regulations on its own motion or on an application made before it by an interested person.

2. Billing

As per section section 50 of the Electricity Act, 2003, Uttarakhand Electricity Regulatory Commission has notified a supply code specifying therein the procedure for procedure for billing of consumers:

2.1 General

- (1) The Licensee shall notify Billing and Payment Schedule area wise, District wise, Division/subdivision wise or Circle wise as may be decided by the Licensee.
- (2) The Licensee shall raise the bill for every billing cycle based on actual meter readings.
- (3) Delivery of each bill to the consumer shall be effected at least 15 days before the due date for payment of the bill.
- (4) Provisional billing (based on average consumption) shall not be for more than two billing cycles. In case meter is rendered inaccessible for two consecutive billing cycles, action as per Regulation 3.1.2(4) shall be followed.
- (5) The Licensee shall have no right to recover any charges beyond 2 years from the date such charges first became due unless such charges have been continuously shown as arrears.
- (6) Licensee shall provide complete details in the bill of all arrears.

2.2 Bill Particulars

The following particulars shall be indicated in the bill:

- (1) Consumer name and address.
- (2) Service Connection No - This is the unique consumer identification number, which can be referred to for any communication.
- (3) Name of office of distribution licensee having jurisdiction over the supply.
- (4) Book No. - Meter book no. is the book wherein the consumers meter reading details taken during the meter reading cycle is noted down /compiled in soft form.
- (5) Bill Number.
- (6) Bill Month.
- (7) Bill type - Provisional or Regular.
- (8) Meter Number.
- (9) Meter type.
- (10) Multiplying factor of meter.
- (11) Consumer Category.
- (12) Applicable tariff.
- (13) Current Security deposit with the licensee.
- (14) Contracted Load.
- (15) Maximum demand during the billing period (only for Industry category consumers).
- (16) Fixed charge/Demand Charge.
- (17) Meter Reading of previous billing cycle. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading.
- (18) Current Meter Reading. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading.

- (19) Billed Units - This shows the total units consumed for the particular billing cycle. In case of TOD meter, billed units for each time slot shall be mentioned separately.
- (20) Energy charge.
- (21) Electricity Duty.
- (22) Arrear amount.
- (23) Arrear Details - indicating period for which arrears are due, energy charges, fixed/demand charges, LPSC, electricity duty etc.
- (24) Amount payable (rounded off) after the due date- net amount to be paid after the due date.
- (25) Due Date including last date before which the bill has to be paid.
- (26) Late Payment Surcharge - it is the fee that is charged in case the payment is not made within the due date/ amount payable after due date within one month from due date.
- (27) Amount payable (rounded off) within the due date- net amount to be paid before the due date.
- (28) Amount payable after due date.
- (29) Compensation to the consumer, if any.
- (30) Previous Consumption Pattern (Bill Month, Units, Status)- This shows the consumption pattern for last 6 months.
- (31) Other information as applicable to kVAh billing and HT consumers to be appropriately added and unrelated items to be deleted.
- (32) Any other information which the licensee deems fit.
- (33) Meter Remark- This indicates the meter status.

The following particulars shall be printed at the back of the bill:

- (1) Mode of payment and collection facilities
- (2) Telephone no. and address of the Customer Care Centre where the consumer can make a bill related complaint.
- (3) Telephone numbers and address of the Forum constituted.
- (4) In case of cheque and bank drafts, the receiving authority in whose favour the amount should be drawn.

2.3 Complaint on consumer bills

- (1) In case of any complaint being filed, the Licensee shall acknowledge the consumer's complaint immediately, if received in person, or within 3 days from the date of receipt if received by post.
- (2) 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 15 days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 30 days of receipt of the complaint. Till the complaint on the bill is resolved, the consumer shall either pay the amount specified in the disputed bill or the amount raised in the provisional bill by the Licensee for the disputed period based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.
- (3) In case of non-receipt of bill by the consumer, the Consumer shall approach the Licensee, who may furnish duplicate bill immediately with due date for payment extended as above and no late payment surcharge shall be leviable if the complaint is correct.

2.4 Arrears appearing in bills

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

- (2) In case the said arrears are raised again for the second time, compensation at the rate of 15% of the arrear amount subject to a ceiling of Rs.750/- shall be payable to the consumer by the Licensee.
- (3) If the arrears appear in a bill for which payment was made after due date, no compensation shall be paid. If such arrear, for which the payments have been made, appear in any subsequent bill(s), the case shall be dealt in accordance with sub-regulation (1) & (2) above.
- (4) The compensation mentioned in sub-regulation (1) & (2) shall be adjusted at the time of making payment for the bill in which such arrears have appeared. Notice to such effect shall be prominently displayed at all bill collection centers of the Licensee.
- (5) In case the arrears, as mentioned in sub-regulation (1) & (2) appear in a bill for the third time or thereafter, the consumer shall be entitled to make a petition to the Forum and the Forum shall decide the exemplary compensation to be paid to such consumer on a case-to-case basis.
- (6) The provisions of this regulation shall also apply to the bills, which have been wrongly raised by the Licensee.

2.5 Change of occupancy/vacancy of premises

- (1) It shall be the responsibility of the consumer to get a special reading done by the Licensee at the time of change of occupancy or on the premises falling vacant and obtain no-dues certificate from the licensee.
- (2) The consumer shall request in writing to the Licensee for special reading to be taken at least 7 days in advance of the said vacancy of the premises by the existing user or change of the occupancy, as the case may be.
- (3) The Licensee shall arrange for a special reading to be done and deliver the final bill, including all arrears till the date of billing, at least 3 days before the vacancy of the premises. The final bill thus raised shall mention that no dues are pending on the premises and the bill is final. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.
- (4) Once the final bill is raised, the Licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such bill. The Licensee shall disconnect the supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the payment on vacation of the premises and the Licensee shall issue No-demand certificate on receiving such payment. However, in cases of change of occupancy, connection shall not be disconnected and after getting the commercial formalities for change of name, the same shall be affected.

2.6 Payment on self assessment by the consumer

- (1) In case of non-receipt of bill the consumer may deposit self assessed bill in the format prescribed in the Regulations for the period for which bill has not been received provided that it is not less than the average consumption of the last three billing cycle. The payment so made by the consumer shall be adjusted in the next bill.
- (2) In case of dispute regarding levy of surcharges, the Licensee shall settle the dispute within one billing cycle from the date of protest by the consumer.

2.7 Advance payment of anticipated bills by consumer

- (1) If a consumer intends to make advance lump sum payments from which the billed amount may be deducted periodically, he can apply to the Licensee, in the format prescribed in the Regulations.
- (2) Consumers choosing to opt for this arrangement shall be issued a pass book showing the amount deposited from time to time, amount adjusted against the electricity dues after each billing cycle and the balance left. On the amount remaining outstanding from such advance deposits, interest shall be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This interest computation will be done quarterly.
- (3) In case a consumer's premises remains vacant for some duration and he desires to deposit advance lump sum payments Regulation 3.1.2 (6) shall be applicable.

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