

**GUJARAT ELECTRICITY REGULATORY COMMISSION  
GANDHINAGAR**

The Ministry of Power, Government of India, in exercise of powers conferred by sub-section (1) read with clause (z) of sub-section (2) of section 176 of the Electricity Act, 2003 has notified the Electricity (Rights of Consumers) Rules, 2020 (referred onwards as the GoI Rules) vide Notification dated 31.12.2020. Subsequent Amendment in these Rules has also been notified vide Notification dated 28.06.2021. The State Electricity Regulatory Commissions have been asked to either make new Regulations or amend existing Regulations to align the Regulations with the said Rules vide letter dated 18.01.2021. Further, the Commission has observed that there is some ambiguity regarding interpretation of one of the Clauses in the existing Supply Code Regulations. Moreover, the Commission has also decided to facilitate consumer to get the refund of excess amount paid against the demand note in timely manner.

In view of the above, the Commission has decided to make amendments in the Gujarat Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2015 (referred onwards as the Supply Code) as narrated in the Draft Regulations attached herewith.

- I. Below is the narration in sequence to the MoP Rules which attracts modification in existing Supply Code Regulation along with its rational for carrying out the Amendments;

**1. Rule 2 (b) of the GoI Rules**

“applicant” means an owner or occupier of any premises who files an application form with a distribution licensee for supply of electricity, increase or decrease in sanctioned load or contract demand, change in title or mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, rules and regulations made thereunder;

**Relevant provision of the Existing Supply Code Clause:**

**2.3 (3)**

‘Applicant’ refers to an owner or occupier of any land/premises who files an application form with a licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Supply Code, rules and regulations made thereunder or other services;

**Amendment proposed:**

2.3 (3) ‘Applicant’ refers to an owner or occupier of any land/premises who files an application form with a distribution licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, 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 or other services;

**Rational:**

To align the definition of “Applicant” with that provided in the Rules, the word ‘distribution’ is proposed to be added with the existing word ‘licensee’ and certain other categories about filing of application form such as mutation of name, change in consumer category, shifting of connection or other services are proposed to be added.

**2. Rule 2 (1) (c) of the GoI Rules**

“application” means an application form complete in all respects in the appropriate format, as specified by the Commission, along with documents and other compliances;

**Relevant provision of the Existing Supply Code Clause:**

**Para 3 of title SHORT TITLE, SCOPE EXTENT AND COMMENCEMENT of the principle Regulation**

**3**

All the forms and formats annexed to the Supply Code are for guidance. The licensee may make suitable amendments in the forms/formats after seeking prior approval of the Commission and such amended forms/ formats would be posted on the website of the respective licensees for use by consumers.

**2.3 (4)**

‘Application’ refers to an application form complete in all respects in the appropriate format, as required by the Distribution licensee, along with documents showing payment of necessary charges and other compliances;

### **2.3 (5)**

‘Application Form’ refers to an application form complete in all respects in the appropriate format, as required by the Distribution licensee, before any payment of applicable charges;”

#### **Amendment proposed:**

(3) It is proposed to delete Para 3 title SHORT TITLE, SCOPE EXTENT AND COMMENCEMENT of the principle Regulation.

2.3 (4) ‘Application’ refers to an application form complete in all respects in the appropriate format, as specified by the Commission, along with documents showing payment of necessary charges and other compliances;

2.3 (5) ‘Application Form’ refers to an application form complete in all respects in the appropriate format, as specified by the Commission, before any payment of applicable charges;

#### **Rational:**

To align the definition of ‘Application’ and ‘Application Form’ of Existing Regulations with the Rules, it is now proposed that format of Application Form shall be as decided by the Commission. Thus, powers of deciding format of Application Form vested upon Distribution Licensee is now withdrawn.

### **3. Rule 2 (1) (h) of the GoI Rules**

“disconnection” means the physical separation or remote disconnection of a consumer from the distribution system of the distribution licensee;

**Relevant provision of the Existing Supply Code Clause:**

**2.3 (24)**

‘Disconnection’ refers to the physical separation of User or Consumer from the system;

**Amendment proposed:**

2.3 (24) ‘Disconnection’ refers to the physical separation or remote disconnection of User or Consumer from the system;

**Rational:**

It is provided in the Rules that all new connections are to be released with installation of smart pre-payment meter and pre-payment meter. In such cases, disconnection in the case of non payment of dues can be carried out remotely. Accordingly, definition of “Disconnection” is proposed to be modified.

**4. Rule 2 (1) (k) of the GoI Rules**

“Occupier” means the owner, tenant or person in occupation of the premises where electricity is used or proposed to be used;

**Relevant provision of the Existing Supply Code Clause:**

**2.3 (49)**

‘**Occupier**’ refers to the owner or person in occupation of the premises where energy is used or proposed to be used;

**Amendment proposed:**

2.3 (49) ‘Occupier’ refers to the owner or tenant or person in occupation of the premises where energy is used or proposed to be used;

**Rational:**

To align with the Rules it is proposed to add word ‘tenant’ in the definition of Occupier.

**5. Rule 4 (1) (a) of the GoI Rules**

The distribution licensee shall prominently display on its website and on the notice board in all its offices, the following; namely:-

(a) detailed procedure for grant of new connection, 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;

**Relevant provision of the Existing Supply Code Clause:**

**4.4**

The licensee shall prominently display on its website and wherever feasible, in its offices, the updated status of applications for new connections in that area/circle, detailed procedure for grant of new connection and the complete list of documents required to be furnished along with such applications. Normally no document, which has not been so listed, will be required 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.

**Amendment Proposed:**

4.4 The licensee shall prominently display on its website and wherever feasible, 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, 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 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.

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.

**Rational:**

To align the Regulations with the provisions of the Rules and with an aim to make consumer aware about the procedure for application of new connection etc., it is proposed that detailed procedure in this regard to be published in Gujarati and English language and be displayed by the licensee on its website and all the offices. Moreover, to enable the applicant to track about progress of its application, it is proposed to devise application tracking mechanism by the Licensee.

**6. Rule 4 (1) (c) of the GoI Rules**

Release of new connection and modification in existing connection. – (1) The distribution licensee shall prominently display on its website and on the notice board in all its offices, the following; namely:-

(a) .....

(b) .....

(c) Address of website for online submissions of application form:

**Relevant provision of the Existing Supply Code Clause:**

**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. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.



#### **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. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.

#### **Amendment Proposed:**

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. 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.

4.61 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. 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.

**Rational:**

To align the provision of GoI Rules regarding creating awareness amongst consumer about online submission of application form, modification in the existing Regulation is proposed.

**7. Rule 4 (3) and 4 (4) of the GoI Rules**

- 4(3). The distribution licensee shall create a web portal and a mobile app for submission of online application forms.
- 4(4). The applicant shall have an option to submit an application form in hard copy form or an electronic means such as online through web portal or mobile app of distribution licensee.

**Relevant provision of the Existing Supply Code Clause:**

**4.11**

The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centers, etc. which minimize the applicant's interface with the utility during the process.

**Amendment Proposed:**

4.11 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, 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.

Further, the licensees 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.

**Rational:**

With an aim to align provision of the Supply Code with the Rules and to enhance ease in process of submission of application, it is proposed that various avenues including online portal for application submission be provided to the applicants. It is also proposed to create CRM system for better monitoring of various services being provided by the Licensee.

**8. Rule 4 (5), (6) and (7) of the GoI Rules**

4(5) In case hard copy of the application form is submitted, the same shall be scanned and uploaded on the website as soon as it is received and acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.

4(6) In case of online application form through web portal or mobile app of distribution licensee, the acknowledgement with the registration number shall be generated on submission of application.

4(7) An application, complete with all the required information, shall be deemed to be received on the date of generation of acknowledgement with registration number. In case of hard copy submission, the acknowledgement with registration number shall be generated within such period as may be specified by the Commission, not exceeding twenty four hours, of receipt of the application, complete with all the required information.

**Relevant provision of the Existing Supply Code Clause:**

**4.21**

For all application forms 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 acknowledge its receipt by accepting registration charges as per GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005 and amendments thereof.

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

**4.24**

An application form shall be deemed to be received on the date of 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.

#### **4.64**

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 acknowledge its receipt by accepting registration charge as per GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005, as amended from time to time.

#### **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 received. 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 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.

**Amendment Proposed:**

4.21 For 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 receive the registration charges as per GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005 and 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 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 registration number (for identification) serially in the order in which it was uploaded on website.

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

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

4.64 For 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 receive the registration charges as per GERC (Licensees power to recover expenditure and other miscellaneous charges) Regulations, 2005 and 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 registration number (for identification) serially in the order in which it was uploaded on website. The licensee shall keep the necessary 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 generation of acknowledgement with registration number.

**Rational:**

As envisaged in the Rules, provision related to online submission of application form is proposed retaining present mechanism for offline submission of application form. Further, clarity about verification of applications, issuance of unique registration number to the applications received through online and offline mode, is proposed in the amendment.

It is also provided in the amended Clause that priority of application shall be based on registration number generated at the time of uploading of the application on Licensee's application portal/website irrespective whether the application is received through online or offline mode.

### **9. Rule 4 (8) of the GoI Rules**

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 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.

### **Relevant provision of the Existing Supply Code Clause:**

#### **4.4**

The licensee shall prominently display on its website and wherever feasible, in its offices, the updated status of applications for new connections in that area/circle, detailed procedure for grant of new connection and the complete list of documents required to be furnished along with such applications. Normally no document, which has not been so listed, will be required 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.

**Amendment Proposed:**

4.4 The licensee shall prominently display on its website and wherever feasible, 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, 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 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.

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.

**Rational:**

To align with the Rules and with an aim to make applicant aware about procedure for new connection, modification in existing connection, it is proposed that such procedure displayed by the Licensee on its website as well as offices. Further, to make applicant aware status of his/ her application, it is proposed that Licensee develop tracking mechanism and share the information related to the same with the applicant.

**10.Rule 4 (9) of the GoI Rules**

For new connections up to a load of 10 kW or such higher load as may be specified by the Commission, the application form shall be accompanied with only two mandatory documents- (1) identity proof (i.e. Passport, Aadhar Card etc.) of the applicant; and (2) proof of applicant's ownership or occupancy over the premises 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 (1) above. For new connections beyond the specified load, and modification of existing connection, the Commission shall explicitly specify the documents required to be submitted with the application.

**Relevant provision of the Existing Supply Code Clause:**

**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.

**Amendment Proposed:**

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.

Provided 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 ownership 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.

**Rational:**

To align with the Rules and aiming to ease process of applying for new connection and making it consumer friendly, it is proposed to mandate only two documents i.e. identity proof and proof of ownership or occupancy of premises for getting new connection up to 10 kW.

**11.Rule 4 (11) of the GoI Rules**

The Commission shall specify the maximum time period, post submission of application complete in all respect, not exceeding seven days in metro cities, fifteen days in other municipal areas and thirty days in rural areas, within which the

distribution licenses shall provide new connection and modify an existing connection:

Provided that where such supply requires extension of distribution mains, or commissioning of new sub-stations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning or within such period as may be specified by the Commission.

**Relevant provision of the Existing Supply Code Clause:**

**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 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:

Provided that if the electric installation exceeds 650 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

**4.81**

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 timeline specified below:

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

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

**4.85**

The overall timeline for releasing additional load, from the date of receipt of application, shall be as under;

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

**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, by giving a notice of maximum 7 days.

**Amendment Proposed:**

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, work 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 so as to provide connection within prescribed time limit as specified in the GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and amendments thereof.

Provided that if the electric installation exceeds 440 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.

- 4.81 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 limit specified in Clause 4.31 and 4.32 for LT supply and HT/EHT supply respectively.
- 4.85 The overall timeline for releasing additional load, from the date of receipt of application, shall be as provided in the GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and amendments thereof.

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. For initial installation of meter the licensee shall give advance notice keeping in mind the overall time frame for release of connection as specified in the GERC (Standard of Performance) Regulations, 2005 and Amendments thereof. For replacement of meter, such notice period shall be of 7 (Seven) days.

**Rational:**

To align with the Rules and with an aim to make the Licensee responsible for releasing the connection as well as carry out modification in existing electricity connection in time bound manner, it is proposed that the date of installation testing must be scheduled so as to provide connection within prescribed time limit in GERC (Standard of Performance of Distribution Licensee) Regulations.

It is further proposed that time line as specified in the Rules be followed by the Licensee to release the connection or modify the existing connection and accordingly modifications have been proposed in the GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and concerned modifications have been proposed in Clauses related to Load Enhancement procedure where time lines were specified in the existing Clause 4.81 and 4.85.

Further, it is proposed to align the Regulations with the CEA Safety Regulations and the Notification of the Government of Gujarat in regard to the requirement of certification by Electrical Inspector for the installation exceeding 440 V.

## **12.Rule 5 (1) of the GoI Rules**

No connection shall be given without a meter and such meter shall be the smart pre-payment meter or pre-payment meter. Any exception to the smart meter or prepayment meter shall have to be duly approved by the Commission. The Commission, while doing so, shall record proper justification for allowing the deviation from installation of the smart pre-payment meter or pre-payment meter.

### **Relevant provision of the Existing Supply Code Clause:**

#### **6.1**

No installation shall be serviced without a meter. 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 abovementioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.

#### **6.5**

The meters for new connections shall be of following type(s)

- (1) (a) For 1 Phase LT connections – Electronic Meters
- (b) For 3 Phase LT connections – 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. Such meter shall be

**Amendment Proposed:**

6.1 No installation shall be serviced without a meter. All 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 abovementioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.

6.5 The meters for new connections shall be of following type(s) 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 – Smart pre-payment meter or pre-payment meter. If exemption is granted, Electronic Meters.

- (b) For 3 Phase LT connections – 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. Such meter shall be Smart pre-payment meter or pre-payment meter. If exemption is granted, Electronic Meter with Automatic Meter Reading facility.

**Rational:**

To align with the Rules with regard to adaptation of upgraded metering technologies, it is proposed that new connection be released either with smart pre-payment meter or pre-payment meter only. It is also proposed that if exemption is granted by the Commission from installation of smart pre-payment meter or pre-payment meter for new connections as per the provisions of the Rules, the Licensee can install electronic meter, electronic meter with maximum demand indicator or electronic meter with automatic meter reading facility for single phase LT connection, three phase LT connection and HT/EHT connection respectively.

**13.Rule 5 (2) and 5 (3) of the GoI Rules**

- 2. At the time of seeking a new connection the consumer shall have the option to -
  - (a) purchase the meter, MCB or CB and associated equipment himself; or

(b) require that the meter, MCB or CB and associated equipment be supplied by the distribution licensee, on payment of applicable charges.

3. The distribution licensee shall 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 made available on its website.

**Relevant provision of the Existing Supply Code Clause:**

**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.

The consumer shall indicate this option in the application form 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.

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.

**Amendment Proposed:**

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 on payment of applicable charges.

The consumer shall indicate this option in the application form. 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. 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.

**Rational:**

To align with the Rules, it is proposed that consumer is provided with option to require the metering equipments be provided by the Licensee on payment of applicable charges.

Further, with an aim to provide ease in procurement in case applicant opts to purchase metering equipment himself, it is proposed that Utilities ensure availability of tested and sealed meters for purchase and also to make information available on website about places of availability of meters.

#### **14.Rule 5 (5) of the GoI Rules**

In 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 by an authorised representative of the distribution licensee 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.

#### **Relevant provision of the Existing Supply Code Clause:**

No such provision

#### **Amendment Proposed:**

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.

In 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.



**Rational:**

As specified in para 5 above, with inclusion of provision in regard to mandatorily usage of smart pre-payment meter or pre-payment meter for releasing new connection, it is proposed to specify time line for reading of such meters, in line with the Rules. Further, with an aim to make consumers conversant about their energy usage, it is also proposed that consumption data are provided to the consumers through various means.

**15.Rule 5 (6) of the GoI Rules**

For post payment meters, if the meter is inaccessible to the meter reader on two consecutive meter reading dates, the consumer shall have the option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-mail. In such a case, distribution licensee may not send any notice or provisional bill to the consumer

**Relevant provision of the Existing Supply Code Clause:**

**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 even after two billing cycle, the licensee shall issue bill for minimum charge and/ or fixed charge applicable to that consumer.

**6.22**

If the meter is rendered inaccessible on two consecutive meter reading dates, 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.

**6.25**

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 in case of failure to do so the supply may be liable to be disconnected.

**6.57**

In all cases not covered by the Spot Billing system, if the licensee is not able to read the meter, a provisional bill may be issued on the basis of the average consumption of the previous 3 billing cycles. 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. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.

**Amendment Proposed:**

- 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 the 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/or fixed charge applicable to that consumer.
- 6.22 If the meter is rendered inaccessible on two consecutive meter reading dates 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 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.
- 6.25 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 or 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.

6.57 If the licensee is not able to read the meter 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. 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.

**Rational:**

To align with the provisions of the Rules, with an aim to ease process of meter reading and simplify bill generation procedure in case of meter rendered as inaccessible, consumers are provided with an option to take a picture of meter reading and reading date and send through online medium. This way, consumers would be able to pay energy bill regularly and this will pave a way for simplified

bill generation procedure as distribution licensee would be able to issue electricity bill based on actual reading rather than rely on past period data and subsequently adjust the bill after actual reading.

### **16.Rule 5 (8) of the GoI Rules**

No test fee shall be charged from the consumer at the time of reporting if the meter is found to be defective or burnt due to reasons attributable to the consumer, the consumer shall bear the cost of new meter and test fee shall be charged from the consumer through subsequent bills.

#### **Relevant provision of the Existing Supply Code Clause:**

##### **6.35**

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 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 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 and start charging meter rent till the consumer arranges it's own meter and associated equipments.
- (2) If the meter was owned by the licensee, the licensee shall install a new meter at its own cost:

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 Commission on payment of testing fee. The list of third party agencies approved by the Commission for testing shall be available on the website of the licensee.

### **Amendment Proposed:**

6.35 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 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 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 till the consumer arranges it's own meter and associated equipments. 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 initially and shall recover it from the consumer and shall also charge testing fee from the consumer through subsequent bills.

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 Commission as stipulated in Clause 6.30 above.

**Rational:**

To align with the Rules and for the sake of simplification of payment of testing fees, it is proposed to modify procedure of payment of testing fee for meter testing and

cost of the meter for the consumer as well as Licensee in case of defective/ burnt meter based on causes of such burnt/ defective meters whereas, existing procedure of recovery of testing fee was of an upfront payment from the consumer irrespective of causes of burnt/ defective meter and then refunding the same if test results come out in favour of the consumer. Such modification would make the process easier in the sense that testing fee and cost of the meter would be recovered through subsequent bills from consumer if test results point out that meter is burnt/ has become defective due to causes attributable to the consumer. However, for reasons attributable to the Licensee, no testing fee as well as cost of meter shall be recovered.

#### **17.Rule 5 (11) and 5 (12) of the GoI Rules**

(11) If a consumer disputes the results of testing, the meter shall be tested at a third party testing facility selected by the consumer from the list of third party testing agencies approved by the Commission. If it is successfully established that the results of this test are contrary to the results of the test performed by the distribution licensee, then the cost of undertaking such test shall be borne by the distribution licensee. However, in case it is established that the results of this test are same as the results of the test performed by the distribution licensee in sub-rule (7), then the cost of undertaking such test shall be borne by the Consumer. The meter test results 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.

(12) The list of third party agencies approved by the Commission shall be available in their various offices as well as on the website of the distribution licensee.



**Relevant Provision of the Existing Supply Code Clause:**

**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 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., the licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.

**6.34**

If a consumer disputes the results of testing, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter.

**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 Commission 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:

Provided that if the meter is found 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.

**Amendment Proposed:**

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 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. or it is successfully established that the results of this test are contrary to the results of the test performed by the distribution licensee the licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.

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.

6.34 If a consumer disputes the results of testing carried out at Licensee's Testing

Facility, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter.

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 Commission as stipulated in Clause 6.30 above.

**Rational:**

To align with the Rules and with a view to make consumers non-liaible to pay test fee for meter testing for meter burnt/ becomes defective due to reasons attributable to the Licensee or test results of third party meter testing laboratory are contrary to the result of the test performed by the Licensee, it is proposed that in such cases meter testing fee is refunded by the Licensee to the Consumer through energy bills.

Further with view to make consumer aware about such third party meter testing laboratories, it is proposed that licensee shall upload the list on the website and make such list available at it's offices.

Also, it is specified that consumer can only approach CGRF if test result of meter testing carried out at license's laboratory is disputed since, it is mentioned in the Rules that test result of 3<sup>rd</sup> party meter testing laboratory is binding to both, consumer and licensee.

**18. Rule 5 (14) of the GoI Rules**

Non-availability of meter shall not be a reason for delay in restoration of supply.

**Relevant provision of the Existing Supply Code Clause:**

No such provision in the existing Supply Code

**Amendment Proposed:**

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.

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

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.

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

**Rational:**

To align with the Rules and with a view to provide uninterrupted services, it is mandated upon the Licensee to maintain sufficient stock of meters so as to restore supply immediately in case meter is burnt or lost.

**19.Rule 6 (1) of the GoI Rules**

Tariff for each category of consumers shall be displayed on distribution licensee's website and consumers shall be notified of change in tariff including fuel surcharge and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.

**Relevant provision of the Existing Supply Code Clause:**

No such provision in the existing Supply Code

**Amendment Proposed:**

6.48 Tariffs and charges for supply of electricity shall be as determined by GERC from time to time. Tariff 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 (FPPPA) charges and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.

**Rational:**

To align with the Rules and with a view to make consumer aware about charges to be paid by him/ her well-in-advance and to plan energy usage accordingly, it is proposed to notify about change in tariff and other charges, a full billing cycle i.e. monthly or bi-monthly ahead of time, through various means.

**20.Rule 6 (2), 6 (4), 6(5) and 6 (6) of the GoI Rules**

(2) The distribution licensee shall prepare the bill for every billing cycle based on actual meter reading, except where pre-payment meters are installed, and the bill

shall be delivered to the consumer by hand or post or courier or e-mail or any other electronic mode at least ten days prior to the due date of payment.

(4) In case of pre-payment metering, the distribution licensee shall issue the bill, to the consumer, on his or her request.

(5) The distribution licensee shall intimate the consumer about despatch of bill through SMS or email, or by both, SMS and e-mail, immediately and the intimation shall consist of the details of bill amount and the due date for payment.

(6) The distribution licensee shall also upload the bill on its website on the day of bill generation:

Provided that the billing details of last one year for all consumers shall also be made available on the licensee's website.

**Relevant provision of the Existing Supply Code Clause:**

**6.49**

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.

**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/courier at least 10 days prior to the due date of payment.

**Amendment Proposed:**

6.49 The 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. Such intimation shall consist of the details of bill amount and the due date for payment. The licensee shall intimate the consumer of bill dispatch through SMS and/or email immediately, if the consumer has furnished requisite details. 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.

6.52 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/courier/any electronic mode at least 10 days prior to the due date of payment.

**Rational:**

To align with the Rules, bill delivery process in case of pre-payment and post payment as well as in case of spot billing is proposed to be made consumer friendly. Moreover, it is proposed that the Licensee can issue bills to the consumer through electronic mode also.

With aim to make consumers aware about their past consumptions so as to plan future energy consumption, it is also proposed for the Licensee to upload billing details of last one year on the website.

**21.Rule 6 (7) and 6 (8) of the GoI Rules**

(7) The distribution licensee shall issue the first bill within a time period to be specified by the Commission, not exceeding two billing cycles, of energising a new connection where post payment meters are installed.

(8) In case the consumer does not receive the first bill within such period, he may complain, in writing, to the distribution licensee and the distribution licensee shall issue the bill within a time period, not exceeding seven days.

**Relevant provision of the Existing Supply Code Clause:**

**6.51**

The licensee shall issue the first bill within two billing cycles of releasing a new connection. In case the consumer does not receive the first bill within two billing cycles from the date of release of the connection, he shall complain, in writing, to the licensee's office and the licensee shall issue the bill within the next 14 days.



**Amendment Proposed:**

6.51 The licensee shall issue the first bill within two billing cycles of releasing a new connection where 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 may complain, in writing, to the licensee's office and the licensee shall issue the bill within the next 7 days.

**Rational:**

To align with the Rules, it is proposed to align time-line for complaint in case of non- receipt of first bill. Further, with consideration of inclusion of provisions in regard to pre-payment meter, it is further proposed to distinguish this provision from pre-payment meter, this provision be made exclusive for post payment meter consumer only. It is also proposed to issue the bill in such cases within 7 (Seven) days of receipt of complaint in place of existing limit of 14 (Fourteen) days.

**22.Rule 6 (9) of the GoI Rules**

The distribution licensee shall not generate more than two provisional bills for a consumer during one financial year and if the provisional billing continues for more than two billing cycles except under extraordinary situation due to force majeure, the consumer may refuse to pay the dues until bill is raised by the distribution licensee as per actual meter reading.

**Relevant provision of the Existing Supply Code Clause:**

**6.57**

In all cases not covered by the Spot Billing system, if the licensee is not able to read the meter, a provisional bill may be issued on the basis of the average consumption

of the previous 3 billing cycles. 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. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.

**Amendment Proposed:**

6.57 If the licensee is not able to read the meter 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. 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.

**Rational:**

To align with the Rules, it is proposed to include force majeure conditions while issuance of provisional bill with respect to meter not accessible.

**23.Rule 6 (10) of the GoI Rules**

If any bill is served with a delay of such period as specified by the Commission, not exceeding sixty days, the consumers shall be given a rebate of two to five percent as specified by the Commission.

**Relevant provision in the Existing Supply Code Clause:**

**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.

**Amendment Proposed:**

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. If any bill is served with a delay of 60 days the consumers shall be given a rebate of two percent.

**Rational:**

To align with the Rules and with an aim of making the Licensee responsible for timely bill delivery to the Consumer, it is proposed to include provision in regard to rebate to the consumer for delay in bill issuance by the Licensee.

**24.Rule 7 (1), 7 (2) and 7 (3) of the GoI Rules**

(1) Consumer shall have the option to pay bills online or offline.

(2) Bill amount of more than one thousand rupees or an amount specified by the Commission shall mandatorily be paid online. Commission shall specify a suitable incentive or rebate for payment through online system.

(3) For bill amounts less than or equal to one thousand rupees consumer may pay the bill through cash or cheque or demand draft or electronic clearing system at designated counters of a bank or through credit or debit cards or online payment through distribution licensees' web portal or any digital mode of payment and any change or further addition in the mode of payment shall be more user friendly for the consumers than the prevailing system.

**Relevant provision of the Existing Supply Code Clause:**

**4.110**

All payments shall be made by way of Cash (up to Rs 20,000), Banker's Cheque or Demand Draft. Banker's Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located.

**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;

**6.74**

Consumer may pay the bill by Cash (up to Rs 20,000) Cheque, Demand Draft or through e-payment mechanism. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located. 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.

**6.80**

Receipt shall be given to the consumer for payment of bills made in person. In all cases, payments shall be acknowledged in the next bill.

**Amendment Proposed:**

4.110 All payments shall be made by way of Cash (up to Rs 20,000), Banker's Cheque or Demand Draft. Banker's Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank. The licensee shall also create facility for e-payment of demand note.

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. Details

regarding e-payment facility along with information related to rebate as per Clause 6.74.

6.74 Consumer may pay the bill 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. 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.

The consumer shall mandatorily pay bill amount more than Rs. 1000 through e-payment mechanism. The Licensee shall 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.

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

**Rational:**

With an aim to increase payments through digital modes as envisaged in the Rules, it is proposed to mandate payment above Rs. 1000 through digital modes of payment and incentivize consumer for such payment. In order to make consumer aware about provision of rebate available on e-payment of bills, it is proposed to print such

information on reverse of the bills. Also it is specified that receipt must be issued to consumer on payment of bills irrespective of mode of payment. Further, in order to promote digital payments, it is proposed that licensee shall create facility for e-payment of demand note also. Moreover, looking to the introduction of unified clearing centre in the banking sector, provision related to cheques and demand drafts to be payable at scheduled commercial banks which are member of clearing house for the area where concerned sub-division office is located is modified.

### **25.Rule 8 (1) of the GoI Rules**

- (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.

### **Relevant provision of the Existing Supply Code Clause:**

#### **6.66**

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.

#### **6.67**

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.

**Amendment Proposed:**

- 6.66 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 Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading.

**Rational:**

To align with the rules, it is proposed to provide domestic consumer with a mechanism to pay advance fixed charges in case of his/her absence and thus save himself/ herself from provisional bill and payment.

**26.Rule 9 (1) of the GoI Rules**

- (a) In case a consumer desires that his meter to be permanently disconnected, he shall apply for the same to the distribution licensee and the licensee shall arrange for a special meter reading and prepare a final bill.
- (b) 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, not exceeding seven days.



**Relevant provision of the Existing Supply Code Clause:**

**8.9**

Thereafter, the 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.

**Amendment Proposed:**

8.9 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.

**Rational:**

With an intention to ease process of payment of dues on account of disconnection, it is proposed for recovery of dues from Security Deposit and further proposed to align time-line for refund of remaining Security Deposit as provided in the Rules.

**27.Rule 9 (3) of the GoI Rules**

Pre-payment meters will be designed to automatically cut off supply 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.

**Relevant provision in the Existing Supply Code Clause:**

No such provision in the existing Supply Code

**Amendment Proposed:**

8.3 (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.

**Rational:**

As provisions in regard to mandatory release of new connection with pre-payment meter is included, it is necessary to include provision of disconnection in case of exhaustion of credited amount in such case. Further, to align with the provision of the Rules, it is proposed not to treat such cut-off of supply as disconnection and resumption of supply after recharging of meter and payment of fixed charge for the period of such cut-off and recharge.

**28.Rule 10 (1) of the GoI Rules**

The distribution licensee shall supply 24x7 power to all consumers. However, the Commission may specify lower hours of supply for some categories of consumers like agriculture.

**Relevant provision in the Existing Supply Code Clause:**

**9.2**

The Distribution Licensee shall take all reasonable precautions to ensure continuity of power to the consumer. 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 convenient media as early as possible of the probable duration of such interruptions in supply of power to the consumers.

**Amendment Proposed:**

9.2 The distribution licensee shall 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 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.

**Rational:**

With an intention to align with the Rules it is proposed that Licensee shall 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.

**29.Rule 13 (4) (iii)of the GoI Rules**

(4) The standards of performance for which the compensation is required to be paid by the distribution licensee include, but are not limited to, the following namely:-

(i)...

(ii)...

(iii) time taken for connection, disconnection, reconnection, shifting;

**Relevant provision of the Existing Supply Code Clause:**

**4.32**

In case of application for HT/EHT supply the licensee shall forward the application to the Transmission Licensee within three days of its receipt for its further processing in terms of provisions in the Grid Code. The Transmission Licensee within 7 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 and time taken by Transmission Licensee in giving feasibility report shall not be included in the timeline specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and amendments thereof.

**Amendment proposed:**

4.32 In case of application for HT/EHT supply the licensee shall forward the application to the Transmission Licensee within three days of its receipt for its further processing in terms of provisions in the Grid Code. The Transmission Licensee within 7 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 shall not be included in the timeline specified in GERC (Standard of Performance of Distribution Licensee) Regulations, 2005 and amendments thereof.

**Rational:**

The Rules envisage for the Consumer to get the service of connection, disconnection, reconnection, shifting in a time bound manner, failing which making the Licensee liable to pay the compensation. In order to get such services in time bound manner it is very important that the applicant receives demand note within the time limit specified in the GERC (Standard of Performance of Distribution Licensee) Regulations.

As per existing provision in the GERC Supply Code Regulations 4.32, in case of applications for HT and EHT supply, the Licensee is required to forward the same to the Transmission Licensee to verify the feasibility of the demand of the applicant. The present provision of the Supply Code stipulates that the Transmission Licensee is required to intimate the Licensee about feasibility or otherwise of the application, within 7 working days of receipt of intimation. However, it is also mentioned in the present Supply Code that time taken by Transmission Licensee in giving feasibility report shall not be included in the time line specified in the GERC (Standard of Performance of Distribution Licensee) Regulations for issuance of demand note. As envisaged in the Rules, the Commission has proposed compensation to the applicant

in case of failure by the Licensee for issuance of demand note within the time line stipulated in the said SoP Regulations. Thus, in order to facilitate the consumers and to make the Licensee accountable in obtaining feasibility report or otherwise from the Transmission Licensee within the time period specified, it is proposed to delete the present provision of exclusion of the time taken by the Transmission Licensee for intimation about feasibility from standard time of issuance of demand note by the Licensee.

**30.Rule 14 (1), (2) and (3) of the GoI Rules**

(1) For providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply, the distribution licensee shall establish a centralised 24x7 toll-free call centre with effect from such date as may be specified by the State Commission.

(2) While other modes to provide services like paper application, email, mobile, website, etc., may continue, the licensees 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.

(3) 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.

**Relevant provision of the Existing Supply Code Clause:**

**4.11**

The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centers, etc. which minimize the applicant's interface with the utility during the process.

**4.62**

The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centres, etc. which minimise the applicant's interface with the utility during the process.

**Amendment proposed:**

4.11 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, 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.

Further, the licensees 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.

- 4.62 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, 24/7 call center which minimize 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 licensees 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.

**Rational:**

With an aim to ease process of submission of application form and increase digital usage, it is proposed to provide applicants with various avenues including 24/7 call centres for submission of application forms for various services which shall minimize interface with the utilities. Further, definite time line is proposed to be included in the said provision mandating utilities to create the said avenues within the specified time-line.

Further, to align with the Rules and ease process of applying for new connection or modification in existing connection, it is proposed for licensee to establish Customer Relation Manager (CRM) System for consumers which shall have facility 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.

**31.Rule 16 (2) of the GoI Rules**

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

**Relevant provision of the Existing Supply Code Clause:**

**4.11**

The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centers, etc. which minimize the applicant's interface with the utility during the process.

**4.62**

The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centres, etc. which minimise the applicant's interface with the utility during the process.

**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. 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 differently abled persons to reach at collection window.

**Amendment Proposed:**

4.11 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, 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.

Further, the licensees 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.

- 4.62 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, 24/7 call center which minimize 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 licensees 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.

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. 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 differently abled persons to reach at collection window.

The distribution licensee shall also provide bill payment service to senior citizens at their door-steps.

**Rational:**

To align with the Rules and with an aim to ease process of submission of application forms and bill payment for senior citizens it is proposed to provide such services at the door step.

**32.Rule 16 (3) of the GoI Rules**

The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the call center of the distribution licensee.

**Relevant provision of the Existing Supply Code Clause:**

**9.2**

The Distribution Licensee shall take all reasonable precautions to ensure continuity of power to the consumer. 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 convenient media as early as possible of the probable duration of such interruptions in supply of power to the consumers.

**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 however, endeavour wherever possible to give advance notice in this behalf with the objective of causing minimum inconvenience to the Consumer.

**Amendment Proposed:**

9.2 The distribution licensee shall 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 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.

- 9.4 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 inform the consumer through SMS 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.

**Rational:**

With an aim to align provisions with the Rules and with consideration of providing Consumer with services of prior intimation of outages so for the Consumer to plan his/ her activities accordingly, it is proposed to include provision in this regard.

### **33.Rule 16 (4) of the GoI Rules**

For 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 measures 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 of such meter.

**Relevant provision of the Existing Supply Code Clause:**

Amendment proposed as below are already there in various Clauses of the Existing Supply Code.

**Amendment Proposed:**

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.

For 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 measures 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 of such meter.

**Rational:**

Keeping consumer at focal point and with aim to make consumer aware about his rights in respect to power supply, it is proposed to provide various services to the Consumer so as to function the Power Sector smoothly.

- II. Below is the narration of existing provisions and amendments proposed in the Supply Code Regulations to avoid any ambiguity in the interpretation and to facilitate consumer to get the refund of excess amount paid against the demand note in timely manner along with rationale;

## **1. Amendment Proposed to avoid ambiguity in interpretation**

### **Relevant provision of the Existing Supply Code Clause:**

6.54 The following information shall be included in the bill:

(1)...

(2)...

.....

(9) Status of meter (OK/defective/not available);

### **Amendment Proposed:**

6.54 The following information shall be included in the bill:

(1)...

(2)...

.....

(9) Status of meter (Visual inspection);

### **Rational:**

It is proposed to replace the words “OK/defective/not available” by the words “Visual inspection” to provide broader aspect about status of meter that the Licensee can show in the electricity bill of the consumer.

## **2. Amendment Proposed to facilitate consumer to get the refund of excess amount paid against the demand note in timely manner**

### **Relevant provision of the Existing Supply Code Clause:**

**4.35**

The excess amount, if any, shall be refunded to the Consumer by 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. 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.

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

**Amendment Proposed:**

4.35 The excess amount, if any, shall be refunded to the Consumer by 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 Late 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, 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.

**Rational:**

The Commission has decided to facilitate consumer to get the refund of excess amount paid against the demand note in timely manner. Accordingly, it is proposed that the Licensee shall pay interest at a rate equivalent to the Late Payment Surcharge as per the prevailing Tariff Order issued by the Commission on the excess amount to be refunded for the period beyond 30 days of energisation of connection. This will facilitate the timely settlement of the final account against the demand note amount recovered. Further, to strike the balance between interest of consumer and licensee, it is proposed that licensee shall debit the excess amount, if any, payable by consumer after settlement of final account against the demand note amount recovered, in the next electricity bill of the consumer.

**3. Amendment Proposed to facilitate 3-minute integration of maximum demand in consumer meters**

**Relevant provision of the Existing Supply Code Clause:**

**2.3 (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 minutes (depending upon the type of meter used) period of maximum use where such meter with the feature of reading the maximum demand in kW/ kVA directly, has been provided;

**Amendment Proposed:**

**‘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 30/15/3 minutes (depending upon the type of meter used) period of maximum use where such meter with the feature of reading the maximum demand in kW/ kVA directly, has been provided;

**Rational:**

With an aim to facilitate 3 minute integration of maximum demand, it is proposed to add 3 minutes with 30/15 minutes in the definition of maximum demand.

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