

**Forms/Annexures of Draft UERC
(The Electricity Supply Code,
Release of New Connections and
Related Matters) Regulations, 2018**

Annexure - I

Application Form for Temporary LT/HT/EHT Connection (Distribution Licensee.....)

Electricity Distribution Division:..... **Sub-Division:**.....

To be filled by the Distribution Licensee:

Load applied (kW/kVA/HP) _____ **Applicable Tariff** _____

Registration-Cum-Processing Fee + Tatkal Sewa Fee (if applicable) deposited by the applicant:-

Registration No.:

Date of receipt:

To be filled by the Applicant:

Whether applying for Tatkal Sewa as per Regulation 3.2.1 (5) - Yes/No (Tick whichever applicable)

A. GENERAL PARTICULARS

1) Name of Individual/Organisation in whose name connection is required :

For individual:

Mr./Ms./Mrs.. _____
(First Name) (Middle Name) (Last Name)

For Organisation/Others:

Company's Name _____

Name of Owner/Director/Proprietor (with Contact Details):

Mr./Ms./Mrs.. _____
(First Name) (Middle Name) (Last Name)

Affix self attested passport size Photograph (4.5 cm x 3.5 cm in white background) of Applicant (owner/ occupier)/ Authorised person of Applicant namely Director/ Proprietor etc.

2) Address: _____

Tel. No.: _____ Fax No: _____

Email ID: _____ Mobile No.: _____

3) Father / Husband's / Organization's Authorized Signatory's Name:

Mr./Ms. _____
(First Name) (Middle Name) (Last Name)

4) Full Address of Location (where connection is required/provided):

Tel. No.: _____ Fax No: _____

Email ID: _____ Landmark: _____

5) Billing Address (where bill is to be sent):

Same as Serial No.2 above Same as Serial No. 4 above

If different: _____
Tel. No.: _____ Fax No : _____

6) Load applied for temporary connection (kW/kVA/HP) _____

7) Purpose of Connection:

Construction : Please specify - Residential/Non-Residential/Industrial (Tick whichever applicable)

Marriage/function Thresher others, specify _____

8) Specify the period for connection

From date (DD/MM/YY)		To date (DD/MM/YY)	
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B. LIST OF DOCUMENTS ATTACHED

9) **Identity Proof** (Copy of anyone of the following), Tick attached one:

a) Aadhar Card b) Electoral identity card c) Passport d) Driving license e) Photo ration card	f) Photo identity card issued by Government Agency g) Certificate from village Pradhan or any village level Govt. functionary like Patawari/Lekhpal /Primary school teacher/in-charge of primary health centre etc.
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10) Whether any electricity connection is existing at the premises:- **Yes\No**;

If yes, Connection No. : _____, Account No : _____ (copy of the latest paid bill is to be provided)

11) Whether applicant is seeking temporary connection for construction purposes and desiring a permanent Connection for load upto 25 kW on expiry of Temporary Connection or after completion of such construction:- **Yes/No** (Tick whichever applicable)

If Yes, Load requiredkW

C. FEE/ PAYMENT PARTICULARS

12) **Fees Particulars:**

Non-refundable Registration-Cum-Processing Fee	Tatkal Sewa Fee
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13) **Payment Mode Particulars:**

Demand Draft	Cheque	Cash	Others (Pl. Specify)
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Issuing Bank Name _____

DD/Cheque No.: _____

Dated: _____

Amount: Rs. _____ (in words Rs. _____)

Date: ___/___/___

Place: _____

Signature of the Applicant:

Name:

Designation:

Seal of Company/Organisation, (if applicable):

Acknowledgement

Received Application for Temporary LT/HT/EHT connection for electricity as per details given below:

- 1) Name of Applicant _____
- 2) Address where connection is required _____

- 3) Load Applied for _____(kW/kVA/HP)
- 4) For Tatkal Sewa (connection to be released within a notice of 24 hours i.e. latest by _____)
- 5) Applicant is seeking temporary connection for construction purposes and desiring a permanent Connection for load upto 25 kW on expiry of Temporary Connection or after completion of such construction:- Yes/No (Tick whichever applicable)
If Yes, Load requiredkW

Stamp

Signature of Distribution Licensee's Representative

Name and Designation

Annexure - I (a)

**Test Result Report
(Refer regulation 31 & 33 of CEA Safety Regulations_2010)**

(To be filled by representative of the Licensee)

Result of Insulation Resistance (to be measured on applying a pressure of 500 volts for one minute between phase conductor and earth) -

(i) Between Phase and Earth Phase-1& Earth Phase-2& Earth Phase-3 & Earth

Caution: Insulation Resistance between phase and neutral or between phases shall not be measured when any of consumer’s appliances, such as fans, tubes, bulbs, etc. is in circuit as results of such test would give resistance of appliance and not the insulation resistance of installation.

Certified that an Earth Terminal as required under Regulation 16 of CEA Safety Regulations_2010 has been provided by UPCL and this terminal has been connected with UPCL’s earthing system.

Following deficiencies have been found in your Electrical installation. You are requested to remove them within 15 days i.e. by _____ and inform UPCL, failing which your request for new connection would lapse:

- 1- _____
- 2- _____

Date: _____

Signature of Licensee representative

Name and Designation

(To be filled by Applicant)

The testing of the premises has been carried out by Licensee in my presence and

*I am satisfied with the testing

*I am not satisfied with the testing and may file an appeal with Electrical Inspector

It is also certified that UPCL has*/has not* provided an Earth Terminal as per Regulation 16 of CEA Safety Regulations_2010 at the premises and this earth terminal has*/has not* been connected to UPCL’s earthing system.

Date _____

Signature of Applicant

* Strike out which is not applicable

Annexure – II

**Application Form for New LT/HT/EHT Connection
(Distribution Licensee)**

Electricity Distribution Division:..... **Sub-Division**.....

To be filled by the Distribution Licensee:

Load applied (kW/kVA/HP) _____ **Applicable Tariff** _____

Unique Application No.: Date of Receipt:

CONSUMER No.:

To be filled by the Applicant:

B. GENERAL PARTICULARS

1) Name of Individual/Organisation in whose name connection is required :

For individual:

Mr./Ms./Mrs.. _____
 (First Name) (Middle Name) (Last Name)

For Organisation/ Others:

Company's Name _____

Name of Owner/Director/Proprietor (with Contact Details):

Mr./Ms./Mrs. _____
 (First Name) (Middle Name) (Last Name)

Address: _____

Tel. No.: _____ Fax No: _____

Email ID: _____ Mobile No.: _____

Affix self attested passport size Photograph (4.5 cm x 3.5 cm in white background) of Applicant (owner/ occupier)/ Authorized person of Applicant

2) Father / Husband's / Organization's Authorized Signatory's Name:

Mr./Ms./Mrs./Dr./Prof. _____
 (First Name) (Middle Name) (Last Name)

3) Full Address of Location (where connection is required/provided):

Tel. No.: _____ Fax No : _____

Email ID: _____ web site: _____

4) Contact Person with regard to the connection and supply therefrom:

Name:_____ Designation_____

Tel. No.: _____ FaxNo : _____

Email ID: _____

5) Billing Address (where bill is to be sent):

Same as Serial No. 3 above

Different: _____

Tel. No.: _____ Fax No : _____

6) PAN/Identification number (as may be notified by Govt. with copy thereof): _____

7) Date of Birth/ Incorporation: _____

8) Plot size and build up area in Sq. Meters _____

(For Residential/ Non-Residential/Industrial Complex, Multiplex, Malls etc. – Refer regulation 3.5.1)

B. PARTICULARS FOR NEW CONNECTION

9) Load applied for(kW/kVA/HP)_____

10) Whether applicant desires pre-paid meter connection:- **Yes/No**

11) Voltage at which supply is required:- 230 V/415 V/11 kV/33 kV/132 kV/220 kV

12) Category of Connection:

Domestic Non-domestic Public Lamps

Private Tube wells Government Irrigation System Public Water Works

Industry Mixed Load Railway Traction

Others, specify_____

13) Location

Snowbound Area Other

14) For Domestic Load:

(a) Type

Individual Consumer Single Point Bulk supply (for a group of consumers)

(b) In case of single point bulk supply

Cooperative Group Housing Society Employer for his staff others, specify_____

15) For Non-domestic Load:

(a) Type

- | | | |
|--|---|--|
| <input type="checkbox"/> Educational Institution | <input type="checkbox"/> Hospital | <input type="checkbox"/> Charitable Institutions |
| <input type="checkbox"/> Hotel/Restaurant | <input type="checkbox"/> Guest house/Lodge | <input type="checkbox"/> Amusement Park |
| <input type="checkbox"/> Shopping Complex/Mall | <input type="checkbox"/> Religious place | <input type="checkbox"/> Office |
| <input type="checkbox"/> Cinema Hall/Multiplex | <input type="checkbox"/> Others, specify_____ | |

16) For Industry Load:

(a) Type of Industry:

- | | | |
|--|--|--|
| <input type="checkbox"/> Paper | <input type="checkbox"/> Sugar | <input type="checkbox"/> Chemical |
| <input type="checkbox"/> Glass | <input type="checkbox"/> Textile | <input type="checkbox"/> Rice Mill |
| <input type="checkbox"/> Steel unit | <input type="checkbox"/> Automobile | <input type="checkbox"/> Electrical/Electronic goods |
| <input type="checkbox"/> Straw/Pulp/Card board | <input type="checkbox"/> Food Processing | <input type="checkbox"/> Drugs/Pharmaceuticals |
| <input type="checkbox"/> Stone Crusher | <input type="checkbox"/> Cement | <input type="checkbox"/> Others, specify _____ |
| <input type="checkbox"/> Seasonal Industry | | |

(b) Type of Process:

- Continuous Non-continuous

If Continuous, please indicate minimum critical/protected load requiring continuous supply (kVA)
_____ (applicable for HT/EHT industries only)

(c) No. of Shift:

- 1 2 3

17) For Mixed Load:

(a) Percentage of Domestic Load _____

(b) Percentage of Non- domestic Load _____

C. LIST OF DOCUMENTS ATTACHED

Identity/Address Proof (copy of anyone of the following), Tick attached one:	Proof of Ownership/Occupancy (copy of anyone of the following), Tick attached one:
a. Electoral Identity Card	a. Copy of sale deed or lease deed or copy of the khasra or khatauni
b. Passport	b. Registered General Power of attorney
c. Driving License	c. Municipal tax receipt or Demand notice or any other related document
d. Photo Ration Card	d. Letter of allotment
e. Aadhar card	e. An Applicant who is not an owner but occupier of the premises shall alongwith any of the documents listed in (a) to (d) above also furnish a no objection certificate from owner of the premises
f. Photo identity card issued by Government Agency	Along with the above said documents applicant has to submit the below listed details, whichever applicable. (a) 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.
g. Certificate from village Pradhan or any village level Govt. functionary like Patawari/Lekhpal/ Primary school teacher/in-charge of primary health center etc.	

	<p>(b) In case of a partnership firm, partnership deed and list of Partners alongwith their certified addresses.</p> <p>(c) In case of a Limited Company, Memorandum, Articles of Association, Certificate of Incorporation and list of Directors alongwith their certified addresses.</p>
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- For LT connection, the Applicant shall submit Declaration/Undertaking in the prescribed format along with this Application form.
- For HT/EHT connection, the Applicant shall submit Supply Agreement in the prescribed format & deposit Registration-cum-processing fee along with this Application form.

**D. PAYMENT PARTICULARS FOR REGISTRATION CUM PROCESSING FEE
(FOR HT/EHT ONLY)**

18) Payment Mode:

Demand Draft Cheque

Bank _____

DD/cheque No.: _____

Dated: _____

Amount: Rs. _____ (in words Rs. _____)

Date: ___/___/___

Place: _____

Signature of the Applicant : _____

Name : _____

Designation : _____

Seal of Company/Organisation:

Acknowledgement

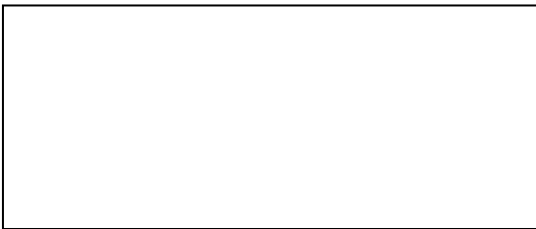
Received Application for LT/HT/EHT new connection for electricity as per details given below:

Unique Application No.:

- 1) Name of Applicant _____
- 2) Address where connection is required _____

- 3) Load Applied for _____(kW/kVA/HP)
- 4) Reference of payment details against Registration Cum Processing Fees (if any)_____

Rubber Stamp



Signature of Distribution Licensee's Representative

Name and Designation

Annexure - III

DECLARATION/UNDERTAKING (For new LT Connections)

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

Or

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

THAT the Applicant is a lawful occupant of the premises at _____ in support of which the Applicant has enclosed a proof of occupancy.

Or

THAT the Applicant is not an Owner/Occupier and is unable to furnish NOC from the owner and is ready to pay the amount of security as specified by the Commission.

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

THAT in furnishing the Declaration, the Applicant has clearly understood that should the above statements prove to be false or incorrect at any later stage, the UPCL shall have every right to disconnect supply to the Applicant without any notice and above right to adjust dues against Consumer Security Deposit.

THAT the Applicant hereby agrees and undertakes:

1. To indemnify UPCL against all proceedings, claims, demands, costs, damages, expenses that UPCL may incur by reason of a fresh service connection given to the Applicant.
2. That all the Electrical Works done within the premises are as per CEA Safety Regulations and has been carried out by a licensed electrical contractor (In case Applicant is owner and wiring in the premises is new)

Or

- That all the Electrical Work done within the premises are as per CEA Safety Regulations to the best of our knowledge (where Application is for reconnection or Applicant is occupier of the premises)
3. UPCL is indemnified against any loss accrued to the Applicant on this account. Further, Applicant agrees that if there is any harm/loss to the property of UPCL due to the fault in Electrical work within the premises of Applicant, all the liabilities shall be borne by the Applicant.
 4. To pay the Electricity consumption bills and all other charges at the rates set out in UPCL's Tariff Schedule and Miscellaneous charges for supply as may be in force from time to time, regularly as and when the same becomes due for payment.

5. To deposit the additional security deposit as revised by UPCL from time to time based on the consumption of the Applicant in preceding year.
6. To abide by the provisions of the Electricity Act, 2003, UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2018, Tariff Orders and any other Rules or Regulations notified under the Act, as applicable from time to time.
7. That UPCL shall be at liberty to adjust the electricity consumption charges along with any other charges against the Security Deposit paid by the Applicant, in the event of termination of the agreement prior to expiry of the contracted period or in case of any contractual default.
8. To be responsible for safe custody of Meters, CTs, Cables etc. provided by UPCL and in case, there is any damage to equipment due to the reasons attributable to Applicant the same shall be chargeable to the Applicant. Further, all repercussions on account of breakage of seals of meters etc. or Direct/Dishonest Abstraction of energy shall be to the account of Applicant, as per the existing laws.
9. To allow clear and un-encumbered access to the meters for the purpose of meter reading and its checking etc.
10. That the Applicant would let UPCL disconnect the Service connection under reference, in the event of any default, non-compliance of statutory provisions and in the event of a legally binding directive by Statutory Authority(s) to effect such an order. This shall be without prejudice to any other rights of UPCL including that of getting its payment as on the date of disconnection.
11. All the above declaration given by the Applicant shall be construed to an Agreement between UPCL and the Applicant.

Signature of the Applicant

Name of the applicant

SIGNED AND DELIVERED

In presence of witness

Name of Witness

Annexure – IV

Procedure for Determination of Contracted Load in case of New Electricity Connection in Residential/Non-Residential/Industrial Complex, Multiplex, Malls etc. to be constructed by Developer/Builder

Load

(i) Residential Use

For every 400 sq. ft. built up area or part thereof

- | | |
|--|---------|
| a. In Municipal Corporation (Nagar Nigam) area | 1 KW |
| b. In Municipal Board (Nagar Palika) area | 0.75 KW |
| c. In Nagar Panchayat /Gram Panchayat area | 0.50 KW |

(ii) Non-Residential Use

- | | |
|---|------|
| a. For every 200 sq. ft. built up area or part thereof | 1 KW |
| b. 1000 sq.ft. built up area or part thereof for shed /godown /school | 1 KW |
| c. 1000 sq.ft. built up area or part thereof for parking | 1 KW |

The distribution licensee may refer the approved plan/layout of the premise issued by the competent authority for the purpose of assessment of built-up area for S.No. (i) & (ii) above.

(iii) Industrial Use

Load as requested by the applicant in kW or kVA as applicable.

Note: The load of the common facilities like lift, water pump, street lights etc. shall be taken as declared by the Developer/Builder.

Annexure - V (a)

Format: Work Completion Report

1. Applicant's Name & Address
2. Name & Address of Installation
3. Voltage of Supply
4. Purpose for which used
5. Type of Wiring
6. Particulars of installations:

I.	Motors	Make	Sl. No.	kW	Phase	Voltage	RPM	Process served and or machine connected to each motor

II. Other equipment (complete details to be furnished):

7. Total connected load kW(.....kVA at 0.85 PF)
8. Maximum Current in Amp (on the basis of connected load).....
9. Leakage to earth in Amp

10. STATEMENT SHOWING THE FULLFILLMENT OF SAFETY REQUIREMENTS AT THE APPLICANT'S INSTALLATION:-

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature	Remarks by Distribution Licensee or his representative
1	2	3	4	5
A-GENERAL SAFETY PRECAUTIONS				
1	----	Has the prescribed fee for inspection been deposited? Quote T.C. no., date and amount?		
2	---	Have High voltage test, insulation test, and earth test been carried out? Specify Results of the above Test. <u>High Voltage Test (specify Voltage Applied)</u> Result:- Withstood/failed <u>Insulation Test (Specify Voltage Applied)</u> Insulation Between ϕ 1 and earth Insulation Between ϕ 2 and earth Insulation Between ϕ 3 and earth <u>Earth Resistivity Test</u> Earth Resistance		
3	12.	Are electric supply lines and apparatus sufficient in power and size and of sufficient mechanical strength?		
4	15 (i).	Has indication of permanent nature provided to distinguish earthed neutral conductor from live conductor at the point of commencement of supply?		
5	15 (ii).	Has any cut-out, link or switch other than a linked switch to operate simultaneously on the earthed or earth natural and live conductor, for isolating the supply been inserted in the earthed neutral conductor?		
6	17	Where bare Conductors have been used- (a) Are they inaccessible? (b) Have switches for rendering them dead been provided? (c) Have other proper safety measures been taken?		
7	18.	Have caution notices on white enamel plates of 12" x 9" size with word "Danger"/"सावधान" and voltage in red letters been affixed in a conspicuous position to all motors, generators, transformers, etc., or at the entrance of the enclosure housing the apparatuses and also on H.T. line supports ?		
8	25.	Have circuits or apparatus intended for operation at different voltage been provided with distinguishing marks?		
9	26.	Have suitable precautions been taken to avoid accidental charging of an apparatus beyond the intended voltage?		
10	27 (1).	Have electric fire extinguishers and fire buckets been provided?		
11	27 (3).	Have first-aid boxes equipped with contents as specified by the Government been provided?		

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature	Remarks by Distribution Licensee or his representative
1	2	3	4	5
		Give names of persons qualified for first-aid.		
12	28(1).	Have shock restoration charts been provided?		
13	28(2).	Give names of authorized persons who are acquainted with and are competent to apply these instructions provided in 44(1) above.		
14	29.	Has the electrical works been carried out by a licensed electrical contractor under direct supervision of a person holding a certificate of competency and by a person holding a permit issued or recognised by the State Government.		
B-GENERAL CONDITIONS RELATING TO SUPPLY AND USE OF ENERGY				
15	35(2) .	Has a linked switch or circuit breaker of requisite capacity to carry and break the current been provided after, but near, the point of commencement of supply to completely isolate the supply?		
16	35(3).	Has linked switch on the primary side being suitable to carry the full load current and for breaking only the magnetizing current of the transformer? Provided that for all transformers having capacity of 1000 kVA and above a circuit breaker shall be provided.		
17	35(4).	Has a circuit breaker of adequate rating been inserted on secondary side of transformers?		
18	35(5).	Has every distinct circuit been protected against excess energy by a suitable cut out or circuit breaker?		
19	35(7).	Has a suitable linked switch or circuit breaker been provided at appropriate place for controlling supply to each motor or group of motors or other apparatus meant for operating one particular machine?		
20	37 (i)	Have adequate precautions been taken to ensure that no live parts are so exposed as to cause danger?		
21	37 (ii).	Have all the conductors (other than over-head lines) been completely enclosed in mechanically strong metal covering which is electrically and mechanically continuous and adequately protected against mechanical damage? If unprotected, are they accessible only to authorised persons, or are installed and protected to the satisfaction of the Inspector so as to prevent danger?		
22	37 (iii)	Have all the metal works enclosing, supporting or associated with the installation been connected with earth?		
		Have the following precautions been taken in respect of main switch board;		
		(i) Has a clear space of not less than 3 ft in width been provided in front of the main		

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature	Remarks by Distribution Licensee or his representative
1	2	3	4	5
		switch board?		
		(ii) Are there bare connections at the back of the main switch board? If so, is the space behind, less than 9 inches or more than 30 inches in width?		
		(iii) Has a passage-way from either end of the switch-board clear to a height of 6 feet been provided, if the space behind the switch board exceeds 30 inches in width?		
C-ELECTRIC SUPPLY LINES, SYSTEM AND APPARATUS FOR HIGH AND EXTRA-HIGH VOLTAGES				
23	41(i), (ii) & (iii). and 48(1).	Has the neutral conductor of three-phase four-wire system been connected with two separate and distinct connections with earth at the substation?		
24	41(xii).	Has the frame of every stationary motor, transformer, etc. and the metallic parts (not intended as conductors) of all transformers and other apparatus earthed by two separate and distinct connections with earth?		
25	44 (a).	Are all conductors and apparatus inaccessible except to authorized persons and, are all operations in connection with the said apparatus and conductor carried out only by an authorized person?		
26	44 (b).	Has the consumer provided a separate building or a locked weather proof and fire-proof enclosure for housing distribution Licensee's high voltage apparatus and metering equipment or if impracticable, as the consumer segregated his apparatus from that of the supplier?		
27	44 (2)(i).	Are clearances as per BIS provided for safe operation & maintenance of electrical apparatus?		
28	44(2)(iv).	Have the windings of H.V. Motors or other apparatus, where within easy reach, been suitably protected so as to prevent danger?		
29	44(2)(v).	Have suitable precautions been taken either by connecting with earth a point of the circuit at the lower voltage or otherwise to guard against danger by reason of the said circuit getting charged above its normal voltage by leakage from or contact with the H.V. Circuit.		
30	44(2)(vii)(b).	Have oil soak pits been provided where more than 9000 litres of oil is used in the transformers and switchgears installed in one chamber? Has provision been made for draining away the leaked or escaped oil used in one chamber?		

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature	Remarks by Distribution Licensee or his representative
1	2	3	4	5
		Has provision been made for extinguishing any fire?		
		Has any spare oil been stored in the sub-station or switch station?		
31	44(2)(xii).	Have cable trenches inside sub-stations, etc. containing cables been filled with sand and or pebbles, etc. or completely covered with non-inflammable slabs?		
32	44(2)(xiii).	Where it is not possible to disconnect the entire installation for cleaning or other purpose, have the conductors and apparatus been so arranged that they may be made dead in sections to enable the work on any dead section to be carried out by an authorized person without danger?		
33	44(3).	Have EHV apparatus been protected against lightning as well as switching over voltages?		
34	46(2).	Has the insulation of the H.V. electric supply lines or apparatus withstood the following tests? (a) If the normal working voltage does not exceed 1000 volts the testing voltage of 2,000 volts. (b) If normal voltage exceeds 1,000 V but does not exceed 11,000 V the testing voltage of double the normal. (c) If the normal working voltage exceeds 11,000 V the testing voltage of normal working voltage plus 10,000 V or 22,000 V whichever is higher.		
35	46(3).	If above tests have been carried out before installing the electric supply lines and apparatus in position have these tests also been applied after their installation or if impracticable, has the insulation of the entire installation withstood a pressure of not less than 1,000 volts, applied between the conductors and also between conductors and earth for a period of not less than one minute.		
36	46(4).	Has the test prescribed above been applied to the electric supply lines or apparatus after alterations or repairs?		
37	46(5).	Have the results of above tests been recorded?		
38	46(6).	In case the above tests have not been carried out, has a copy of the manufacturer's certified tests been supplied? Quote reference and attach a copy.		
39	47.	Have the following provisions been complied for metal sheathed electric supply lines? (a) Have the conductors been enclosed in a metallic sheathing electrically continuous and		

Sl. No.	Regulation No.	Particulars	Applicant's reply and signature	Remarks by Distribution Licensee or his representative
1	2	3	4	5
		efficiently earthed? (b) In the even of failure of insulation between one conductor and metal sheathing at any point is the impedance of the circuit such that with the full voltage maintained at the source of supply, the current resulting from such failure is not less than twice the value of the current for which suitable cutout of adequate rupturing capacity or a suitable overload protective device has been set to operate a suitable discriminative fault current relay?		
40	49 (1) (i) & (iii).	Is the sub-station erected under ground? If so, have the controlling Switch-gears and cutout, etc. fixed in separate receptacle above ground?		
41	49(1)(ii) .	Has an efficient fencing 1.8 metre high been provided to prevent access to electric supply lines and apparatus installed in an outdoor plinth type sub-station.		
42	50.	Have substantial hand rails been built around the plat form provided for a person to stand on a pole-type sub-station? Have the hand rails and platform if of metal been efficiently earthed?		
43	51.	In case static capacitors have been installed to improve load power factor, have suitable provisions been made for immediate and automatic discharge of every static condenser on disconnection of supply?		
44		Any other remarks.		

I certify that conditions laid down by the distribution Licensee relating to the supply of electrical energy and all the requirements of the Electricity Act, 2003 and CEA Safety Regulations especially Regulation 37 thereof have been correctly complied with. The maximum capacity of the main fuse does not exceed amperes and no increase will be made in the loading without due notification and permission in accordance with the rules/regulations in this regard.

Dated:

(Applicant's Signature)

Annexure -V (b)

Format: Inspection Report-HT/EHT

(Refer Regulations 31, 33, 41(xv) of CEA Safety Regulations 2010)

(To be filled by representative of the distribution Licensee not below the rank of Sub-Division officer/ Asst. Engineer for 11 kV works and Executive Engineer for 33 kV and above works)

1. I, (name) _____, (designation) _____ have inspected the premises of the applicant and found that:

- 1. All Statements given by applicant in **work completion report** for new HT/EHT (*tick whichever applicable*) connection to be correct.
- 2. Following statements given by applicant in **work completion report** for new connection to be incorrect.

<u>Statement No.</u>	<u>Under Regulation</u>	<u>Statement No.</u>	<u>Under Regulation</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

2. I have carried out Insulation Resistance tests and results of the same are as under:

(a) Result of Insulation Resistance of

(i) HT & EHT installation (to be measured on applying a pressure of 2.5 kV DC between each live conductor and earth for a period of one minute):-

Between Phase-1 & Earth Phase-2 & Earth Phase-3 & Earth

Insulation resistance has been found to be above/below permissible limits

(ii) LT installation (to be measured on applying a pressure of 500 V DC between each live conductor and earth for a period of one minute):-

Between Phase-1 & Earth Phase-2 & Earth Phase-3 & Earth

Insulation resistance has been found to be above/below permissible limits

3. I have carried out Earth Resistivity Test for the Earth system provided by applicant as required under Regulation 41(xv) of CEA Safety Regulations 2010 and Earth Resistance has been found to be ___ Ohms which is within/above permissible limit.

Further certified that an 'Earth Terminal' has been provided by Distribution Licensee as required under Regulation 16 of CEA Safety Regulations 2010.

Following additional deficiencies have been found in your Electrical installation. You are requested to remove all deficiencies as mentioned above (including incorrect statements made by you in **work completion report** pointed out in Para 1 above) within 30 days i.e. by _____ and inform Distribution Licensee failing which your request for new connection would lapse:

- 1- _____
- 2- _____
- 3- _____
- 4- _____

Date: _____

Signature of distribution Licensee representative

Name and Designation

(To be filled by Applicant)

The testing of the premises has been carried out by distribution Licensee in my presence and

*I am satisfied with the testing

*I am not satisfied with the testing and may file an appeal with Electrical Inspector

It is also certified that Distribution Licensee has*/has not* provided an Earth Terminal as per Regulation 16 of CEA Safety Regulations 2010 at the premises.

Date _____

Signature of Applicant

** Strike out which is not applicable*

Annexure – V (c)

Format: SUPPLY AGREEMENT

(To be typed on stamp paper of Rs. 50)

This agreement is made on this _____ day of _____ month of 20__ (year)
at _____ between

(name of the Distribution Licensee), a company incorporated under the Indian Companies Act, 1956, having its Registered office at _____ granted a Licence by Uttarakhand Electricity Regulatory Commission for carrying on the business of Distribution and Retail supply of electricity energy in the State of Uttarakhand (hereinafter referred to as “**distribution Licensee**” which expression shall unless repugnant to the context or meaning thereof, include its successors and assigns), of the one part and

Mr./Ms./Mrs. _____ applicant/authorized signatory for and on behalf of M/s _____, a company incorporated under the Indian Company Act, 1956/a sole proprietorship/partnership firm or any other establishment having its Registered Office at

_____ (hereinafter referred to as “**consumer**” which expression shall unless repugnant to the context or meaning thereof, include its successors and permitted assigns) and collectively referred to as “Parties”.

Whereas the **consumer** has requested the **distribution Licensee** to provide a supply of electrical energy exclusively for its own use only at (full address) _____ for (purpose) _____ as per details given in **Appendix** on the basis of information submitted by the consumer in his application/other forms/reports and the **distribution Licensee** has agreed to provide such supply upon the terms and conditions herein set forth including compliance with the Applicable Laws:

Now therefore, in consideration for the mutual covenants and promises set out in this agreement, it is hereby agreed between the parties hereto as follows:

1. Definitions

In this agreement, unless there is anything repugnant in the subject or context, the under mentioned words and expressions shall have the meaning assigned to them respectively hereunder:

- a) “**Act**” shall mean the Electricity Act, 2003.

Signature of Distribution Licensee’s Officer

**Stamp & Signature of
Consumer**

- b) **“Applicable laws”** shall mean such Central, State and local laws which apply to and govern the Parties and the transaction envisaged in this Agreement. This would include but not limited to the Electricity Act, 2003, CEA Safety Regulations and Regulations and any statutory modifications or reenactment of the above laws.
- c) **“Commission”** shall mean the Uttarakhand Electricity Regulatory Commission (UERC).
- d) **“Connected load”** means aggregate of the manufacture’s rating of all energy consuming apparatus duly wired and connected to the power supply system of distribution Licensee including portable apparatus in the consumer’s premises. This shall not include the load of spare plug, sockets, load exclusively installed for firefighting purposes. The load of either water and room heating or room cooling apparatus, whichever is higher, shall be taken into account.
Connected load shall be used only for the purpose of assessment in case of direct theft or dishonest abstraction of energy or un-authorized use of energy.
- e) **“Contracted Load”** means the load in kVA (kilo Volt Ampere) which the Distribution Licensee has agreed to supply from time to time subject to the governing terms and conditions and is different from the connected load.
- f) **“Distribution Licensee”** means a Licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and granted licence by the Commission.
- g) **“Tariff”** as approved by the Commission and as applicable including subsequent amendments or modifications thereof.
- h) **“Regulations”** means the subordinate or delegated legislation, rules, regulations, orders, codes and/or instructions, notifications or other similar directives issued or amended by any competent regulatory, legislative, administrative, judicial or executive authority including the Commission, governing and/or regulating the supply of electricity in line with Applicable Law including but not limited to State Grid Code, Distribution Code and the Electricity Supply Code.

Notwithstanding anything contained hereinafter, this Agreement shall be governed as per the provisions of the Electricity Act, 2003 and/or the Regulations of the Commission as applicable from time to time. Any word or expression used shall, unless otherwise defined in this agreement, bear the meanings ascribed to it under the Electricity Act, 2003 or Regulation made thereunder.

Signature of Distribution Licensee’s Officer

**Stamp & Signature of
Consumer**

2. Contracted Load

Subject to the provisions hereinafter contained and during the continuance of this agreement, the **distribution Licensee** shall supply and the **Consumer** shall take from the **distribution Licensee**, all the energy required by him for the purpose of _____ at **High Tension/Extra High Tension**, which consumer confirms at _____ kVA (hereinafter referred to as the 'Contracted Load').

3. System of Supply

The system of supply for the purpose of supply under this agreement shall be three-phase alternating current at a frequency of 50 cycles per second and a voltage of 11000 Volts or above. The frequency and voltage of the supply at the point of commencement of supply to the **consumer** shall, however, be subject to fluctuations that are ordinarily usual and incidental to the generation, transmission and distribution of electrical energy, but such fluctuations shall not except owing to extraordinary reasons beyond the control of the **distribution Licensee**, exceed the limits of variations permitted by the CEA Safety Regulations or any statutory modifications thereof, which may be in force from time to time.

4. Commencement of Supply

The **consumer** shall be deemed to have commence taking supply of electrical energy from the **distribution Licensee** under the conditions of this agreement from the date of energisation of connection or intimation is sent to him in writing by the **distribution Licensee** that the supply of electrical energy to the full extent of the Contracted Load is available under this agreement, whichever is earlier.

5. Point of Supply

The point at which the supply of energy shall be deemed to have commenced for the purpose of this agreement shall be the point at out-going terminals of the **distribution Licensee's apparatus**, installed at the **consumer's** premises or elsewhere, which shall be located in a position as to be approved by the **distribution Licensee**.

6. Failure of Supply

The supply shall be made available except in cases such as beyond **distribution Licensee's** control, including like strikes, breakdowns of equipment or network, grid constraints or disturbance, lockout or where the supply is affected for other reasons over which the **distribution Licensee** has no control. The **distribution Licensee** shall not be liable for any claims for loss, damage or compensations whatsoever, arising out of failure of supply or variation in parameters thereof due to such reasons.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

7. Consumer to accommodate Distribution Licensee's Apparatus

The **consumer** shall provide in his (**Consumer's**) premises necessary accommodation required and considered suitable by the **distribution Licensee** for housing its (**distribution Licensee's**) apparatus for giving supply under this agreement free of rent to the **distribution Licensee** and afford all other facilities necessary for the proper operation, if required, the same shall be made available by the **consumer** at his own expense.

Such accommodation shall be maintained and protected by the **consumer** at his own cost.

8. Distribution Licensee's Apparatus & Equipment

8 (a) All the meters, plant, apparatus and equipment belonging to the **distribution Licensee** and installed in the **consumer's** premises, notwithstanding that the same or any part thereof may be fixed or fastened to any part of the **consumer's** premises or to the soil under it shall at all times continue to be the sole and absolute property of **distribution Licensee** and removable by the **distribution Licensee** and shall not be, in any way disturbed except by authorised officials of the **distribution Licensee**. The **consumer** further agrees with the **distribution Licensee** as follows:-

(i) That the **distribution Licensee** shall be at liberty to place its name plates or any marks or numbers of the said apparatus and equipment belonging to the **distribution Licensee** and the **consumer** shall not alter or remove such plates, marks or numbers.

(ii) That the said apparatus and equipment belonging to the **distribution Licensee** shall be kept at the **consumer's** premises and the same shall be duly protected and shall not be sold, assigned or dealt with or shall not be parted possession thereof by the **consumer**.

8 (b) Consumer's responsibility for Distribution Licensee's property

The consumer shall exercise proper care to protect the property of the **distribution Licensee** on his premises and in the event of loss or damage to the **distribution Licensee's** property arising due to any act (including negligence) of **consumer** or due to any reason attributable to the business and operation of the **consumer**, cost of necessary repairs or replacement shall be paid by the **consumer**.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

9.1 The Consumer shall

- (i) Exercise proper care to protect the **distribution Licensee's** Equipment in his premises; and
- (ii) Ensure that the **distribution Licensee's** Equipment in his premises is not tampered with, sold, assigned, altered or removed; and
- (iii) In the event of loss or damage to the **distribution Licensee's** Equipment in his premises, the **consumer** shall pay the cost of necessary repairs or replacement.

9.2 All cases shall be processed with the procedure and conditions set out herein and energisation of any connection shall be made only after due verification by the **distribution Licensee**.

9.3 **Consumer agrees to abide by the relevant and applicable provisions of UERC (Distribution Code) Regulations, 2018, UERC (State Grid Code) Regulations, 2016 and all other Rules/Regulations amended from time to time.**

9.4 Subject to the terms of this agreement and the Applicable Laws, the **consumer** agrees that it shall not, and that it shall ensure that its agents contractors, employees and invitees shall not, interfere in any way with the **distribution Licensee's** equipment without the prior consent of the **distribution Licensee**. For the purpose of this clause "interfere" shall include:-

- (a) Severing, terminating, restricting, impairing or impeding any Point of Supply and/or any connection between the Distribution System and the Point of Supply;
- (b) Disconnection or altering the connection of any equipment to any system of cables, foundations, pipes, drains or other media to which it may be connected from time to time or to prevent supply of any substance or thing through such connected system;
- (c) Affixing or removing any item or substance of any nature whatsoever to or from any equipment.
- (d) Damaging any equipment or doing or omitting to do any act, or allowing any state of affairs to subsist, as a result of which any equipment would be likely to sustain any material damage;
- (e) Allowing any other person to interfere with any equipment;
- (f) Altering any meters or settings on any equipment;

Signature of Distribution Licensee's Officer

**Stamp & Signature of
Consumer**

- (g) Obstructing access to any equipment; and
- (h) Impairing the effectiveness of any gate, fence, wall, alarm system or the means of keeping out intruders.

Consumer shall always inform **distribution Licensee** about any illegal/unauthorised tapping for supply from the apparatus/network of **distribution Licensee** and/or **consumer**.

10. Apparatus Equipment

All **consumer's** equipment connected with the **distribution Licensee's** system shall be efficiently operated and maintained by the **consumer**. The setting and capacities of the various apparatus; belonging to the **consumer** may be fixed in consultation with the **distribution Licensee**.

12. Metering

For the purpose of registering the electrical energy and the Maximum Demand taken by the **consumer** under this agreement, there shall be provided at the point of Commencement of Supply as defined in **Clause 4** above, suitable metering equipment which shall be the property of and shall be kept calibrated by **distribution Licensee**.

13. Testing of Meters

The consumer shall be entitled on application to the **distribution Licensee** to have a test carried out on the meters at any time after paying the prescribed fee of such test. Such meters shall be deemed to be correct if the limits of the error do not exceed those laid down in CEA (Installation & Operation of Meters) Regulations, 2006 or any statutory modification there of as may be in force from time to time. If as a result of such test, the meter is proved to be not correct, the **distribution Licensee** shall adjust the **consumer's** account as may be required in accordance with UERC (The Electricity Supply Code) Regulations, 2018 amended from time to time.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

14. Meter Reading

The readings of the meters or meter referred to in **Clause 12** above shall be taken at regular intervals by **distribution Licensee** through MRI/AMR/AMI and the readings so taken shall be conclusive and binding on both the **consumer** and the **distribution Licensee** as to the amount of maximum demand and electrical energy supplied to the **consumer**, except in case of tampering of such metes whereby **distribution Licensee** shall have right to proceed as deemed fit. **Distribution Licensee** shall provide a copy of MRI report alongwith the monthly bill. Distribution Licensee also agrees to provide full MRI report along with load survey on payment of amount as decided by the Commission from time to time.

Provided that in the event of any meter of the **distribution Licensee** being found defective for reasons not attributable to the **consumer**, the energy consumed during the period when the meter remained defective shall be determined and adjustment of amounts payable shall be carried out as per UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2018.

15. Power Factor

The **consumer** shall install at his own expense suitable apparatus like shunt capacitors, etc. of standard design at the point of commencement of supply and will endeavour to maintain power factor of the load at not less than 0.85 lagging at any time in relation to the period relevant to determination of maximum demand.

16. Payment for Supply

The consumer shall pay to the **distribution Licensee** for electrical energy supplied during the preceding billing period such amount as billed, which shall be based on, calculated and ascertained in accordance with the tariff category as per applicable Rate Schedule.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

17. Non-Payment

The **consumer** shall pay in full the bill or bills within respective due dates which shall normally be fifteen days from the date of delivery of bills, notwithstanding any difference or dispute. If the **consumer** fails to pay the entire amount of any bill due under this agreement as aforesaid, he shall pay a surcharge at rate as per approved tariff order of the Commission in force for each month or part thereof.

Notwithstanding the above, **distribution Licensee** reserves the right to disconnect the supply after the due date in the event of non-payment in accordance with section 56 of the Electricity Act, 2003 after giving the consumer 15 clear days notice from the date of issue of notice of its intention to disconnect the supply of electrical energy and if the payment is not received on the expiry of such period, it may forthwith disconnect the supply. The supply may be restored only after full payment of all the outstanding dues including the charges for the work of disconnection and reconnection together with the surcharge as applicable.

18. Payment of Levies

Any levy, whether it is called electricity tax, sales or service tax, octroi or by whatever other name called, made by the State Government or other competent authorities on energy purchased by the **consumer** from the **distribution Licensee** shall be paid by the **consumer** as billed by **distribution Licensee**.

19. Security Deposit

The **consumer** as required by the **distribution Licensee**, has deposited with it a sum of Rs. _____ (Rupees _____ only) as security/consumption deposit for its performance of the terms and conditions of this agreement and shall on **distribution Licensee's** requisition from time to time renew or replenish such deposit, in the event of the same becoming exhausted or insufficient. The **distribution Licensee** shall, as per Commission's guidelines/regulations, be at liberty at any time and from time to time to appropriate and apply the security so deposited as aforesaid in or towards payment or satisfaction of all or any money, which becomes due from the **consumer** to the **distribution Licensee**.

Provided that, this clause shall apply in respect of the supply of energy or otherwise under this agreement and shall be without prejudice to any other rights or remedy to which the **distribution Licensee** may be entitled to.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

20. Right of Access

The **consumer** shall, at all reasonable times, permit duly authorized representatives of the **distribution Licensee** to have access to his (**consumer's**) premises for the purpose of inspecting and testing his (**consumer's**) installation or reading meters and for testing, repairing, renewing or replacing any or all equipment belonging to the **distribution Licensee** and doing all things necessary or incidental to the proper maintenance of supply to the consumer.

21.1 Period of Supply

This agreement shall, subject to as hereinafter provided, be and remain in force unless validly terminated in accordance with the Clause 21.2 to 21.4 below.

21.2. Distribution Licensee shall have the right to terminate this agreement by serving a written notice of termination on the **consumer** in any of the following events:-

- (a) The **consumer** is in default of its obligations to ensure the maintenance of the Security in accordance with Clause 19 of this agreement upon Licensee's requisition raised as per relevant Regulations or Orders of the Commission; or
- (b) The **consumer** fails to pay the full amount towards payment for supply in accordance with Clause 16 of this agreement on the date on which the same shall have become payable
- (c) The **consumer** fails to rectify the issues pointed out by the distribution Licensee which are jeopardising its distribution network.

and such failure is not remedied to the satisfaction of **distribution Licensee** within a period of 15 clear days, from the date of the service of the disconnection notice. Provided that **distribution Licensee's** right to terminate the agreement in terms of this clause shall be without prejudice to its other rights.

21.3 The **consumer** shall be entitled to surrender its connection and terminate this agreement by-

- (a) Giving an advance written notice of minimum one (1) month to **distribution Licensee**, and apply for disconnection in the prescribed format atleast five days in advance of the proposed date of surrender.
- (b) After conduct of joint inspection of the premises by the representatives of the **consumer** and **distribution Licensee** to be undertaken within [5] days before the date of surrender, followed by handing over of the equipment including meter owned by the **distribution Licensee** installed at the premises to the representative of **distribution Licensee**.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

21.4 For termination of this Agreement pursuant to 21.3 above, the **distribution Licensee** shall prepare and deliver final bill to the **consumer** and proceed for disconnection as per the procedure specified in UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2018 subject to any subsequent modifications /amendments therein read with any other Regulation and Order passed by the Commission:-

The Consumer shall pay to **distribution Licensee**, within 15 days upon service of such final bill, without deduction, set-off or withholding on any account whatsoever, the amount of such bill.

Provided that if the consumer disputes the reasonability of the final bill, the same shall be resolved in accordance with Clause 26 of this Agreement.

22. Contract not Transferable

Neither this contract nor any interest herein shall be transferred or assigned by the consumer in any manner whatsoever without the prior consent in writing of the **distribution Licensee**.

23. Maintenance of records by Consumer

The **consumer** shall afford to the **distribution Licensee** all reasonable information and facilities to enable the **distribution Licensee** to keep all records required under the provisions of the Electricity Act, 2003 or the Rules and the Regulations applicable under the government or Municipal Regulations relating to the supply of electrical energy. **Consumer** shall immediately inform **distribution Licensee** in writing about any change in use of supply or in any records pertaining to this agreement.

24. Agreement to be read with Applicable Laws

This agreement shall be read and construed as subject in all respects to the relevant provisions of Applicable Laws.

25. Indemnity

(a) The **consumer** shall indemnify, defend, save and hold harmless **distribution Licensee** against any and all suits, proceedings, actions, demands and third party claims for any loss, damage, cost and expense suffered by **distribution Licensee** on account of the negligence, act or omission inaction by the **consumer** under this agreement.

(b) The **consumer** shall also be responsible and liable to **distribution Licensee** for any loss or damage caused to the **distribution Licensee** for any negligence or inaction, damage to the property of the **distribution Licensee** caused by the consumer or its employees.

Signature of Distribution Licensee's Officer

Stamp & Signature of
Consumer

(c) The **consumer** shall make to its own employees, if any, payment of compensation on account of injury, fatal or otherwise due to accident during service. It shall indemnify **distribution Licensee** and its employees against any claim on this account.

26. Dispute Resolution

If any question or difference whatsoever arises between the parties to these presents or as to any clause or thing herein contained or the construction hereafter as to any other matter in any way connected with or arising out of these persons of the operation hereof or the rights, duties or liabilities either in connection herewith, then, unless the procedure for settling such a question or difference is laid down by the Electricity Act, 2003 as the case may be or otherwise specifically by this agreement, in every such case, the matter in difference shall be referred for Arbitration to the Managing Director of the **distribution Licensee** or his nominee as Sole Arbitrator. The award of the arbitrator shall be final and binding upon the parties to this agreement. Subject as aforesaid the provisions of Arbitration and Conciliation Act, 1996 and the rules thereunder and statutory modifications thereon in force shall be deemed to apply to the arbitration proceedings under this clause.

It is specifically agreed by the **consumer** that appointment of Managing Director of the **distribution Licensee** or his nominee as arbitrator, shall not be challenged on the ground that he is an officer of the **distribution Licensee** or has dealt with the matters in question in the course of his duties or has expressed his views on all or any matters of dispute. Venue of arbitration proceeding shall be Dehradun only.

In witness whereof all parties hereto have executed or caused to be executed these presents the day and year first above written through their respective authorized signatories as under:

Signed, Stamped/Sealed and delivered by:

.....
Distribution Licensee's Officer
For and on behalf of
(Name of the distribution Licensee)

.....
For and on behalf of Consumer
Name:
Designation
Consumer stamp/seal

Witness:

1. Signature
Name & Address
.....
2. Signature
Name & Address
.....

1. Signature
Name & Address
.....
2. Signature
Name & Address
.....

Appendix

CONNECTION SUMMARY

Book No. _____

Service Connection No. _____ **Connected on** _____

1	Name of Consumer	
2	Full Address where Electricity Supply is required including telephone, fax and email	
3	Registered Address of the Consumer (Postal & Nearest Landmark) including telephone, fax and email	
4	Billing Address, where bill is required to be sent including telephone, fax and email	
5	Purpose for which Supply is required (Category as per purpose of use)	
6	Type of Industrial /Commercial /other activity	
7	Contracted Load (in kVA)	
8	Voltage of supply	
9	Desired date of energisation of Connection	

Total Connected Load _____ kW (kilo-Watt)/ (_____ kVA at 0.85 PF)

Signature of Distribution Licensee's Officer

Stamp & Signature of Consumer

Annexure – VI

Formats:- Monthly Division-wise reports on delay in release of LT/HT/EHT connections.

Performa A1- (For delay in Release of new LT connection)

Month:

Name of Zone :
 Name of Circle :
 Name of Division :

1. Number of applications pending on the last day of the preceding month _____.
2. Number of applications received during the month_____.
3. Number of connections released during the month_____.
4. Number of applications pending on last day of the month_____.
5. Number of connections released within specified period of 15 days or extended period specified in the regulations
6. Number of connections not energised within specified period of 15 days or extended period specified

Details of connections not energised within specified period

Name of the applicant	Date of Application	Amount received from applicant	Date of energisation	Number of days of delay	Amount of penalty	Reason for delay
1	2	3	4	5	6	7
(A) Areas where connection should have been released within 15 days as per the Regulations						
(B) Areas where connection should have been released within 60 days as per Regulations (If only extension of distribution mains is required)						
(C) Areas where connection should have been released within 90 days as per Regulations (If commissioning of a new sub-stations is also required)						
(D) Areas where connection should have been released within 180 days as per Regulations (If commissioning of a new 33/11 KV S/S is required)						

Note:- Details of connections delayed by more than 90 days from the stipulated time frames shall to be submitted separately to the Commission on monthly basis alongwith this report.

Executive Engineer

Performa A2- (For delay in Enhancement of LT)

Month:

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____.
2. Number of applications received during the month_____.
3. Number of connections where load is enhanced during the month_____.
4. Number of applications pending on last day of the month_____.
5. Number of connections where load is enhanced within specified period of 15 days or extended period specified in the regulations
6. Number of connections where load is not enhanced within specified period of 15 days or extended period specified

Performa A3- LT (For delay in Reduction of LT Load)

Month:

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____.
2. Number of applications received during the month_____.
3. Number of connections where load is reduced during the month_____.
4. Number of applications pending on last day of the month_____.
5. Number of connections where load is reduced within specified period of 15 days or extended period specified in the regulations
6. Number of connections where load is not reduced within specified period of 15 days or extended period specified

Performa B1- (For delay in Release of new HT/EHT connection)

Month:

Name of Zone :
 Name of Circle :
 Name of Division :

1. Number of applications pending on the last day of the preceding month _____.
2. Number of applications received during the month _____.
3. Number of connections released during the month _____.
4. Number of applications pending on last day of the month _____.
5. Number of cases where connection is released after the specified period/pending even after lapse of specified time as per the regulations _____.

Details of Connections Not energized within specified period as per 5 above

S. No.	Name of the Applicant	Date of Application	Date of Deposition of amount	Amount Deposited	Time allowed for Energisation of Connection as per regulations	Date of Energisation of Connection	Time taken to Energise the Connection	No. of days of delay	Amount of penalty @ Rs. 500 per day for each day of default
1	2	3	4	5	6	7	8	9	10
(i) 11 kV works including line not involving independent feeder:									
(ii) 11 kV works including line involving independent feeder:									
(iii) 33 kV works including line:									
(iv) 132 kV and above works including line:									

Note: Time allowed for energization of connection shall be as shown in para-A below. However, If works are required to be done in addition as per para-B below, then the total time period allowed for energizing the connection shall be sum of time periods as shown in para-A & B below.

(A) 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 from the date of deposition of amount by the Applicant:

- (i) 11 kV works including line not involving independent feeder – specified time period 60 days
- (ii) 11 kV works including line involving independent feeder – specified time period 90 days

- (iii) 33 kV works including line – specified time period 120 days
 - (iv) 132 kV and above works including line – specified time period 180 days
- (B) Cases, where supply of electricity to premises applied for requires commissioning of a new substation/bay, the distribution licensee shall take up the work on the new sub-station/bay at its own cost and complete the work within the “Additional time” specified below for different sub-stations:**
- (i) New 33/11 kV sub-station – specified time period 180 days
 - (ii) Augmentation of existing 33/11 kV sub-station – specified time period 120 days
 - (iii) Extension of bay at 33/11 kV sub-station – specified time period 45 days
 - (iv) 132 kV and above sub-station – specified time period 18 months
 - (v) Extension of bay at 132 kV and above sub-station – specified time period 90 days

Note:- Details of connections delayed by more than 90 days from the stipulated time frames shall to be submitted separately to the Commission on monthly basis alongwith this report.

Executive Engineer

Performa B2- (For delay in Enhancement of HT/EHT Load)

Month:

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____.
2. Number of applications received during the month_____.
3. Number of connections where load is enhanced during the month_____.
4. Number of applications pending on last day of the month_____.
5. Number of connections where load is enhanced within specified period of 30 days or extended period specified in the regulations
6. Number of connections where load is not enhanced within specified period of 30 days or extended period specified

Performa B3- LT (For delay in Reduction of HT/EHT Load)

Month:

Name of Zone :

Name of Circle :

Name of Division :

1. Number of applications pending on the last day of the preceding month _____.
2. Number of applications received during the month_____.
3. Number of connections where load is reduced during the month_____.
4. Number of applications pending on last day of the month_____.
5. Number of connections where load is reduced within specified period of 30 days or extended period specified in the regulations
6. Number of connections where load is not reduced within specified period of 30 days or extended period specified

Annexure - VII

**Application for Load Enhancement or Reduction/ Change of Consumer's name due to change in Ownership or occupancy of the property/
Transfer of Consumer's name to Legal heir/Change of
Category/Disconnection on Consumer's request
(Distribution Licensee.....)**

Applying for the purpose of:

- Load Enhancement/Reduction [S.No. A & B] Change of Consumer's Name [S.No. A & C]
 Transfer of Consumer's Name to Legal heir [S.No. A & C] Change of Category [S.No. A & D]
 Disconnection [S.No. A & E]

[Only applicable sections in the form are to be filled by the Applicant]

Unique Application Number	
Date of Application	

A	Connection Particulars of Consumer:			
1	Existing Consumer	Book No		
		S.C. No.		
2	Address at which supply is provided	House		
		Street		
		Colony/ Area		
		Dist.:	Pin	
3	Name (In Capital) of Existing Consumer			
4	Telephone No.(if any)		Mob	
B	Particulars for Load Enhancement/Reduction			
1	Particulars	Load Enhancement (kW/kVA/HP)	Load reduction (kW/kVA/HP)	
	Existing Contracted Load			
	Load requested			
Note:- Connections requiring change in supply voltage after enhancement/reduction of load, shall be processed as fresh application for new connection as LT/HT/EHT connection as the case may be by the Licensee duly adjusting the amounts already paid by the applicant.				
C	Particulars of New Owner/Occupant: [For Change of Consumer's name/ Transfer of Consumer's name to Legal heir]			
1	Name (In Capital) of the applicant in whose name connection is to be transferred			
2	Telephone No.		Mob	
3	E-mail			

4	List of Documents Required:	Change of Consumer's name due to change in Ownership or occupancy of the property	Transfer of Consumer's name to Legal heir
		1. Copy of latest bill duly paid 2. Proof of ownership of property 3. NOC of previous owner for transfer of security deposit	1. Copy of latest bill duly paid 2. Copy of Registered Will, Succession Certificate, Mutation in municipal/land records etc. 3. NOC from other Legal heir in case connection is to be transferred in the name of one of the Legal heirs.
D	Change of Category		
1	Existing load as per electricity bill (kW/kVA/HP)		
2	Load after change in Category (kW/kVA/HP)		
3	Existing category		Change of category desired
	Note:- Wherever applicable, the Applicant shall submit documents as per regulation 3.4.2 (4) (b) pertaining to Statutory Permissions/Registrations irrespective of voltage level LT/HT/EHT. No change in category shall be allowed for a PTW connections.		
E	Disconnection on Consumer's Request		
1	Date on which disconnection is to be carried out		
2	Reason for disconnection		
Applicant shall submit the proof for duly paid latest bill along with this application form.			
Date:		Signature of Applicant	

Annexure – VIII

METER TESTING REPORT

1. CONSUMER PARTICULARS

Name (In Capital) of consumer

 Address.....
 Consumer S.C. No./Book No.....
 Contracted Load.....

2. METER PARTICULARS

Meter No. Size.....
 Dial No.
 Type..... C. T. Ratio.....
 E/L- LED Status Rev LED status

3. REVOLUTION/PULSE TEST

Meter Constant..... Load
 Reading before test..... Reading after test
 No. of Revolution/pulse taken..... Actual Time Taken for the test...
 Energy Recorded by meter..... Energy Recorded by Testing Equipment.....
 Error.....

RESULT

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

Certificate

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

Signature of Consumer Signature of Company Official

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

Load in kW	Approximate time in Minutes
1 kW	100
2 kW	50
3 kW	30

Annexure - IX

Application for Self Assessed/ Advance Payment of Anticipated Bills

(Distribution Licensee.....)

Applying for the purpose of:

Self-Assessed Bill [A, B] Advance Payment of anticipated bills [A, C]

[Only applicable sections in the form are to be filled by the Applicant]

Application Number	
Date of Application	

A	Consumer Details:			
1	Existing Consumer	Book No		
		S.C. No.		
2	Address at which supply is provided	House		
		Street		
		Colony/ Area		
		Dist.:		Pin
3	Name (In Capital) of Consumer			
4	Telephone No.(if any)		Mob	
B	Self-Assessed Bill			
1	Based on reading (Self-taken)	a. Previous Reading		Date:
		b. Current Reading		
		c. Net Consumption		
		Amount		
2	Based on average consumption of last 6 months	Amount:		
C	Advance Payment of anticipated bills			
3	Advance Payment being made:			

4	Previous dues (if any):		
4	Net Advance Payment		
5	Mode of Payment	Cheque <input type="checkbox"/>	Details:
		DD/P.O. <input type="checkbox"/>	
		Cash <input type="checkbox"/>	
		Remarks (if any):	
Date:		Signature of Applicant	

Annexure - X**Application for Disconnection on Consumer's request/Permanent disconnection**

Application Number	
Date	

A	Particular of existing owner			
1	Existing Consumer	Book No		
		S.C. No.		
2	Name (In Capital) of Consumer			
3	Address at which disconnection of supply is required	House		
		Street		
		Colony/Area		
		Dist.:		Pin
	Telephone No.(if any)	Mob		
4	Date on which disconnection is to be carried out			
5	Reason for Permanent Disconnection			
6	List of documents	1. Copy of latest bill duly paid		

Date:

Signature of Applicant

Annexure - XI

Inspection Report regarding Theft and Unauthorised use of Electricity

Date of Inspection		Sl.No./ (Booklet No)	
Name of the Consumer		Division	
		Circle/Zone	
Name of the User		S.C. No.	
Address		Book No.	
		Load Details	
		Contracted Load	
		Billing demand	
		Total Connected Load	
		Category/Tariff Code	
Type of Irregularity			

Unauthorized Use Suspected Theft
 Theft

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

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

Connected load details

Establishment Type:-----**Working Hours**-----**Condition of Working**-----
 (Specific type of factory/ shop)
 Details of Seal

Other Observations by Inspection Team:

Consumer's Name & Signature

Signature _____
 Name _____
 Designation _____

Annexure - XII**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:

$$\text{Units assessed} = L \times D \times H \times F,$$

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

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

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

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

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

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

a)	Industrial	60%
b)	Non-domestic	60%
c)	Domestic	40%
d)	Agriculture	100%
e)	Direct theft#	100%

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

Assessment of energy in case of temporary connection

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

Units assessed = L x D x H, where

L = Load (connected/declared connected/contracted 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

Annexure - XIII

Complaint Handling Procedure for Distribution Licensee

1. Lodging of complaints

- 1) The Complaint can be lodged over a telephone including the toll free telephone number(s) of the Centralised Complaint Centre or the Local Complaint Centers. Wide publicity of Address & Telephone number(s) including toll free number(s) of these Complaint Centers shall be done through the following mode but not limited to
 - a) Display Boards affixed at the field offices & sub-stations of the Licensee.
 - b) At Distribution Licensee's website.
 - c) Press publicity including v notices/information dissemination in the newspaper.
- 2) Written complaints can also be sent at the addresses of Centralised Complaint Centers either by hand or post.

2. Procedure for logging of complaint and logging of its resolution thereafter

- 1) In case of failure or interruption of power supply or any other complaints related to services offered by the Licensee namely metering, billing, quality of power, etc., the complaint can be lodged over telephone or by post or personally giving the details such as name, connection no., address of the complainant, phone number and brief nature of the complaint.
- 2) All the complaints lodged over telephone or by the consumer personally or through post at Local Complaint Centre or to any officer shall necessarily be logged into the Centralised Complaint Centre. Any complaint received, either directly or through other complaint centers, at the Centralised Complaint Centre shall immediately be acknowledge by providing a Unique Complaint Number to the complainant directly or through the Local Complaint Centre/office from where the complaint has been received.
- 3) If any officer receives a complaint directly on telephone or mobile, he would advise the complainant to get the complaint logged/registered in the Centralized Complaint Centre or Local Complaint Centre and also inform him that the complaint resolution would be initiated only after complaint gets registered.
- 4) The Centralized Complaint Centre shall keep details of such complaints in the database server including the time of logging of the complaint and its subsequent time of resolution. All complaints can be tracked with the help of this unique complaint number.
- 5) Except where the complaint is received at the Local Complaint Center, the Centralized Complaint Centre shall communicate the complaint to the local complaint Centre of the

concerned sub-division/area who would then direct the mobile field staff to proceed to the address of the complainant, investigate the cause of complaint and resolve the complaint within the time period stipulated in the SoP/Supply Code Regulations. Provided that for all the complaints registered the responsibility for monitoring timely resolution of the complaint and for escalating complaint if not resolved timely will be that of the Centralized Complaint Centre.

- 6) On resolution of the complaint, the mobile staff shall inform the Local Complaint Centre which shall then intimate about the same to Centralized Complaint Centre, where the resolution time shall be duly logged into the server.
- 7) If the mobile staff foresees any difficulty that expected time required to resolve the issue is more than stipulated in the SOP Regulations, the mobile staff shall contact the higher authority immediately. Moreover, if the resolution time is beyond the stipulated time, as per the Regulations, the complaint shall then be escalated to the higher authority/level within the Licensee's hierarchical system on the basis of procedures discussed below.

3. Escalation of complaints

- 1) In case no information about resolution of complaint is received by the Centralized Complaint Centre even after expiry of the stipulated time for resolution of the complaint or Centralized Complaint Centre receives information about time of Resolution of the complaint beyond the stipulated time from Local Complaint Centre, the in-built system in the Centralized Complaint Centre shall escalate the complaint automatically to the concerned Sub Divisional Officer (SDO) who shall get intimation about the same on his mobile phone and also on his email ID.
- 2) The escalation process shall be inbuilt within the system and the complaints shall escalate automatically every two hours up to the level of the Chief Engineer using the server-based system until the resolution of the complaint is duly logged in the system.
- 3) In case if the complaint is not resolved by the extended time, beyond stipulated time, as informed to the Centralized Complaint Centre, the complaint shall get escalated upto the Director (Operations).
- 4) On resolution of the complaint the system will send a message to the complainant confirming the resolution of complaint. Further the staff of the Central Complaint Centre shall also cross check resolution of complaint with the complainant by calling him personally.

4. Nature of complaints and the stipulated time period of Resolution:

The nature of complaints along with their stipulated time frame for resolution as per the Regulations is presented below:

1) Power Supply Failure

Fuse blown out or MCB tripped (in case fuse or MCB belongs to Licensee i.e. pole or feeder pillar fuse)	Within 4 hours for Urban areas Within 8 hours for Rural areas
Service line broken Service line snapped from the pole	Within 6 hours for Urban areas Within 12 hours for Rural areas
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within 12 hours
Distribution transformer failed/burnt	Replacement of failed transformer within 48 hours
HT mains failed	Rectification of fault within 12 hours
Problem in grid (33 kV or 66 kV) substation	Repair and restoration of supply within 48 hours
Failure of Power Transformer	Rectification to be completed within 15 days

2) Billing, Metering and other complaints related to services offered by Distribution Licensee

1. Billing	
First Bill	Within 4 billing cycles
2. Transfer of consumer's connection and conversion of services	
Change of consumer's name due to change in ownership/occupancy for property	Within 2 billing cycles of acceptance of application
Transfer of consumer's name to legal heir	Within 2 billing cycles of acceptance of application
Load reduction	30 days after receipt of the application
Change of category	Within 10 days of acceptance of application.
3. Disconnection/ Reconnection of supply	
Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears up to the date of billing, within 5 days of receiving such request.
Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.
4. Meter complaints	
Testing of meter	Within 15 days of receipt of complaint
Replacement of burnt meter	Within 6 hours restoration of supply by bypassing the burnt meter. Meter to be replaced within 3 days
Replacement of defective meter	Within 15 days of declaring meter defective.

3) Voltage Complaints

Local problem	Within 4 hours
Tap of transformer	Within 3 days
Repair of distribution line / transformer / capacitor	Within 30 days
Installation & Up-gradation of HT / LT System	Within 90 days
Damage to consumer's apparatus due to Voltage fluctuations	Immediate

5. **Load shedding/ Power Cuts:**

- 1) In case of load shedding/power cuts amounting to more than 12 hours on any day, the complaint can be lodged with the Executive Engineer of the concerned division /area who shall acknowledge the receipt of such complaint and inform the complainant about the reason/cause of such load shedding/power cut along with the measures taken by him for mitigation of such incidents in future.

6. **Monitoring of complaints by the Licensee**

- 1) System generated daily reports on the status of complaints shall be placed before the MD, the Director (Operations) and Chief Engineers (Distribution) who shall take cognizance of the status of pending complaints in the State.
- 2) A system generated monthly report on the status of complaints shall also be examined by Director (Operations) who shall record his views regarding the adequacy of the measures taken and the response time.

7. **Grievance redressal for complainants**

- 1) If the complaint is not resolved within the stipulated time or the consumer is not satisfied with the action taken by the Licensee, he may approach and file a complaint to the Consumer Grievance Redressal Forums. Provided further, if the consumer is aggrieved by the decision of the Forum he may make a representation for the redressal of his grievance to the Ombudsman within 30 days from the receipt of the decision of the Forum or within 30 days from the date of the expiry of the period within which the Forum was required to take a decision, whichever is earlier.

Abbreviations

Following abbreviations have been used in this code but have not been defined;

- i- V=Volt
- ii- A=Ampere
- iii- W=Watt
- iv- kV= kilo Volt
- v- kA= kilo Ampere
- vi- kWh= kilo Watt Hour
- vii- kVA=kilo Volt Ampere
- viii- CT= Current Transformer
- ix- PT= Potential Transformer
- x- kVAh= kilo Volt Ampere Hour
- xi- kW= kilo Watt
- xii- kVAR= kilo Volt Ampere Reactive