

Gujarat Electricity Regulatory Commission (GERC)

Electricity Supply Code and Related Matters Regulations

Notification No. 4 of 2015

In exercise of powers conferred under Section 181 (2) (x) read with Section 50 of the Electricity Act, 2003 (Act 36 of 2003) and under Section 42 (1) (b) of the Gujarat Electricity Industry (Reorganisation and Regulation) Act, 2003 (Gujarat Act 24 of 2003), and all powers enabling it in that behalf, the Gujarat Electricity Regulatory Commission hereby makes this “Electricity Supply Code and Related Matters” Regulations herein after called the Supply Code.

SHORT TITLE, SCOPE EXTENT AND COMMENCEMENT

- 1 This Code shall be called ‘Gujarat Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2015 (hereinafter referred to as ‘the Supply Code’).
- 2 This Code details the obligations of the licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the licensee to provide efficient, cost-effective and consumer friendly service to the consumers.
- ~~3¹ All the forms and formats annexed to the supply Code are for guidance. The licensee may make suitable amendments in the forms/format after seeking prior approval of the Commission and such amended forms/ format would be posted on the website of the respective licensees for use by consumers.~~
- 3 This Code shall be applicable to:
 - (1) all Distribution licensees including Deemed licensees, all consumers in the state of Gujarat ²and for the purpose of Clause 4.32 of these Regulations to the Transmission Licensees;
 - (2) all other persons who are exempted under Section 13 of the Act; and
 - (3) unauthorised supply, unauthorised use, diversion and other means of unauthorized use/ abstraction/theft of electricity.
- 4 This Code shall come into force on the date of publication in the official Gazette of Government of Gujarat.
- 5 Structure of the Supply Code

The Supply Code consists of 9 Sections as follows:

Section-1: Preliminary

¹ Deleted Para 3 of ‘Short Title, Scope Extent and Commencement’ of the Principal Regulations vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023

Section-2: Definitions

Section-3: System of Supply and Classification of Consumers

Section-4: Procedure for release of new connection and modification in existing connection

Section-5: Apparatus within Consumer's Premises

Section-6: Metering and Billing

Section-7: Restrictions

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SECTION - I

Electricity Supply Code Review Panel

1.1 The review panel shall consist of the following members with adequate knowledge of technical matters related to electricity supply by Distribution Licensees. GERC will nominate the representative of the STU as Chairperson of the Review Panel. The Member-Secretary of the Supply Code Review Panel will be nominated by the Commission from among the representatives of Distribution Licensees. The Distribution Licensee whose representative is Member-Secretary shall provide the required administrative and other logistic support to the Review Panel and shall also bear the Travel expenses etc. of the members of consumer organizations or any member nominated by the Commission as per Clause 1.2 of this Code. The Member-Secretary shall be fully responsible for rendering needed secretarial assistance to the Review panel.

Provided that the Chairperson of the Review Panel shall be an officer of the STU not below the rank of Chief Engineer.

Besides the Chairperson, the Review panel shall consist of:

- a) One member from each of the Distribution Licensees;
- b) One member to represent all the Generating Companies to be nominated by GERC;
- c) Chief Electrical Inspector, Government of Gujarat, shall be an ex-officio member of the Supply Code Review Panel.
- d) Four representatives of the Industrial Consumers to be nominated by GERC. They shall be from a duly registered Organisation or Association of Industries/ chambers of commerce. Of these, two representatives shall be from LT Industrial Consumers and two from HT/EHT Consumers
- e) Two members to be nominated by GERC from the registered Consumer bodies to represent the categories of the domestic and commercial Consumers.
- f) One member to be nominated by GERC shall be from the registered bodies representing agriculture Consumers.

1.2 GERC may further add members to the review panel from any sector/ profession, as may be deemed necessary.

1.3 All the members of the review panel shall normally have tenure of two years unless they cease to be the member for any reason. The new member in replacement shall be from the same category and for the unexpired period of term.

1.4 The Review Panel can decide the procedure for transaction of its business.

1.5. The existing members of the Review Panel shall continue till the expiries of their term or till the new members are appointed, whichever is later.

1.6 Functions of Review Panel

The functions of the Review Panel shall be as follows: -

- a) Review of the Supply Code as and when necessary.
- b) Consideration of requests for review and making recommendations along with reasons to the Commission.
- c) Issue of guidelines on implementation of the Supply Code.
- d) Review of causes of electrical accidents and recommendations about required remedial measures in the light of reports of the Electrical Inspector under Section-161 of the Electricity Act, 2003 to avoid recurrence of such accidents.
- e) Ensuring the consistency of the changes/modifications proposed in the Supply Code with other Codes, Laws, Acts, Rules and Regulations in force at that point of time.
- f) Undertaking detailed studies of matters concerning the Supply Code and circulate findings and recommendations of such studies among the members of the Review Panel and other concerned entities.
- g) Holding of regular meetings as required and at least once in six months.
- h) Holding of meetings by any sub-committee of the Review Panel for discussing specific issues raised by any group of stake holders.

Review and Revisions

- 1.7 Persons / Users seeking any amendment to the Supply Code shall send written requests to the Secretary of the review panel with a copy to GERC. If the request is sent to GERC directly, it shall be forwarded to the Secretary of review panel who shall, in consultation with the concerned entities and such other persons as the GERC may direct, review the provisions of the Supply Code. The Secretary shall circulate the proposed changes/modifications to all the panel members for their written comments within a reasonable time. If considered necessary, the Chairperson may convene meeting of the Review Panel for discussing the proposed amendments. Where the Review Panel considers necessary, it shall forward its recommendations to GERC for proposed amendments.
- 1.8 The Member-secretary shall send the following reports to GERC after each meeting of the review panel:
 - a) Reports on the outcome of such review.
 - b) Any proposed revision to the Supply Code.
 - c) All written representations and objections submitted by the Users/ Persons at the time of review.
- 1.9 The Member-secretary shall also forward a copy of agenda notes and proceedings of Review Panel meeting to the Commission.
- 1.10 All changes made in the Supply Code shall be duly incorporated in a standard copy to be

kept with the Secretary of the Commission. The standard copy shall also contain a sheet showing chronology of all the changes made in the Supply Code. Copies of the relevant Gazette Notifications incorporating the changes in chronological sequence shall also be maintained.

1.11 An updated version of the Supply Code shall be placed on Commission's and Licensees' website. All Distribution Licensees shall maintain updated copies of the Supply Code in their offices and shall make it available for sale at a reasonable cost.

Limitations of the Supply Code

1.12 Where in any unforeseen circumstances or operational contingencies, the Distribution Licensee is required to act decisively to discharge his obligations under the Distribution License. Users shall provide such reasonable co-operation and assistance as the Distribution Licensee may require in such circumstances. A report of such actions shall be submitted by the Distribution Licensee to the Review Panel and GERC within 72 hours.

Confidentiality

1.13 The Distribution Licensee shall not furnish information about any consumers unless required to be furnished under any law by Central/ State Government departments or by any official agency.

Procedures to Settle Disputes

1.14 In the event of dispute regarding any provisions in the Supply Code between any User and the Distribution Licensee, the matter shall be referred to Gujarat Electricity Regulatory Commission and its decision shall be final.

Other Regulations

1.15 The provisions of the Supply Code shall be read in conjunction with regulations made under GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time, GERC (Licensee's Power to Recover Expenditure incurred in providing supply and other Miscellaneous Charges) Regulations, 2005, as amended from time to time, GERC (Security Deposit) Regulations, 2005, as amended from time to time and other relevant regulations and codes notified by GERC.

1.16 The Distribution Licensee may make an application to GERC and seek suitable orders to remove any difficulty that may arise in implementation of these Regulations.

SECTION-2

DEFINITIONS AND INTERPRETATION

2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Act. Expressions used herein but not specifically defined in the Act but defined

under any law passed by a competent legislature and applicable to the electricity industry in the state shall have the meaning assigned to them in such law.

Subject to the above, expressions used herein but not specifically defined in these Act or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry.

2.2 In the interpretation of this code, unless the context otherwise requires:

- (1) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
- (2) References to any statutes, regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, regulations or guidelines, as the case may be, referred to;
- (3) Terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" "regardless of whether such terms are followed by such phrases or words of like import.
- (4) reference herein to the 'Code' shall be construed as a reference to this Code as amended or modified by the GERC from time to time in accordance with the applicable laws in force.
- (5) the headings are inserted for convenience and may not be taken into account for the purpose of interpretation of this Code.

2.3 In this Code, unless it is repugnant to the context:

- (1) '**Act**' refers to the Electricity Act, 2003 and Gujarat Electricity Industry (Reorganisation and Regulation) Act, 2003, read together and as amended time to time;
- (2) '**Agreement**' refers to an Agreement entered into by the Distribution Licensee and the consumer;
- (3) '**Applicant**' ¹means an owner or occupier of any land/premises who files an application form with a ²*distribution* licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, ³*mutation of name, change in consumer category*, disconnection or restoration of supply, or termination of agreement, ⁴*shifting of connection or other services* as the case may be, in accordance with the provisions of the Act and the Supply Code, rules and regulations made thereunder; ⁵~~or other services~~;

¹ Substituted vide Corrigendum in GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 dated 01.01.2024. Prior to substitution it read as, "refers to".

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁴ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁵ Deleted vide Corrigendum in GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 dated 01.01.2024.

- (4) '**Application**' refers to an application form complete in all respects in the appropriate format, as ¹*specified by the Commission*, along with documents showing payment of necessary charges and other compliances;
- (5) '**Application Form**' refers to an application form complete in all respects in the appropriate format, as ²*specified by the Commission*, before any payment of applicable charges;
- (6) '**Area of Supply**' refers to the area within which a Distribution Licensee is authorized by his License to supply electricity;
- (7) '**Assessing Officer**' refers to an officer designated as Assessing Officer by the State Government of Gujarat under provisions of Section 126 of the Act;
- (8) '**Authorised Officer**' refers to an officer designated as Authorised Officer by the Commission or the State Government, as the case may be, under provisions of Section 135 of the Act;
- (9) '**Authorized representative**' refers to of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/entity;
- (10) '**Billing Period**' refers to the nominal period between two consecutive meter reading dates. It may be monthly or any other period as may be adopted by the Distribution Licensee. However, this shall not be less than one calendar month and more than two calendar months;
- (11) '**Calendar Year**' refers to the period from the first day of January of a year to the thirty first day of December, of the same year;
- (12) '**Check Meter**' refers to a meter, which shall be connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of failure of main meter;
- (13) '**Class-I cities**' refer to as defined in the latest Census of India (areas with population of more than 1 lakh);
- (14) '**Commission**' refers to the Gujarat Electricity Regulatory Commission constituted under the Act;
- (15) '**Conductor**' refers to any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
- (16) '**Connected Load**' expressed in kW, kVA or HP, refers to aggregate of the manufacturer's rated capacities of all energy consuming devices or apparatus connected with the Distribution licensee's service line on the consumer's premises which can be simultaneously used. This shall be expressed in kW or kVA. If rating is in kVA, the same may be converted to kW by multiplying the kVA with a Power Factor of 0.9. If the same or any other Apparatus is rated by the manufacturer in HP, the HP rating shall be converted to kW by multiplying it by 0.746;

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "*required by the Distribution licensee*".

² Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "*required by the Distribution licensee*".

(17) **'Connection Point'** refers to a point at which the consumer's installation and/or apparatus are connected to distribution licensee's distribution system;

(18) **'Consumer'** refers to any person who is supplied with electricity for his/her own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be.

A consumer is specified as a:

- (i) 'Low Tension Consumer (LT Consumer)' if he obtains supply from the licensee at low or medium voltage;
- (ii) 'High Tension Consumer (HT Consumer)' if he obtains supply from the licensee at High Voltage;
- (iii) 'Extra High Tension Consumer (EHT Consumer)' if he obtains supply from the licensee at Extra High Voltage;

(19) **'Consumer installation or consumer's installation'** refers to any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the consumer's premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected;

(20) **'Contracted load/ Sanctioned Load/ Contracted Demand'** refers to the maximum demand in kW, kVA or HP, agreed to be supplied by the licensee and indicated in the agreement executed between the licensee and the consumer. Wherever the Agreement stipulates supply in kVA, the quantum in terms of kW may be obtained by multiplying by the Power Factor of 0.9. If the Agreement stipulates supply in HP, the HP shall be converted to kW by multiplying it by 0.746;

(21) **'Cut out'** refers to any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include fusible devices;

(22) **'Date of commencement of Supply'** refers to the date when the licensee energizes the consumer installation by connecting to the Distribution mains;

(23) **'Demand Charge for a billing period'** refers to a charge levied on the consumer based on the contracted/sanctioned/connected load or maximum demand (reference to definition no. (46) of this Code) as the case maybe and shall be calculated as per the procedure laid down in the Tariff Order approved by the Commission;

(24) **'Disconnection'** refers to the physical separation ¹or remote disconnection of User or Consumer from the system;

(25) **'Distribution Mains'** refers to the portion of any main with which a service line is, or is intended to be, immediately connected;

(26) **'Distribution Licensee'** refers to a person granted a license under Section 14 of the Act authorising him to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

(27) '**Distribution System**' refers to the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers; Explanation: Any system consisting mainly of overhead lines, underground cables, service lines, electrical plant, control switchgear and meters having design voltage of 33 kV and below and shall also include any other system of higher voltage as the Commission may specifically recognize. The Distribution System shall not include any part of the Transmission System except the terminal equipment (metering system, CT and PT) connected at consumer end and used for the supply of electricity to extra high voltage (66 kV and above) consumers;

(28) '**Earthing**' refers to connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger;

(29) '**Electric Line**' refers to any line which is used for carrying electricity for any purpose and includes:

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

(30) '**Electrical Inspector**' refers to a person appointed as such by the appropriate Government under sub section (1) of section 162 of Electricity Act, 2003 and also includes Chief Electrical Inspector;

(31) '**Energy charge**' refers to a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff schedule including fuel surcharge and time of use charges) supplied;

(32) '**Extra High Voltage**' refers to Voltage equal to and greater than 66 kV;

(33) '**Financial Year**' refers to the period beginning from first of April in an English calendar year and ending with the thirty first of the March of the next year;

(34) '**Feeder**' refers to a LT, HT or EHT line, emanating from a sub-station, to which a distribution sub-station or LT, HT or EHT consumers are connected;

(35) '**Generating Companies**' refer to any company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person, which owns or operates or maintains a generating station;

(36) '**GERC**' refers to Gujarat Electricity Regulatory Commission;

(37) '**High Tension or HT/ High Voltage**' refers to Voltage greater than 440 V and lesser than 66 kV;

(38) '**Indian Standards ("IS")**' refer to Standards and specifications approved by the Bureau of Indian Standards;

(39) '**Independent Feeder**' refers to a feeder supplying to single consumer;

(40) '**Interconnection**' shall have the same meaning as "connection point" as defined in sub clause 2.3(17);

(41) '**Licence**' refers to a licence granted under Section 14 of the Act;

(42) '**Licensed Electrical Contractor**' refers to a contractor licensed under clause 29 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010;

(43) '**Load factor**' is the ratio of the total number of units consumed during a given period to the total number of units which have been consumed had the load been maintained

throughout the same period and shall usually be expressed as the following percentage:
Load factor in percentage = Actual units consumed in a given period x 100) / (Contracted load in kW x No. of hours in the period);

(44) **'Low Tension or LT/ Low Voltage'** refers to Voltage not exceeding 440 volts;

(45) **'Main'** refers to any electric supply line through which electricity is or is intended to be supplied;

(46) **'Maximum Demand'** refers to the Maximum Demand in kW or kVA, as the case may be, shall mean an average kW/kVA supplied during consecutive 30/15/¹3 minutes (depending upon the type of meter being used) period of maximum use where such meter with the features of reading the maximum demand in kW/kVA directly, has been provided;

(47) **'Meter'** refers to an equipment used for measuring, indicating and recording electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVARh etc. including accessories like Current Transformer (CT), Voltage Transformer (VT) / Potential Transformer (PT) / Capacitor Voltage Transformer (CVT) etc. where used in conjunction with such meter;

(48) **'Month'** refers to the calendar month unless the context otherwise requires. A time lasting from a specified date in one calendar month until the same date in the next calendar month (a period of time equivalent to about 30 days);

(49) **'Occupier'** refers to the owner ²or tenant or person in occupation of the premises where energy is used or proposed to be used;

(50) **'Overhead Line'** refers to any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;

(51) **'Person'** refers to any individual or company or body corporate or association or body of individuals whether incorporated or not, or artificial juridical person;

(52) **'Point of Supply'** refers to, unless otherwise agreed to, the incoming terminal of the cut-out installed by the consumer, i.e. Meters/switches installed at the Consumer's Premises in case of LT Consumers; Distribution box installed on transformer centre / substation established on Consumer's premises, when meter is installed on such a transformer centre/ substation. Control switchgears that may be installed in the Consumer's Premises as provided subject to provision of this code in case of HT and EHT Consumers;

(53) **'Power Factor'** refers to the cosine of the electrical angle between the voltage and current vectors in an AC electrical circuit;

(54) **'Premises'** refers to land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity; In case of Agriculture Connection, premises means the place of source of water in respect of which connection has been given or intended to be given by the licensee for supply of electricity;

(55) **'Rural Areas'** refer to the areas covered within Gram Panchayats as defined in the Gujarat Gram Panchayat Act;

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

'Service Line' refers to any electric supply line through which electricity is or is intended to be supplied: -

(56) a) to a single Consumer either from a distributing main or immediately from the Distribution Licensee's Premises, or

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

(57) **'Street'** refers to any way, road, lane, square, court, alley, passage or open space, whether a thoroughfare or not, over which the public have a right of way, and also the roadway and footway over any public bridge or causeway;

(58) **'Sub-station'** refers to Station for transforming or converting electricity for the transmission or distribution thereof and includes transformers, converters, switchgears, capacitors, synchronous condensers, structures cable and other appurtenant equipment and any buildings used for that purpose and the site thereof;

(59) **'Supply'**, in relation of electricity, refers to the sale of electricity to a licensee or consumer;

(60) **'Supply Code Review Panel'** refers to the Panel constituted under Clause No. 1.1;

(61) **'Tariff Order'**, in respect of a licensee, refers to the most recent order issued by the Commission for that licensee indicating the rates to be charged by the licensee from various categories of consumers for supply of electrical energy and services;

(62) **'Tariff Schedule'** refers to the most recent schedule of charges for supply of electricity and services issued by the licensee as per the provisions of the Tariff Order for that licensee;

(63) **'Theft'** shall mean theft of electricity as defined in Section 135 of the Act;

(64) **'Transmission Licensee'** refers to a person who has been granted a licence under Section 14 of the Act authorising him to establish or operate transmission lines;

(65) **'Transmission System'** refers to the system consisting of extra high voltage electric lines being operated at EHV (excluding generator interconnection facilities) owned and/or operated by the Transmission licensee for the purposes of the transmission of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection equipment up-to the interconnection with the distribution system and includes the plant and apparatus and meters owned or used by the transmission licensee in connection with the transmission of electricity, but shall not include any part of any distribution system of the licensee/licensee's distribution system;

(66) **'Urban Areas'** refer to the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships, excluding the areas covered under Class-I Cities;

(67) **'User'** refers to any person having electrical interface with, or using the distribution system of the distribution licensee to whom this Code is applicable;

SECTION-3

SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

System of Supply

3.1 The licensee shall supply power within the frequency band specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010 and GERC (Gujarat Electricity Grid Code) Regulations, 2013 and amendments thereof. At the point of commencement of supply, except with the written consent of the consumer or with the previous sanction of the Commission, a supplier shall not permit the voltage to vary from the declared voltage more than the limit specified by Central Electricity Authority from time to time.

3.2 The rated voltage of the AC supply should be as follows:

Category	System of Supply
For all installations upto and inclusive of 6 kW of Connected Load, subject to motive power load other than irrigation pump not exceeding 2 HP in the aggregate.	230 V- Single Phase
For all installations exceeding 6 kW of Connected Load ¹ and up to 100 kVA/kW of Contracted Demand / up to 150 kVA/kW of Contracted Demand if opted by the applicant / consumer.	400 V- Three Phase
For all installation with Contract Demand exceeding 100 / ² 150 kVA/kW and up to 4000 kVA/kW. However, for the existing 22 kV consumer, the Contract Demand limit shall be extended upto 8000 kVA/kW subject to undertaking from consumer for reverting back to 4000 kVA/kW limit in case of change of system to 11 kV under system conversion scheme.	11 kV and 22 kV - Three Phase
All installation with Contract Demand exceeding 4000 kVA/kW.	At 33 kV and above- Three Phase

The Consumer may opt for higher profile of supply even though the contracted load is less than the specified limit under higher profile of supply, if he so desires.

In case of existing consumers drawing power at lower voltage, if due to the additional requirement they cross the threshold limit of load, in such cases the licensee may, as far as possible, make commercially viable offer to the consumers so that he opts for the next

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Fourth Amendment) Regulations, 2024, Notification No. 14 of 2024 which came into effect from 23.09.2024. Prior to substitution it read as, “(motive power load exceeding 2 HP and upto 150 HP in the aggregate) and upto 100 kVA/kW of Contracted Demand.”

² Added vide GERC (Electricity Supply Code and Related Matters) (Fourth Amendment) Regulations, 2024, Notification No. 14 of 2024 which came into effect from 23.09.2024.

higher voltage of supply. The commercial offer may be framed taking into consideration the following-

- (a) Likely reduction in Transmission and Distribution Losses;
- (b) Load reduction on transformers of licensee's system and their availability for meeting new requirements.

However, supply to existing consumers at voltage lower than the limit specified above, should continue and in case their load requirement increases, the above specified load limit will be applicable.

3.3 The licensee may, depending upon the technical conditions of the distribution system, give supply at a voltage and phase other than the classification of supply in clause 3.2 of this Code, subject to the Commission's approval.

Power Factor

3.4 It shall be incumbent upon all consumers obtaining three phase supply to maintain an average power factor of not less than 90% in respect of their installation. The Distribution Licensee shall not commence power supply to any applicant requiring motive power load of 2 kW or more unless his installation is provided with a suitable and adequate power factor corrective equipment like the shunt capacitor.

3.5 The Consumer requiring supply for motive power shall procure his own shunt capacitor (according to IS standard) of adequate rating at his cost. He shall install it after it is tested by the Distribution Licensee on payment of the testing fee. The Consumer may also alternatively request the Distribution Licensee to install the shunt capacitor for his installation subject to necessary payment and the Distribution Licensee shall install shunt capacitor of adequate rating if available with him. The Distribution Licensee may provide, upon request from consumers, guidance for suitable rating of the shunt capacitors and name of the suppliers short-listed by the Distribution Licensee.

3.6 Discontinuation of power supply due to non-provision of the capacitor for his installation shall not absolve the consumer from his liability for the payment of the minimum charges, if the Distribution Licensee is otherwise ready to give power supply and has served a notice to that effect upon the consumer.

3.7 The shunt capacitor installed by the Distribution Licensee at the cost of the Applicant / Consumer shall be the property of the Applicant / Consumer by whom it shall be maintained. In case the capacitor installed is damaged or found missing, it shall be replaced by the consumer at his cost or the Distribution Licensee may replace it at the cost of the consumer if the capacitors of the adequate ratings are available with him. This will also apply to the Consumer requisitioning for additional power supply where the total motive load including the motive load requisitioned for, become 2 kW or more.

3.8 In case of existing three phase installations including motive power installations of 2 kW or more, where the average power factor is found or noticed less than 90%, the Distribution Licensee may refuse or disconnect power supply after giving 10 days notice to rectify the capacitor(s) subject to the provisions of the Acts, Rules and Regulations for the time being in force.

Parallel Operation with Distribution Licensee's System

3.9 The Consumer shall submit necessary technical and operational details as may be needed to co-ordinate with the Distribution Licensee before installing any generating set in any Premises, in case it is to be connected with the Distribution System. Further the consumer shall take approval of concerned agencies including Chief Electrical Inspector in accordance with the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time and Government of Gujarat Notification No GU/85/CEI/11-2012/4140/K Date 10/07/2012 in force from time to time before energisation of such generating sets.

Classification of Consumers

3.10 Distribution Licensee may classify and reclassify consumers into various Tariff Categories from time to time as may be approved by the GERC and announce the different Tariffs for different classes of Consumers with the approval of GERC. No additional category other than those approved by GERC shall be created by the Distribution Licensee.

SECTION-4

PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION

Licensee's obligation to supply

4.1 The licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in the GERC (Standard of Performance of Distribution Licensee) Regulations 2005, as amended from time to time, provided;

- (1) the supply of power is technically feasible;
- (2) the applicant has observed the procedure specified in this Code; and
- (3) the applicant agrees to bear the cost of supply and services as specified in the GERC (Licensee's Power to Recover Expenditure incurred in Providing Electric Supply and Other Miscellaneous Charges) Regulations, 2005 and amendments thereof.

4.2 The system of supply and voltage shall depend on the category of the consumer and the load as per details given in clauses 3.2 and 3.3 of this Code.

Licensee's obligation to extend the distribution system and consumer's share in the cost

4.3 The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply. The cost of extension of distribution mains and extension / up-gradation of the system up to the point of supply for meeting demand of new consumers and the cost of extension of service connection from the distribution mains to the point of supply shall be levied as per the

GERC (Licensee's Power to Recover Expenditure incurred in providing Supply and Other Miscellaneous Charges) Regulations, 2005 and amendments thereof.

Conditions for Grant of Connection

4.4 The licensee shall prominently display on its website and wherever feasible, ¹*conspicuously as far as possible* at its offices, the updated status of applications for new connections in that area/circle, the detailed procedure for grant of new connection, ²*temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of premises etc.* and the complete list of documents required to be furnished along with such applications ³*in Gujarati and English languages.* Normally no document, which has not been so listed, will be required for processing application forms for new connection. Security amount and cost of service line to be deposited by applicant in accordance with GERC (Licensee's Power to Recover Expenditure incurred in providing Supply and other Miscellaneous Charges) Regulations, 2005, as amended from time to time, and GERC (Security Deposit) Regulations, 2005, as amended from time to time, shall also be prominently displayed.

⁴ *The application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application or mobile app or through SMS or by any other electronic mode to monitor the status of processing of the application like receipt of application, site inspection, issuance of demand note, external connection, meter installation and electricity flow.*

4.5 Connection to unauthorised colonies/areas shall not be granted in case of a restraining/prohibition order by the government or competent authority.

Purchase of existing property

4.6 Where the applicant has purchased or intends to purchase an existing property whose electricity connection has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the licensee and obtained a "no-dues certificate" from him. In case such "no-dues certificate" has not been obtained by the previous owner before change in ownership of property, the new owner may approach the licensee with details of previous connection for availing such a certificate.

The licensee shall acknowledge receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue a "no-dues certificate" within 1 month from date of receipt of such application.

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁴ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

4.7 In case the licensee does not intimate the outstanding dues or issue a “no-dues certificate” within this time, new connection to the premises shall not be denied on grounds 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.

Reconstruction of existing property

4.8 In case of demolition and reconstruction of the entire premises or building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the agreement shall be terminated. Security deposit of the consumer shall be duly returned by the licensee in accordance with GERC (Security Deposit) Regulations, 2005, as amended from time to time. A new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Power supply from existing connection shall not be allowed for construction purpose in such cases.

Procedure for providing New Electricity Service Connection Application Form

4.9 The applicant shall apply for release of new connection in the following format as given in the Annexure to this Code:

- (1) Application form for release of new connection (Low Tension) – Annexure I
- (2) Application form for release of new connection (High Tension/ Extra High Tension) – Annexure II

4.10 Application forms shall be available at the local office of the licensee free of cost. The licensee shall also put up all application forms on its website for free download. Legible photocopies of a blank form may be made by the consumer which shall be accepted by the licensee. The licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. ¹*The licensee shall prominently display the website address for online submission of application form on its website and notice board of all its offices.* Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.

4.11 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, ²*mobile application for submission of online application form. The applicant shall have an option to submit an application form in hard copy form or through an electronic means such as online through web portal or mobile app of distribution licensee. The licensee shall establish a centralized 24/7 toll free call center for this purpose, which minimize the applicant's interface with the utility during the process, within six months from the date of Notification of this Amendment.*

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, “call centres, etc. which minimize the applicant's interface with the utility during the process.”

¹Further, the licensee shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics. The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc.; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

The distribution licensee shall provide services such as application submission, etc., to senior citizens at their door-steps.

4.12 Application forms for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises for which new connection is being sought, proof of applicant's current address, and in specific cases, certain other documents as detailed in clauses 4.15 - 4.20 of this Code.

²Provided that for new connections up to a load of 10 kw, the application form shall be accompanied with only two mandatory documents- (1) identity proof of the applicant as per Clause 4.15 below; and (2) proof of applicant's or occupancy over the premises as per Clause 4.16 below, for which new connection is being sought or in the absence of any proof of ownership or occupancy, any other address proof not given as part of identity proof under Clause 4.15 below.

4.13 Registration-cum-processing fees shall be levied while applying for new connection as per the GERC (Licensee's Power to recover Expenditure incurred in providing electricity and other Miscellaneous Charges) Regulations, 2005 as amended from time to time.

4.14 Wherever the rated capacity of the Consumer's equipment is in kVA or kW, the equivalent HP shall be determined as under:

$$\text{Equivalent HP} = \text{kW} \div 0.746$$

The kW shall be computed by multiplying kVA with the power factor of 0.90 for all equipment, except welding equipment. For welding equipment, which is rated in kVA, equivalent HP for the purpose of billing shall be taken as one kVA equal to one HP and wherever it is fraction of one, it shall be rounded off to the next multiple of $\frac{1}{2}$ HP, as the case may be.

4.15 Any of the following documents shall be considered as acceptable proof of identity:

(1) If the applicant is an individual:

- (i) Electoral identity card;
- (ii) Passport;

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

- (iii) Driving license;
- (iv) Ration card;
- (v) Photo identity card issued by Government agency;
- (vi) PAN card;
- (vii) Aadhar Card

- (2) If the applicant is a company, trust, educational institution, government department etc, the application form shall be signed by a competent authority (e.g. Branch Manager, Principal, Executive Engineer, etc) along with a relevant resolution/ authority letter of the institution concerned.

4.16 Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:

- (1) Copy of registered sale deed or lease deed or in the case of agricultural connections a copy of 7/12, 8-A and hakk patrak (6-A);
- (2) Latest Municipal Tax ¹[***] Demand notice or any other related document ²(for residential connections only);
- (3) Letter of allotment;
- (4) Ownership Certificate issued by village level Government functionary;
- (5) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (1) to (3) above, also furnish a No Objection Certificate from owner of the premises except lease holder where long lease is granted for premises. Where the NOC from the owner of the premises is not available due to any reason (s), new connection be allowed on the basis of submission of indemnity bond prescribed by the Distribution Licensee to indemnify the Distribution Licensee against losses on account of disputes that may arise out of effecting service connection to him.

4.17 Any of the following documents shall be considered as acceptable proof of current address for communication:

- (1) Electoral identity card;
- (2) Passport;
- (3) Driving license;
- (4) Ration card;
- (5) Photo identity card issued by any Government agency;
- (6) Statement of running Bank Account;

¹ Deleted words “receipt or” vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

² Added vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016

- (7) Most recent Water / Telephone / Electricity / Gas connection Bill;
- (8) Income Tax assessment order;
- (9) Aadhar Card;

4.18 In case of a partnership firm including Limited Liability partnership (LLP) – The applicant shall furnish the partnership deed or the LLP deed duly notarized and an authorization in the name of the applicant for signing the requisition form and agreement;

4.19 In case of Public and/or Private limited Company – The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorisation in the name of the applicant for signing the requisition form and agreement;

4.20 Other documents applicable only for select consumer categories:

- (1) Industrial consumers: Valid Industrial License, if applicable; alongwith approval of use of land for Non- Agriculture purpose;
- (2) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required;
- (3) Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the nagar nigam / nagar palika / nagar panchayat / gram sabha / gram panchayat / land development authority / land owning agency;
- (4) Where new industrial connection or addition to the load of existing connection need clearance from the pollution or environmental angle, the applicant shall submit “NO OBJECTION CERTIFICATE” from the competent authority to the Distribution Licensee.

Processing Application Forms

4.21 For all application forms ¹*received in hard copy* pertaining to release of supply to new connections, the licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall ²*receive the* registration charges as per GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005 and amendments thereof ³*and upload on the website. The licensee shall generate an acknowledgement with registration number for the same and intimate to the applicant immediately.*

In case of online application form through web portal or mobile application of the licensee, the licensee shall verify the application form and the documents enclosed therewith and if found deficient, shall intimate to the applicant at e-mail id mentioned in the application

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, “*acknowledge its receipt by accepting*”.

³ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

form within 2 working days, specifying deficiencies in the application form. If the application form is complete or once the deficiencies are removed by the applicant to the satisfaction of the licensee, the licensee shall acknowledge the receipt of the registration charges paid online by the applicant as per the GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005 and amendments thereof, and immediately upload the application on website and generate an acknowledgement with registration number for the same and intimate to the applicant immediately.]

4.22 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was ¹*uploaded on website.*

Separate registers/databases for different category of consumers may be maintained. The licensee shall keep the ²*necessary* registers/databases updated with stage-wise status of disposal of each application form.

4.23 The licensee shall deal with application forms in each tariff category on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database. The licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list shall be displayed on the licensee’s website or the Notice Board/Blackboard kept at the local office of the licensee, to be updated daily.

4.24 An application form shall be deemed to be received on the date of ³*generation of acknowledgement with registration number.*

4.25 An application shall be deemed to be received on the date of receipt of all applicable charges as per GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005 and amendments thereof, including the security deposit in accordance with GERC (Security Deposit) Regulations, 2005 and amendments thereof.

4.26 The licensee shall, at the time of receipt of application form, stipulate a date for inspection of applicant’s premises in mutual consultation with the applicant, under written acknowledgment. –The date of inspection must be scheduled within 7 working days in Class-I cities and urban areas and 10 working days in rural areas from the date of receipt of application form. If the applicant wishes, he can get the inspection scheduled on a non-working day for the licensee (i.e. Sunday, gazetted holidays etc.) on payment of inspection fee of Rs. 500.

4.27 During the inspection, the licensee shall:

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, “received”.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, “receipt of consumer’s requisition of supply in the prescribed format along with registration charge prescribed in the GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005, and amendments thereof, complete in all respects along with all relevant documents.”.

(1) Fix the point of supply and the place where the meter and the MCB etc. shall be installed in consultation with the consumer:

Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the premises in such a manner that it is protected from elements like rain etc. and is easily accessible without getting the premises unlocked or opened for this purpose;

In no case, the Distribution Licensee shall fix its apparatus, meter or any of its property in a place, which entails entry by its employee into private quarters.

(2) Record the correct full address of the premises, if not provided in the application form, and note down landmarks near the property and the pole number from where service connection is proposed to be given; and

(3) Verify all other particulars mentioned in the application form, as required.

(4) The Distribution Licensee shall obtain the necessary way leaves and permissions for laying down the service lines for the supply of power. The applicant shall fully co-operate with the Distribution Licensee in obtaining such necessary way leaves and permissions. However, where the consumer has no frontage abutting a public street and where the service line has necessarily to cross over or go under other property, the consumer shall obtain the necessary way leave and permission at his own expense and continue them as long as supply is to be maintained. Should, however, the way leaves or permissions be withdrawn, the Supply may be cut off forthwith, subject to the provisions of Acts, rules and regulations for the time being in force. Any extra expense incurred in laying the service line and maintaining the same in accordance with the way leaves shall be recovered from the Consumer. The Applicant shall provide necessary undertaking to the Distribution Licensee if required.

4.28 The Distribution Licensee will not provide more than one connection for one premise or in adjoining/contiguous premises belonging to same owner if these are not separated by a public road or by private premise. The consumers opting for second connection will have to produce separate legal entity documents such as separate Income Tax No/ Sales Tax No., ration card and rent or lease agreement.

4.29 In those cases, where *prima facie* at the stage of registration or at the time of inspection, it appears that, the proposed connections may not be in compliance with applicable rules or standards or codes, the connection should be provided after securing necessary compliance. The distribution licensee shall make all possible endeavors to help the consumer to the extent practicable in securing the necessary compliance.

4.30 An application for new connection, reconnection, addition or reduction of load, change of name or shifting of service line for any premises need not be entertained unless any dues relating to that premises or any dues of the applicant to the Distribution Licensee in respect of any other service connection held in his name anywhere in the jurisdiction of the Distribution Licensee have been cleared.

Provided that in case the connection is released after recovery of earlier dues from the new applicant and in case the licensee, after availing appropriate legal remedies, get the full or part of the dues from the previous consumer/owner or occupier of that premise, the amount

shall be refunded to the new consumer/owner or occupier from whom the dues have been recovered after adjusting the expenses to recover such dues.

4.31 In case of application for LT supply after compliance as provided in Clause 4.29 above the licensee shall sanction the load applied for and issue a demand note in writing, under acknowledgement, within the timeline specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and amendments thereof:

Provided that the time taken by applicant in securing the compliance as provided in Clause 4.29 above shall not be included in the timeline specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, and amendments thereof.

4.32 In case of application for HT/EHT supply the licensee shall forward the application to the Transmission Licensee within ¹2 working days of its receipt for its further processing in terms of provisions in the Grid Code. The Transmission Licensee within ²5 working days of receipt of the application from distribution licensee, shall intimate the distribution licensee regarding feasibility or otherwise of the application. Comments of the Transmission Licensee shall be communicated to the applicant within three days thereafter.

In case the application is found feasible and subject to compliance as provided in Clause 4.29 above, the Distribution Licensee shall issue a demand note in writing, under acknowledgement, within the timeline specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and amendments thereof.

Provided that the time taken by applicant in securing the compliance as provided in Clause 4.29 above ³/ shall not be included in the timeline specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and amendments thereof.

4.33 The demand note shall contain following details:

(1) Details of the works (including service line) to be undertaken for providing electricity supply;

Provided that where the estimates are issued on the basis of per kW of demanded load, the estimate need not contain details of works to be undertaken.

(2) Charges for the above mentioned works to be paid by the applicant in accordance with GERC (Licensees Power to Recover Expenditure incurred in providing supply and Other Miscellaneous Charges) Regulations 2005 and amendments thereof.

Provided that if the applicant wishes to carry out the works himself, he shall be permitted to do so under supervision by the licensee's officer. Adhering to the estimate and layout approved by the licensee, the applicant can get the work of drawing of service line from the licensee's distribution mains up to his premises extension of

¹ Substituted vide Corrigendum in GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 dated 01.01.2024. Prior to substitution it read as, "three days".

² Substituted vide Corrigendum in GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 dated 01.01.2024. Prior to substitution it read as, "7 working days".

³ Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to deletion it read as, "and time taken by Transmission Licensee in giving feasibility report".

HT/EHT line, Distribution or HT substation and LT line through Licensed Electrical Contractor (LEC). In such case, the consumer himself shall procure the materials. The material should conform to relevant BIS specifications or its equivalent and should bear the ISI mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used.

Provided further that if the applicant chooses to get the extension work done on his/her own, only supervision charges on the cost of material and labor charges shall be payable to the licensee.

Provided further that if the applicant chooses to get the extension work done on his own, he shall get the work done within the timeframe specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time, failing which the licensee shall issue notice to complete work and avail power supply within 60 days from such notice, on completion of notice period, he shall be liable to pay demand charges and minimum monthly charges as applicable.

(3) Amount of security deposit as specified in the GERC (Security Deposit) Regulations, 2005 and amendments thereof.

4.34 The applicant shall make the payment within 30 days of issue of demand note, failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The licensee's obligation to energize the connection shall arise only after receipt of full payment. The licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the 30 days payment period.

4.35 The excess amount, if any, shall be refunded to the Consumer by ¹*issuing account payee cheque or by electronic mode within 30 days of energisation of connection, failing which the Licensee shall be liable to pay interest at a rate equivalent to the Delayed payment Surcharge as per the prevailing Tariff Order issued by the Commission.* The Consumer shall be given the detailed bill showing the details of item-wise estimation and actual expenditure along with item-wise figures of variance to the extent possible. Further, if Applicant seeks further information, the Distribution Licensee shall furnish the same or state the reasons for not furnishing the same within 10 days of receipt of such request.

Any expenditure incurred in excess of the amount deposited by the Applicant shall be paid by the Applicant within thirty days of demand, ²*failing which such amount shall be debited to the next electricity bill of the consumer.*

Provided that where the estimates are issued on the basis of per kW of demanded load, no adjustment shall be required.

4.36 If the licensee is of the opinion that provision of supply requires installation of a

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "way of adjustment in the next electricity bill and balance outstanding, if any, shall be refunded by issuing account payee cheque in the name of consumer."

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

distribution transformer within the applicant's premises, the applicant shall make available to the licensee a suitable room or portion of land within his premises for installation of the distribution transformer.

4.37 The overall timeline for releasing new electricity connection, from the date of receipt of application, shall be as per GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and amendments thereof:

Provided that the licensee may approach the Commission for extension of time specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time, in specific cases where extension of Distribution mains requires more time, along with details. In such cases, the licensee shall inform the consumer about the likely time of completion of works.

4.38 The licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way, acquisition of land, or delay in consumer's obligation over which licensee has no reasonable control.

4.39 In case the applicant had opted to get the extension work done himself and/or the applicants installation in the premise where the supply has been demanded is completed in all respect and tested by the supervisor, holding a certificate of competency issued or recognized by the Government, the applicant should sign and submit to the Distribution Licensee, completion and test report of the installation along with necessary test report charges specified in GERC (Licensee's Power to recover Expenditure incurred in providing electricity and other Miscellaneous Charges) Regulations, 2005, as amended from time to time, the licensee shall on receipt of the test report stipulate a date for testing the consumer installation through mutual consultation, under written acknowledgment. The date of testing must be scheduled ¹*so as to provide connection within prescribed time limit as specified in the GERC (Standard of Performance of Distribution Licensee) Regulation, 2005 and amendments thereof.*

Provided that if the electric installation exceeds ²440 Volts, it will require to be inspected by the Electrical Inspector and written approval thereof be obtained before commencement of supply.

The test report form for this purpose shall be supplied by the Distribution Licensee.

4.40 The applicant or his authorized representative shall be present during testing along with the Licensed Electrical Contractor or his authorized representative who had undertaken the installation. If the consumer installation is found satisfactory the licensee shall arrange to install the meter & accessories and seal the meter, meter box, and accessories in the presence of the consumer and provide electricity supply within 2 working days of the date of testing.

4.41 If the licensee is not satisfied, applicant shall be intimated on the spot in writing, under

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "within 7 working days in Class-I cities and Urban Areas and 10 working days in Rural Areas from the date of receipt of such information".

² Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "650".

acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, will intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in clause 4.43 of this Code.

- 4.42 On completion of the work, Licensee shall inform to the applicant for availing the power supply and if the applicant fails to avail of the power within the period of sixty days from such intimation, he shall be liable to pay the demand charges and minimum monthly charges as applicable. The Distribution Licensee may, in special circumstances, extend the above period of sixty days.
- 4.43 After re-testing of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall provide electricity supply after fixing the meter & accessories and sealing the same in the presence of the applicant within 2 working days of such re-testing.
- 4.44 Other conditions being equal, Service Lines shall, as far as possible, be laid in the order of the dates of receipt of the deposit money.

Procedure for Providing Temporary Supply

- 4.45 Temporary connection shall be granted for a period of up to 12 months at a time. For extension of the period of temporary supply, the procedure detailed in clause 4.57 of this Code shall be applicable.
- 4.46 For LT connections, temporary connection may be granted through prepaid meters wherever technically feasible.
- 4.47 The applicant shall apply for temporary supply in the format prescribed in Annexure I or II (as applicable) to this Code along with the documents prescribed in clauses 4.15 - 4.20 of this Code as well as a No Objection Certificate (NOC) from the local authority if the supply is required at a place owned by the local authority:

Provided that in case temporary supply is required in premises/place where 100 or more persons are likely to assemble, applicant shall comply with the provisions of Section 54 of the Act:

Provided further that in case any permit/NOC is withdrawn by the competent authority after energisation of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.

- 4.48 The licensee shall process the application form as per the procedure given in clauses 4.21-4.32 of this Code.
- 4.49 During the inspection, the licensee shall examine the technical feasibility of the connection applied for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within 3 working days for LT and 15 working days for HT/EHT connections after receipt of application form, giving reason(s) for the same.

However, no connection up to 10 kW shall be rejected on technical grounds.

4.50 If on inspection/re-inspection the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note in accordance with clause 4.33 of this Code towards Deposit within 7 days of inspection as per Clause 4.31 & 4.32 above. Both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.34 - 4.43 of this Code.

4.51 The applicant or his authorized representative shall be present during testing along with the Licensed Electrical Contractor or his authorized representative who had undertaken the installation. If the licensee is satisfied, he shall issue a written acknowledgment on the spot.

4.52 If the licensee is not satisfied the applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, shall intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in clause 4.40 of this Code.

4.53 After re-testing of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall issue a written acknowledgment on the spot.

4.54 After deposit of charges as per demand note for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation, the temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timelines given in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time.

4.55 If there are outstanding dues in the name of applicant anywhere in the Licensees area, temporary connection shall not be given till such dues are paid by the consumer.

4.56 After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill on the basis of actual consumption. Deposit amount, after adjusting unpaid dues, and after deducting material (meter, transformer, isolator etc) charges at the rate of 1% every month and actual cost incurred for erection and dismantling charges, which shall not be more than 100% of the material cost, shall be refunded by the licensee. Refund of these securities shall be made within 60 days from the date of disconnection, failing which the licensee shall be liable to pay interest at a rate equivalent to the late payment surcharge as per the prevailing Tariff Order issued by the Commission.

4.57 For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working days before the date of expiry of temporary supply. The licensee may grant extension and send to the consumer a demand notes of advance electricity charges for the period of extension within 7 working days of receiving the written request.

4.58 The applicant may get the date of availing temporary supply amended to a date not later than 90 days from the date of original sanction, by applying to the licensee at least 4 days before the originally sanctioned date of commencement of supply in Class-I cities and Urban Areas, and at least 8 days in advance in Rural Areas.

4.59 The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which should be governed by provisions of the Act and Regulations.

Procedure for Modification in Existing Connections

4.60 The applicant shall apply for (i) change in name of registered customer due to change in ownership/occupancy (ii) transfer of ownership to legal heir (iii) Conversion of Services / Change of Consumer Category / Shifting of Premises (iv) load enhancement/reduction as per Annexure I or II (as applicable)

4.61 Application forms shall be available at the local office of the licensee free of cost. The licensee shall also put up all application forms on its website for free download. Photocopies of a blank form may be made by the consumer and shall be accepted by the licensee. The licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. ¹*The licensee shall prominently display on its website and on the notice board on all its offices the address of website for online submission of application form.* Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.

4.62 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, 24/7 call centres ²*which minimise the applicant's interface with the utility during the process, with effect from expiry of six months of date of notification of this Amendment.*

Further, the licensee shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics. The CRM shall have facilities for SMS, Email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

The distribution licensee shall provide services such as application submission, etc., to senior citizens at their door-steps.

4.63 All application forms for change in existing connection must be accompanied with an identity proof of the applicant in accordance with clause 4.15 of this Code, if the connection is registered in the name of the applicant. If the connection is not registered in the name of the applicant, a No Objection Certificate (NOC) from the person in whose name the connection is registered shall be required.

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "etc. which minimize the applicant's interface with the utility during the process."

Processing Application Forms

4.64 ¹For all application forms received in hard copy pertaining to release of supply to new connections, the licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall ²receive the registration charges as per GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005 ³and amendments thereof and upload on the website. The licensee shall generate an acknowledgement with registration number for the same and intimate to the applicant immediately.

In case of online application form through web portal or mobile application of the licensee, the licensee shall verify the application form and the documents enclosed therewith and if found deficient, shall intimate to the applicant at e-mail id mentioned in the application form within 24 hours, specifying deficiencies in the application form. If the application form is complete or once the deficiencies are removed by the applicant to the satisfaction of the licensee, the licensee shall acknowledge the receipt of the registration charges paid online by the applicant as per the GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005 and amendments thereof, and immediately upload the application on the website and generate an acknowledgement with registration number for the same and intimate to the applicant immediately.

4.65 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was ⁴uploaded on website. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. The licensee shall deal with application forms on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database.

4.66 An application form shall be deemed to be received on the date of ⁵generation of acknowledgement with registration number.

4.67 An application shall be deemed to be received on the date of receipt of all applicable charges as per GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005, as amended from time to time, including the security deposit

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, “acknowledge its receipt by accepting”.

³ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, “as amended from time to time”.

⁴ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, “received”.

⁵ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, “receipt of consumer’s requisition of supply in the prescribed format along with registration charge prescribed in the GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005, as amended from time to time, complete in all respects along with all relevant documents.”.

in accordance with GERC (Security Deposit) Regulations, 2005, as amended from time to time.

4.68 The licensee shall process application forms for change in existing connections as detailed below.

Transfer of Connection

4.69 The Consumer shall not without prior consent in writing of the Distribution Licensee assign, transfer or part with the benefit of the Agreement executed with the Distribution Licensee nor shall part with or create any partial or separate interest there under in any manner.

4.70 A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in either Annexure I or II (as applicable) for change of name by the new owner or occupier:

Provided that such change of name shall not entitle the applicant to require shifting of the connection from the present location.

4.71 The licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

(1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure I or II (as applicable) to this Code, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A No-Objection Certificate from the registered consumer or authorized person of the premises shall be required for cases involving transfer of security deposit in the name of applicant. In the case where security deposit is to be transferred in the name of applicant, the shortfall in security deposit calculated in accordance with the GERC (Security Deposit) Regulations, 2005, as amended from time to time, shall be payable by the applicant. The licensee shall process the application form in accordance with clauses 4.64 - 4.66 of this Code.

(2) In case the No Objection Certificate from the registered consumer or authorized person is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in the GERC (Security Deposit) Regulations, 2005, as amended from time to time, is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person.

(3) Change of consumer's name shall be effected within the time frame prescribed in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time.

4.72 The licensee shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below:

- (1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure I or II (as applicable) to this Code, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship and NOC from other legal heir (s) in case the connection is to be changed in the name of one of the legal heirs. The licensee shall process the application form in accordance with clauses 4.65 - 4.68 of this Code.
- (2) Security deposit lying with the licensee in the name of original consumer shall be transferred to its legal heir to whom the connection is to be transferred and the shortfall in security deposit calculated in accordance with the GERC (Security Deposit) Regulations, 2005, as amended from time to time, if any, shall be payable by the applicant.
- (3) The change of consumer's name shall be effected as per time frame prescribed in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time.
- (4) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee as due from such legal representative or successor-in- law or new owner/occupier of the premises as the case may be.

Conversion of Services

4.73 The applicant shall apply for conversion of the nature of his existing connection in the format given in Annexure I or II (as applicable) to this Code. The licensee shall process the application form in accordance with clauses 4.64 - 4.66 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.26 - 4.37 of this Code. After payment of requisite charges by the applicant, the licensee shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, and from single-phase to three-phase or vice-versa, within the time limits as specified in the Standard of Performance Regulations for respective class of consumers.

Shifting of Meter / Existing Connection

4.74 The applicant shall apply for shifting the service connection/meter in existing premises in the format prescribed in Annexure I or II (as applicable) to this Code. The licensee shall process the application form in accordance with clauses 4.64 – 4.66 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.26 – 4.37 of this Code.

4.75 The time schedule specified in the GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time, shall be observed for completion of the works and settlement of account.

Reclassification of Consumer Category

4.76 If it is found that a Consumer has been classified in a particular category erroneously or any order of reduction or enhancement of Contract Demand has been obtained, the Distribution Licensee may reclassify him under appropriate category after issuing notice (with minimum notice period of 30 days) to him to execute a fresh Agreement on the basis of the altered classification or modified Contract Demand. If the Consumer does not take steps within the time indicated in the notice to execute a fresh Agreement, the Distribution Licensee may, subject to the provisions of the Acts, Rules and Regulations for the time being in force, after issuing a clear 21 days show cause notice and after considering his explanation, if any, disconnect the supply of power.

Further, the Distribution Licensee shall dispose of the applications for change of tariff class by a Consumer within maximum period of seven days after receipt of such application regarding the change of tariff class or communicate the reasons for not changing the tariff class, as applicable. In case of any dispute, the matter shall be referred to Forum for redressal of consumer grievances.

4.77 If a consumer wishes to change his consumer category, he shall submit an application form to the licensee in the format given in Annexure I or II (as applicable) to this Code. The licensee shall process the application form in accordance with clauses 4.64 – 4.66 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.26 – 4.37 of this Code. The licensee shall also note down the meter reading at the time of inspection. If on inspection the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.

4.78 The Distribution Licensee shall dispose of all such applications for change of tariff class by a Consumer within maximum period of seven days after receipt of such application regarding the change of tariff class. If the licensee does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 10 days from date of inspection.

4.79 For the period in which the consumer's application for reclassification is pending beyond the prescribed time limit, the consumer shall not be liable for any action on grounds of unauthorised use of electricity.

Load Enhancement

4.80 Applicants shall apply for load enhancement to the licensee in the format prescribed in Annexure I or II (as applicable) to this Code. The licensee shall process the application form in accordance with clauses 4.64 – 4.66 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.26 – 4.37 of this Code.

4.81 If on inspection there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the licensee shall sanction the additional load applied for,

and issue a demand note in writing, under acknowledgment, within the time ¹*limit specified in Clause 4.31 and 4.32 for LT supply and HT/EHT supply respectively.*

2

<i>Sr. No.</i>	<i>Item</i>	<i>Time Limit (Within)</i>
<i>1</i>	<i>Aggregate Loads up to 100 kVA/100 kW</i>	<i>Within 10 days of receipt of Application</i>
<i>2</i>	<i>Aggregate Loads above 100 kVA/100 kW and upto 4000 kVA</i>	<i>Within 15 days of receipt of Application.</i>
<i>3</i>	<i>Aggregate Loads above 4000 kVA</i>	<i>Within 30 days of receipt of Application.</i>

Provided that the time taken by applicant in getting removed the defects/deficiencies found at the applicant's premises shall not be included in the timeline specified above

4.82 The licensee's written intimation sent along with the demand note to the consumer shall cover the following:

- (1) Whether the additional power can be supplied at existing voltage or at a higher voltage;
- (2) Addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;
- (3) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges or capacity building charges, if any, to be deposited; and
- (4) Change in classification of the consumer and applicability of tariff, if required.

Provided that where the estimates are issued on the basis of per kW of demanded load sub-clauses (2) and (3) shall not be apply.

4.83 The application form for enhancement of load shall not be accepted if the consumer is in arrears of payment of the licensee's dues. However, the application form may be accepted if such payment of arrear has been stayed by a Court of law, or the Commission or an authority appointed by the Commission.

4.84 If supply of enhanced load is feasible, the consumer shall:

- (1) Pay additional security deposit, cost of addition or alteration required to be made to the system, if any, and system strengthening charges/capacity building charges, if any, within 30 working days of receipt of the demand note; and
- (2) Execute a supplementary Agreement for the additional load.

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "line specified below:"

² Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

4.85 The overall timeline for releasing additional load, from the date of receipt of application, shall be as ¹provided in the GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and amendments thereof.

² *Timeline for releasing additional load (energisation)*

Sr. No.	Item	Time Limit (within)
1	Aggregate Loads up to 100 kVA /100 kW	Within 20 days after compliance of formalities / demand notice, if no augmentation is required otherwise 60 days.
2	Aggregate Loads above 100 kVA/100 kW and up to 4000 kVA	Within 45 days after compliance of Demand Notice/formalities by the applicant
3	Aggregate Loads above 4000 kVA	Within 180 days after completion of Demand notice/formalities by the applicant

4.86 If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievances Redressal Forum for redressal of his grievance.

4.87 If the application is not decided by the licensee within the above-mentioned period, the applicant may, by a written notice to the licensee, draw its attention to the matter and yet if no decision is communicated to him within a further period of 15 days, the permission for enhancement of contract demand shall be deemed to have been granted.

Load Reduction

4.88 The applicant shall apply for load reduction to the licensee in the format prescribed in Annexure I or II (as applicable) to this Code, along with the following documents:

- (1) Details of alteration/modification/removal of electrical installation with work completion certificate and test report from a Licensed Electrical Contractor where alteration of installation is involved.
- (2) Any other reason(s) for reduction of contract demand.

4.89 The licensee shall process the application form in accordance with clauses 4.64 – 4.66 of this Code. For site inspection, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.26- 4.37 of this Code.

4.90 The licensee shall consider the grounds stated in the application, verify the same during inspection and decide the application within a period of 7 working days from inspection by a reasoned speaking order. If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "under."

² Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

4.91 If the licensee sanctions the reduced load, the meter and service line may be changed if required and the cost recovered from the applicant. The licensee shall issue a demand note to the consumer in writing, under acknowledgment within 10 days in case of LT service connection, 15 days in case of HT service connection and 30 days in case of EHT service connection and for this both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.33 – 4.37 of this Code of this Code.

4.92 If the application is not decided by the licensee within the period mentioned in clause 4.91 above, the applicant may, by a written notice to the licensee, draw its attention to the matter. If no decision is communicated to the consumer within a further period of 15 days, permission for reduction of contract demand shall be deemed to have been granted.

4.93 If the licensee has sanctioned load reduction through a speaking order, the same shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.

4.94 Any difference in security deposit arising out of load reduction shall be adjusted as provided in the GERC (Security Deposit) Regulations, 2005 as amended from time to time.

Review of Contracted Load/ Sanctioned Load/ Contracted Demand

4.95 In case of HT, EHT and Demand Based LT connections, if the maximum demand was recorded to be in excess of contract demand by 5% or more for at least four times during last financial year, the licensee shall issue a 30-day notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's contract demand to the average of four recordings of maximum demand shown by the consumer's MDI meter in the last financial year. In such case, the consumer shall be liable to pay all applicable charges as per provisions of this Code for regularization of the enhanced demand. The enhanced demand will be considered as revised contract demand on receipt of such charges and all provisions of agreement shall be applicable to such consumers for revised contract demand.

In case of non-Demand Based LT connections, review of Contracted Load/ Sanctioned Load shall be carried out once in a financial year and if it is found that connected load on such type of connection is ¹*in excess of Contracted Load / Sanctioned Load by 25% or more in case of Residential Consumers and by 10% or more in case of other categories of consumers*, the licensee shall issue a 60-day notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's Contracted Load/ Sanctioned Load to the load found at the time of inspection. In such case, the consumer shall be liable to pay all applicable charges as per provisions of this Code for regularization of the enhanced load. The enhanced load will be considered as revised Contracted Load/ Sanctioned Load on receipt of such charges and all provisions of agreement shall be applicable to such consumers for revised Contracted Load/ Sanctioned Load.

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Second Amendment) Regulations, 2020, Notification No. 1 of 2020 which came into effect from 17.01.2020. Prior to substitution it read as, "25% or more than the Contracted Load/ Sanctioned Load in case of Residential Consumers and 10% or more than the Contracted Load/ Sanctioned Load in case of other categories of consumers,"

¹*Provided further that in case of Un-metered Agriculture Connections, where connected load is to be assessed based on Accucheck meter measurements due to inaccessibility of connected load and as per the methodology specified by the Commission, if it is found that connected load of such type of connection is in excess of Contracted Load / Sanctioned Load by 10% or more, the licensee shall issue a 30-day notice to the consumer for submitting an application form for enhancement of load and the consumer shall be liable to pay all applicable charges / estimate to the licensee as per provisions of this Code for regularization of the enhanced demand. If there is no response from the consumer by the end of the notice period, the licensee shall initiate actions as per Clause 7.31 to 7.44 against the consumer.*

4.96 The licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, and site inspection in accordance with clauses 4.21- 4.32 and timeline with respect to issuance of demand note for the estimated cost of works in accordance with the clause 4.82 of this Code. Further licensee shall follow the procedure laid down in clause 4.33 - 4.37 of this code in respect to details to be covered in demand note, payment of demand note etc., and enhanced supply shall be released in accordance with clause 4.85 of this Code.

4.97 If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.

Execution of Agreement

4.98 An applicant shall enter into an Agreement either separately or in application itself with the Distribution Licensee before commencement of work accepting the terms relating to tariff and other conditions of the Supply Code.

4.99 The specimen agreement form shall be supplied by the licensee along with application form and shall also be available on the licensee's website for download.

4.100 The agreement shall include the following:

- (1) Name and address of the consumer/applicant;
- (2) Address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed;
- (3) Sanctioned load/ contract demand;
- (4) Purpose of usage of electricity;
- (5) Declaration by the applicant/consumer;
 - (i) To abide by provisions of Act and this Code;
 - (ii) To pay for the supply of electricity based on the prevailing tariff rates;
 - (iii) To pay for all other charges payable in accordance with this Code and the Schedule of Miscellaneous Charges of the licensee approved by the Commission from time to time;

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Second Amendment) Regulations, 2020, Notification No. 1 of 2020 which came into effect from 17.01.2020.

- (iv) To deposit such security money as the licensee may be entitled to recover from him under the Act and the relevant GERC Regulations.

(6) Validity of Agreement for a minimum period of two years and extended automatically, unless otherwise changed by the consumer.

4.101 If there is no separate written agreement between the Distribution Licensee and the Consumer; the latter, after the supply of electricity has commenced, shall be deemed to be bound by terms and conditions of the Supply Code. The Consumer shall not refuse to tender an Agreement if so required by the Distribution Licensee within thirty days of commencement of the Supply. In such an event, the date of commencement of Agreement shall be the date of commencement of Supply to the Consumer. Upon failure of the consumer to sign the Agreement, it shall be open to the Distribution Licensee after giving due notice and opportunity of representation to disconnect the Supply to such Premises. However, the Distribution Licensee shall restore the supply immediately upon execution of the agreement by such consumer.

4.102 If any Consumer terminates his Agreement within period of 2 years of the commencement of new or additional supply (or where no formal Agreement is tendered, if the Supply is not utilized for the period of 2 years which would have been applicable if an Agreement has been tendered), he shall be liable to pay the minimum charges for each month short of the period of 2 years specified in the Agreement or the stipulated period of 2 years in absence of any formal Agreement. Reduction of load to the tune of 10% of the sanctioned load specified in the agreement (formal or informal) should be allowed after 1(One) year after the date of the agreement without recovering minimum charge for such reduced load for the period short of the period of 2 years.

4.103 A copy of the executed agreement shall be given to the consumer/applicant. If there is no separate written agreement between the Distribution Licensee and the Consumer; the latter, after the supply of electricity has commenced, shall be deemed to be bound by terms and conditions of the Supply Code.

General Conditions of Supply

Demand Note

4.104 The demand note shall be prepared as per the provisions of this Code and on the basis of GERC (Licensee's Power to recover Expenditure incurred in providing electricity and other Miscellaneous Charges) Regulations, 2005, as amended from time to time. The demand note, once made for an applicant, shall be valid for one month. Disputes regarding the demand note may be referred to the Consumer Grievance Redressal Forum (CGRF) for adjudication.

Point of Supply

4.105 Unless otherwise agreed to, the point of supply shall be the incoming terminal of the cut-out installed by the consumer, i.e.

- (a) the incoming terminal of the cut-out /MCB/ELCB installed by the consumer immediately after meter in case of LT Consumers;
- (b) Distribution box installed on transformer centre / substation established on

Consumer's premises, when meter is installed on such a transformer centre/substation.

(c) Control switchgears that may be installed in the Consumer's Premises as provided subject to provision of this code in case of HT and EHT Consumers.

4.106 At the point of commencement of supply, the consumer shall provide a main switch/circuit breaker. In addition, HT & EHT consumers shall also provide suitable protective devices as per the provisions of clause 35 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof. The system of protection shall have to be approved by the licensee before commencement of supply. Meters, MCBs/CBs and associated equipment procured by the Consumer shall be installed by the licensee at the point(s) of supply.

4.107 HT and EHT consumers shall install step-down transformers with a vector group with delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.

4.108 The meter, meter boards, service mains, MCB/CB, load limiters etc., must on no account be handled or removed by any one who is not an authorized employee/representative of the licensee. Seals which are fixed on the meters/metering equipments, load limiters and the licensee's apparatus, must on no account be tampered with, damaged or broken. It is the consumer's responsibility to keep in safe custody the licensee's equipments and seals on the meters/metering equipments at the consumer's premises.

4.109 In the event of any damage caused to the licensee's equipments by reason of any act, neglect or default of the consumer or his employees, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so after demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the electricity supply is liable to be disconnected.

Mode of Payment of Demand Note

4.110 All payments shall be made by way of Cash (up to ¹Rs 10,000), Banker's Cheque or Demand Draft. Banker's Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank ²/. ³*The licensee shall also create facility for e-payment of demand note.*

Resale of Energy

4.111 The consumer shall not supply any energy supplied to him by the licensee to other premises unless he holds a suitable sanction or license for distribution and sale of energy granted by

¹ Substituted vide Corrigendum in GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 dated 01.01.2024. Prior to substitution it read as, "Rs 20,000".

² Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to deletion it read as, "that is a member of the clearing house for the area where the concerned Sub Divisional Office is located."

³ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

the Commission/State Government or has been exempted from obtaining the license or has been appointed as franchisee.

Access to Consumer's Premises

4.112 The Distribution Licensee or any person duly authorized by Distribution Licensee may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by him, or any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of:

- (1) Inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Distribution Licensee;
- (2) Ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
- (3) Removing where a supply of electricity is no longer required, or where the Distribution Licensee is authorized to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee.

4.113 A licensee or any person authorized as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than 24 hours' notice in writing to the occupier:

- (1) Enter any premises or land referred to in clause 4.112 for any of the purposes mentioned therein;
- (2) Enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.

4.114 Where a consumer refuses to allow the licensee or any person authorized as aforesaid to enter his premises or land in pursuance to the provisions of above clauses, or when such licensee or any person has so entered, refuses to allow him to perform any act which he is authorized by those clauses to perform, or fails to give reasonable facilities for such entry or performance, the licensee may, after the expiry of 24 hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues.

Failure of Supply due to Fuse Failure

4.115 Should at any time the licensee's service fuse or fuses fail, notice thereof should be sent to the licensee's local office or call centre or if there are sub-stations, to the nearest sub-station. Only authorized representatives of the licensee are permitted to replace these fuses in the licensee's cut-outs. Consumers are not allowed to replace these fuses and they will render themselves liable to penalty if the licensee's seals placed to protect the licensee's apparatus are broken. The licensee should not allow his employees to carry out any repair or replacement of fuses in the consumer's installation.

SECTION-5

APPARATUS WITHIN CONSUMER'S PREMISES

Wiring on Consumer's Premises

5.1 The work of wiring at the premises of the consumer shall be carried out by a Licensed Electrical Contractor and conform to the standards specified in Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 and amendments thereof. The material used for wiring shall comply with or be superior to the standards laid down by the Bureau of Indian Standards. All multi-storeyed buildings, having a height of more than 15 meters from ground level, shall also comply with Clause 36 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 and amendments thereof. Wiring shall be tested as per provisions of Clause 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 and amendments thereof.

Installation of Equipment and Apparatus of Consumer

5.2 The consumer shall furnish, as far as possible and practicable, to the Distribution Licensee full particulars of all electrical plant and consuming apparatus to be installed by him. The design and operation of all plant and apparatus shall be such that it shall not interfere with the safety or efficient working of the Distribution Licensee's electric supply lines or other works or the supply of energy by the Distribution Licensee to any other consumer.

5.3 All transformers, switchgear and other electrical equipment's belonging to the Consumer and connected to the mains of the Distribution Licensee shall be maintained in accordance with the CEA (Measures relating to safety and Electric Supply) Regulations, 2010 and amendments thereof.

5.4 Low Tension Consumer must, in all cases and at their cost, provide a safety equipments in accordance with CEA (Measures relating to safety and Electric Supply) Regulations, 2010 and amendments thereof, and must be erected within one feet of the Distribution Licensee's meter board, or in such other position as shall be approved by the Distribution Licensee.

5.5 In the case of High Tension or Extra High Tension Consumers, suitable protective devices in accordance with CEA (Measures relating to safety and Electric Supply) Regulations, 2010 and amendments thereof, shall be used so as to afford full protection to the Distribution Licensee's Apparatus placed on the Consumer's Premises. In case a High Tension or Extra High Tension Consumer is directly connected to a Transmission Licensee's sub-station, the Distribution Licensee shall obtain the concurrence of the Transmission Licensee before giving approval as above.

5.6 An earth leakage protective device so as to disconnect the supply instantly on the occurrence of earth fault or leakage of current shall be connected as provided under Clause 42 of the CEA (Measures relating to safety and Electric Supply) Regulations, 2010, and amendments thereof. In the event of removal of earth leakage protective device of the Consumer after initial installation of it, Distribution Licensee may disconnect the supply, subject to the provisions of the Acts, rules and regulations for the time being in force, after giving seven days notice and shall not reconnect the same till earth leakage protective device is installed by the Consumer.

5.7 Notwithstanding the provisions in any agreement, an earth leakage circuit breaker of sufficient rating shall be provided, in accordance with Clause 52 (v) and 54 (v) of the CEA (Measures relating to safety and Electric Supply) Regulations, 2010 and amendments thereof, on the Low Voltage side to detect the leakage in all luminous sign installations and X-ray installations.

A. C. Motor Installation

5.8 Motors shall be provided with control gear fitted with a no-volt release and overload release (triple pole fuses) so as to reduce the maximum starting current from the Consumer's installation not exceeding the limits specified in the relevant standards and codes of practices at any time under all possible conditions. However, the Distribution Licensee may advise the Consumer to improve the performance of AC installation in case the aggregate starting current AC installation is adversely affecting the system voltage. The relays should be maintained in good working order. Failure to comply with these conditions shall render the Consumer liable to disconnection on account of likely disturbance to the power supply to other Consumers, subject to the provisions of the Acts, rules and regulations for the time being in force. Motors of low or medium voltage shall be provided with control gear to satisfactorily prevent the maximum current demand from the consumer's installation exceeding the limits given in the following schedule under all possible conditions:

Size of Installation	Limit of Maximum Current Demand
Upto and including 1 HP	6 x full load current
Above 1 HP and upto and including 10 HP	3 x full load current
Above 10 HP and upto and including 15 HP	2 x full load current
Above 15 HP	1½ x full load current

Failure to comply with these requirements shall render the consumer liable to be disconnected. The licensee may depending on the location and condition of working, relax the starting current limit.

Motors of above 2 HP shall be wound for 3 phase 400 volts between phases.

5.9 Each three phase motor circuit shall be protected by an iron clad triple pole linked switch, which might have a ganged operation. Wiring for motors shall be run with all three phase wires bunched in a single metallic or rigid PVC conduit, which shall be effectively earthed or provided with wire throughout and connected to the frame of the motor from which two separate earth wires of adequate size shall be run. The minimum size of the earth wire permitted is 3.0 sq.mm (or 14 SWG).

5.10 All the Consumers, using electricity for motive power purposes, shall ensure balanced loading on all three phases of Distribution Licensee's system at the incoming terminals of the Consumer's Premises.

5.11 Consumers intending to use Apparatus other than motors in their power installation may, prior to its procurement, seek advice from the Distribution Licensee about technical particulars so that they can be informed about any special conditions that may be applicable for connecting such type of Apparatus to the mains. The Distribution Licensee shall immediately respond with appropriate suggestions to such queries. In case, the Distribution Licensee requires time to collect the details on the performance characteristics of such

Apparatus, the response shall be made as soon as may be practicable.

Installation of Irrigation/Agriculture Pump Set

5.12 All new pumping set connection/ reconnection after permanent disconnection shall have the following:

- (1) Friction less foot valve
- (2) HDPE piping suction and delivery
- (3) ISI marked energy efficient monobloc/ submersible pump set.
- (4) ISI marked Capacitor of adequate rating for the pump set

Distribution Licensee's Supply Mains and Apparatus

5.13 The consumer shall provide space of requisite dimensions and at convenient location as mutually agreed between the consumer and the licensee, free of charge, for erection / installation of that part of service line that falls within his premises, transformers, switch gear, meter and all other apparatus up to the point of commencement of supply. The whole of service line and other apparatus shall be deemed to be the property of the licensee and shall remain under his control.

5.14 The licensee may use the service line and other apparatus to give supply to other consumers provided that the supply to the consumer who has paid for them is not affected adversely. Further, even if the supply to the consumer who has paid for the line / apparatus is disconnected for whatever reason, the consumer shall permit the licensee continued access to the service line and other apparatus if they are required to give supply to other consumers, and no payment shall be due to the consumer for such access / facility, until alternate arrangements are made. However, it is expressly provided that the licensee shall make all possible efforts to make alternate arrangements as early as may be practicable possible. For this purpose, the licensee may explore a mutually acceptable arrangement for continuation of the installation at the existing place.

5.15 In case of LT consumers, the Distribution Licensee shall provide meter, meter enclosures, switch gear and other equipments in accordance with the CEA (Installation and operation of meters) Regulations, 2006 and the CEA (Measures relating to safety and Electric Supply) Regulations, 2010 as amended from time to time depending upon the requirement, at a place mutually agreed upon so as to have unobstructed access at all times.

5.16 In case of HT, the supplier shall provide suitable meter including CTs and PTs, Circuit Breaker or Air Break Switch (Isolator) or High Voltage Fuse or other suitable device in accordance with the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time. Consumer should also provide similar control devices on his side.

5.17 A Consumer requiring High Voltage Supply must provide and maintain at his expense a locked and weatherproof enclosure of a design to be approved by the Distribution Licensee for purposes of housing the Distribution Licensee's HT switchgears and metering equipment. Such enclosure may also be used by the Consumer for housing his own HT switchgears, transformer and other Apparatus including capacitors with the written permission of the Distribution Licensee but such enclosure shall not be used for any other purpose. The Distribution Licensee shall have access to the enclosure at all times without

notice for the purpose of inspecting, testing and maintenance of the Distribution Licensee's Apparatus.

- 5.18 In case of High Voltage and Extra High Voltage Consumers, switchgears of adequate capacity together with suitable protective devices in accordance with the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof, shall be used so as to afford full protection to the Distribution Licensee's Apparatus placed on the Consumer's Premises.
- 5.19 The equipments in case of supply upto 33 kV and air break switch in case of supply at 66 kV and above, shall remain the property of the Distribution Licensee and on no account be operated, handled or removed by any one who is not in the employment of the Distribution Licensee. Likewise the seals, name plates and distinguishing numbers of the marks of the Distribution Licensee affixed on the said property shall not be interfered with on any account or broken, removed or erased except by employees of the Distribution Licensee duly authorized for the purpose.
- 5.20 The Distribution Licensee may in the case of HT Consumer grant permission in writing on application by the Consumer permitting him to operate the Distribution Licensee's terminal switches, fuses or circuit breakers for purpose of isolating Consumer's HT apparatus in case of emergency, provided such operation by the Consumer does not affect continuity of supply to other Consumers.
- 5.21 Every consumer shall compensate the Distribution Licensee for any damage and cost of making good any damage caused to the mains, apparatus or instrument or any other property of the Distribution Licensee in the Consumer's premises occasioned by reason of any act, neglect or default of consumer, his servants or persons employed by him.

SECTION-6

METERING AND BILLING

Requirement of Meters

- 6.1 No installation shall be serviced without a meter. ¹All new connections shall be serviced with the smart pre-payment meter or pre-payment meter. The Distribution Licensee may seek exception to the smart meter or pre-payment meter from the Commission along with proper justification. The Commission may allow the deviation from installation of the smart pre-payment meter or pre-payment meter after recording reasons thereto.

All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and amendments thereof, issued under Section 55 of the Act. The licensee shall also comply with the above mentioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

6.2 For LT loads Linked Switch with fuse or Miniature Circuit Breakers (MCBs)/ ELCB/ Cut Out and for HT/ EHT loads Linked Switch with fuse or Circuit Breakers (CBs) in accordance with Clause 35 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof, of appropriate rating as well as specifications shall be installed by the consumer.

6.3 At the time of seeking a new connection the consumer shall have the option to either:

- (1) Purchase the meter, MCB/CB and associated equipment himself from a vendor(s) provided the equipments are of a make and specification approved by the licensee from time-to-time; or
- (2) Require that the meter, MCB/CB and associated equipment be supplied by the licensee ¹*on payment of applicable charges.*

The consumer shall indicate this option in the application form ²*]/*. The licensee shall make available on its website an updated list of makes and specifications of meters and other equipments, as approved by the licensee. ³*The licensee shall also ensure that tested and sealed meters of approved meter manufacturers are available to consumers for purchase and information of the places from where the consumers can purchase them is available on its website.*

Once the consumer has procured the meter, the licensee shall test, install and seal the meter.

6.4 The licensee is authorized to review the status of meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises. The licensee may install remote metering device in the consumer's premises as per the technical requirements of the specific device. The licensee may also install maximum demand (MD) meter having maximum demand recording feature or such additional features.

6.5 The meters for new connections shall be of following type(s) ⁴*subject to exemption, if any, granted by the Commission in accordance with Clause 6.1 above:*

(1) For LT Consumers-

(a) For 1 Phase LT connections – ⁵*Smart pre-payment meter or pre-payment*

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to deletion it read as, “and licensee shall supply him with the list of approved vendor(s) and make(s). Once the consumer has procured the meter, the licensee shall test, install and seal the meter.”

³ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁴ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁵ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

meter. If exemption is granted, Electronic Meters.

(b) For 3 Phase LT connections – ¹*Smart pre-payment meter or pre-payment meter. If exemption is granted, Electronic Meters with Maximum Demand Indicator (MDI)*

(2) For HT/EHT consumers – 3 Phase Tri-vector meters with MDI. The meters shall have a facility for “Time of the Day” metering and storage of at least 45 days. The consumer shall have the option to install meter having facility to record peak hours MDI in addition to above features. ²*Such meter shall be Smart pre-payment meter or pre-payment meter. If exemption is granted, Electronic Meter with Automatic Meter Reading facility.*

³ (3) ~~In a situation where the licensee is facing problems in collection of energy dues, the licensee may install pre paid meters. The meters shall conform to the technical requirements as prescribed in Central Electricity Authority (Installation and Operation of meters) Regulations 2006 and amendments thereof.~~

6.6 If supply is provided by the licensee to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.

6.7 If supply to an HT/EHT consumer is given on an independent feeder for his exclusive use the metering arrangement shall be installed at the consumer's premises or, if mutually agreed, the metering arrangement at the sub-station of the licensee may be used for billing and no meter need be installed at the premises of the consumer.

Supply and Installation of Meters and MCBs/CBs

6.8 LT, HT and EHT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weatherproof enclosure of a design approved by the licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the licensee.

6.9 If the meter is supplied by the licensee, the rent of meter shall be recovered as per GERC (Licensee's Power to recover Expenditure incurred in providing supply and Other Miscellaneous Charges) Regulations, 2005, as amended from time to time. In case of connections where cost of the meter has been borne by the consumer, no meter rental shall be charged from the consumer.

6.10 The consumer shall provide suitable and adequate space for installation of the meter supply in such a manner that it is always accessible to the licensee or its representatives.

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

In case of multi-storeyed buildings, it shall be fixed on the ground floor/rising mains having proper air ventilation & adequate illumination.

6.11 Initial installation or replacement of the meter shall be done by the licensee's authorized person/ representative in the presence of the consumer or his authorized representative.
¹For initial installation of meter the licensee shall give advance notice keeping in mind the overall time frame for release of connection as specified in GERC (Standard of Performance) Regulation, 2005 and Amendments thereof. For replacement of meter, such notice period shall be of 7(Seven) days.

6.12 The licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meter at the time of initial installation or replacement. The licensee shall retain one copy and the second copy, duly signed by the authorized representative of the licensee, shall be given to the consumer under proper acknowledgment. The consumer or his authorized representative shall also sign the Meter Particulars sheet. Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered into the Meter Particulars Sheet by the licensee or his authorized representative.

6.13 Whenever a new meter is installed (for a new connection or as a replacement) the meter alongwith associated equipment shall be sealed in the presence of the consumer / his representative. The seal, nameplates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer. Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and all subsequent amendments.

6.14 The consumer shall be responsible for safe custody of meter(s), MCB/CB etc. if the same are installed at the consumer's premises. The consumer shall promptly notify the licensee about any fault, accident or problem noticed with the meter.

6.15 It shall be the responsibility of the licensee to maintain the meter and keep it in working order at all times. The licensee may also have a provision for such metering system where the display unit is at the consumer premises and the metering unit is outside the premises such as on a pole etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the licensee.

6.16 A consumer may install a check meter of appropriate make and conforming to the technical specifications as laid down in Central Electricity Authority (Installation and Operation of meters) Regulations 2006 and all subsequent amendments. These check meters may be calibrated by the licensee upon payment of prescribed fee as per GERC (Licensee's Power to recover Expenditure in providing Electric Supply and other Miscellaneous Charges) Regulations, 2005, as amended from time to time.

However, check meter readings shall not be used for billing purpose by the licensee except in case of failure of main meter.

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "by giving a notice of maximum 7 days."

Reading of Meters

6.17 The meter shall normally be read on fixed date \pm 3 working days for monthly billing cycle & \pm 5 working days for bi-monthly billing cycle and the consumer shall extend all facilities to the licensee or his authorized representatives to read the meter.

¹In case of smart meters, the meters shall be read remotely at least once in every month and in case of other pre-payment meters, the meters shall be read at least once in every three months. The data regarding energy consumption shall be made available to the consumer, through website or mobile App or SMS, etc. Consumers having smart pre-payment meters may also be given the data access for checking their consumption on real time basis. If a consumer, having smart pre-payment meter, wishes to have a record of reading taken, he shall be allowed so by the Licensee.

6.18 The meter shall be read by an authorized representative of the licensee. The licensee shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading.

6.19 The licensee may use hand held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee.

6.20 It shall be the duty of the meter reader to check the condition of LEDs (light emitting diode) on electronic meters. In case the Earth Leakage (E/L) LED indicator provided on electronic meters is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the concerned officials of the licensee about the leakage.

6.21 In case, for any reason, the meter is not read during a billing cycle the licensee shall prepare a provisional bill based on the average consumption of last three billing cycles when readings were taken. Such provisional billing shall not continue for more than two billing cycles at a stretch. In the case where meter is inaccessible *²the consumer shall have the option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile number or through registered e-mail ID by +/- 3 days for monthly billing cycle and +/- 5 days for bi-monthly billing cycle from the due date of current bill. In case where the meter is rendered inaccessible even after two billing cycle, except under extraordinary situation due to force majeure, the licensee shall issue bill for minimum charge and the licensee shall issue bill for minimum charge and/or fixed charge applicable to that consumer.*

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "even after two billing cycles, the licensee shall issue bill for minimum charge and/or fixed charge applicable to the consumer."

6.22 If the meter is rendered inaccessible on two consecutive meter reading dates ¹and the consumer has not sent the picture of the meter indicating the meter reading and date of meter reading through registered mobile number or through registered e-mail ID as mentioned in Clause 6.21 above, a notice shall be issued to consumer to keep the meter accessible for reading on the date (at least 7 days after the date of notice) and time specified in the notice.

6.23 If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to get the meter read by the licensee within the next 7 days. Failing this, supply shall be disconnected.

6.24 The provisions of clauses 6.22 and 6.23 of this Code shall not apply in case of a domestic consumer who has given an advance intimation to the licensee of the inaccessibility of his meter for reading due to the consumer being out of station and has also deposited an amount in accordance with clause 6.67 of this Code.

6.25 When a domestic consumer gives prior information in writing about inaccessibility of the meter to the licensee due to continued absence from residence, the licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up to date dues. Further, such consumers should make the meter available for reading once in six months after giving reasonably adequate prior intimation ²or shall send the picture of meter indicating the meter reading and date of meter reading through registered mobile number or through registered e-mail ID. In case of failure to do so the supply may be liable to be disconnected.

Testing of Meters

6.26 It shall be the licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the licensee may test them for this purpose. The licensee shall conduct periodical inspection/testing and calibration of the meters as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and all subsequent amendments. The licensee shall give the accuracy report of the meter by the laboratory to the consumer and also give periodical inspection and testing and calibration report of the meter to the consumer.

6.27 Test results shall be maintained.

Replacement of Meters

Testing of Defective Meters

6.28 The licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about accuracy of the meter. The consumer shall provide the licensee necessary assistance in conduct of the test.

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

6.29 A consumer may request the licensee to test the meter on his premises if he doubts its accuracy, by applying to the licensee, along with the requisite testing fee. On receipt of such request, the licensee shall follow the procedure as detailed in clauses 6.31 – 6.33 of this Code.

6.30 The meter may be tested for accuracy at a third party facility approved by the Commission, if so desired by the consumer. The list of third party agencies approved by the Commission for testing of meters shall be available ¹*in their various offices as well as* on the website of the licensee:

Provided that in case of testing on the consumer's request, the consumer shall have to pay the requisite testing fee.

Provided further that if the meter is found to be defective / burnt due to technical reasons attributable to the licensee viz. voltage fluctuation, transients etc. ²*or it is successfully established that the results of this test are contrary to the result of the test performed by the distribution licensee* the licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.

³ *The meter test results of such Third Party Meter Testing Laboratory and the meter data shall be issued to the consumer after such test has been completed and the said results are final and binding on both the consumer and the distribution licensee.*

6.31 The licensee shall inspect and check the correctness of the meter within time period specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time.

6.32 The consumer/ authorized representative present during testing will sign the test report as a token of witness. In case the consumer / authorized representative is not present, the licensee's representative and the testing laboratory official shall sign on the test report.

6.33 The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 2 working days of the date of testing. In case of faulty meter, rectification for a maximum period of six months or from the date of last testing, whichever is shorter on the basis of the test report, shall be adjusted in the subsequent bill.

6.34 If a consumer disputes the results of testing ⁴*carried out at Licensee's Testing Facility*, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter.

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁴ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

Cost of Replacement of Defective/ Burnt/ Lost Meters

6.35 ¹*No testing fee shall be charged from the consumer at the time of reporting of defective/burnt meter.*

If, as a result of testing it is established that the meter became defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of the meter ²*and testing fee* shall be borne by the licensee.

6.36 If, as a result of testing, it is established that the meter was rendered defective/burnt due to reasons attributable to the consumer such as defect in consumer installation, connection of unauthorized load by the consumer etc., the cost of the meter ³*and/or testing fee* shall be borne by the consumer as specified below:

- (1) If the meter was owned by the consumer, the licensee shall inform the consumer to replace the meter and associated equipment. The licensee shall however replace the meter immediately ⁴~~and start charging meter rent~~ till the consumer arranges its own meter and associated equipments. ⁵*The Licensee shall recover the testing fee from the consumer through subsequent bills.*
- (2) If the meter was owned by the licensee, the licensee shall install a new meter at its own cost ⁶*initially and shall recover it from the consumer and shall also charge testing fee from the consumer through subsequent bills.*

⁷ ~~Provided that in case of sub clause 6.36 (2), the licensee shall recover the cost of the meter from the consumer.~~

Provided further that if, as a result of testing, it is established that the meter was rendered defective/burnt due to tampering or any other deliberate act by the consumer to interfere with the meter, the consumer shall be assessed as per clauses 7.7-7.9 of this Code and action as permissible under law shall be taken against the consumer for pilferage and tampering.

6.37 If a consumer disputes the results of testing, the meter shall be tested at a third party facility selected by the consumer from the list of third party testing facility approved by the

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁴Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁵ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁶ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁷ Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

Commission ¹as stipulated in Clause 6.30 above.

² ~~Provided that if the meter is found to be defective / burnt due to technical reasons attributable to the licensee viz. voltage fluctuation, transients etc., the licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.~~

6.38 In case of loss of meter, the cost of new meter and other apparatus shall be borne by the consumer unless the meter was installed in the licensee's office or sub-station.

Replacement of Meters (including MDI) Not Recording

6.39 The consumer is expected to intimate the licensee as soon as he notices that the meter has stopped or is not recording.

6.40 If during periodic or other inspection any meter is found to be not recording by the licensee, or a consumer makes a complaint in this regard, the licensee shall follow the procedure detailed in clauses 6.31 – 6.33 of this Code.

6.41 If the meter is actually found to be not recording, the licensee shall replace the non working (stuck, running slow, fast or creeping) meter within the time period specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time.

Replacement of Burnt Meters

6.42 In case a meter is found burnt either on consumer's complaint or upon inspection by the licensee, the licensee shall restore the supply immediately by providing another meter in place of the burnt meter after ensuring that necessary preventive action at site is taken to avoid future damage.

³*Non-availability of meter with Licensee shall not a reason for delay in restoration of supply.*

6.43 If the meter is burnt due to causes attributable to the licensee, the licensee shall replace the burnt out meter within the time period specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005, as amended from time to time.

6.44 If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc., the procedure laid down in clause 6.36 shall be followed with respect to cost of meter. The licensee shall immediately replace the meter and corrective action be taken to avoid further damage to the meter. If cost of meter is not paid by the Consumer, the licensee may include

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "on payment of testing fee. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the licensee."

² Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

such cost in the subsequent energy bill of the consumer.

Replacement of Lost Meters

6.45 Complaints regarding lost meters shall be entertained by the licensee only if they are accompanied by a copy of the FIR lodged by the consumer with police.

6.46 Supply in such cases shall be restored after installation of a new meter, payment of electricity charges for the period in which meter was not available and any other prescribed charges that may be approved by the Commission. Electricity charges for the period in which the meter was not available shall be assessed as per clause 6.60 of this Code.

¹Non-availability of meter with Licensee shall not a reason for delay in restoration of supply.

Consumer not to interfere with the Supply Mains and Apparatus including Meter

6.47 The meter, cut-outs, MCB, service mains and other equipments belonging to the Distribution Licensee installed at consumers' premises must on no account be handled or removed by any one who is not authorized by the Distribution Licensee. The seals, fixed on meter, metering equipment, cut-outs, MCB and the Distributions Licensee's equipments shall not be tampered or damaged or destroyed or broken.

Billing

General

6.48 Tariffs and charges for supply of electricity shall be as determined by GERC from time to time. *²Tariff for each category of consumers shall be displayed on distribution licensee's website and consumers shall be notified of change in tariff including Fuel and Power Purchase Price Adjustment (FPPP) charges and others, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.*

6.49 *³The distribution licensee shall prepare the bill for every billing cycle based on actual meter reading, except where pre-payment meters are installed. In case of pre-payment metering, the distribution licensee shall issue the bill to the consumer, on his or her request.*
⁴[]. The licensee shall intimate the consumer of bill dispatch through SMS and/or email

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "The licensee may intimate the consumer of bill dispatch through SMS and/or email, if the consumer has furnished requisite details. The billing details of last six bills (including the latest bill) for all consumers shall also be made available on the licensee's website along with payment receipt details. The consumer who registers himself with licensee for this facility can access his details."

⁴ Deleted vide Corrigendum in GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 dated 01.01.2024.

immediately, if the consumer has furnished requisite details. ¹[Such intimation shall consist of the details of bill amount and the due date for payment.] The distribution licensee shall also upload the bill on its website on the day of bill generation. The billing details of last one year (including the latest bill) for all consumers shall also be made available on the licensee's website along with payment receipt details. The consumer who registers himself with licensee for this facility can access his details.

6.50 The licensee shall arrange to get the name of the bill distributor rubber-stamped and the bill distributor shall write down the delivery date of the bill on the body of the bill before it is handed over to the consumer.

6.51 The licensee shall issue the first bill within two billing cycles of releasing a new connection ²where post payment meters are installed. In case the consumer does not receive the first bill within two billing cycles from the date of release of the connection, he ³may complain, in writing, to the licensee's office and the licensee shall issue the bill within the next ⁴7 days.

6.52 The bill will be delivered to the consumer immediately in case of spot billing. In all other cases, the licensee shall ensure that the bill is delivered to the consumer by hand/post/ ⁵any electronic mode at least 10 days prior to the due date of payment.

6.53 If a consumer does not receive the bill within 7 days of normal bill issue date, he may obtain a duplicate bill from the concerned billing office of the licensee. The licensee shall issue a duplicate bill immediately if the consumer contacts the licensee's office in person/ telephonically, or on the date of acknowledgement if received by post. Non-receipt of the bill shall not entitle the consumer to delay payment beyond the due date. ⁶If any bill is served with a delay of 60 days the consumers shall be given a rebate of two percent.

6.54 The following information shall be included in the bill:

- (1) Address and telephone number of the billing office / distribution centre;
- (2) Service Connection Number;
- (3) Bill Number and Period of Bill;
- (4) Consumer Number, Name and Address;
- (5) Pole Number from which connection is served / Name of sub-division or centre;

¹ Added vide Corrigendum in GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 dated 01.01.2024.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "shall".

⁴ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "14".

⁵ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁶ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

- (6) Date of issue of Bill;
- (7) Tariff category of consumer (i.e. RGP, NRGP etc.)
- (8) Tariff, rate of electricity duty and cess applicable;
- (9) Status of meter (¹*Visual inspection*);
- (10) Billing Status (Regular/ Assessed/ Provisional Bill with reason);
- (11) Supply details:
 - (i) Type of supply (i.e. single phase, three-phase LT or HT)
 - (ii) Contracted load/ Connected load
- (12) Meter number and identification details of meter (in case the meter was replaced during the billing period, the bill must indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter);
- (13) Initial meter reading with date;
- (14) Final meter reading with date;
- (15) Multiplying Factor of the meter if any;
- (16) Units consumed;
- (17) Maximum demand;
- (18) Due date of payment;
- (19) Billing details: Item-wise details for the current month as well as past arrears shall be furnished in the bill. A representative list is given below:
 - (i) Energy Charges
 - (ii) Fixed Charges
 - (iii) Meter rent
 - (iv) Capacitor surcharges
 - (v) Other Charges, if any
 - (vi) Electricity Duty
 - (vii) FPPPA Charges-
 - (viii) Power factor adjustment charges, if any
 - (ix) Reactive Energy Charges, if any
 - (x) Time of Use charges, if any
 - (xi) Surcharge for delay, if any
 - (xii) Interest on installments due
 - (xiii) Total current month demand
 - (xiv) Arrears (with details)

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "OK/defective/not available".

- (xv) Details of Subsidy, if any, under Section 65 of the Act
- (xvi) Others (with details)
- (xvii) Total amount due
- (xviii) Adjustment
- (xix) Net amount to be paid
- (20) Modes of payment accepted;
- (21) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn;
- (22) Security Deposit held and required;
- (23) Consumption details of last six readings;
- (24) Notice under section 56 for payment of dues.

6.55 The following information shall be provided on the reverse of the bill or stamped on the bill or be sent in an annexure accompanying the bill at least twice a year:

- (1) Address(es) of collection centre(s) and working hours for collection of bill payments, including the date and time of presence of the mobile van, if any, at different venues for collection of bill payments. ¹*Details regarding e-payment facility along with information related to rebate as per Clause 6.74.*
- (2) Designation and address of the authority with whom grievance/complaints pertaining to bills can be lodged;
- (3) Complete address(es) with telephone number(s) of the complaint centers, if any;
- (4) Addresses and telephone numbers of the relevant Grievance Redressal Officers including Central Grievance Redressal Officers as well as the Ombudsman constituted under Section 42 sub-clause 6 of the Act;
- (5) Tariff Schedule applicable to the consumer; and
- (6) Information relating to Safety, Energy Conservation, Prevention of theft, etc. But in any case bill should not contain any sort of commercial advertisement into it.

6.56 The bill may contain additional information, if any, as desired by the licensee.

Procedure for Billing under Special Circumstances

Billing when Meter Not Accessible

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

6.57 ¹ If the licensee is not able to read the meter ² and the consumer has not sent the picture of the meter indicating the meter reading and date of meter reading through registered mobile number or through registered e-mail ID as mentioned in Clause 6.21 above, a provisional bill may be issued on the basis of the average consumption of the previous 3 billing cycles. ³ However, the licensee shall ensure that such provisional billing does not extend to more than two billing cycles at a stretch, and more than two provisional bills shall not be generated during one financial year except under extraordinary situation due to force majeure. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.

Billing in case of defective/stuck/stopped/burnt meter

6.58 In case of defective/stuck/stopped/burnt meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the date of the meter being found/reported defective. In case sufficient data are not available then average consumption during two/ three billing cycles of succeeding period may be considered. These charges shall be leviable for a maximum period of three billing cycles only.

Provided that any evidence provided by consumer about conditions of working and/or occupancy of the concerned premises during the said period(s), which might have had a bearing on energy consumption, may be considered by the licensee.

6.59 In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also not available, the average maximum demand as available for lesser period shall be considered.

Billing in case of Lost Meters

6.60 In case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:

- (1) As per clauses 7.7-7.9 of this Code, if it is established in the licensee's enquiry that the loss of meter was due to a deliberate act of the consumer and/or with his connivance.
- (2) As per clauses 6.58 and 6.59 of this Code, in other cases.

¹ Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to deletion it read as, "In all cases not covered by the Spot Billing system".

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "However, the licensee shall ensure that such provisional billing does not extend to more than two billing cycles at a stretch, and there are not more than two provisional bills generated for a consumer during one financial year."

Special Reading and Billing of Meters in cases of Change of Occupancy or Vacancy of Premises for Domestic Consumers

6.61 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 a No- Dues certificate from the licensee.

6.62 The consumer shall request in writing to the licensee for special reading to be taken at least 15 days in advance of the said vacancy of premises or change of the occupancy, as the case may be. However, the licensee may accept a notice of shorter period.

6.63 The licensee shall arrange to take a special reading of the meter within 7 working days of receiving the consumer's written request and issue a final bill including all arrears till the date of billing, at least 7 working days before change of occupancy / vacancy of premises. The final bill thus raised shall mention that no other dues are pending on the premises and the bill is final. The final bill shall also include charges for the period between the date of special reading and date of vacancy of premises on a pro-rata basis.

6.64 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 supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the final payment on vacating the premises and the licensee shall accordingly issue a No-Dues Certificate on receiving such payment. However, in case of change of occupancy, the connection shall not be disconnected and after completing the commercial formalities for change of name, the same shall be effected.

Payment on Self Assessment by the Consumer

6.65 In case of non-receipt of bill the consumer may deposit self-assessed bill for the period for which bill has not been received, provided that it is not less than the average consumption during the billing cycle over the last six months. The excess/deficient payment so made by the consumer shall be adjusted in the next bill.

Advance Payment of Bills

6.66 ¹*In case of post payment meters, when a domestic consumer gives prior information in writing about his continued absence from residence, the distribution licensee shall not send any notice or provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance and his supply line shall not be disconnected.*

6.67 ²~~In such cases the consumer shall deposit an amount that covers the fixed charges for the duration of the proposed absence.~~ Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading.

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "*In case a consumer's premises remains vacant for some duration and/or he intends to make advance lump sum payments from which the billed amount may be deducted periodically, he can apply to the licensee.*"

² Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

- 6.68 A regular consumer may also avail the facility of advance lump sum payment subject to minimum payment for the six months period. Such advance payment shall be adjusted in the regular bills.
- 6.69 Bills of the consumers opting for these arrangements shall be showing the amount deposited by the consumer, 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 rate of 4% per annum. This interest computation will be done as per billing cycle.

Billing in case of Disputed Bills

- 6.70 On receipt of the complaint, the licensee shall issue a written/electronic acknowledgment on the spot and give a complaint number for reference.
- 6.71 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 7 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 10 days of receipt of the complaint. However, if the consumer does not provide information on time, the licensee shall not be held liable for the consequent delay. Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.
- 6.72 If the complaint is found to be correct by the licensee, a revised bill shall be issued within 5 working days of intimation of the same to the consumer. The consumer shall make the payment within 10 days after receipt of the revised bill. The consumer shall not be charged any late payment surcharge if the payment is made by the revised due date. In case of a refund on account of the resolution of complaint, the same shall be adjusted in the next bill of the consumer.
- 6.73 If the complaint was found to be incorrect the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment surcharge if the payment is made after the due date of the original bill.

Payment of Bills

- 6.74 Consumer may pay the bill ¹*amount less than or equal to Rs. 1000 by Cash, Cheque, Demand Draft or through e-payment mechanism. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank ²]/].* The date of realization of the cheque shall be deemed to be the date on which the payment is received in the licensee's account.

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "by Cash (up to Rs 20,000)".

² Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to deletion it read as, "that is a member of the clearing house for the area where the concerned Sub Divisional Office is located."

¹*The consumer shall mandatorily pay bill amount more than Rs. 1000 through e-payment mechanism. The licensee shall be give a rebate of 0.01% or Rs. 50, whichever is less, calculated on the annual energy bill amount, to such consumer who has paid all the bills of a financial year within due date of payment of such bills through e-payment mechanism. The Licensee may claim amount of such rebate given to the eligible consumer in their Annual Revenue Requirement.*

6.75 The payment may be made:

- (1) In person at the designated collection offices of the licensee during specified times; or
- (2) By post or courier; or
- (3) By deposit in the drop-boxes maintained by the licensee at designated locations; or
- (4) By bank transfer through the internet; or
- (5) By any other scheme notified by the licensee for acceptance of bill payment.

6.76 The licensee shall establish sufficient number of collection centres at suitable locations with necessary facilities where consumer can deposit the bill amount with ease and without undue congestion. ²*Priority shall be given to senior citizens, differently abled persons and women for payment of bills. Display board about priority to senior citizens, differently abled persons and women be kept at prominent location at each collection window. The licensee shall create an appropriate infrastructure including ramp to facilitate senior citizens and physically challenged persons to reach at collection window.* ³*The distribution licensee shall also provide bill payment service to senior citizens at their door-steps.*

6.77 The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 clear days to pay the dues. The notice can be embedded in the energy bill of next billing cycle. In case a cheque is dishonoured, the licensee shall inform the consumer and require him to pay the bill within 7 days in cash ⁴*or through company's online payment portal or banker's cheque (pay order) or through RTGS/NEFT.* The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque. If there is one instance of dishonour of cheques of a consumer in a financial year, the consumer shall be required to make all payments only in cash ⁵*or through company's online payment portal or banker's cheque (pay order) or through RTGS/NEFT till the end of the following financial year.*

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

² Substituted vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016. Prior to substitution it read as, "Wherever necessary a separate collection centres should be provided for senior citizens, physically challenged person and women."

³ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

⁴ Added vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

⁵ Added vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

6.78 In addition to the mode of payments specified in clause 6.74 of this Code, the licensee may notify schemes for acceptance of bill payment through Electronic Clearing System or at designated counters of a bank or through credit/debit cards or through any other means in a specified area and/or for a specified category of consumers, after due notice is given to consumers. However, any change in the mode of payment shall be friendlier for the consumers than the prevailing system.

6.79 Where the due date indicated for payment on the bill falls on a Sunday or a public holiday, the payment shall be due on the next working day.

Receipt of bill payment

6.80 Receipt shall be ¹*issued* to the consumer for payment of bills made ²*in person*. In all cases, payments shall be acknowledged in the next bill.

Utilization of the Amount Received

6.81 All payments made by the consumer will be adjusted in the following order of priority:

- (1) Late payment charge;
- (2) Arrears of electricity charges and corresponding arrears of electricity duty/ tax;
- (3) Current electricity charges and corresponding current electricity duty/tax;
- (4) Miscellaneous charges.

Delayed Payment Charges

6.82 Delayed Payment Charges shall be levied as per the prevailing Tariff Order.

Instalment Facility

6.83 The licensee may frame a scheme for providing facility of payment of bills in instalments for consumers who are for the time being under financial distress. Delayed payment charges shall be levied on the amount paid after due date.

Recovery of Arrears

6.84 No sum due from any consumer, on account of default in payment shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied as per Section 56 of the Act.

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "given".

² Deleted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

SECTION-7

RESTRICTIONS

Theft of Electricity

7.1 Whenever a case of theft of energy is detected on inspection by the Authorised Officer, the Assessing Officer shall carry out the assessment, in accordance with the procedure as laid down in the sections below:

Procedure for booking a case of theft of electricity

7.2 An Authorised Officer, suo – motu or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.

7.3 The inspection team of the licensee or supplier, headed by such Authorised Officer shall carry along with them their Photo Identity Cards. Photo Identity Card should be shown to the consumer/consumer representative before entering the premises. Photo Identity Card of the Authorised Officer shall clearly indicate that he has been nominated as Authorised Officer as per provisions of Section 135 of the Act.

7.4 The Authorised Officer shall prepare a report giving details such as connected load, condition of meter seals, working of meter and mention any irregularity noticed (such as tampered meter, artificial means adopted for theft of energy).

7.5 The report shall clearly indicate whether sufficient evidence substantiating the fact that theft of energy was found or not. The details of such evidence should be recorded in the report.

7.6 In case sufficient evidence is found to establish ¹[] theft of electricity, licensee or Supplier as per Section 135 sub-clause (1A) of the Act shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises and shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within 24 hours from the time of such disconnection.

7.7 The Assessing Officer shall assess the energy consumption as per the assessment formula given in Annexure IV to this Code, for the entire period during which such theft of electricity has taken place. If, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection. The period of assessment may be arrived at after taking into consideration the following guidelines or any combination thereof:

- (1) Actual period from the date of commencement of supply to the date of detection of theft;
- (2) Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of detection of theft;
- (3) Actual period from the date of previous checking of installation to date of detection of theft;
- (4) Meter Reading Instrument (MRI) data should be considered wherever available.

¹ Deleted word “direct” vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

(5) Based on the valid document produced by the accused person.

7.8 After establishing the duration period of theft, the Assessing Officer shall prepare an assessment order on applicable tariff as per the Electricity (Amendment) Act, 2007 and any subsequent amendments, and serve on the person under proper receipt.

7.9 In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the licensee to the person during the period, for which the assessment is made, shall be duly credited to the consumer.

7.10 In case of suspected theft, the Authorised Officer shall remove the old meter under a seizure memo and seal it in the presence of the consumer or his authorized representative and the Authorised Officer and the consumer have to sign on the seal borne on the meter.

The licensee or supplier shall continue the supply to the consumer with another meter. The old meter shall be tested in the presence of the consumer or his/her representative and the Authorised Officer at the licensee's testing lab which shall give a test report, in writing, along with photographs duly signed by both the parties constituting evidence thereof. The Authorised Officer shall record reasons to suspect theft in the premises in his report. The Consumer shall be intimated 3 different dates for remaining present for lab testing of meters, failing which, the meter shall be tested ex-parte by the licensee and the results shall be binding to the consumer.

7.11 The report shall be signed by the Authorised Officer ¹*bearing photo identity card issued by the licensee as stipulated in Clause 7.24 of this Code* and each member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his authorized representative to either accept or give a receipt, a copy of the inspection report ²*may be pasted at a conspicuous place in/outside the premises and photographed.* Simultaneously, the report shall be sent to the consumer under Registered Post/Speed Post on the ³*same* day or the next day of the inspection.

Assessment

7.12 Where it is established that there is a case of theft of energy, the Assessing Officer shall assess the energy consumption as per the assessment formula given in Annexure IV to this Code. The period of assessment may be arrived at as provided in the Clause 7.7 of this code. The assessment shall be twice the applicable tariff. The assessment order shall be served to the person under proper receipt.

7.13 In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the licensee to the person during the period, for which the assessment is made, shall be duly credited to

¹ Added vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

² Substituted for word "must" vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

³ Added vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

the consumer.

7.14 The consumer shall be required to make the payment within 7 days of its proper receipt.

7.15 The licensee or supplier, as the case may be, on deposit or payment of the assessed amount or electricity charges in accordance with the provision of these regulations, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to the clause (1A) of Section 135 of the Electricity (Amendment) Act, 2007, restore the supply line of electricity within forty eight hours of such deposit or payment.

7.16 If the person does not make payment within the stipulated time, the licensee or supplier shall proceed to recover its dues against the assessment order.

7.17 In case of default by the person in payment of assessed amount, the person, in addition to the assessed amount, shall be liable to pay, on expiry of thirty days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months pending adjudication by Appropriate Court.

7.18 In case of default in payment of the assessed amount, the licensee will, after giving a 15 days' notice, in writing, *¹take necessary action for recovery of the assessed amount including filing Civil suit etc. as provided under the Electricity Act, 2003.*

Compounding of Offence

7.19 Notwithstanding anything contained in the Code of Criminal Procedure 1973, the State Government or any officer authorized by it through the Notification No. GU-2006-125-ELA-1106-950-K dated 14-12-2006 as amended time to time in this behalf may accept from any consumer or person who committed or who is reasonably suspected of having committed an offence of theft of electricity punishable under this Act, a sum of money by way of compounding of the offence as specified in the Table below:

Sr. No.	Name of Service	Rate at which the sum of money for compounding to be collected
		<ul style="list-style-type: none"> - per Kilowatt (kW/Horse Power (HP) or part thereof for Low Tension (LT) supply and; - per Kilo Volt Ampere (kVA) of contracted demand for High Tension (HT)
1	Industrial Service	
	(1) For low tension consumers	
	(a) Upto 25 HP	Rs. 2000/- per HP
	(b) Above 25 HP and upto 50 HP	Rs. 4000/- per HP
	I Above 50 HP	Rs. 8000/- per HP
	(2) For high tension consumers	Rs. 8000/- per kVA
2	Commercial Service	
	(a) Upto 5 kW	Rs. 1000/- per kW
	(b) Above 5 kW and upto 10 kW	Rs. 2000/- per kW

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016. Prior to substitution it read as, "file a case against the consumer in the designated Special Court as per the provisions of Section 135 of the Act."

	I Above 10 kW	Rs. 5000/- per kW
3	Agriculture Service (a) Upto 20 HP (b) Above 20 HP	Rs. 1000/- per HP Rs. 20000/- plus Rs. 500/- per additional HP subject to maximum Rs. 35000/-
4	Other Service	Rs. 1000/- per HP or per kW

Provided that the State Government may, by notification in the Official Gazette, amend the rates specified in the Table above.

7.20 On payment of the sum of money in accordance with sub-section, any person in custody in connection with that offence shall be set at liberty and no proceedings shall be instituted or continued against such consumer or person in any criminal court.

7.21 The acceptance of the sum of money for compounding an offence in accordance with Clause 7.19 by the State Government or an officer authorized in this behalf empowered in this behalf shall be deemed to amount to an acquittal within the meaning of section 300 of the Code of Criminal Procedure, 1973.

7.22 The Compounding of an offence under Clause 7.19 shall be allowed only once for any person or consumer.

Voluntary declaration of tampered meters (*For Domestic Consumers*)

7.23 In case a consumer comes forward and voluntarily declares in an application along with application charges of Rs. 100 regarding tampering of meter and/or seals:

- (1) The tampered meter shall be replaced with a new meter by the licensee at the consumer's cost, as the case may be, immediately and the licensee shall raise the assessment bill at two times the normal bills for the period of last six months reckoned from date of declaration.
- (2) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.
- (3) The licensee shall not move the Special Court in case a consumer voluntarily declares the tampered meter and pays the requisite charges in time.
- (4) In case of default in payment, the procedure for booking the theft case may be followed.
- (5) The benefit of voluntary disclosure scheme can be availed once in life time for a particular consumer number.

Unauthorised Use of Electricity (UUE)

Procedure for booking a case for Unauthorised Use of Electricity

7.24 The licensee shall publish the list of designated Authorised Officer/ Assessing Officers, prominently in all the Offices and the Photo Identity Card issued to such officers shall indicate so.

7.25 An Authorised Officer/ Assessing Officer, suo – motu or on receipt of reliable information

regarding unauthorized use of electricity shall promptly conduct inspection of such premises.

- 7.26 The inspection team of the licensee, headed by such Authorised officers / Assessing Officer shall carry along with them their Photo Identity Cards. Photo Identity Card should be shown to the consumer before entering the premises.
- 7.27 The Authorised officer / Assessing Officer shall prepare a report giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for unauthorized use of electricity).
- 7.28 The report shall clearly indicate whether sufficient evidence substantiating the fact that unauthorized use of electricity was found or not. The details of such evidence should be recorded in the report and the material utilized for the purpose shall be kept as a proof.
- 7.29 The report shall be signed by the Authorised officer / Assessing Officer ¹*bearing photo identity card issued by the licensee as stipulated in Clause 7.24 of this Code*, each member of the inspection team and by the consumer, if the consumer fails to sign the report then the same has to be recorded in the inspection report and the report must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report ²*may* be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post/Speed post on the same day or the next day of the inspection.
- 7.30 Within three working days of the date of inspection, the Assessing Officer shall, analyze the case after carefully considering all the evidence including the consumption pattern, wherever available and the report of inspection. If it is concluded that no unauthorized use of electricity has taken place, no further action will be taken and the consumer will be informed accordingly.

Notice to consumer

- 7.31 If the Assessing Officer suspects that the unauthorized use of electricity has taken place, he shall serve a provisional assessment order assessed as per clauses 7.40 and 7.41 of this Code along with a mention of time, date and place at which the objection on the assessment order has to be submitted and the designation of the person to whom it should be addressed.
- 7.32 The order of provisional assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as prescribed in Gujarat Electricity (Manner of Service of Provisional Assessment Order) Rules, 2004.
- 7.33 The person, on whom an order has been served under clause 7.32 of this Code, shall be entitled to file objections, if any, against the provisional assessment before the Assessing Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.

¹ Added vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

² Substituted for word "shall" vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

Submission of consumer's reply

7.34 The consumer shall submit his objections within 7 days of receipt of provisional assessment order to the concerned officer mentioned in clause 7.31 of this Code.

7.35 In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per clauses 7.36 and 7.37 of this Code.

Hearing in case of suspected Unauthorised Use of Electricity

7.36 Within 7 days from the date of submission of consumer's objections, the licensee shall arrange a hearing with the consumer.

7.37 During the hearing, the Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, within 5 working days, a speaking order as to whether the case of unauthorized use of electricity is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.

Assessment

7.38 If consumer submits adequate evidence proving that unauthorized use of Electricity is not committed, further proceedings shall be discontinued and case of unauthorized use of electricity shall be dropped immediately.

7.39 After considering consumer's reply and submissions the Assessing Officer comes to a conclusion that there is a case of unauthorized use of electricity the energy consumption shall be assessed taking into consideration the following:

7.40 The Assessing Officer shall assess the energy consumption considering the following:

- (1) Period of assessment: If the Assessing Officer reaches to the conclusion that unauthorized use of electricity has taken place, he shall take into account the following and arrive at the least period (duration) of unauthorized use of electricity:
 - (a) for the period of twelve months
 - (b) for the period from the date of previous inspection if any by the licensee's officer to the date of detection from the date of service connection to the date of detection
 - (d) wherever electronic meters are installed and the load curves are studied periodically, the period of unauthorized use of electricity could be limited to the exact period as could be determined scientifically.
 - (e) Based on the valid document produced by the accused person.
- (2) Assessment charge: The assessment for units assessed as per clause 7.41 of this Code shall be done on the basis of applicable tariff and in accordance with the Electricity (Amendment) Act, 2007 and any subsequent amendments, excluding the consumption recorded by the meter or already billed during the assessment period at applicable tariffs.

(3) If a consumer is found indulging in more than one act of unauthorized use of electricity, the charges payable by the consumer in respect of each such unauthorized use shall be separately assessed and billed accordingly.

7.41 The methodology for assessment of consumption for unauthorized use of electricity shall be as follows:

(1) In case of non-demand based consumers, if the connected load of the consumer is found in excess of load contracted, then the fixed charge shall be charged for the excess load at twice the applicable fixed charge as per the tariff. In addition to this, the energy charges to be recovered on differential basis at penal rate, if tariff of energy charge changes due to increased load with respect to the slab of contracted load and actual connected load.

The period for computation in such case shall be as stated in Clause 7.40 (1) above.

(2) If it is found that energy supplied is used for a purpose other than for which usage of electricity was authorized and/or energy is utilized for the premises/areas other than the premises/area for which the supply of electricity was authorized, assessment should be made as under;

(i) Quantum of unauthorised use of energy, $U = a \times (b / c) \text{ kWh}$

Where

a – Total consumption recorded during the preceding period of existence of such violations limited to a specified period of assessment as referred in Clause 7.41 (1)

b – Unauthorised load found at the time of inspection

c – Total connected load found at the time of inspection

(ii) Penal charges on account of unauthorized use of energy = $(2 \times U \times d) - (U \times e)$

Where

U – Quantum of unauthorized use of energy, kWh

d – Tariff of unauthorized use

e – Tariff of authorized use

(iii) The period for computation in all such cases shall be as stated in Clause 7.41 (1) above.

Provided that if it is found at any time that the energy supplied is used for a purpose, on which lower tariff is applicable, it shall not be considered as unauthorized use of electricity and no penal action will be taken.

(3) The calculations above are subject to the condition that meter is working satisfactorily; else, the energy will be calculated on the basis of formula as per Annexure IV.

- 7.42 The final assessment order shall be served on the consumer under proper receipt along with the speaking order.
- 7.43 The order of final assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as prescribed in Gujarat Electricity (Manner of Service of Provisional Assessment Order) Rules, 2004.
- 7.44 Any person served with the order of final assessment, may, accept such assessment and deposit the assessed amount with the licensee within 30 days of service of assessment order upon him. The final order should consist of the address of the appellate authority to whom the person can file appeal against the final order served upon him.

Appeal to Appellate Authority

- 7.45 Any person aggrieved by the final order served by the Assessing Officer may, within 30 days of the said order, prefer an appeal in such form, verified in such manner and be accompanied by such fee as specified by the GERC (Procedure for Filling Appeal before the Appellate Authority) Regulations, 2005, to an Appellate Authority.
- 7.46 No appeal against an order of assessment under section 7.45 above shall be entertained unless an amount equal to half of the assessed amount is deposited in cash or by way of bank draft with the licensee and documentary evidence of such deposit has been enclosed along with the appeal.
- 7.47 The Appellate Authority will dispose of the appeal after hearing the parties and pass appropriate order within 120 days of appeal being admitted and send copy of the order to the Assessing Officer and the appellant. The order of the Appellate Authority shall be final and shall not be appeal-able.
- 7.48 The consumer will be served with a revised bill as per final order of the Appellate Authority to be paid in 7 days.
- 7.49 If a consumer defaults in making the payment within 7 days of serving the bill as per final order of the Appellate Authority, the connection will be disconnected after serving a 15 days notice which will not be reconnected until the bill amount is cleared. In case of nonpayment, the amount will be indicated as arrear in regular bill and action will be taken for recovery.
- 7.50 An interest of 16% per annum will be charged on the differential amount as per final order of the Appellate Authority after thirty days from the date of the final order passed by the assessing officer, compounded every 6 months as per section 127(6) of the Act.
- 7.51 In case the Appellate Authority holds that no case of unauthorized use of electricity is established, no further proceedings will be initiated by the licensee and the amount deposited by the appellant shall be refunded along with interest at the rate of 16 percent per annum compounded every six months for the period from the date of deposit till the amount recovered is adjusted through adjustment in the electricity bills of the immediately succeeding months. The appellant may also opt for cash refund of the amount deposited by the appellant along with interest at the rate of 16 percent per annum compounded every six months, till payment of such amount is made by the licensee.

7.52 In case the amount payable as determined by the appellate authority is less than the amount already deposited by the person, the excess amount will be refunded by adjustment in the bills of the immediately succeeding months along with interest at the rate of 16 percent per annum compounded every six months from the date of such excess deposit till the date of actual adjustment.

Consequences of default

7.53 In case person does not prefer appeal under Section 127 of the Act and also defaults in the making payment of assessed amount, the connection will be disconnected by serving a 15 days notice, which will not be reconnected until the assessed amount is deposited. In case of non-payment, the amount will be shown as arrear in the regular bill.

7.54 When a person defaults in making payment of assessed amount, he, in addition to the assessed amount shall be liable to pay, on the expiry of 30 days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months.

7.55 Once the case of theft or unauthorized use of energy is established and connected load at the time of inspection is found more than contracted load, the load in excess of contracted load shall be regularized by the licensee after payment of applicable charges by such consumers.

SECTION 8

DISCONNECTION AND RECONNECTION

8.1 The supply may be disconnected temporarily or on a permanent basis as per the procedure described below. The licensee shall remove service line, meter etc. after permanent disconnection. However, the licensee may not remove service line, meter etc in case of temporary disconnection.

8.2 The charges for connection, reconnection and disconnection shall be in accordance with the GERC (Licensee's Power to recover Expenditure incurred in providing Electric Supply and Other Miscellaneous Items) Regulations, 2005 and subsequent amendments.

Temporary Disconnection

8.3 The supply may be disconnected temporarily in following cases:

- (1) On non-payment of the licensee's dues: The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 working days to pay the dues. Such notice can be embedded in the energy bill also. Thereafter, the licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee may deem fit;
- (2) If the conduct/continuance of any business/industry/activity being carried out in any premises becomes unlawful due to lack of necessary permission or withdrawal

of permission from the competent authority on written intimation by such competent authority to licensee;

(3) If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.

(4) If at any time the consumer is found to be using energy for a purpose other than for which it was intended / provided or tampers with the meter and/or other apparatus of the licensee on his premises or extends/allows supply of energy to any other premises from his connection.

(5) If a consumer, willfully denies or creates condition of inaccessibility of meter, shall be served notice to give facilities for reading of meter by Distribution Licensee's authorized representative at a final time and date. If the consumer fails to comply with the notice as aforesaid, the supply of the consumer's premises shall be disconnected.

¹(6) *The Consumer shall not carry out any construction around the existing service position so as to hinder the access as already agreed. Should the construction become necessary due to remodelling of the structure or for any other reason, the Consumer shall immediately notify the Distribution Licensee and get the service position shifted at his cost to a mutually agreed position. Non-compliance shall be liable for disconnection after serving a notice of not less than seven days, subject to the provisions of Acts, Rules and Regulations for the time being in force.*

²(7) *In case of pre-payment meter, supply shall be automatically cut-off when the amount credited is exhausted. This shall however not be treated as a disconnection and the supply will be resumed whenever the meter is recharged.*

8.4 The licensee shall, after the connection is temporarily disconnected as per clauses 8.3(2), 8.3(3) and 8.3(4), issue a notice to the consumer to remove the cause of disconnection within 180 days failing which the supply shall be disconnected permanently.

8.5 The licensee may take steps to prevent unauthorized reconnection of consumers disconnected in the manner as described above. Wherever the licensee discovers that connection has been re-connected in ³*unauthorized* manner, licensee may initiate action as per provisions of Section 138 of the Act. Further, in case the licensee discovers that supply to such premises has been restored through another live connection, all pending dues of the said disconnected connection shall be transferred to such live connection's account and

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Second Amendment) Regulations, 2020, Notification No. 1 of 2020 which came into effect from 17.01.2020.

² Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

³ Substituted for word "authorized" vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

non-payment of such transferred dues may be treated as per clause 8.3(1).

Permanent Disconnection

8.6 The supply shall be disconnected permanently in following cases:

- (1) On the termination of the Agreement.
- (2) If the cause for which the supply was temporarily disconnected is not removed within the notice period.

Provided that if the service of the consumer remains continuously disconnected for 180 days, not being a temporary disconnection upon request of the consumer, the Agreement shall be deemed to be terminated on the expiry of 15 days or after expiry of the initial period of agreement whichever is later on issuance of written notice, without prejudice to the rights of the licensee or of the consumer under the Act for recovery of any amount due under the Agreement.

Disconnection on Consumer's Request

8.7 In case a consumer desires his connection to be permanently disconnected, he shall apply for the same. The licensee shall give a written acknowledgment of receipt of such request, on the spot.

8.8 The licensee shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within 30 days from receipt of such request. Upon payment, the licensee shall issue a receipt with 'Final Bill' stamped on it. This receipt shall be treated as a No Dues Certificate:

Provided that whenever an agreement is terminated on notice given by the consumer, the licensee shall give a written intimation within 7 days after termination, failing which such intimation shall be deemed to have been given to the consumer.

8.9 ¹*Thereafter, the disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount with the distribution licensee. The remaining security deposit shall be refunded to the consumer within such period as specified by the Commission in the GERC (Security Deposit) Regulations, 2005, amended from time to time.*

8.10 HT/EHT consumers shall also bear the estimated expenditure on removal of the apparatus and service line. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, within 10 working days of receipt of request.

8.11 In case of disconnection of supply for non payment of any charge for electricity or any sum other than a charge for electricity dues from the consumer to the Distribution Licensee in respect of supply or wheeling of electricity to the consumer, he will not be permitted to

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "Thereafter, licensee shall not have any right to recover any charge(s) for any period prior to this date of billing. The licensee shall not raise any bill after disconnection."

have electricity connection from any other Distribution Licensee.

Reconnection

8.12 The licensee shall reconnect the consumer's installation in accordance with the provisions of the GERC (Standard of performance of Distribution Licensee) Regulations, 2005 and subsequent amendments.

SECTION-9

GENERAL

9.1 The licensee shall monitor the progress of each case of new connection, billing, metering, disconnection, reconnection and theft on monthly basis and send MIS reports to the Commission every quarter in the format to be prescribed by the Commission. The licensee shall also upload the same on its website.

¹For creating proper awareness among consumers and licensee staff, the distribution licensee shall ensure to undertake the following steps, namely: -

- a) Manual of procedure for providing common services and handling customer grievances shall be made available for reference of consumers at every office of the distribution licensee and downloadable from its website.*
- b) The distribution licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills.*
- c) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service-related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.*
- d) The distribution licensee shall arrange to display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.*
- e) Whenever the existing meters are to be replaced by any new technology meters, the distribution licensee shall take adequate measure to create consumer awareness regarding the advantages of such replacement. Distribution licensee shall issue a public notice in at least four daily newspapers. Such information shall also be displayed in conspicuous manner on the distribution licensee's website and the distribution licensee shall indicate the area wise schedule of dates for replacement*

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023.

of such meter.

Failure and Interruption of Supply

9.2 The Distribution Licensee shall ¹*supply 24 x 7 power to all consumers. However, the Commission may specify, from time to time, lower hours of supply for some categories of consumers like agriculture.*

However, except, subject to a contract to the contrary, the Distribution Licensee shall not be responsible for any loss to Consumer or damage to Consumer's plant and equipment due to interruptions / fluctuations in supply of power. Such interruption/fluctuations in supply may arise from the reasons including but not limited to war, mutiny, riot, earthquake, cyclone, tempest, strike, civil commotion, lock-out, lightning, fire, flood, accident or breakdown of plant and machinery, load shedding as suggested by SLDC or causes beyond control of the Distribution Licensee. The Distribution Licensee shall communicate through ²*SMS or by other electronic mode along with estimated time for restoration. This information shall also be available in the call centre of the Licensee.*

9.3 The Distribution Licensee may curtail, stagger or cut off, for such period as may be necessary, the supply of electricity if the power position or any other technical emergency warrants such action.

9.4 The Distribution Licensee shall always be entitled for reasons of testing or outages or maintenance or any other cause for efficient working of the undertaking to temporarily discontinue the supply for such period as may be necessary. The Distribution Licensee shall ³*inform the consumer through SMC or by other electronic mode along with estimated time for resumption of supply. This information shall also be available in the call centre of the Licensee.*

Provisions for Load Shedding

9.5 Notwithstanding anything contained in any agreement or undertaking executed by a consumer with licensee or in the tariff applicable to him, the consumer shall restrict the use of electricity in terms of his maximum demand and/or stagger energy consumption in the manner and for the period as maybe specified in any order that may be made by the State Load Dispatch Centre or the State Government or the licensee to maintain orderly grid operation. The licensee shall inform bulk/ HT consumers about such restrictions as early as possible by any convenient communication mode for minimizing inconvenience.

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "take all reasonable precautions to ensure continuity of power to the consumer."

² Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "convenient media as early as possible of the probable duration of such interruptions in supply of power to the consumers."

³ Substituted vide GERC (Electricity Supply Code and Related Matters) (Third Amendment) Regulations, 2023, Notification No. 1 of 2023 which came into effect from 06.12.2023. Prior to substitution it read as, "however, endeavour wherever possible to give advance notice in this behalf with the objective of causing minimum inconvenience to the Consumer."

Prejudicial Use of Supply

- 9.6 Voltage and current harmonics: In any installations the voltage and current Harmonic Distortion (THD) shall not exceed the limit as specified in the Central Electricity Authority (Technical Standards for connectivity to the Grid) Regulations, 2007, as amended from time to time, applicable to the Distribution Systems. The Consumer will take appropriate measures to restrict the THD to the stipulated limit.
- 9.7 The total harmonic distortion for voltage at the connection point shall not exceed 5% with no individual harmonic higher than 3% and the total harmonic distortion for current drawn from the transmission system at the connection point shall not exceed 8%.
- 9.8 All the users operating the power generating plant in parallel with the grid shall comply with the terms and conditions of the agreement for such connectivity laid down by the Distribution Licensee. Such units shall also promptly comply with any direction that may be issued by the SLDC or the Distribution Licensee in the interest of orderly operation of the grid.
- 9.9 The Consumer shall not keep connected to the Distribution Licensee's supply system any apparatus including phase splitters (known as tetas in Gujarati) which in the Distribution Licensee's opinion may interfere with or effect injuriously the Distribution Licensee's supply to other Consumers and may disturb the supply system in short or long term.

Demand Side Management

- 9.10 It shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the licensee in implementation of the programs for Demand Side Management that may be launched by the licensee.

Standards of Performance and Procedure for Redressal of Consumer Grievances

- 9.11 The Consumers, who have any complaints related to the implementation of this Code, may approach the local office of the Distribution Licensee. In case they are not satisfied, then they may approach the Consumer Grievances Redressal Forums / Electricity Ombudsman for resolution of their complaints as laid down in the Gujarat Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2011 and subsequent amendments.

Exemption

- 9.12 The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the licensee's installations and activities.
- 9.13 Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the Transmission licensee's network or on account of instructions given by State Load Dispatch Centre, over which the Distribution licensee has no reasonable control.

Service of Notice

9.14 Any order/ notice on the consumer by the licensee, including the notice under Section 56 of the Act shall be deemed to be duly served if it is sent by registered post at the correct postal address of the addressee or delivered by hand to the person residing at the address notified to the licensee by the consumer:

Provided that in the case of an individual, service of notice to the consumer's spouse or his authorized representative, and in the case of a firm, company or corporation, service of notice on the Managing Director, Director or Principal Officer or an authorized person of such a concern, shall be taken as sufficient service for the purpose of this Code.

9.15 Any communication/notice by the Consumer to the Distribution Licensee shall be deemed to be duly given, if served in writing addressed to the Distribution Licensee and hand delivered or sent by post or by any other mode permitted under law to the office from where the bill is served upon the Consumer.

9.16 If a consumer refuses or avoids receiving the notice, the service may be effected by:

- (1) Affixing the notice at a conspicuous place on the consumer's premises in the presence of two witness and photographing the notice; or
- (2) Publication of the notice in daily newspaper(s) commonly read in the concerned locality to be kept on record by the Licensee.

Either of the above shall be deemed as sufficient for service of notice.

Multiple Violations

9.17 If any consumer commits more than one violation in the same service connection, each violation shall be dealt with separately. The penalty shall be levied separately for each such violation, as applicable.

Repeal and Savings

9.18 Save as otherwise provided in this Code, Gujarat Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2005 and subsequent amendments made in above regulations are hereby repealed.

9.19 Notwithstanding such repeal:

- (1) Anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under this Code to the extent that same were not inconsistent with the Act.
- (2) The Commission may, at any time and on such terms as it may think fit, amend, alter or modify any provision of this Code or remove any error or defect in this Code.

Interpretation

9.20 The provisions under this code shall be read and construed as being subject in all respects to the provisions of the Electricity Act, 2003 and the Rules made there under, besides any restrictions and control orders that may be in force. Nothing herein above contained in these Regulations shall abridge or prejudice the rights or remedies of the Distribution Licensee and the Consumer under any Act or Laws in force.

Power of Relaxation and Power to Remove Difficulties

9.21 The Commission may, in public interest and for reasons to be recorded in writing, relax any of the provisions of this Code.

9.22 If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any provision, the matter may be expeditiously referred to the Commission. The Commission shall pass necessary orders after consulting the parties concerned, provided that the Commission may refuse to entertain the reference filed beyond 3 months' delay without sufficient cause.

Savings of Inherent Power of the Commission

9.23 Nothing in this Code shall be deemed to limit or otherwise affect the inherent power of the Gujarat Electricity Regulatory Commission to make such orders as may be necessary for ends of justice to meet or to prevent abuses of the process of the Commission.

9.24 Nothing in this Code shall bar the Gujarat Electricity Regulatory Commission from adopting in conformity with the provisions of the Act a procedure, which is at variance with any of the provisions of this Code, if the Commission, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, deems it necessary or expedient for dealing with such a matter or class of matters.

9.25 Nothing in this Code shall, expressly or impliedly, bar the Gujarat Electricity Regulatory Commission dealing with any matter or exercising any power under the Act for which no Codes have been framed, and the Commission may deal with such matters, powers and functions in a manner it thinks fit.

Sd/-
(Roopwant Singh, IAS)
Secretary
Gujarat Electricity Regulatory Commission
Gandhinagar

22-09-2015
Gandhinagar

Annexure I**Application Form – New Connection/ Load enhancement/ Load reduction/ Reconnection (Agriculture)/ Change of Name/ Shifting/ Temporary Supply/ Conversion of Service/ Change of consumer category (Low Voltage Services) (Form A-1)**

Date of Application

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Note- (1) Applicant is requested to fill his/her name with all details clearly and to sign.

(2) For applicability of tariff, please refer guidelines attached in Annexure-I.

Further details available on website _____ . (Licensee's website address)

To,
 Deputy Engineer
 Name of the Distribution Licensee
 Sub Division Office

For Office Use Only		Applicant's recent Passport size Photograph
SR No		
M.R.No & Date		
Application No.		
Consumer No.		
Contract Load		
Applicable Tariff		

I / We hereby request you for New connection/Reconnection of PDC/Alteration in Existing Connection/ Temporary Connection to supply electrical energy at Low Voltage for the premises owned / occupied by me/ us.

Details of Applicant & Premises (where power supply is required): (Please mark ✓ where applicable)

1: Application for;

1	New Connection			6	Shifting	
2	Load enhancement			7	Temporary Supply	
3	Load reduction			8	Conversion of Service	
4	Reconnection (AG)			9	Change of consumer category	
5	Change of Name					

For Load enhancement/Load reduction/Reconnection/Change of Name/Shifting/Conversion of service/Change of consumer category:

Name Of Consumer	Consumer Number

2: Purpose of usage of Power Supply

1	Residential			5	Agriculture	
2	Commercial			6	Water works	
3	Industrial			7	Street Light	
4	Institutional			8	Other- Please specify	

3: Type of Industry/Commercial Unit/ Institution

4: Legal Status of the applicant

Owner Tenant Nearest Connection No.

5: Full name of Applicant & Address (where power supply is demanded)

Name of Applicant Surname First Name

Middle Name

Name of Society/Apartment/Estate

House / Flat No. Plot /Sub Plot/ Shed No.

Street/
locality

L.S. No. with name of Village/Town/City

Ward No./Nearest Landmark

Village/Town/City Taluka District Pin Code

6: Present Postal Address (For correspondence)

Telephone No.	Mobile No.	e-mail:	
<hr style="border-top: 1px dashed black;"/>			

7: Load Detail (kW/ HP)

Single Phase (up to 6 kW) Three Phase (above 6 kW to 100 kW or ¹150 kW if opted by the applicant/consumer)

¹ Added vide GERC (Electricity Supply Code and Related Matters) (Fourth Amendment) Regulations, 2024, Notification No. 14 of 2024 which came into effect from 23.09.2024.

Particular	New Connection	Existing Contracted Load	Additional/ Reduction of Load	Total Load
Light, Fan & other Appliances				
Motive Power Load				
Total				

8: PDC Reconnection / Shifting / (Only for AG Connection)

Name Of Consumer (Copy of Bill to be attached)

Consumer Number

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Existing L.S. Number	New L.S. Number (in case of Shifting)
Ls No	Village

9: Change of Name

Consumer Number

--

Name of Old Consumer

--

Name of New Consumer

--

10: Conversion of Service

1	If Request is for conversion of service: (Tick whichever applicable)	a) Conversion from LT single phase to LT 3-phase	
		b) Conversion from LT 3-phase to LT single phase	
		c) Conversion from HT to LT	
		d) Other (Please specify)	
2	If Request is for change in consumer category, mention the tariff category to which Consumer wants to shift:	(See list of all tariff categories attached with this form)	

11: List of Documents to be attached

I. Identity Proof submitted along with this application form:

- If Applicant is a person	(i) Electoral identity card;	
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(Tick any one)	(ii) Passport;	
	(iii) Driving license;	
	(iv) Ration card;	
	(v) Photo identity card issued by Government agency;	
	(vi) PAN card;	
	(vii) Photo Certificate from any village level Government functionality	
	(viii) Aadhar Card	
	- If the applicant is a company, trust, educational institution, government department etc	The application form shall be signed by a competent authority (e.g. Branch Manager, Principal, Executive Engineer, etc) along with a relevant resolution/authority letter of the institution concerned.

II. Proof of ownership of occupancy for which electricity connection is required (Tick any one)

i	Copy of registered sale deed or lease deed or in the case of agricultural connections a copy of 7/12, 8-A and hakk patrak (6-A)	
ii	Municipal tax receipt or Demand notice or any other related document;	
iii	Letter of allotment	
iv	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 (iii) above, also furnish a No Objection Certificate from owner of the premises.	

III. Proof of current address (Tick any one)

i	Electoral identity card	
ii	Passport	
iii	Driving license	
iv	Ration card	
v	Photo identity card issued by any Government agency	
vi	Statement of running Bank Account	
vii	Most recent Water / Telephone / Electricity / Gas connection Bill	
viii	Income Tax assessment order	
ix	Aadhar Card	

IV. Any other document as applicable (Please specify)

12: Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No

13: Any electricity dues outstanding for the premises for which connection applied for: Yes/ No

14: Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No

(For questions 12, 13 & 14 if the answer is 'Yes' in any case please provide details on a separate sheet)

15: Declaration

I/ We hereby declare that

(a) The information provided in this application is true to my knowledge.

(b) I/We desire and agree with the distribution licensee to avail power supply for the above mentioned purpose and of the load shown in this application form for the period not less than two years from the first day of the month next to date of commencement of power supply by the licensee.

(c) I/ We have read the GERC (Gujarat Electricity Supply Code) and agree to abide by the conditions mentioned therein.

(d) I/ We will deposit electricity dues regularly as per the applicable electricity tariff and other charges.

(e) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date:

Signature of the consumer/ Authorised Signatory

Place:

Name:

In case of thumb impression, Signature & name of witness is necessary.

In case of Firm/ Partnership/ Ltd. Company, Power of attorney Holder's signature must be supported by official seal

Note: Apart from documents for identity proof, proof of ownership/occupancy of premises and proof of current address, the following documents shall be attached with the application form

- (1) In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement;
- (2) In case of Public and/or Private limited Company – The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;
- (3) Other documents applicable only for select consumer categories:
 - (1) Industrial consumers: Valid Industrial License, if applicable; alongwith approval of use of land for Non-Agriculture purpose or copy of an application for N. A. with a condition to submit N. A. before commencement of supply.
 - (2) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required;
 - (3) Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the nagar nigam / nagar palika / nagar panchayat / gram sabha / gram panchayat / land development authority / land owning agency.
 - (4) BPL Category Consumers: BPL Card issued by the appropriate State Government Authority.
- (4) In case of change in name to other than legal heir: No Objection Certificate from the existing consumer if available/possible and registered sale deed/ lease deed/ succession certificate/ (if any other document, please specify)
- (5) In case of change of name to legal heir: Registered deed/succession or legal heir certificate/mutation deed/ (if any other document, please specify), and NOC from other legal heir(s) in case the connection is to be changed in the name of one of the legal heirs. In case the

existing consumer is deceased, death certificate is required.

- (6) In case of application for load enhancement/ load reduction/ conversion of service/ change of consumer category/ shifting of premises: A work completion certificate and test report from Licensed Electrical Contractor, if the consumer's installation has been altered.
- (7) Where new industrial connection or addition to the load of existing connection need clearance from the pollution or environmental angle, the applicant shall submit "NO OBJECTION CERTIFICATE" from the competent authority to the Distribution Licensee.
- (8) All the documents submitted shall be self attested.

Attached: Annexure III

Annexure II**Application form- New connection/ Load enhancement/ Load reduction/ Change of name
(High Tension/ Extra High Tension Service) (Form A-2)**HT Connection No. Date of Application.

Note- (1) Applicant is requested to fill his/her name with all details clearly and to sign.
 Further details available on website _____ (Licensee's website address)

To,
 Deputy Engineer
 Name of the Distribution Licensee
 Sub Division Office

For Office Use Only		Applicant's recent Passport size Photograph
SR No		
M.R.No & Date		
Application No.		
Consumer No.		
Contract Load		
Applicable Tariff		

I / We hereby request you for New connection/Alteration in Existing Connection/ Temporary Connection to supply electrical energy at High Voltage/ Extra High Voltage for the premises owned / occupied by me/ us.

1	Name of the Applicant/Organisation:							
2	Name of father/husband/Director/Partner/Trustee:							
3	Connection Type	<input type="checkbox"/> New <input type="checkbox"/> Transfer			<input type="checkbox"/> Addition/ Reduction in Load			
		Name of the original Consumer:						
4	Address for communication							
5	Address where the new connection is applied for/ existing connection is required to be shifted (Indicate landmarks to identify the location)							
6	Voltage at which supply is required (kV) (Please tick the category applicable)	11 kV	33 kV	66 kV	110 kV	132 kV	220 kV	400 kV
7	Type of supply (Permanent/ Temporary)							
7 (a)	If Temporary supply, specify period of requirement	From (date): To (date):						
8	Details of Contract Demand applied for (in kW / kVA):							

9	Power requirement in kW	New Connection	Change in Contract Demand		
			Existing C. D.	Additional/ Reduction	Revise C. D
			-----	-----	-----
---	---	---			
10	Tentative date from which power supply is required				
11	Purpose of Installation	Manufacturing of goods/ Service			
12	Category of tariff opted for				
13	Basis for projection of Contract Demand-Diversity Factor assumed				
14	Production capacity				
15	Number of shifts working				
16	Legal Status of the applicant (viz. Ownership/ partnership/ Private Ltd./ Public Ltd./ Society/ Govt Dept./ Govt. Undertaking)				
16 (a)	Registration No. and Date				
17	Name of Institution developing Industrial Premises				
18	Possession Letter or No-Objection Certificate	Number:	Date:		
19	Issued by the Institution (attach a copy)				
20	Whether the above unit ever operated at some other place or applied for connection? (If yes, please provide details)	(a) Sanctioned Load: (b) Connection No.: (c) Arrears of payment (if any):			
21	If electricity connection for the premises was requested in the past? (If yes, please provide details)	(a) Sanctioned Load: (b) Connection No.: (c) Arrears of payment (if any):			
22	Status of land acquisition				
23	Whether the requisite consent/ NOC (if applicable as per the list of Pollution Control Board) has been obtained from as per statutory requirements (If yes, attach a copy)				
24	Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No				
25	Any electricity dues outstanding for the premises for which connection applied for: Yes/ No				
26	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, partner, Director or Managing Director: Yes/ No				
	(For questions 24,25 and 26 if the answer is 'Yes' in any case, please provide details on a separate sheet)				

Declaration

I/ We hereby declare that

(a) The information provided in this application is true to my knowledge.

- (b) I/We desire and agree with the distribution licensee to avail power supply for the above mentioned purpose and of the load shown in this application form for the period of two years from the first day of the month next to date of commencement of power supply by the licensee.
- (b) I/ We have read the GERC (Gujarat Electricity Supply Code) and agree to abide by the conditions mentioned therein.
- (c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
- (d) I/ We will own the responsibility of security and safety of the meter and metering equipments and the installation thereafter.

Date:

Signature of the consumer/ Authorised

Signatory

Place:

Name:

In case of Firm/ Partnership/ Ltd. Company, Power of attorney Holder's signature must be supported by official seal

Note: The following documents shall be attached with the application form:

1. Proof of ownership of the premises
2. A map indicating the proposed location of the plant/ office and the point where supply is required. The map should also clearly show all the boundary of the premises, the public road/s (with name/s of the road/s) inside and outside of the premises/ land, roads, lands, roads belonging to outside agency innerving the premises, if any.
3. License/ NOC from statutory authority, if required or a declaration by the applicant that his connection does not fall under the requirement of NOC under any statute.
4. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, partnership deed.
6. In case of Limited Company, Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer and PAN Number, if any. If there is any change at a later date, the same shall be intimated by the consumer to the licensee immediately.
8. Letter of intent for production/ enhancement in production may be furnished.
9. List of equipments proposed to be installed along with the expected load.
10. Resolution for authorized signatory.
11. Registration from Industries Department.
12. Extract of project report relevant to power and process requirements (in case of industries)
13. Copy of the relevant section of the current tariff order that provides details of the tariff category opted by the consumer and duly signed by him. This will be appended with the agreement after completion of formalities.

Annexure- III

Licensee shall furnish the category wise tariff schedule of applicable tariff in it's license's area for the year as this Annexure.

Annexure IV**Assessment of Energy in cases of Theft/Unauthorised use of electricity**

1. The assessment formula for calculation of the consumption due to theft of electricity shall be as under:

Units assessed = L x H x F

Where,

L = Load (Connected load found in the consumer's premises during the course of inspection) in kW;

In case of demand based consumers: L in kW is the 75% of total connected load of the consumers at the time of inspection or the contracted demand whichever is higher.

H = Number of hours ¹of the days of the period considered as per Clause 7.7 of ²the GERC (Electricity Supply Code and Related Matters) Regulations, 2015.

F = Load factor, which shall be taken for different categories of use as given below:

Sr. No.	Particulars	Usage	Load factor
1	High Tension Industries, Railway traction and High Tension Agriculture	Continuous process	100%
		I shift- (8 Hrs.)	30%
		II Shift – (16 Hrs.)	60%
		III Shift – (24 Hrs.)	90%
2	High Tension- Non-residential		50%
3	High Tension- Residential		13%
4	Low Tension Industrial	Continuous process	100%
		I shift- (8 Hrs.)	25%
		II Shift- (16 Hrs)	38%
		III Shift- (24 Hrs.)	75%
5	Low Tension- Non-residential		45%
6	Low Tension- Residential	Appliances other than air-conditioning equipments	13%
		Air-conditioning equipments – Feb-Oct.	50%
		Air-conditioning equipments – Nov- Jan.	0%
³ 7	<i>Agriculture-Metered</i>		
	(a) <i>Consumers getting power supply from agriculture dominant feeder</i>		25%
	(b) <i>Consumers getting power supply from other than agriculture dominant feeder.</i>		50%

¹ Added word "of the days" vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016.

² Substituted vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016. Prior to substitution it read as, "this code"

³ Substituted vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016. Prior to substitution it read as, "Agriculture - Metered consumers – 40%"

Sr. No.	Particulars	Usage	Load factor
8	Water supply and sewage pumping		50%
9	Street light/Public lighting		50%
10	Temporary Power Supply		50%
11	¹ <i>Direct theft – For all category of consumers</i>		² <i>1.25 times the Load factor for relevant consumer categories as per Sr. Nos. 1 to 10 above, subject to maximum 100%</i>

¹ Substituted vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016. Prior to substitution it read as, “*Direct theft - All categories*”

² Substituted vide GERC (Electricity Supply Code and Related Matters) (First Amendment) Regulations, 2016, Notification No. 6 of 2016 which came into effect from 23.11.2016. Prior to substitution it read as, “100%”