

# **SALES MANUAL**

**FIFTH EDITION – 2013**

**(UPDATED UPTO 30<sup>th</sup> JUNE, 2013)**



**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

## **FOREWARD**

DHBVN came into existence on 1<sup>st</sup> July, 1999 after trifurcation of the HVPN. Sales Circulars / Instructions issued by the CGM/Commercial from time to time were last compiled in the year 2005 in the fourth edition of Sales Manual-2005 and no updation made thereafter.

The field offices and Internal Auditors dealing with consumer accounts do not have compiled set of instructions on revenue matters. Hence, it was decided to bring out the fifth revised edition of Sales Manual-2013.

I hope this revised edition of Sales Manual will prove to be a handy and useful book of reference to all the stakeholders of Nigam including those engaged in activities like release of connections, metering, billing, redressal of consumer grievances and ultimately improve the credibility, trust, confidence and satisfaction of consumers.

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## **PREFACE TO THIS EDITION**

We place before the readers the updated edition of Sales Manual after taking into account the various amendments made by DHBVN since the publication of forth edition in the year 2005. This Manual is the compilation of Nigam's instructions issued by the erstwhile HSEB/HVPN/DHBVN up to 30<sup>th</sup> June, 2013. Any suggestions for revision of this Manual are welcome.

The present Manual is the result of sincere efforts by Sh. *Rattan K. Verma*, Sr.A.O., Sh. Krishan Swaroop, Xen/Coml. Sh. *Pardeep Kumar*, S.O., and Sh. Dalbir Singh, SDO who devoted a lot of time to compile and publish this Manual in such a short time.

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## **PREFACE TO THE FIRST EDITION**

1. Instructions relating to commercial matters issued from time to time during a period of over 40 years are to be found in Commercial Instructions (Sales) and various circulars. Great difficulty is experienced by the field staff in following them. The Sales Manual seeks to overcome this by consolidating them in a single volume.
2. The Manual has been divided into XI Sections. Each section deals with one particular subject. Cross-references have been indicated wherever necessary.
3. The Manual is mainly intended for internal use/ Hand Book and guidance of the Nigam's employees. The instructions contained in it are meant to be followed with care but with intelligence and not with undue rigidity.
4. The Manual purports to be compilation of Board's (Now DHBVN) instructions and orders but nothing contained in it should be taken to supersede the actual instructions or orders in case of a conflict between them and the Manual.
5. Suggestions for improvements in the Manual should be made and discrepancies or errors pointed out to the Chief General Manager/Audit, DHBVN, Hisar.

## INDEX

Instructi on No.	SUBJECT	PAGE NO.
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### SECTION-I

#### GRANT OF ELECTRICITY CONNECTIONS

1.1	Receipt of Application and Security.	1
1.2	Posting of Application in Service Register and Maintaining Separate Seniority Lists.	5
1.3	Verification of Connected Load.	5
1.4	Preparation and Sanction of Estimates.	7
1.5	Financial Justification.	8
1.6	Fixed service connection charges.	8
1.7	Recovery of Development Charges for the connections to be released in unauthorized/un-approved/un-developed colonies:	10
1.8	Line Service charges	11
1.9	Monthly Meter Service Charges	12
1.10	Procedure for working out unjustified amount when a substation is to be erected for giving L.T. Supply:	12
1.11	Sanction, Extension and Reduction of Load or Contract Demand.	12
1.12	Disposal of Unjustified Applications	17
1.13	Intimation of Acceptance of Application and Issue of Demand Notice	18
1.14	Disposal of Unaccepted Requisitions.	19
1.15	Special Clause to be Introduced in Demand Notice where Joint Estimate is framed for a Number of Consumers.	19
1.16	Receipt of Agreement form and Test Report, Etc.	19
1.17	Issue of service connection order and allotment of Account No.	23
1.18	Measurement of Service Lines.	24
1.19	Recording of Consumer Cases.	24
1.20	Custody of Application and Agreement Forms.	25
1.21	Procedure for Dealing with cases where the full Sanctioned Load is not availed by the Consumer Initially.	25
1.22	Procedure to be followed when one of the consumers out of the joint estimate drops out and does not avail the connection.	27
1.23	Grant of electric connection to the tenant/Lessee	27
1.24	Procedure for fixing of seniority for release of connection	27
1.25	Grant of Electric Connections to tube wells under AP category.	28
1.26	Time limit for grant of connections	31
1.27	Grant of priority to applications for electric supply.	32
1.28	Procedure to deal with an applicant who does not avail connection.	33
1.29	Supply of load to Local Bodies for Public lighting.	34
1.30	Disposal of Pending Applications.	36
1.31	Maintenance and upkeep of connected load Register	36
1.32	Disposal of cases of preparation of incorrect or perfunctory estimate detected at the time of execution of works	37
1.33	Temporary Supply	37
1.34	Temporary connection where erection/augmentation of Mains and Pole Mounting Sub Station and subsequent	40

	dismantlement is involved.	
1.35	Electrification of Dhanis /Small Hamlets for release of domestic connections/shifting of Dhanis from agriculture to rural domestic feeder:	40
1.36	Levy of Departmental charges on Deposit Works	41
1.37	Non-levy of O&M /Inspection Charges in respect of colonies developed by HUDA/HSIDC/ Private Colonizers.	42
1.38	Policy in respect of essential feeders	43
1.39	HERC Regulation on duty to supply electricity on request - Self Execution of works	43
1.40	Provision of supply from the different sources	49
1.41	Upkeep and maintenance of the system beyond warranty period e.g. replacement of damaged D.T. after two years.	50
1.42	Installation of Earth Leakage Circuit Breaker	50
1.43	Construction of residential/ other buildings beneath LT/HT lines	50
1.44	Method of Power Line crossing of Railway Tracks	51

## SECTION – II ALTERATION/ADDITION TO EXISTING CONNECTIONS

2.1	Change of the site of connections.	52
2.2	Change of name.	54
2.3	Reconnection of a Service Line.	56
2.4	Change of Industry or Addition thereto.	58
2.5	Conversion of feeding source.	58
2.6	Providing dedicated T/F to individual/ a group of existing LT Agriculture power category consumers	60
2.7	Construction of Industrial feeders for group of industries	60
2.8	Shifting/removal of electric lines/poles necessitated by the Construction of buildings in their vicinity	63
2.9	Dismantlement of Service Connection & ideal lines	64
2.10	Ban on use of phase changer in case of three phase supply consumers	65

## SECTION – III SERVICE LINE & SERVICE RENTALS

3.1	Definition and Elements of Service line.	66
3.2	Line Service Charges. Method of Calculation.	66
3.3	Option of paying either the monthly charges or entire cost of service line.	66
3.4	Cable connection from distant sub-station.	66
3.5	Reduction or Extension in Load- Effect on Line Service Charges based on the estimated cost.	67
3.6	Charging of line service charges on Temporary Disconnection.	67
3.7	Apportionment of service charges when a new service is tapped off from existing service.	67
3.8	Revision of line service charges.	69
3.9	Levy of line service charges when 3-phase connection is released by conversion of existing single/ two-phase line to 3 phase lines.	69

## SECTION – IV

### METERING & METER SERVICE CHARGES

4.1	Providing an Energy Meter.	70
4.2	Site for installation of energy meters	71
4.3	Meter Sealing.	74
4.4	Resealing of Energy Meters-Meter Terminal cover MCB seals	78
4.5	Security to be deposited if Meter is supplied by the Nigam	79
4.6	Meter Service Charges if the Meter is supplied by the Nigam.	79
4.7	Responsibility of the Consumer in respect of loss or damage to the meter	79
4.8	Procedure to be followed when a meter is Reported to be Damaged or burnt & cost of replacement thereof.	80
4.9	Charges of Inaccurate or Inoperative Meters	81
4.10	Checking the Accuracy of Energy Meters.	82
4.11	Accuracy of Energy Meter	83
4.12	Procedure to be followed when a Meter is challenged	83
4.13	Adjustment of Accounts of Challenged Meters	84
4.14	Adjustment of consumer account if meter is found in-accurate or inoperative by a Nigam's employee.	85
4.15	Differences or Dispute over the Accuracy.	89
4.16	Changing the Position of a Meter.	89
4.17	Installation and Maintenance of Meter supplied by the consumer.	90
4.18	Testing charges if the meter is got tested from Nigam's Laboratories	91
4.19	Reading of MDI	91
4.20	Removal of meter and other equipment from the consumer premises on permanent disconnection.	91
4.21	Monthly reading of AP Feeder Meters through CMRI	92
4.22	Inspection of distribution T/F by DGM/OP at the time of energization	93

## SECTION – V

### TARIFFS

5.1	Charges for supply	94
5.2	<i>Schedule of Tariff For – Domestic Supply.</i>	94
5.3	Schedule of Tariff For – Non-Domestic & Independent Hoarding/Decorative lighting Supply.	96
5.4	Schedule of Tariff For L.T. Industrial Power Supply	98
5.5	Schedule of Tariff For H.T. Industrial & Steel Furnace Power Supply.	101
5.6	Schedule of Tariff For Agricultural Pumping (A.P.) Supply.	105
5.7	Schedule of Tariff For Bulk & Bulk Domestic Supply.	108
5.8	Schedule of Tariff For Street Lighting Supply.	110
5.9	Schedule of Tariff For Railway Traction and DMRC	110
5.10	Schedule of Tariff For Public Water Works Supply.	111
5.11	Schedule of Tariff For Temporary Metered Supply (T.M.)	113
5.12	Schedule of Electricity Duty (E.D) & M. Tax	114
5.13	Schedule of General & Misc. Charges.	115
5.14	Schedule of Misc. charges	122
5.15	Levy of monthly minimum charges on temp. disconnection	123
5.16	Levy of surcharge.	124

5.17	Procedure for adjustment of surcharge in case of part payment	125
5.18	Delegation of Power for settlement of billing disputes	126
5.19	Exemption of charges in case of flat rate Agricultural Pumping Supply consumers during the period transformer remained inoperative.	126
5.20	Method of Billing – Components of Consumption Charges (SOP)	127
5.21	Applicability of tariff for Mashroom Farming and Regd. Gaushalas	127
5.22	Procedure for Billing to Single Point Supply to Residential Colonies or Office cum Residential Complexes of Employers, Group Housing Societies and Commercial cum Residential Complexes of Developers	128
5.23	Wheeling charges for use of Distribution & Transmission System by owner of Captive Power Plants	151
5.24	Hiring of Nigam's Poles for laying cable TV Network by small cable operators.	151
5.25	Facility of advance payment of electricity bills by consumers	151
5.26	Cash collection through regd. RWA/ Village Panchayats	152
5.27	Charges for collection of M.Tax	152
5.28	Revision of Consumption Security of existing consumers	152
5.29	Procedure for billing to Open Access Consumers	155
5.30	Reading of ABT compliant meters	158
5.31	Tariff applicable for the IT/ITES & Technology Units	159
5.32	Connectivity of Solar Power Station with DISCOM system	162
5.33	Notice to consumers before debiting short assessment.	163
5.34	Billing of consumers being fed from independent feeders	164

## SECTION – VI

### PREPARATION AND DELIVERY OF BILLS

6.1	Issue, Presentation and due dates of bill	165
6.2	Payment of Bills	166
6.3	Rounding of Electricity Bills	167
6.4	Procedure to be followed when issue of bill is delayed.	167
6.5	Delivery of Bills to consumers	168
6.6	Sending of bills to consumers by post -Recovery of Postage Charges	169
6.7	Bill of consumer whose premises are found locked at the time of meter reading/meter defective/dead stop	169
6.8	Procedure to be followed in Finally Disconnecting the consumers and payment of bills by them	173
6.9	Bill procedure for part period of a month	173
6.10	Payment of an incorrect bill	174
6.11	Charges for issuing duplicate bill.	175
6.12	Rendition of Electricity Bills	175
6.13	Un-metered supply of Power to MITC/IB tube-wells billing thereof	176
6.14	Setting of consumer's account whose sites are not available or meter are not at site	176
6.15	Meter Reading and billing of Domestic/Non-domestic and Bulk	176



	Supply consumers having load above 50 kW.	
6.16	Instruction regarding recovery of arrears from consumer in view of provisions of Electricity Act, 2003.	177

## **SECTION – VII RECOVERY OF UNPAID DUES FROM DEFAULTING CONSUMERS**

7.1	Disconnection for non-payment of electricity charges.	178
7.2	Procedure when consumer's premises are found locked	179
7.3	Recovery of Arrears from Defaulting Consumers	179
7.4	Payment of Bills-Recovery of arrears and current dues in installments	181
7.5	Power to waive of Surcharge	181
7.6	Regulation of surcharge on consumers after permanent disconnection	182
7.7	Incentive for recovery of defaulting amount outstanding against permanently disconnected private consumers.	182
7.8	Procedure for writing off irrecoverable amount from permanently disconnected consumers	184

## **SECTION – VIII THEFT AND UN-AUTHORISED USE OF ENERGY**

8.1	Instructions for dealing with the cases of theft of Electricity.	188
8.2	Instructions for dealing with the cases of unauthorized use of Electricity.	211
8.3	Maintenance of record of M&P Reports, theft & un-authorized use of electricity cases	229
8.4	Furnishing information to detect theft of electricity- institution of award/ loss prevention incentive scheme.	230
8.5	Constitution of special Courts at District Headquarters in the State of Haryana under Section 153 of Electricity Act, 2003.	231

## **SECTION – IX SUPPLY OF ELECTRICITY TO NIGAM'S EMPLOYEES**

9.1	Supply of Electricity to Nigam Employees for residential purposes	232
9.2	Accounting of units consumed on works/Auxiliary Consumption of Sub Station	232
9.3	Charging of Line Service Charges and Meter Service Charges	233

## **SECTION – X REDRESSAL OF CONSUMER GRIEVANCES**

10.1	Citizen's Charter – Standard of performance of distribution licensee	234
10.2	Printed receipts for the requests /written complaints received in Sub-Divn/ Division/ Circle Offices.	242
10.3	Redressal of public grievances regarding billing disputes	244
10.4	Forum for Redressal of Consumer Grievances	246
10.5	Guidelines for settling the disputed cases in Lok Adalat	247

**SECTION – XI**  
**MISCELLANEOUS INSTRUCTIONS**

11.1	Intimation of shut down of supply	249
11.2	Procedure to be followed in submission of copy of judgment of court to Head Office.	249
11.3	Filing of appeal in Higher courts where the decision is against the Nigam.	249
11.4	Authorization of the Legal documents	250
11.5	Instructions regarding implementation of Awards	250
11.6	Refund of Security	251
11.7	Dishonor of cheque.	252
11.8	Reporting of electrical accidents	252
11.9	Replacement of distribution T/F installed under self financing of HVDS in case of theft.	255
11.10	Contravention of provisions of Electricity Act, 2003/ Rules and regulations made there-under and directions of orders issued by the commission.	255
11.11	Regulation for duties of various functionaries responsible for up keep and maintenance of consumer accounts.	256
11.12	Providing Uninterrupted supply on selected Urban & Industrial Feeders and applying Reliability Surcharge thereon	270
11.13	Standard terms & conditions for engagement of HESL for metering, billing, collection & allied activities	271

**SECTION – I****SALES MANUAL  
GRANT OF ELECTRIC CONNECTIONS****INSTRUCTION NO. 1.1****Receipt of Application and Security:**

The application form and agreement shall be taken from the prospective consumers in triplicate. Application for electric connection should be made on the prescribed form obtainable from the local office of the Nigam on payment of fee (if purchased from Licensee) given below:

- a) AP & DS category Rs. 10/-
- b) HT Category Rs. 200/-
- c) All other categories Rs. 20/-

The application form can also be downloaded from DHBVN website [www.dhbvn.com](http://www.dhbvn.com)

As soon as application on the prescribed form CS-I is received from a prospective consumer in the Nigam's Local office it will be scrutinized by the consumer clerk and any short coming noticed therein, should be immediately got rectified from the applicant. The receiving clerk should see that all the columns mentioned in the application are properly filled in and the items, which are not applicable, are scored out to avoid confusion. After fulfilling the formalities, one copy of the application shall be returned to the consumer, duly stamped and acknowledged (SC 33/2007). The complete file shall be passed on to the concerned JE/AFM on record to ascertain the technical feasibility for release of connection as well as defaulting amount if any. The file will be returned to the consumer clerk after doing the needful by the JE/AFM. In case the application can be accepted, the consumer shall be asked to deposit the amount of consumption security, meter security, processing charges, fixed service connection charges/ development charges or any other charges as per the Schedule of General and Miscellaneous Service Charges. In case of H.T. connection, applicant can submit his A&A Form / Brochure with all documents required to SDO concerned/ sanctioning authority. In case A&A Form and Brochure submitted by applicant in the office of Sanctioning Authority, it should be liability of that office to send the case to the SDO. The SDO will scrutinize the documents for correctness and examine the loading position of substation/ feeder and forward it along with complete information to the load sanctioning authority who have powers to sanction the applied load through proper channel. (SI 03/2011).

2. The Cashier, on receipt of the application and the amount of charges should issue to the applicant a receipt in Form B.A.-16 in token of having received the consumption security and other charges and append a note on the application to the effect that consumption security and other charges has been received by him vide Receipt No..... dt..... The prospective consumer will then present the application to the Consumer Clerk.

**NOTE :**

- a. Interest at the rates notified by the Nigam shall be paid on the amount of consumption security/ meter security through energy bills of April and May every year or in the final bill, if permanent disconnection is sought by the consumer during the year (SC 33/2006). However no interest will be payable on meter security where the connection is disconnected within a year of connection.
- b. All the consumers including Government departments centre and states,

Railways, Government Educational Institutions are required to deposit the consumption security.

- c. The consumption security of LT/HT Industrial supply consumers can be taken in installments as per the schedule of the General and Miscellaneous charges.
  - i) The facility of installments will not be allowed to existing consumers seeking extension of load.
  - ii) The date of final installment will be the deemed date for depositing full amount of security for the purpose of accrual of interest etc.
3. The full particulars of the application (including details of residential address with D.T. No. from which connection is released) should then be entered in the Service Register (E.B. form CS.2) in ink except the load applied which should be entered with Pencil. The column meant for Consumption Security should also be completed simultaneously.
4. The consumer clerk will then enter the application No. and date of receipt as per entry in the Service Register on the application form in the space prescribed for it and acknowledges the receipt of the same to the applicant. This acknowledgement shall form the basis of all future correspondence between the Nigam and the applicant till the connection is actually given. At the end of the day, the consumer clerk will supply a list of the applications entertained by him during the day giving the Consumer's name, application No. and consumption security receipt No. to the Cashier who will enter the application number in the main cash book from where the consumer's consumption security/ meter security deposit register will be posted afterwards.
5. The grant of electric connection to the minors or below the age of 18 years should be avoided.

**NOTE :**

- (a) In case connections in the unapproved / Slum areas where the House No. / shop No. / plot No. has not been given by the municipal committee/ gram panchayat, the consumer shall have to deposit 4 times consumption security except for domestic category consumers. (SI- 51/2006).
- (b) The procedure mentioned above will also be applicable to grant of connections for temporary structures, e.g. wooden stalls, khokhas, booths, etc. provided that:
  - i) The amount of consumption security/meter security will include the cost of meter, fuses, meter box, sundries, plus overheads and adequate amount to cover payment for two energy bills. Ordinarily this amount should calculate to four times the normal rates or so, and
  - ii) The construction of the structure has been duly authorized by the Local Authority under its byelaws.
6. **Check list for submitting the new application form for taking electric connection is as under :-**  
 The new applicant will submit his, duly filled, application form along with the following documents (SC 33/2007) :-
  - a) Photo of applicant.
  - b) Location sketch of the premises.
  - c) Proof of ownership of premises/ if tenant than registered rent agreement.
  - d) Any one of the identity documents such as election commission identity card, ration card, Driving License, PAN No., Passport, employer identity card etc.
  - e) Bank account number of any Bank.
  - f) Certificate from Municipal Committee regarding location of premises within the authorized area limit /colony.

**OR**

Otherwise the applicable development charges are required to be got deposited.

- g) List with names of family members/ Joint family members (father, mother, brother, sister, son, daughter etc.)
- h) Detail of any connection previously existing in the premises.
- i) Photo copy of latest Electricity Bill of witness
- j) Surety of Nigam's consumer on self declaration format as given below (SI 51/2007).
- k) For classification of prospective consumer, "General/BC/ OBC/SC/ST" categories have been incorporated in the A&A form and the officials should get the relevant part ticked from the consumer to indicate the category he/she belongs.
- l) In case of BPL, the relevant column/ row/ box is to be filled in the A&A Form and photo copy of ration card shall invariably be obtained.
- m) Copy of receipt of current year's "CHULHA TAX" if prospective consumer is from rural area.
- n) In case of tube well connections where ownership of land is in joints names, the tube well connection may be released provided;
  - I. The copy of Jamabandi/ Girdawari indicates that the applicant is joint owner,
  - II. The other owners give an affidavit that they have no objection if the tube well connection is released in the name of applicant'
  - III. The applicant indemnifies DHBVN against any legal complications/ disputes arising out of joint ownership.

#### **FORMAT OF SURETY**

I \_\_\_\_\_ S/o Sh. \_\_\_\_\_  
 resident of \_\_\_\_\_ solemnly declare as  
 under :-

1. That I have an electrical connection from DHBVN in my name having Account No.\_\_\_\_\_.
2. That Sh. \_\_\_\_\_ S/o Sh. \_\_\_\_\_  
 Resident of \_\_\_\_\_ wants to get an  
 electrical connection from Dakshin Haryana Billy Vitran Nigam.
3. That I stand surety in respect of the above consumer and promise to make payment in case of default of energy bill or any type of payment relating to energy bill.

Deponent

**Verification :**

I \_\_\_\_\_, the deponent, do hereby affirm and state that the contents of the above statement are true and correct to the best of my knowledge and belief and nothing has been concealed therein.

Place :

Date :

Deponent

7. As regard issue of prior commitment certificate to the industrial consumers, the following guidelines shall be followed so that there are no delays in issuance of prior commitment certificate to the consumers after required formalities are completed by

them: -

- a. The firms seeking prior commitment certificate from Nigam will henceforth be required to submit their provisional application/ requests on the prescribed proforma CS-I(e) along with the required amount of earnest money directly in the office of S.E. (OP) concerned. On the receipt of such requests SE (OP) should process the same within a maximum period of 7 days and forward the case to the competent authority as defined under Para (ii) below for further consideration of the request and issuance of prior commitment certificate. In no case, SE (OP) would pass on the request received in his office for issuance of prior commitment certificate to the XENs/SDOs working under him and any information/ data required by him for processing of such request will be obtained by calling the concerned XEN/SDO in his office itself.
- b. The competent authority for issuance of prior commitment certificate for different loads is notified as under:
 

I. Cases having Contract Demand upto 2000 kVA	SE/(OP) concerned.
II. Cases having Contract Demand above 2000 kVA except cases involving augmentation or creation of transmission system.	CE (OP) concerned.
III. Cases involving augmentation or creation of transmission system	GM/Commercial with the approval of Director(OP)
- c. The earnest money @ Rs. 10/- per kW to be deposited by the consumer for issuance of prior commitment certificate may be booked to the same head of account to which the 'Application Processing Charges' are being booked. The applicants seeking prior commitment certificate from the Nigam should be asked to apply at least 6 months in advance from the date when the electric connection is required by them in case their load is upto 500 kW and at least one year in advance in case of loads exceeding 500 kW. Prior commitment certificate shall be issued by the competent authority on the prescribed proforma CS-I (f).
8. i) New application of saw mills. Veneer & plywood industries be accepted along with copy of license granted by the District Forest Officer (SI 9/2009).  
 ii) New prospective consumers whose connections are yet to be released be asked to produce permission from above mentioned authority before release of their connection
9. It shall also be ensured by the field offices that the cases are processed for releasing the connections within the time frame specified for the purpose by the HERC/Nigam.
10. **Responsibility:** If any new connection or RCO is given/ effected in the defaulting premises without the recovery of outstanding dues, then the recovery of outstanding dues shall be made from the salary of the concerned officers/ officials. (SI 4/2006).

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**INSTRUCTION NO. 1.2****Posting of Application in Service Register and Maintaining Separate Seniority Lists:**

All Applications whether for permanent or temporary connections, should be entered in the same Service Register in the order in which these are received. In other words, separate service Registers (or section of the same Register) should not be maintained for different classes of consumers.

2. Following symbols should be used to distinguish between the various categories of applicants.

i)	Domestic supply	DS
ii)	Non domestic supply	NDS
iii)	LT Industrial supply.	LT Ind.
iv)	HT Industrial Supply.	HT Ind.
v)	Agriculture/Horticulture/Fisheries Supply	AP
vi)	Street Lighting	SL
vii)	Bulk Supply	BS
viii)	Bulk Supply (Domestic)	BS (DS)
ix)	Temporary	TMP
x)	Public water works.	PWW
xi)	Lift Irrigation.	LI
xii)	Railway Traction.	RT
xiii)	DMRC	DMRC
xiv)	Independent Hoarding/Decorative lighting	Ind.Hoard.

3. If the temporary connection is applied for by an existing permanent consumer, it should be treated as a separate application and be entered as such in the Service Register.

4. With a view to ensure that the grant of connections to various categories of consumers is rational and compatible with the available budget grant, separate seniority lists (on the basis of the entries made in the service connection register) should be maintained for the grant of each category of connections.

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**INSTRUCTION NO. 1.3****Verification of Connected Load:**

The actual requirements of the load of a prospective consumer should be carefully, estimated through the personal visit of the J.E./AFM on the day of the receipt of the application in the local office or if this is not possible, at the very earliest possible date thereafter to the premises where the electric connection is required. In determining the actual requirement of load the definition of connected load must be borne in mind, which is "the sum of the rated capacities of all the energy consuming apparatus in the consumer installation which can be operated simultaneously". The following examples will clarify the meanings of the term-connected load: -

**EXAMPLE: 1.** If an installation has lamps, fans and radiators with total capacities of 1000 watts; 960 watts; and 1500 watts; respectively, obviously the fans and heat radiators would never be used at the same time excepting perhaps in the case of hospitals or such like institutions. The installations should therefore, be considered consisting virtually of two circuits as follows:

Circuit No. 1		Circuit No. 2	
Lamps	1000 watts	Lamps	1000 watts
Fans	960 watts	Radiators	1500 watts
Total	1960 watts	Total	2500 watts

The value of the connected load in this case would be greater of these two total; i.e. 2500 watts; this figure would then be entered in the Application.

### **Example 2:**

If an installation consisted of two motors of the same rated capacity and only one motor was required to run at a time, then provided changeover switch was installed, the connected load would be the rated capacity of one motor only.

2. It should be ensured that the entries of the load on the applications for supply of electricity are based on the actual requirement and are not exaggerated. In case of any discrepancy necessary corrections should be made by adopting the actual rating of the energy-consuming device to be actually used. If however, the actual rating of any of the following energy consuming apparatus is not known, the load may be assessed on the following standard wattages as adopted for load survey.

Sr No.	Description	Ratings
i)	Light Points	40 Watts
ii)	Fan points	60 Watts
iii)	Rose outlets for light points	
a)	For domestic supply consumers 1-5 rose outlets 6-10 rose outlets	40 watts 2X40 watts
b)	For non domestic supply consumers	40 watts each
iv)		
a)	Wall sockets (5 Amps) 6 sockets or part thereof	=40 watts
b)	Wall sockets (15 Amps) 6 sockets or part thereof	=1 KW

v) The load of domestic appliance having fractional horse power shall not be counted being too insignificant.

vi) While computing the connected load at the time of inspection either heating or cooling load of the air conditioners shall be counted for as per the seasonal requirement.

vii) The actual load of geysers/AC should be taken into account while computing load, as with the dilution of norms one out of six power points is to be taken into account instead of previous provisions, where one out of three plugs were taken into account.

viii) The connected load of the existing consumers recorded in the ledger is not to be altered which is being presently used for the purpose of calculating MMC, average billing etc.

ix) The rating capacity of welding set will be taken as under:

Single phase= 4.00 KW

Two phase= 4.6 KW

Three phase= 6.0 KW

In case of capacity of welding set is given in KVA then it shall be converted in KW by applying power factor as 0.6 instead of 0.9.

3. Now Management has decided the load norms for Industrial Plots, which are as under: (SI 9/2013): -



Sr.No.	Size of Plot	Area Sq. M/ (Acres)	Load (KW)
1.	12.5 x 25	312.50	30
2.	15 x 30	450 (0.125)	40
3.	22.5 x 40.7	915.75 (0.25)	50
4.	22.5 x 45	1,012.50 (0.25)	60
5.	30 x 60	1800 (0.50)	75
6.	37.6 x 72.5	2,726.00 (0.75)	100
7.	45 x 90	4050 (1.00)	200
8.	61 x 73	4453 (1.00)	200
9.		8000 (2.00)	500
10.		20000 (5.0)	1000
11.		40000 (10.0)	4000
12.		40000 to 60000 (10.0 to 15.0)	5000

The diversity factor for these load norms shall remain unity & load shall also be same in all Cities and Towns under the Jurisdiction of DHBVN.

4. If the J.E.'s estimate of the connected load does not tally with the load shown in the application forms (and entered in the pencil in the service register). The service should be designed and estimated on the basis of the load estimated by the J.E. and not on the basis of the load shown in the application form. The additional charges like consumption security may be claimed through demand notice, if the load estimated by the JE is more than applied.

5. The particular sub-station or transformer to which the premises will be connected should be determined and the letter denoting it noted on the application in the above space provided against the connection No. This is very important, as the substation symbols (A.B.C. etc). denote the groups into which consumers are divided for technical and commercial purposes, e.g. to facilitate the balancing of load among different feeders and to simplify and expedite the work of billing, metering, receiving cash and issuing receipts. Eventually, therefore; a consumer will be denoted by the symbol composing his connection No. e.g. A/239, F/45 etc.

6. Two or more connections shall only be allowed in case of domestic connection after due verification of premises ownership and other formalities such as tenant proof and a affidavit duly attested by Public Notary declaring that he is separate / independent unit due to family settlement (SC 57/2007).

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#### INSTRUCTION NO. 1.4

##### Preparation and Sanction of estimates:

The J.E. to whom the application after being completed would be passed on will prepare a service Estimate (E.B. form C.S. 7) for each application. The application and estimate together with the following documents should then be put up to the S.D.O. for scrutiny and approval:-

A map or tracing in pencil, showing and giving the following information:-

- Location, name and demand of the consumer. In case of tubewell connections, the sketch of the land owned by the consumer with the proposed site of the tube well duly marked should be obtained from them.
- Size and capacities of the nearest Sub Station, high tension and low-tension mains.

- c. Calculations showing the size of proposed service lines and of extensions (if any) to H.T. & L.T. Mains.
- d. Report giving proposals to feed the consumer in which careful reference should be made to the existing load on the system and effect of adding thereto the prospective consumer's load both as regards capacity and as regards voltage regulation; and
- e. Calculation showing the maximum voltage variation anticipated on the consumer's 400 volts bus bars (Electrical installations).
- f. In case of industrial connections the proposed site of metering room is required to be indicated on sketch invariably on the common main entrance to the premises.

As service connection charges are applicable, there is no need for justification.

If the sanction of the estimate falls under the competency of the S.D.O. he will accord it without losing any time, otherwise he would forward the case to the Executive Engineer after proper scrutiny.

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### **INSTRUCTION NO. 1.5**

#### **Financial Justification:**

For the new connections no line service charges shall be recoverable and financial justification will not be worked out. (SC 26/2011)

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### **INSTRUCTION NO. 1.6**

#### **Fixed service connection charges:**

As per the schedule of the tariff all the applicants seeking HT & LT industrial connection, NDS and bulk supply connection shall pay fixed service connection charges as per the rates mentioned in the schedule of general and miscellaneous charges (SC D-26/2011). It is further provided that:-

- 1) No service connection charges shall be levied/ recovered from the consumer having independent feeder either for new connection or for its extension where the cost is entirely borne by the consumer. The charges as mentioned in the schedule of general and miscellaneous charges approved by the Commission (SMI No. 5.13) shall be chargeable for the works carried out by the Distribution Licensee at their own cost. (SI- 5-2012).
- 2) In case the applicant requests for supply of electricity through an independent feeder, the charges of Controlling Circuit Breaker, metering cubicle complete with CTs, PTs and meter and terminal equipment required at the substation end, electric line up to the metering cubicle, electric point and metering cubicle complete with CTs, PTs & meter at the consumer end, shall be informed to the applicant in the demand note by the licensee and recovered. However, the installation of metering arrangements at the consumers end would be optional. (SC 45/2008).
- 3) Since the Fixed Service connection charges also cover the total cost of the Service to be laid for a consumer, due credit of the cost of material supplied should be

given to the applicant from the Fixed Service Connection Charges. The rates of material would be worked out on the basis of issue rates as fixed by the Controller of Stores or the actual on which it is purchased by the applicant, whichever is lesser.

4) In some cases due to additional load/ contract demand applied by the consumer, augmentation of the existing independent feeder or the augmentation of conductor of a common feeder is required to be carried out. The incremental cost of the augmentation of the independent feeder shall also be recovered from the particular consumer.

5) While accepting material from the consumers for laying/ augmentation of Service line, the distribution transformer(s) even if offered by the consumer is not to be accepted because the same does not constitute a part of Service line. Similarly distribution transformers are not to be accepted from consumers for replacement of damaged ones. In all these cases, the transformers are to be provided by the Nigam itself.

6) The fixed service connections charges shall not be recovered from the consumers where the actual expenditure incurred is recovered as per regulation. 4.3 of HERC Regulation 12/2005 (Recovery of expenditure)(SI 26/2010).

7) The fixed service connection charges shall also not to be recovered from the consumers located in the HSIIDC Industrial estate because all the electric infrastructure are laid by HSIIDC (SI 26/2010). Entire infrastructure includes construction of Sub Stn., HT/LT line/ Distribution T/Fs. (SI 8/2013).

8) Further the following clarifications are also provided on the various points :-

Sr. No.	Points	Clarification
i.	No guidelines/ procedure has been laid down in the circular for dealing with the cases of industrial consumers seeking temporary industrial connections and agricultural connections with load more than 26 BHP.	Temporary Industrial connection are given only for temporary purposes like const./testing etc. as laid down in the SMI-1.33. Fixed service connection charges are not payable by temporary consumer.
ii.	Even after deposit of Service connection charges, if any Indl. Consumer is not given connection on a/c of shortage of material and if he comes forward to arrange the requisite material whether any refund of the material so supplied by the consumer is to be given on the basis of stock issue rates of the Nigam to consumers.	After deposit of Service connection charges by a consumer, if the connection is not released due to shortage of material and the consumer comes forward to arrange the requisite material, necessary credit of the material has to be given.
iii.	Since there is no ratio between connected load and contract demand determined by the Nigam, the large supply consumer can declare 100 kVA Contract Demand even if his connected load is more than 1000 kW. The consumer will keep their contract demand to bare minimum in order to escape from levy of Service	Though no ratio has been fixed between connected load and contract demand there are remote chances of such cases. In the case of independent feeder the Consumer will have to pay the cost of terminal equipment also.

	connection charges if such consumer gets his industry declared as continuous process industry and he may ask, for providing 11 KV Independent feeder. In such cases, the Nigam shall be looser to meet with their request.  Necessary precautionary measures should be evolved to safe guard the interest of the Nigam.	
iv.	Whether Service connection charges are also leviable from such industrial consumers who are ready to supply entire material required for his connection.	Fixed Service Connection charges are rightly chargeable to all the Industrial/Bulk Supply/ NDS consumers. However, necessary credit of the material (in case of shortage of material with the Nigam) supplied by the consumer is to be given .
v	Whether the new HT Indl. consumer will install HT metering equipment/ T/F and switchgear etc. at their cost as was being done previously or will be installed by the Nigam.	These equipments will be provided by the consumer as here-to fore.

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**INSTRUCTION NO. 1.7****Recovery of Development Charges for the connections to be released in unauthorized/un-approved/un-developed colonies:**

Whenever a Sector/Colony is developed by HUDA/Colonizer or any other approved agency, all infrastructures required for the electric supply is also developed by the developing agency and even the share cost of the Sub Station required to be erected/augmented, if any, is also paid. On the other hand wherever any un-authorized/un-approved Colony is developed, no infrastructure for electric supply is laid down by the developing agency and the Nigam has to lay down the electric system for such Colonies. The local authorities collect development charges (while approving maps etc.) for providing basic amenities like Roads, Sewerage & Water Supply etc. On the same lines, the Nigam has levied development charges at the rates as mentioned below to the prospective consumers of various categories for release of connection in an un-authorized Colony to cover the cost of electric system to be laid down in such Colonies:-

**(1) Domestic Consumers:****For Faridabad and Gurgaon City:**

Rs.20/- per Sq. yards for plot size upto 100 Sq. yards.

Rs.30/- per Sq. yards for plot size above 100 Sq. yards.

**For other towns in the State:**

Rs.15/- per Sq. yards for plot size upto 100 Sq. yards.

Rs.25/- per Sq. yards for plot size above 100 Sq. yards.

**(2) Non-Domestic Consumers:**

Development charges calculated as above plus Rs.5000/- or service connection charges whichever is higher.

**(3) LT Industrial Consumers:**

Development charges plus Rs.10,000/- or service connection charges whichever is higher.

**(4) HT Industrial and Bulk Supply consumers:**

- a. Development charges are not to be levied as they pay service connection charges for laying the infrastructure for release of their connection.
- b. The development charges prescribed as above are to be got deposited from the prospective consumers along with other charges at the time of issue of demand notice.
- c. The applications for electric connection in un-authorized/un-approved colony should be accompanied with attested copy of registered deed of the plot. The verification of the plot size and ownership of the land shall be done on the basis of the attested copy of registered deed of the plot. Since the House Tax notice contains complete details of size of plot, built up areas etc. the same can be accepted as a valid proof.
- d. To avoid the concealment of size of plot, the JE concerned while releasing the connection in unapproved areas/colonies should check up the area and certify on the service connection order itself that the area of premises tallies with the attested registered deed of the plot submitted by the applicant with the A&A form.
- e. The development charges are also recoverable from those consumers also who are seeking reconnection in the un-authorized colonies and had not paid earlier.
- f. The consumers who have paid development charges to Municipal Committee concerned would also be required to pay the development charges to the Nigam because these charges are different to the charges being levied by M.C. In fact payment of development in M.C./levy of development charges by M.C. indicates that the colony has been developed without providing basic amenities like Road, Sewerage, Water Supply and Electric Supply and as such development charges levied by the Nigam are also recoverable. Levy of development charges by the M.C. also justifies the levy of development charges by the Nigam in that colony.
- g. The collection of development charges would only indicate laying of electric system for the colony and would not tantamount to the regularization of colony in normal sense. Development charges shall not be levied in the case of change of name and extension of load.
- h. The decision shall not be applicable to the premises constructed on encroached land where construction have been illegally raised on lands under the ownership or management or control of the State Govt./ local bodies or any Board or corporate agency wholly or partially owned by the State Govt. No electric connection shall therefore be released in such premises.

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**INSTRUCTION NO. 1.8****Line Service Charges:**

For the new connection no line service charges shall be recoverable. The line service charges on the original load, if already being levied, shall continue. (SC 26/2011).

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**INSTRUCTION NO. 1.9****Monthly Meter Service Charges:**

A statement showing the monthly meter service charges, if the same is provided and installed by Nigam, should be prepared on the basis of the rates given in schedule of service charges and attached with the estimate for approval by the competent authority, i.e. authority sanctioning the estimate.

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**INSTRUCTION NO. 1.10****Procedure for working out unjustified amount when a substation is to be erected for giving L.T. Supply:**

For the new connections no line service charges shall be recoverable and financial justification will not be worked out. (SC 26/2011). For recovery of service connection charges and/or recovery of expenditure, the schedule of general and miscellaneous charges and HERC (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply) Regulations -2005 shall apply.

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**INSTRUCTION NO. 1.11****Sanction, Extension and Reduction of load or Contract Demand:****A (I) Release of connections on 11 KV/ 33 KV level:**

The load wise voltage level for releasing the Industrial connections are as under:-

Sr. No	Load	Voltage Level	Remarks
1.	Load above 50 KW and upto 3 MVA	11KV	
2.	Load from 3 MVA to 5 MVA	11KV/33KV	As per option
3.	Load more than 5 MVA and upto 20 MVA	33KV	To fully Utilize the bay capacity

Minimum 3 MVA load is required for releasing industrial connection on 33KV level.

**(II) Provision of communication capabilities in HT Industrial Connections.(SI 9/2008)**

For the sake of ensuring common communication system, the Nigam has decided to provide GPRS SIM cards of Nigam's service provider to the consumers as per the detail mentioned below :-

- 1) In place of RTUs only GPRS Router with integrated Input/Output provision (I/Os) shall be installed by the consumers of 1 MW & above units.
- 2) The SIM Card for this system shall be provided by the Nigam.

3) The first such GPRS router device being approved is the same as is being currently installed in the project of data acquisition of substations i.e. the Viola Systems Arctic GPRS router with integrated I/Os. The device is easily available in the market. Since Nigam is already installing the same in the various ongoing projects viz. substation data acquisition project and RLMS, therefore it is fully compatible to DHBVN system.

4) The system operations wing shall ensure that the real-time data generated by the GPRS routers is routed into the Nigam's ALDC control room and further into the same SCADA software that is controlling the data acquisition project. Further, this data shall also be made available for other applications of DHBVN.

#### **B. Sanction of new/extension of load/contract Demand:**

As in some of the cases, authorities competent to sanction the load and the estimate may be different, steps, should therefore, be simultaneously taken to get the load, sanctioned from the competent authority well in time. Normally, the application and the estimate should be submitted to the competent authority for sanction simultaneously. In cases where any delay in framing of an estimate is anticipated, the application form accompanied by the requisite load sheet containing the loading conditions of the system from where the load is proposed to be met, together with specific recommendations should be processed immediately, and the load should be got sanctioned from the competent authority and the estimate should follow without any undue delay. The officers competent to sanction loads (including extension in load) whether permanent or temporary are as under **(S/C 20-2011):-**

<b>Authority</b>	<b>Delegation of powers to sanction/ extension of load</b>
SDO	L.T. connections up to 50 kW.
Xen	Up to CD of 500 KVA.
SE	Up to CD of 2000 KVA including augmentation or creation of the system if any.
CE	Up to CD of 5000 KVA including augmentation or creation of the system if any.
CGM//Comml. With the approval of Director (OP).	1. All cases above CD 5000 KVA. 2. Cases of 33 KVA & above voltage supply. (including augmentation or creation of the system if any).

1) In case there is no change of category and voltage level in granting extension of load, the consumer shall have to submit a declaration in the form of affidavit (copy placed below) along with latest proof of ownership of premises and authorized signatory in case of company and may not be asked to submit all documents afresh which the consumer submits at the time of release of connection. In case some documents are missing then the consumer may be asked to supply these documents at the time of compliance of demand notice.

2) Extension of load upto 1000 kW with a maximum contract demand of 1000 kVA will be sanctioned by the competent authority, within a period of one month from the date of submission of complete application by the consumer, otherwise the extension of load applied by the consumer will be deemed to have been sanctioned and demand notice shall be issued immediately thereafter. This will be, however, subject to the loading conditions of the sub-station and feeding power transformer.

3) Sanction/ extension of load/ contract demand of the consumers who are defaulters and there cases are pending in arbitration/court.

i) The new loads/ extension of load may be sanctioned by the respective competent authorities to the defaulting consumers or their sister concerns whether at the same premises or elsewhere after obtaining the following documents from the applicant firms:

a) An under-taking on Non-Judicial paper that the consumer agrees to

abide by the award of the Arbitrator/Court.

- b) A Bank Guarantee equivalent to the original amount in dispute valid till the implementation of the award decision of the Arbitrator/Court.
- ii) In case the defaulting amount is on account of the amount charged for unauthorized extension of load detected by Vigilance Deptt. SDO/XEN(OP), the submission of bank guarantee/ under-taking as mentioned in Para(i) above may not be insisted upon.

### C. Reduction in load/Contract Demand:

The powers to sanction reduction in load excepting Agricultural consumers are as under (SC 20/2011): -

Authority	Powers to sanction reduction in load.
SDO	LT connections with original sanctioned load up to 50 kW
Xen	Original sanctioned connected load/ contract demand above 50 kW up to 500 KVA
SE	Original sanctioned connected load/ contract demand above 500 KVA.

1. In case of Agriculture consumer Xen (OP) is competent to sanction the reductions of load after asking the following information:

- a. Why reduction is sought? Reasons to be authenticated with document e.g. Sale of part of land, division of land etc.
- b. Photostat copy of original motor number plate with details.
- c. If new motor has been purchased the receipt and photocopy of the number plate (in case it has not been purchased then the requisite information will be obtained before allowing the reduction).
- d. The particulars and details, if some other connection (as result of this reduction or bifurcation of land) taken or applied for.
- e. Name (supported by cash receipt) of the man who has purchased the old motor.
- f. The reduction will be effected only after installation of electronic meter.

2. The reduction in contract demand of HT industrial consumer shall be regulated as under :-

- a) In cases where a consumer seeks reduction in contract demand and (or) connected load, he will do so on fresh A&A form. In case there is no change of category and voltage level in granting reduction of load, the consumer shall have to submit a declaration in the form of affidavit (copy placed below) along with latest proof of ownership of premises and authorized signatory in case of company and may not be asked to submit all documents afresh which the consumer submits at the time of release of connection. In case some documents are missing then the consumer may be asked to supply these documents at the time of compliance of demand notice.
- b) Immediately on receipt of A&A form in the office, he will be served by the local SDO the following notice: -  
The case for reduction as sought for is being processed and it is informed that:
  - I. The reduction in contract demand (with or without reduction in connected load) shall come into force with effect from the reading date immediately after the expiry of one month period from the date of application or reading date following effecting the S.J.O./M.C.O whichever is earlier.
  - II. In cases of reduction of connected load (with or without reduction in



contract demand) the consumer will submit a test report for the reduced connected load.

- III. In cases when there is reduction in connected load along with reduction in contract demand, the reduction in connected load shall come into effect either simultaneously with the reduction of the contract demand as (i) above, or w.e.f. the reading date following the approval of the test report (to be effected through S.J.O) whichever is later. However, any delay on part of the Nigam beyond one month for approval of test report shall be excluded from the said period.
- IV. In cases if reduction in connected load only, the reduction will be allowed from the reading date immediately after one months period from the date of application, or from the reading date following the approval of the test report (to be effected through S.J.O) whichever is later.
- V. Expenses to be incurred by the Nigam for removing the spare capacity/ equipment resultant to reduction in contract demand/ connected load, shall be borne by the consumer.

**NOTE:**

The S.J.O/M.C.O. shall carry the reading on the affecting date:

A copy of this notice will also be forwarded to the Executive Engineer and Superintending Engineer.

3. The S.D.O. on receipt of request for reduction in contract demand/ connected load while forwarding the case to the senior office for approval shall also send a proposal for dispersing/ utilizing the load thus spared.
4. In case some equipment is rendered surplus including transformer, the same will be made ineffective for the purpose of use of the original consumer whose contract demand/ connected load has been reduced.
5. The reduction in contract demand/ connected load shall be affected through S.J.O. (even though no change in equipment may be required) or M.C.O. if a lower capacity meter has to be provided or C.T. ratio is to be reduced.
6. Even though S.J.O./M.C.O. might not have been issued/effected, the reduction in contract demand will come into force w.e.f. the stipulated date as contained in para-2-1) above. Such actual date of reduction shall however, be recorded on the S.J.O./M.C.O. which may be issued later on to regularize the action.
7. Invariably reduction in contract demand/ connected load less than 5% shall not be allowed.
8. Extension in contract demand either with extension in connected load/with the original connected load, shall not be permissible within one year of the date of its reduction, even though the capacity may be available. In case a consumer wants either to revive his original contract demand or wants to enhance his contract demand within one year after the reduction has been effected and even though the capacity is available, such enhancements may be allowed after necessary approval from competent authority/ provided the consumer agrees to pay the MMC according to his now sought for revised contract demand or the original contract demand before reduction whichever is less, for the intervening period of reduction and now revived/ enhanced contract demand.

**Example:**

1.	01.11.2011 Declared/approved contract demand.	5000 kVA-A
2.	02.02.2012 Reduced approved contract demand.	4000 kVA-B
3.	01.12.2012 Revised approved contract demand.	4500 kVA-C
4.	Least of A&C	4500 kVA-D

The consumer shall be liable to pay MMC for 4500 kVA for the months from

02.02.2012 to 01.12.2012.

The contract demand of 4000 kVA shall however considered for working out surcharge @ 25% (if leviable on account of exceeding 5% of the contract demand during the period from 02.02.2012 to 01.12.2012). Penalties on account of power factor etc. shall also be leviable with ref. to 4000 kVA contract demand.

9. In case of reduction where equipment has to be removed then all the expenses incurred for such removal of the equipment, shall be debited to the consumer.

10. After reduction of load, if the connected load of the consumer remains 10 kW or above but below 20KW, the electronic meter with facility to record maximum demand is to be installed and loads beyond 20 KW, CT operated meters are to be installed.

## Annexure

### DECLARATION (IN THE FORM OF AFFIDAVIT)

I ( \_\_\_\_\_ ), son/daughter/wife of \_\_\_\_\_ resident of ( \_\_\_\_\_ ), (hereinafter referred to as the "Applicant", which term shall mean and include executors, administrators, heirs, successors and assigns), do hereby solemnly affirm and declare as under:-

OR

( \_\_\_\_\_ ), a company incorporated under the provisions of the Companies Act-1956/a sole proprietorship/a partnership, firm having its registered office at ( \_\_\_\_\_ ) (hereinafter referred to as "Applicant", which expression shall unless repugnant to the context or meaning thereof, include its successors and assigns), do hereby solemnly affirm and declare as under :

1. That the applicant is a legal occupant/owner/landlord of the land/premises at ( \_\_\_\_\_ ) in support of which the applicant has enclosed a proof of occupancy/ownership. And
2. That the applicant has sought duly authorized to seek extension in connected load/contract demand from \_\_\_\_\_ at present to \_\_\_\_\_ in the premises situated at \_\_\_\_\_.
3. That the applicant has submitted all undertakings/declarations sought by the DHBVNL along with the application for release of original connection/connected load.
4. That the applicant has submitted an Application & Agreement from for extension in load and has deposited the requisite consumption security, service connection charges and other such charges as demanded by the DHBVNL and that the applicant undertakes to deposit all such charges as become payable in future.
5. The applicant accepts that all declarations/undertakings given for original load will also apply for the extended load.
6. That I have read all the rules, instruction of the DHBVNL connected with supply of power and agree to abide by the provisions of all rules, instruction issued by the DHBVNL from time to time.
7. That I am authorized signatory on behalf of Company/partnership firm to apply for extension in connected load/contract demand. The proof in support of above is enclosed herewith.

The Applicant further agrees that this declaration given by him will be binding upon him.

Witness

Name \_\_\_\_\_

Father's Name \_\_\_\_\_

Address \_\_\_\_\_

Signature of the Applicant  
on behalf of company/partnership  
firm

Account Number \_\_\_\_\_  
 Signature \_\_\_\_\_

**ATTESTED**

( 1<sup>st</sup> Class Magistrate/Notary Public )

Applicable in case of Company.

**D Sanction of Contract Demand for HT Industrial consumers during day and night:**

In order to effectively utilize the spare capacity available during night hours, the Nigam Management has decided to allow Contract Demand separately for day and night subject to fulfillment of the following conditions :-

1. The facility shall be given to HT Industrial Consumers which will be optional for those consumers whose extension of load has been sanctioned but has not been released owing to the system constraints and who have installed the ABT meter.
2. The consumer may seek up to the double of allowed contract demand (MDI). However, the Nigam is at liberty to allow the same / up to the extent permissible depending upon the system constraints
3. The timing for night time will be 10 PM to 6 AM and the day timing will be the rest of time.
4. The consumer shall pay fixed charges in the monthly bills as per maximum permitted contract demand during night hours.
5. Minimum Fifteen days supply shall be provided during night hours for extended MDI and if the supply is less than fifteen days, the proportionate fixed charges will be levied.
6. MDI shall be treated as exceeded for day time and night time separately after comparing the same with the permitted MDI for both the periods. It is clarified that in case the MDI is exceeded for day time or night time or both by more than 5% then 25% penalty shall be charged for total power drawn by the consumer including Open Access power if there is a system constraint instead of supply constraint.
7. No disputed/un-disputed defaulting amount should be pending against the consumer or its sister concern who opts for the facility.
8. SE/OP is competent to permit day time and night time MDI, if there is no system constraints i.e. there are no rotational cuts at the S/Stn. during night hours.
9. In case of persistent system constraints during night hours, the concerned SE/OP can withdraw the facility to the effected consumer by giving 24 hours notice.

**Before allowing this facility, the concerned SE/OP shall obtain an undertaking on NJSP to the effect that consumer shall abide by all the terms and conditions mentioned herein.**

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**INSTRUCTION NO. 1.12**

**Disposal of Unjustified Applications:**

For the new connections no line service charges shall be recoverable and financial justification will not be worked out. (SC 26/2011).

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**INSTRUCTION NO. 1.13****Intimation of Acceptance of Application and Issue of Demand Notice:**

After the load applied for by the prospective consumer and the estimate have been got sanctioned from the competent authority, necessary entry should be made in the service connection Register. The applicant should also be immediately informed about the sanction of load on E.B. Form C.S.-5, "Intimation of Acceptance of Application and Demand Notice" which also requires the acceptance or submission by the consumer of the following:

- a. To execute an agreement with the Nigam.
  - b. To agree to pay the amount of fixed service connection charges or development charges whichever is higher and balance amount of consumption security and any other amount payable by the prospective consumer.
  - c. To agree to pay meter service charges if applicable.
  - d. To submit wiring contractor "test report".
  - e. Photocopies of purchase receipt of motor, capacitors, circuit breakers etc.
  - f. Challan showing the deposit of inspection fee of C.E.I., wherever required.
2. In this Demand Notice, the period for which the offer in the demand Notice will remain valid, is also required to be intimated to the applicant. The validity period is 3 months for all categories except for DS, NDS, (where the compliance of Demand notice is required to be made at the time of application). (Sl- 57-2006).

**3. Execution of Agreement -**

- a) All the prospective consumers have to enter into an agreement with the Nigam on the Nigam's standard application and Agreement form obtainable from any of the Nigam's local office. As it is obligatory to stamp all the agreements between the Nigam and the consumer under the Indian Stamp Act, all the prospective consumers, except single phase domestic and commercial connections, should be asked to furnish the non judicial stamp paper worth Rs. 3/- and the same attached with the A&A Form duly crossed so as to form a part of the agreement. The stamp paper should be duly crossed and word 'Agreement, for supply of electric power attached inscribed under the Signatures of the Consumers.
- b) As the Government Departments are exempted from the levy of Stamp Duty vide Section 3 of the Indian Stamp Act, the Government Departments, including Railways are not required to stamp the Agreement or any other documents for supply of power.
- c) The Local Bodies, Municipal Committees and Panchayats etc. have however, not been granted any such exemption and they are therefore, required to execute all the agreements on the Non Judicial Stamp Paper worth Rs. 3/- and the same be attached with A&A form.

**4. Monthly Meter service Charges:** The prospective consumer should also be informed of the monthly meter service charges if applicable.

- 5. (a) Period for which the offer remains valid-** The period after which the offer to supply energy will stand expired be also intimated to the prospective consumer. In case no response is received within the specific time, his application will be cancelled.
- (b)** In case any applicant requests for an extension in the time limit of the Demand Notice due to some genuine reasons, the same may be granted by the SDO for a maximum period of six months irrespective of load for all categories. After this extension period, the application shall be cancelled without any further notice and the deposit made shall be refunded immediately.

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**INSTRUCTION NO. 1.14****Disposal of Unaccepted Requisitions:**

Such requisitions as are not feasible of acceptance due to the fact that supply lines of the Nigam are not existing in the areas where the supply is required and are not likely to be erected there within a reasonable time, may be disposed of by writing the words "not accepted" in the service Register in the column concerned (in red ink). The reason for non-acceptance should also be written (in red ink) in continuation the words not accepted across the ensuing column and the applicant informed accordingly.

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**INSTRUCTION NO. 1.15****Special Clause to be introduced in Demand Notice where Joint Estimate is framed for a Number of Consumers:**

It may often occur that an applicant out of group of applicants for which a joint estimate has been framed and to whom intimation of acceptance of the application and demand Notice in the Form C.S. 5 has been issued, complies with the Demand Notices and insists upon getting the connection irrespective of the fact whether other applicants of the group are ready to take supply or not. It is so because there is no clause in the Demand Notice form CS-5 stipulating that the work of giving supply of power will be taken in hand only if all the applicants in the group have shown their readiness to take the connection by complying with all the requisite formalities regarding grant of connection.

2. In order to safeguard the interest of the Nigam, it is necessary to add an additional clause in the Demand Notice form CS-5 for only those applicants for whom a joint estimate is framed so that all the applicants in the group are informed that the work will be taken in hand only after all the applicants have shown their readiness to take the supply. This is important because the joint estimate is based on the total load of all the applicants and in case any of them drops out, the cost is to be shared by the remaining applicants. Accordingly, the following additional clause in Demand Notice form should be inserted in future, before issuing the same to the prospective consumers.

"Your case has been grouped together with other applicants of the area in a joint estimate. The work of giving connection to you will commence after all the applicants of your group, for which a joint estimate has been framed, have shown their readiness to take supply and all of them have complied with the formalities of the Demand Notices along with you. In case any of the applicants fails to comply with the Demand Notices and consequently drops out, your joint estimate will be subject to revision and you along with other remaining applicants will be required to pay the cost as per revised estimate. It is, therefore, in your interest to persuade the other applicants, whose names are given below, to complete the formalities for getting the connection."

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**INSTRUCTION NO. 1.16****Receipt of Agreement form and Test Report, Etc:**

As soon as the consumer complies with the Demand Notice the following procedures may be adopted:

- (a) It should be ensured that the Demand Notice form after being duly filled in and signed by the consumer is received back. It will be the specific duty of the Consumer Clerk to check up all the formalities in this regard.
  - (b) The A and A Form and the accompanying crossed stamp paper should be thoroughly checked by the consumer clerk. After ensuring its correctness, it should be processed for being accepted by the competent authority as per SMI 1.11.
2. In case of companies or firms in partnership, names with full permanent address of the Managers and Partners should be obtained and kept in the file along with the application form.

**NOTE:**

*It would be advisable to obtain an attested copy of the Partnership deed along with a letter of authority power of attorney signed by all partners in the name of the person executing the agreement and signing other allied documents on behalf of a 'Partnership firm'. If, however, the firm is a registered one, no letter of attorney is required if the agreement is signed by one of the partners as the liability of a partner in this case would both be joint and several (individual) but if the signatory is other than the partner (say the manager), letter of attorney should be obtained.*

*In case of a Private Ltd. Concern a duly attested copy of resolution passed by the Directors of the Company authorizing the signatory to sign the A&A form etc. on behalf of the Company should be obtained.*

3. As soon as the Wiring Contractor Test Report wherever applicable (E.B. Form C.S. 10) has been received, S.D.O. should pass it on the J.E. who should personally visit the premises of the applicant and conduct the necessary test and fill in the results in the test report. In addition, he should also verify the connected load, so that in case of any disparity between the sanctioned and the connected load, necessary correction could be made in the Application and Agreement and got initiated from the consumer. It would also be desirable to verify the length of service line, which may be required in giving the connection. This measurement would be helpful in removing the discrepancy in the original estimated length, if any.

**NOTE:**

- a) In case of applied load is up to 20 KW for all categories, test report is not required and a self certification on the prescribed format attached is to be submitted. (SI- 53-2006).
- b) In case of AP consumers, submission of test report has been dispensed with and a self certification on the prescribed format attached is to be submitted. (SI- 10-2007)
- c) The verification of Test Reports and connected load will be done by SDO himself for HT industrial consumers. In case of Medium and Small industrial supply consumer, it will, however be done by J.E. and in his absence by SDO himself.
- d) In case the electrical installation of the consumer does not conform to the specifications of the Nigam or the relevant provisions of the Electricity Act-2003 and /or is likely to constitute danger, the consumer should be informed (in writing) of the shortcomings and to deposit the prescribed re-inspection fee. As soon as the consumer intimates the removal of defects and deposits the re-inspection, fee, the installation should be retested and the procedure repeated, until the defects are removed.
- e) If any applicant or a consumer is dissatisfied with the rejection of the test report, he has the right to appeal to the Electric Inspector to test the installation under Rule 52 of the Indian Electricity Rules, 1956, the decision of the said Inspector will be binding on the consumer as well as the Nigam. While intimating the defects to the consumer under relevant rules he should also be informed of his right to appeal so that, if he so desires, he may exercise the same. The charges

incidental to such testing will be borne by the consumer himself.

- f) It should, however, be ensured that no Test Report is rejected on flimsy grounds. Whenever a test report is rejected by the J.E., he should give an intimation to SDO immediately giving detailed reasons for the rejection. If S.D.O. is satisfied that the Test Report has been rejected without valid reasons, he may order that the connection to the applicant should be given before any other connection is taken up. The giving of the next connection should not, however, normally be stopped. Where the J.E. points out defects even in the second test report, the S.D.O. should personally verify the facts to ensure that the test report is not being repeatedly rejected merely to harass the applicant. In case the SDO is satisfied that the Test Report has been rejected on valid grounds, then a detailed report be prepared by the SDO (Operation) giving reasons of the failure of test report and submitted to the Xen (OP) for review. The Xen (OP) shall arrange to get the premises checked and satisfy himself about the reasons of the failure of the test report. The test report shall be rejected only after the approval of the Xen (OP) concerned.
  - g) It should also be seen that no undated test reports are accepted. It is very essential to fill in the entries regarding the date on which the actual test is carried out so that Periodical Testing of consumer's installation as enjoined under Rule 46 of the Indian Electricity Rule 1956 could be conducted after requisite intervals.
4. There should be no undue delay on the part of the J.E. in returning the verified Test Report. On the receipt of the same in the Sub Divisional Office, the SDO will issue a service connection order (E.B. Form CS-12) a reference to the service connection order (No. and Date) being entered on the bottom of the Nigam's installation Test Order.
  5. It should be ensured that only one service connection Order Book is issued at a time for all categories of connections at one local distribution centre.

**Annexure-A****Self Certification by the Applicant (SI 10/2007)****It is certified that :-**

1. The electrical wiring has been got done with standard/ISI marked material through a experienced electrical contractor.
2. Wiring has been tested by the contractor to my entire satisfaction.
3. I shall be fully responsible for any leakage in electric current, short circuiting or failure/leakage of earthing in my electric wiring.
4. The earthing has been provided by contractor for effective functioning to my entire satisfaction.
5. I will not extend the wiring and connected load that is being applied now without prior approval of DHBVN.
6. I shall be fully responsible for any mis-hap due to fault in the electrical wiring or failure of earthing.
7. I have calculated my load as per DHBVN regulations.

Signature of the applicant/authorized signatory

Name of the applicant/authorized signatory

Address of the premises

Permanent address of the applicant/authorized signatory

Copy of the above is forwarded to SDO, 'OP' Sub Division in accordance with DHBVNL specification.

Signature \_\_\_\_\_  
Name \_\_\_\_\_

**Annexure-B****Form for Self load assessment**

Sr. No.	Connected load	No. of points	Load per point	Total load No. of Pt. X load per pt.)
1.	Light points ( bulbs/CFL/Tubes)			
2.	Fan Points			
3.	Rose outlets for light points i) For Domestic load. ii) For NDS load.			
4.	Wall sockets (5 Amps)			
5.	Wall socket (15 Amps)			
6.	a) for AC, (Actual rating) b) For Geyser(actual rating) (Higher of A or B in case of seasonal use).			
7.	Actual rating of Motor's/Apparatus			
8.	Aggregated total load ( in figures as well as in words).			

Signature \_\_\_\_\_

Name &amp; \_\_\_\_\_

Full Address \_\_\_\_\_

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**INSTRUCTION NO. 1.17****Issue of service connection order and allotment of Account No:**

As soon as a service connection order has been made out and authorized but before it is actually issued, the CA/CC should give a certificate on the SCO that the consumer has complied with all the provision of the demand notice i.e.

- a) A&A has been executed on a stamped paper where ever necessary and pasted at page..... of the application and agreement register (except in case of general consumers where the A&A form may be kept in the concerned consumer case file)
  - b) The indemnity Bond wherever necessary has been got signed.
  - c) Whether the consumer has paid the cost of the connection/fixed service connection charges amounting to Rs.....
  - d) The supply is for restricted/unrestricted hours of supply ( the exact hours of supply to be given)
2. The consumer's name should then be entered in the consumers' ledger and new Account No. should be allotted to the consumer. The new account number besides being entered in the Service Register should also be mentioned in the Service connection order.
3. To avoid any omission, it will be the personal responsibility of CA/CC or other official In-charge of the maintenance of service register to see and verify that the formalities of the SCO are properly completed. They should sign the SCO in token of having checked the same and also write the words "A/c No..... entered in ledger". On the top of the SCO the SDO/JE In-charge of Sub Division/Sub Office also see that procedure as laid down above is followed rigidly. The SCO must not be signed unless the above entry and the certificate for compliance of all the provision of the demand notice is appended by the CA/CC on it. They should also off & on make a check on a few entries to see that the A&A from duly executed have been pasted in the relevant register and the account No. are actually opened in the ledger by the CA/CC.

**NOTE:**

- a) Ref. of entry of connected load register should be made on SCO before it is returned to office.
  - b) SDO should record on SCO whether connection has been given from existing mains or augmented or new line.
  - c) While releasing the new connection /RCO the D.T. number from which connection is released should be mentioned on SCO by JE concerned instead of pole number **(SI 54/2006)**.
  - d) JE should check proper running of meter and record entry to this effect on SCO at the time of release of connection.
4. In case bills are prepared by outside agencies the monthly advice should be given to the billing agencies at the time of issue of SCOs to the JE for release of connection. This advice will contain the name & address of the consumer and the connection number & connected load as in the case of advice sent for new connections to the Computer agency presently. Once the SCO is returned by the JE, details of billing would be sent to the Computer agency in the same form as the advice for meter addition/ correction form. The register so maintained be updated in respect of all pending SCOs. The Computer Agency will provide an exception report every month detailing cases where the SCO has been issued but billing has not started.
5. SDO (OP) should investigate about the pending SCOs and ensure that first bills have been issued for all the new connections released. The Xen (OP) should also check about the maintenance of record of SCOs and billing of all the new connections released. Strict disciplinary action will be taken for non-observance of the instruction.

The loss of revenue due to negligence will be recovered from Xen (OP)/SDO (OP)/Consumer Clerk in equal measure.

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### INSTRUCTION NO. 1.18

#### Measurement of Service Lines:

On receipt of the JE's Report that the connection has been installed, the Sub divisional Officer/Junior Engineer should personally examine and take measurements of the service line installed and record a certificate to that effect on the service connection order.

2. The measurement of service lines should be taken in accordance with the following rules:

- (i) **Sub Divisions up to 6000 connections (including connection in Sub Office):-** The S.D.O should check all entries relating to industrial connections and also where mains and sub mains have been laid. In respect of Non-domestic/Domestic Connections, he should check 20 percent of service lines, including all the services lines having lengths more than 30 meters.
- (ii) **Sub Divisions having more than 6000 connections and where Junior Engineer is attached:** - Junior Engineer will perform the percentage check as under item (i) above. The S.D.O. will however still check 50 percent of the entries relating to Industrial connections and mains/sub mains. The check would also include the connections in sub offices under the charge of JE.
- iii) **Sub offices Under the charges of Junior Engineer:** - The Junior Engineer will perform the same function as under item (i) above.

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### INSTRUCTION NO. 1.19

#### Recording of Consumer Cases:

A personal file will be maintained for each application/consumer and all documents relating to him, as mentioned below be recorded therein.

- (1) A&A form. CS-1
- (2) Service estimate (E.B. Form C.S.-7)
- (3) Estimates and other statements accompanying the same.
- (4) Intimation of acceptance of application and Demand Notice (E.B. form C.S.-5)
- (5) Wiring Contractor's test report and Nigam's installation Test Order (E.B form CS-10) or self declaration wherever applicable.
- (6) Service connection order (E.B. Form C.S.-12)
- (7) A copy of the requisition of the material issued for the service.
- (8) Any correspondence between the consumer and SDO and between the SDO and higher officers in respect of that connection.
- (9) Any other papers.

#### The file should be headed as follows:

- (1) Name of the consumer.
- (2) Application No.
- (3) Account No.

**(B) Recording of complete address in consumer ledger:**

No new connection or RCO shall be released unless the house number/shop number or plot number given by the Municipal Committee is mentioned in the application form submitted by the prospective consumer in urban area and house number given by the Panchayat in rural area. While releasing new connection HT/LT, pole number from which connection is released should be mentioned on the SCO by JE concerned. Similar, efforts should be made in respect of existing connections also. The processes of complete address and pole No. of Existing consumers must be completed within one month. Weekly progress, in this respect, shall be monitored by respective SE. Op under intimation to Xen /Monitoring DHBVN Hisar. (SC 11/06).

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**INSTRUCTION NO. 1.20****Custody of Application and Agreement Forms:**

1. The consumer files shall be taken in triplicate at the time of application of new connection. One file shall be handed over to the consumer after proper authentication (stamp of Nigam) and one file shall be sent to GM's operation office for Circle record and one copy shall be kept in the Sub Division office.
2. The Application & Agreement Form executed by the consumer and all the documents supplied by the prospective consumer at the time of applying for connection, shall be placed in a consumer case file opened for that particular application. All other documents prepared during process of release of connection shall also be placed in the consumer case file.
3. The documents relating to extension/reduction in connected load/Contract Demand shall also be placed in the consumer case file.
4. The consumer case files of DS/NDS, AP and L.T. Industrial connections up to the load of 20 kW shall be maintained by the Consumer Clerk. The consumer case files in respect of L.T. Industrial consumers having load above 20 kW, H.T. Industrial, Bulk Supply, Street Lighting, Temporary connections etc. shall be maintained by the Commercial Assistant.
5. GM/Operations shall establish a record room with sufficient steel Almirha; for proper stacking of the record of consumer files at Circle level and it will be ensured that proper movement of consumers' files in the record room shall be maintained.
6. Photo copy/scanned copy of existing files shall also be sent by the AGM (OP) to Circle record room. Sincere efforts shall be made to restructure, the missing files.
7. G.M. (OP) shall ensure that adequate staff is posted in the Circle record room for proper upkeep and movements of records.
8. Photostat machine/scanner shall be made available in the Circle for photo copies/scanning of record.
9. The Xens should particularly see during their routine tours as also during annual inspections that these instructions are meticulously followed. Any breach in the observance of these instructions should be viewed very seriously and suitable steps taken to avoid its recurrence.

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**INSTRUCTION NO. 1.21****Procedure for Dealing with cases where the full Sanctioned Load is not availed by the Consumer Initially.**

It has been experienced that in certain cases, the industrial consumers do not at the very start take the total load applied for by them in their application due to one

reason or the other, but they increase the load gradually. In dealing with such consumers, following procedure may be adopted.

- (a) **Undertaking for building up the load:** An undertaking from all such industrial consumers who are allowed to build up the load gradually be taken in the following form to avoid unnecessary blocking up of the load and consequent loss of revenues:

*"I undertake to make up the load to the extent of the load sanctioned within a period of six months from the date of connection failing which or in the event of any part of the load being disconnected later the application may be deemed to have been duly modified for the load actually connected at the time of expiry of said period of six months and I further agree to submit fresh A&A form for the same." In case of HT industrial supply consumers, the following lines may also be added in the said undertaking."*

In case of failure to build up the full load and submit fresh A & A forms in lieu thereof, I agree to be billed as per revised contract, demand to be calculated as follows

$$\text{Revised Contract Demand} = \frac{\text{Actual Connected load built up After expiry of six months.}}{\text{Standard power Factor (.90) at present}}$$

The revised contract Demand for this purpose will however be restricted to the sanctioned contract Demand.

- (b) **Fixed Service Connection Charges:** The Fixed Service Connection Charges, wherever applicable, are got deposited before the release of connection for the total sanctioned load/Contract Demand as the case may be. As such, no service connection charges are leviable on the load/Contract Demand built up (up to the sanctioned limit) within the six months of release of connection. The Fixed Service Connection Charges deposited for the un-availed load/Contract Demand shall not be refundable because the same are recovered in lieu of cost of service line to be erected for the consumer. No benefit of the FSC Charges so deposited shall be allowed in case the consumer applies for extension of load/Contract Demand after expiry of the period admissible for building up of the load i.e. six months from the date of release of connection.
- (c) **Recovery of the cost:** In case, due to non-availing of full sanctioned load/contact demand by the consumer, any equipment/service line is required to be removed/dismantled/installed the same shall be carried out at the expenses of the consumer. In such eventuality the work shall be got carried out after preparing a detailed deposit estimate.
- (d) **Billing during the period of the Building up of load:** During the period of building up of the load, the consumer shall be billed based on the maximum load/contract demand built up during the billing month. In other words the total load/contact demand build up during the billing month shall be considered as sanctioned load/contract demand for that month and the billing shall be made accordingly. In case, a consumer governed under contract demand i.e. HT Industrial consumer, does not declare his contract demand at the time of release of connection or while building up of the load, his contract demand shall be worked out by applying the standard average power factor.
- If the consumer opts to build up the connected load only and avails full sanctioned contract Demand, the bill should be raised on the sanctioned contract demand.
- (e) **Meter Service charges:** The meter service charges should be levied as per

applicable rates of schedule of general & misc. charges (S/C 26-2011).

- (f) **Load remaining unconnected at the expiry of six months:** The industrial consumer who fails to build up the load should not be permitted to connect any load after expiry of the period of six months. If additional load is required by him after the said period such request should be treated as a new application for extension of load and be processed accordingly.

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#### **INSTRUCTION NO. 1.22**

##### **Procedure to be followed when one of the consumers out of the joint estimate drops out and does not avail the connection:**

The original sanctioned estimate should be revised for the remaining applicants. The applicants should be intimated about the revised cost through new Demand notice and work should only be taken in hand after the applicants have exercised their option and deposited the requisite amount as per revised estimates and have returned the Demand Notices duly filled in respect of charges etc.

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#### **INSTRUCTION NO. 1.23**

##### **Grant of electric connection to the Tenant/Lessee:**

In case, the applicant is a tenant / lessee, the connection shall be given only after obtaining guarantee for payment of dues and for complying with the conditions of connections from the owner of the premises or the landlord of tubewell connection (SC 11/2006). The guarantee shall be obtained in the form of written undertaking on the NJSP of Rs.15 stating that in case of default of payment by consumer to the Nigam even after adjustment of Consumption Security, the owner is liable to pay the dues to the Nigam else the amount shall be transferred to his account. As the above provision mandates for compulsory submission of undertaking by the landlord on NJSP for guarantee for payment of dues from tenant, as such there is no requirement of taking indemnity bond from tenant seeking connection as being asked in the existing A&A form.

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#### **INSTRUCTION NO. 1.24**

##### **Procedure for fixing of seniority for release of connection:**

All the applications for supply of electric energy should immediately on their receipt in the local office be entered in the Service Register and processed in the chronological order so that the law of natural justice. i.e. 'First come First served' could be observed. Procedure laid down below should generally be followed for the disposal of applications for electric connection:

- (a) Separate seniority lists made out from the service connection register should be maintained for different categories of applicants, viz (i) General (ii) Industrial (iii) Agriculture.
- (b) All the applications as far as possible be dealt within the order of seniority. This would comprise preparation of estimates and submission of the cases to the SDO for scrutiny and sanction.

- (c) i) The SDO should accord sanction to all such cases which may be within his competence and forward the rest to the Executive Engineer.
- ii) The Xen should accord sanction to the cases according to the powers vested with him and return the same to the SDO. The remaining applications and estimates should be forwarded by him to the S.E.
- iii) The S.E. will in his own turn sanction such cases which fall within his competence and forward the rest to the Chief Engineer, while sanctioning the case it should be ensured as far as possible, that the original seniority is maintained.
- (d) On receipt of the sanctioned cases in the Sub Division/Sub Office, issue of demand notice will again be as per original seniority.
- (e) The seniority for the purpose of issue of Service Connection order should be reckoned from the date the applicant complies with the demand notice.
- (f) The seniority of such consumers who complete the formalities on the same day should be determined on the basis of original seniority of their applications.

2. It may not, however be always possible to follow the procedure laid down above strictly in all cases and accordingly the same is to be taken as a general guide. In actual practice, there may be certain technical constraints such as Augmentation/ Erection of main Sub-Stations and/ or laying of infrastructure thus hampering the release of industrial connection to some applicants. In cases where there is no system constraint and the connections can be released without any hitch, such applications or cases received or sanctioned later and which can be connected without any delay need not be kept pending and electric connections to them, should be released without waiting for the release of senior connections. However, before superseding a senior industrial applicant, prior approval of SE (OP) shall be taken (**SC-18/2008**). The main consideration, which should normally guide the determination of seniority in the grant of electric connection, is that all the connection should be given expeditiously and no discrimination should be made between the applicants under the same circumstances. In the case of pending test reports pertaining to L.T. Industrial applicants, the seniority of cases requiring installation/ augmentation of transformers should be segregated from the other pending test reports. These seniority lists should be got concurred by the SDO from the concerned Xen(OP). The later will ensure that the concurrence is given after thorough examination and scrutiny and is conveyed within a maximum period of fortnight.

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## INSTRUCTION NO. 1.25

### **Grant of Electric Connections to tube wells under AP category:**

There are three types of applicants under Agriculture Pumping Set category.

#### **I) General Category Applicants:**

All the applications for supply of electric energy should immediately on their receipt in the local office be entered into service connection register and processed in the chronological order. The seniority for the purpose of issue of service connection order should be reckoned from the date the prospective consumer complies with the demand notice. Further the seniority of such applicants, who complete the formalities on the same day should be determined on the basis of original seniority of their applications.

#### **II Priority Category Applicants:**

The following applicants are covered under the priority category:-

- a) Ex-Serviceman
- b) Defense personal.
- c) Gram Panchayats.

- d) Freedom Fighter.
- e) War-Widows.
- f) Co-operative farming societies.
- g) Fish farmers & Horticulture tubewell connections. (SC 17/2005).
- h) State tube well installed for Irrigation purpose.
- i) For lift irrigation etc. to those applicants whose lands are acquired/submerged for (i) power Projects or (ii) the common works in the case of multipurpose projects such as dam, etc.

In the cases of all above categories of priority applicants, the priority is to be given up to the stage of issue of Service Connection Order only. However, it must be ensured that there should not be more than 5(five) Service Connection Orders at a time in One Sub-division under both the categories 1 and 2 above. The next i.e. 6<sup>th</sup> one SCO should be issued only when connection under the first one is released and entered in the ledger.

### III. **Grant of "Out of Turn" connection:**

Out of turn priority for release of tube well connections to the members of scheduled caste/ disabled/ handicapped applicants shall be available irrespective of the date of submission of their applications/ test report. The eligibility for allowing this priority should conform to the following conditions.

#### **(a) Scheduled caste/disabled /handicapped:**

The priority to above categories shall be available who possess minimum one acre agriculture land in their own name. However no priority shall be admissible to those applicants from the above-mentioned categories who have obtained the land on lease/ patta irrespective of the period for which it is available.

The below mentioned norms have been stipulated for the release of connection under handicapped category.

- i) **For orthopedically handicapped persons:** Minimum of 40% permanent partial disability of either upper or lower limbs or 50% permanent partial disability of both upper and lower limbs together.
  - ii) **For Blind person:** The vision should be less than 3/60.
- (b) **For self help group:** Priority to self help group sponsored by Swarnjayanti Gram Swarozgar Yajna under Govt. of India consisting of 10 No. and belongs to below poverty line category shall be given. (SI 21/2005).
- (c) Out of turn priority for release of tube well connections under AP supply category to Gaushalas is available subject to the following conditions:- (SC 24/2005):
- i. The connection will be given only to existing registered Gaushalas.
  - ii. The Gaushala land should either be owned by the applicant(s) or should be held by the applicants/ Gaushalas on long lease of 25 years or more.
  - iii. The scheme will be applicable to all the Gaushalas, falling under the jurisdiction of DHBVN.
  - iv. If there is already a tubewell connection existing in the name of Gaushalas, then no overriding priority shall be provided for a second or subsequent tubewell connection.
  - v. Such connections shall be non transferable and in case the Gaushala is wound up or the land on which the tubewell stands is alienated, then the connection provided to such Gaushala shall be disconnected. An undertaking to this effect shall be obtained from the applicant Gaushala prior to release of the connection.
- (d) The out-of turn priority for release of tube well connections of the Watershed Committee shall be subject to the following conditions: -
- i. The land on which the tube well connection is installed should be in the name

- of Watershed Committee and the land should not be in any un-authorized hand.
- ii. The new connection will be in the name of Watershed Committee.
  - iii. The above priority shall be subject to the deposit of the charges as fixed by Nigam for such type of applicants.
- (e)** Out of turn priority for release of one tube well connection for irrigation purpose is available to the Panchayats on the land owned by them and existing in their name on the condition that:-
- i. The land should be in the name of Panchayat and the possession should not be in any un-authorized hands.
  - ii. The new connection is in the name of Panchayat.
  - iii. The above priority shall be subject to deposit of charges as fixed by Nigam for all applicants.
- (f)** The connection to all the applicants under AP category is to be released as per the following guidelines:-
1. The Girdawari will be submitted by the consumer for AP connection (S/C 15-2012).
  2. The applicant is required to make a non-refundable deposit of Rs. 30,000 + Rs.12,500/- per span in addition to consumption security:
    - a. If on a new T/F the number of connections to be released is exactly 3, then the consumers will be asked to pay ₹ 30,000/- and ₹ 12500/- per span each.
    - b. If on a new T/F the number of connections to be released is exactly 2, then both the consumers will be asked to share equally the total cost incurred for release of connections.
    - c. Single connection per transformer where the consumer meets the full cost of release of the connection i.e., the line & T/F cost.
    - d. In case where spare capacity is available on the existing transformer and:-
      - i. Only cable up to 20 mtr is required then the consumer shall pay ₹ 20,000 or 30,000 as applicable;
      - ii. In case additional poles are required for LT Line then ₹ 12500/- per span shall be payable in addition to ₹ 20,000 or 30,000/- as applicable.
    - e. In case where spare capacity is not available on the existing transformer and augmentation of the T/F is required he will be covered in the categories detailed above as per d(i) & d(ii).
    - f. In case where on account of theft/ damage of T/Fs installed under HVDS/ Self Execution Scheme were replaced by utility with higher capacity T/F, such T/F shall be augmented as per clause 'e' for releasing the new connections. (S/C 12-2012).
  3. The work shall be taken up only after receipt of the full amount of money.
  4. The span length of HT/LT line is to be taken as 70 meters.
  5. The seniority of release of connection will be as per the date of receipt of the test report.
  6. The priorities available to various categories of applicants are also applicable.
  7. All new connections shall be released under metered tube well connections.
  8. No tube well connection is to be released on LT where total length of LT line from transformer up to tube well bore exceeds 900 ft. (SI- 15-2011).
  9. The length of the cable from the transformer to the tube well bore shall not exceed 20 meters. In case, the length of the cable exceeds 20 meters, it shall be considered as a span.



10. The load connected to the transformer does not exceed its safe loading capacity with the release of connection. The distribution transformers would be loaded up to 80% of the rated capacity irrespective of their being new or repaired one. This will be taken as safe loading capacity of the transformer.
11. For all new tube well connections, the use of BEE star rated pump sets (with minimum 4 star rating) and ISI marked accessories shall be mandatory. (S/C 13-2010).
12. While preparing the estimates the Feeder In charge shall associate with Patwari of concerned area and a certificate shall be taken from Patwari in lieu that the applicant has shown the correct Murba / Killa No. to avoid any dispute at later stage. (SI 46/2007).
13. Where it is technically feasible to release the connection on LT as well as on HT;
  - i) The estimate should be prepared on LT with or without augmentation of transformer. The total length of L.T. line from transformer to applicant's bore should not exceed 900 ft.
  - ii) Simultaneously estimate should be prepared on H.T. also.  
The estimate where minimum expenditure of the Nigam is involved should be operated.

**IV) Priority to release the tube well connections: (S/C 12-2012):**

1. Single connection per transformer where the consumer meets the full cost of release of the connection.
2. In case where spare capacity is available on the existing transformer and only cable up to 20mtr is required.
3. In case where spare capacity is available on the existing transformer and only LT span are required.
4. In case where spare capacity is not available on the existing transformer and augmentation of the T/F is required and cable up to 20 mtr.
5. Augmentation of existing T/F & erection of LT Line (2 connections or more).
6. Providing additional T/F & erection of LT line (2 or more Tube Well connections).

Note: Transformers will be supplied by the Nigam.

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**INSTRUCTION NO. 1.26**

**Time limit for grant of connection:**

1. Where supply of electricity does not require any extension of distribution system, the connection shall be released within one month from the receipt of complete application along with application processing fee. The following timeline shall be adhered to:
  - a) Issue of Demand Notice after ascertaining the technical feasibility of giving supply of electricity to the applicant within ten days of receipt of application.
  - b) The applicant shall deposit the charges, security, meter & documents as per the Demand Note within ten days of the date of dispatch of the Demand Note by the Licensee.
  - c) Issue of the service connection order within three days of the receipt of the charges, security, meter & documents as per the Demand Note.

- d) Release of electric connection to the applicant within seven days of issue of service connection order.

2. Where supply of electricity requires any Extension of Distribution System and the applicant opts for self-execution of work for such Extension of Distribution System, he shall inform the licensee in writing about his readiness for availing power supply after getting the work executed. The licensee shall issue the service connection order within 15 days from the date of receipt of the intimation from the consumer regarding his readiness for availing power supply. Thereupon, the time frame for release of electric connection to such consumers and completion of applicable outstanding activities shall be as specified under para 1 above.

3. Where supply of electricity requires any Extension of distribution system and the applicant opts for getting the work of such extension executed through the licensee, the Licensee shall give supply of electricity to such premises within the time frame specified below reckoned from the date of receipt of the application complete in all respects along with the prescribed non refundable application processing fee and documents as required by the Licensee.

Activity	Time allowed (in days)			
	LT	11 KV	33 KV	Extra High Tension (EHT)
To issue Demand Note	10	20	25	30
To deposit the charges & documents as demanded in the demand note	10	10	20	40
To issue service connection order	05	05	05	10
To release the electric connection to the applicant	20	30	45	100
<b>Total</b>	<b>45</b>	<b>65</b>	<b>95</b>	<b>180</b>

4. The above timeline will not apply to applications for tubewell connections.

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### INSTRUCTION NO. 1.27

#### Grant of priority to applications for electric supply:

Applications of the following categories may be dealt with on priority basis:

**A) Domestic Supply:**

- Employees of state Govt./Central Govt./Railways/Local body and the Nigam posted in a place on transfer or against a new post, or on shifting their residence from one locality to another in the same town.
- Cases recommended by the Civil Surgeon on grounds of illness and found to be genuine by the Executive Engineer.
- For the families of the army personnel whether occupying the houses or when posted at non-family station.

**B) Non-Domestic Supply/Bulk Supply:**

- Government, Railway and Local Body offices.
- Hospitals, Schools, colleges and religious places.

**C) Industrial Connection:**

- Railways
- Export, oriented with manufacturing cotton textiles.
- Cooperative processing societies for handling any process e.g. Milk Chilling and Cold Storage etc.
- Panchayats.

- v) Common Good connections for pumping water (Drinking Purposes)
- vi) Cooperative rice sheller and improved type Khandsari units.
- vii) Self employed entrepreneurs on furnishing certificate from Distt. Industries Officer or District Employment Officer.
- viii) Units set up with the financial assistance of the Khadi & Village Industries & Board.
- ix) Units set up under Rural Industrialization Scheme.
- x) Small power units (upto 20 kW load) Harijans/Schedule Castes.

**D) Grant of out of turn connection:**

Disabled/Handicapped persons desirous of setting up tiny industrial unit (upto 20 kW) may be allowed power connection as 'Out Of Turn Priority'. In support of his claim the applicant will be required to get a certification of his disability from Dy. Commissioner of concerned District.

**E) Under the State Industrial Policy-2005, the Mega projects, 100% of EOUs, I.T. Industries and FDI project will be treated as a special category and out of turn priority will be given to them up to issue of Service Connection Order (SCO) for release of connection. This priority shall be given on the specific recommendations by Director of Industries, Haryana in each case. (SC No. 25/2005).**

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### INSTRUCTION NO. 1.28

**Procedure to deal with an applicant who does not avail connection:**

Sometimes a consumer does not avail of the connection and does not even seem to be prepared himself for taking supply after his works have been started/completed and he is informed of the Nigam's readiness to give him the said supply. In such a case, the following procedure should be adopted:-

1. He should after a reasonable time be served with a registered A.D notice that in case he does not take supply, the line so erected for him shall be dismantled and all expenses and losses incurred for erection and dismantlement, up to the date of dismantlement, will be recovered from the applicant. In case the applicant does not respond to this notice within a reasonable time (which should be specified) say a month, a further notice of one week should be served him and still if there is no response, the line should be dismantled under orders of the competent authority. No refund of fixed service connection charges deposited by the consumer shall be allowed.

2. However, where the consumer informs of his intention for not taking the supply to the Nigam before start of work, the fixed service connection charges shall be refunded.

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**INSTRUCTION NO. 1.29****Supply of load to Local Bodies for Public Lighting:****A. Receipt and Disposal of Requisition:**

A requisition for supply of power from Local Body e.g. Municipal Corporation/Committee or village Panchayat for Public lighting needs to be accompanied by an attested copy of a Resolution passed by the elected representative sanctioning the installation of street light points. However, in the absence of any elected body the Administrator should sign the requisition. In addition, the Local Body should also forward an attested copy of the Resolution authorizing its representative by name to sign the agreement on its behalf along with their specimen signature duly attested.

2. For village Panchayat in order to avoid financial complications a certificate from the District Panchayat Officer to the effect that (i) annual income of the Panchayat is Rs. 500/- or more and (ii) the draft agreement has been approved by him should also accompany the resolution and the requisition. The agreement for Public Lighting will, in this case, be signed by the Sarpanch and a Panch after they have been authorized for the purpose by the village Panchayat through a resolution. An attested copy of the resolution should also accompany this requisition.

3. As soon as a requisition together with an attested copy of the resolution passed by the Local body is received in the local office of the Nigam the necessary estimate and other necessary documents should be prepared at once. The Local body should be informed within 15 days from the receipt of the requisition with regards to the estimated cost or service connection charges as applicable.

4. In case the Local Body agrees to pay the estimated expenditure, the street Lighting Agreement should be got signed from the authorized representatives of the Local Body.

5. The signed agreement in duplicate together with other documents should then be forwarded to S.E. concerned, through the Xen, for acceptance. Steps should simultaneously be taken to submit the estimate to the competent authority for sanction.

6. The estimate/Agreement will be dealt with by the authorities concerned and returned to the Local officer duly sanctioned/accepted in due course, but the work of providing street light points should not be delayed for want of execution of Agreement on the part of the Superintending Engineer which may take some time.

**B) Execution of Principal and Supplementary Street Lighting Agreement.**

1. The Agreement for street lighting by the Local Body is to be executed on the model form for Public Lighting Agreement, as approved by the Nigam. In this connection, following points need special attention: -

- (i) There should be no over writing in the Agreement
- (ii) Corrections and interpolations, if any, should be initialed by all the executants of the Agreement i.e. by the President and the Secretary or by the Executive Officer, (as the case may be) in the case of Municipal Committees and Sarpanch and a Panch in case of Village Panchayats on behalf of the local body and by S.E. on behalf of the Nigam.
- (iii) Mere manuscript filling in the blanks in the Agreement forms need not be attested by the executants.
- (iv) The date of execution of an agreement, (i.e. the date to be filled in the first line of the agreement) should always be written in words such as 'Fourth day of April'. One thousand nine hundred and eighty five".
- (v) The number of lamps, their wattages, length of lines in miles, etc. should also be written both in figures and words in the agreement e.g. 20 (Twenty) lamps.

40(Forty) watts and 4.136 (four decimal one three six miles)

- (vi) Each page of the agreement should be initialed and the four schedules signed in full by the representatives of the Local Body.

**Note:**

- a) The space meant for filling the date of execution of an agreement is not to be filled in by the Divisional or Sub Divisional officers in accordance with para 7.1 of the PWD B&R Branch Manual of orders. the date of execution of an agreement should be the date on which the agreement is last signed by any party thereto.
  - b) While filling schedule 1 of the Street Light Agreement, it should be kept in view that at least the requirements of the next five years are taken into consideration so that the necessity of entering into supplementary agreement every now and then is obviated. In the column meant for minimum No. of lamps, the immediate requirement should be entered. Whereas in the column meant for Maximum No. of lamps the probable No. of lamps, which would be required by the end of 5 years should be mentioned.
2. As the Public Lighting Agreement is an important document just as a contract Agreement, it should be prepared with due care and all instruction issued from time to time should be followed in preparing the same.
3. The agreement thus completed in quadruplicate along with the various schedules should then be forwarded to S.E. concerned through the Executive Engineer for acceptance on behalf of the Nigam. Original copy of the Agreement should be retained in S.E.'s office and the Duplicate one forwarded to the S.D.O. for onward transmission to the Local Body The 3rd and fourth copy of the agreement should be made available to the Executive Engineer and the S.D.O. for reference and record.

**(C) Disposal of an application for Extension in Street Light Points:**

1. If the extension in Public Lighting Points is covered by the Maximum No. of bulbs provided in schedule I of the Principal Agreement, the following procedure should be adopted:

- a) As soon as a requisition together with a Resolution of the Local Body for extension in Street Light Points is received, J.E should be asked to frame the estimate and prepare four copies of Schedule IV, which should be got signed, from the authorized representatives of the Local Body. The estimate should be forwarded to the competent authority for sanction whereas schedule –IV in quadruplicate should be sent to the Superintending Engineer through the Executive Engineer.

The original copy of schedule IV should be kept in record by the Superintendent Engineer, while the duplicate should be returned to the local body. The 3<sup>rd</sup> and the 4<sup>th</sup> Copy of the schedule IV should be supplied to the S.D.O. and XEN by the SE's office for record and reference.

- b) In such cases where the extension in Pubic Lighting points is not covered by the maximum No. of bulbs set forth in Schedule I of the Principal agreement or wherever some change in the wattages of the bulbs which is not covered by the Principal Agreement is required a supplementary agreement in quadruplicate should be got signed from the authorized representatives of the Local Body. The procedure with regard to the execution of the supplementary agreement would be the same as for the Principal agreement already described. A regular estimate should be framed to cover the expenditure involved and work should be taken in hand in accordance with the procedure mentioned above.

2. It should however, be borne in mind that if the necessity of executing a supplementary public lighting agreement arises on account of the change in the wattage of Lamps or type of fitting then sub para (4) should be scored out under the initials of the parties to the agreement.

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### INSTRUCTION NO. 1.30

#### Disposal of Pending Applications:

At the close of each month, an abstract in the Service Register should be prepared by the SDO /J.E.. in-charge of the Sub Office. The abstract should show clearly the number of pending applications and applications received during the month. The pending applications (especially for tubewell and industrial loads) should be further scrutinised by the SDO personally and necessary action taken to see that (i) arrangement are made to make supply of power available to all genuine demands and (ii) that all non-genuine applications are cancelled after observing necessary formalities.

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### INSTRUCTION NO. 1.31

#### Maintenance and upkeep of connected load Register:

In every Sub Division and Sub Office feeder wise connected load registers in E.B. form CS-24 should be maintained for the following purposes.

- a) Balancing the load on transformer by phases.
  - b) Anticipating the necessity for augmenting the capacities of feeders, switches, transformers etc.
  - c) Compilation of connection returns.
2. These registers will be maintained by J.E. and entries made therein in accordance with the following instruction.
- (i) The opening entry in the register should be made on 1st January from the connection return for the month of December. If the registers have already been put into force the totals of the registers upto 31st December should be verified with the actual load and then carried over to 1st January of the next year.
  - (ii) A separate register should be used for each Sub Station (For Sub Stations of smaller capacity only one register may be used by allotting a portion of its for each Sub Station).
  - (iii) Capacity of the transformers should be written on sheet No. 1 at the top. Capacity of the switch and cable should be written against item (a) and (b) provided for this purpose(c) Bare conductors need not be filled in. These particulars need not be repeated on the subsequent sheets unless any change takes place.
  - (iv) Capacity of each feeder should be filled in and marked( a) capacity of the feeder switch should also be filled in and marked as (b) Feeder No. and its capacity should be written as under:-
 

	Capacity in kW
a)	200
b)	100
  - (v) Capacity of each phase in each feeder should be calculated in kW and entered under the columns headed 'R' 'Y' and 'B' respectively. If desired the capacity of

each phase may also be worked out in amperes and entered below the letters 'R' 'Y' and 'B.'

- (vi) Particulars referred to in Col (4) and (5 )should be repeated on each sheet.
- (vii) In the case of 3 phase consumers including DS/NDS category the load of each consumers should be shown in column 19 but for the purpose of controlling the balancing of the load on various feeders and different phases in a feeder, the connected load of each 3-phase consumer should be proportioned amongst the three phases in a feeder.
- (viii) As soon as connection or a disconnection is made it should be recorded the same day in the register from the Nigam's installation test report or the disconnection order (as the case may be) and the words "Entered in CS-24 page:" should be recorded on the Nigam's installation test report or the disconnection order under dated initials of the officials responsible for keeping the register.
- (ix) The exact particulars of each consumer connected or disconnected should be entered in column 2 to 14 and 16 to 19. In case of columns 20 to 37 progressive totals be shown only under the columns affected and the figures in other columns need not be repeated.
- (x) Connections will be entered in blue ink and disconnections in red ink.
- (xi) Each Register should be totaled on the last working day of the month and the connection return prepared from this register.
- (xii) The register shall be initialed by the JE daily in token of the correctness of that day's entries and signed monthly by the Sub Divisional officer after the totals have been struck.

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### **INSTRUCTION NO. 1.32**

#### **Disposal of cases of preparation of incorrect or perfunctory estimate detected at the time of execution of works:**

If in any case even after the applicant/prospective consumer has complied with the terms and conditions of the demand notice issued to him and the service connection order is also issued, it is found that while carrying out the work that the position is materially different from the one depicted in the sanctioned estimate, the estimate may immediately be revised/re-casted on the basis of actual measurements and material estimation. The revised estimate should be sanctioned on priority basis by the competent authority and the prospective consumer or group of prospective consumers involved in the estimate should immediately be informed of the position through the issue of new demand notice in supersession of the original one and the work should only be taken in hand after the revised cost is deposited in compliance of the existing instruction on the subject.

In all such cases, however, the responsibility of the concerned JE for preparations of incorrect or perfunctory estimate in the first instance must always be fixed up and disciplinary action taken by competent authority.

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### **INSTRUCTION NO. 1.33**

#### **Temporary Supply:**

Temporary connections are required to be given for temporary needs only. Allowing of temporary connection to a consumer merely to bridge the gap till his turn

for permanent connection comes could only mean circumventing the rules and giving undue benefit to him. As such, the period for which the temporary connection is to be given should be decided on the basis of purpose for which the temporary connection is sought. The maximum period for which a temporary connection can be granted is 2 years.

2. There is no minimum period for which the temporary connection can be applied for/availed and it is meant only for the temporary use of supply. As such, a person may apply for a permanent connection to avoid higher charges in case of temporary supply. In order to safeguard the interests of Nigam, the SDO in the doubtful cases, should ascertain through his outdoor staff and Wiring Contractor whether the application for permanent connection is genuine or not. The Wiring Contractor should be asked to state in his report whether the wiring of the installation in question has been designed for a permanent connection or for a temporary one only. Having sufficient grounds to believe/suspect that an application for a permanent connection has been made only for evading higher rates for temporary supply, the applicant should be asked to sign a separate declaration stating the approximate minimum period for which supply is required.

3. Where the temporary connection is sought for marriage or other functions, to avoid any chance of misuse by the consumers in connivance with staff/Wiring Contractor by allowing part supply on temporary connection and part through domestic connection or direct tap thereby causing loss of revenue, it must be ensured that the total temporary load is fed through the meter. Further, the total temporary load connected to the system should be checked and it should also be ensured that the supply is not used for the purpose other than for which granted. This checking should be carried out by the JE In charge before release of connection.

4. A seniority list of all applicants at the Sub Divisional level shall be maintained and the temporary connections shall be released strictly as per the seniority list. This shall, however, be not applicable for temporary connection sought for a period of equal to or less than 7 days and for Govt. connection of a temporary nature.

5. In case a consumer is ready to avail the temporary connection at the time of application he may be permitted to submit the test report along with application form and such consumer shall be treated as senior to those who have not submitted the test report.

6. The consumption security @ 4 times of normal rates be got deposited along with Application and Agreement as prescribed under the schedule of General and misc. charges. However, the consumption security of the concerned consumer may be enhanced equal to two month's bills in case the amount of two months bills is found more than the Consumption Security already deposited. In fact, it must always be ensured that the amount of consumption security is quite sufficient to cover the charges, which may become due from the consumer in case of default in payment of energy bill.

7. No temporary connection shall be given without installing of a correct, appropriate and proper meter. The meter shall be of electronic variety and specification as approved by the Nigam. The meter shall be properly encased in meter cub-board and sealed. Proper housing arrangements for metering equipments must be got arranged before releasing the temporary connection for safety of metering equipment. In no case the meter shall be installed on the pole.

8. A separate ledger for temporary connections shall be maintained for each feeder. The monthly reading of all the connections shall be recorded and bills are to be raised invariably. The realization of the bills shall also be monitored/watched regularly by the SDO and in case of default of payment for one month the supply shall be disconnected and shall be reconnected only after receiving the consumption security



at double the rates of consumption security already fixed/recovered.

9. In case of damage/defect being detected in the meter the same should be got replaced immediately but not later than three days in any case.

10. To avoid any encroachment on Govt. and Local Bodies land, the consumers will submit a sanctioned building plan along with other additional information in the following Annexure before release of temporary connection. (SC 28/2006).

#### **Annexure-A**

##### **List of documents to be attached with A&A form.**

- i) Copy of registration deed/Municipal House-Tax assessment notice/allotment letter by HUDA/HSIDC.
- ii) Consent of landlord in case of tenant seeking connection.
- iii) Document listed in SMI 1.1 (6) (d) (any one)
- iv) Test report by a duly licensed wiring contractor.
- v) Copy of sanctioned building plan. – Form attached.
- vi) Total ultimate future load requirement (after full occupancy) – Form attached.

#### **Annexure-B**

##### **CERTIFICATE OF SITE VERIFICATION AND FUTURE LOAD FEEDING ARRANGEMENT:**

Certified that I have personally verified the premises of the prospective consumer at his site on which the prospective consumer would be connected:

##### **PRESENT FEEDING SYSTEM**

Name of 11 KV Feeder\_\_\_\_\_

Name of Distribution Transformer\_\_\_\_\_

LT Pole\_\_\_\_\_

##### **FUTURE FEEDING ARRANGEMENT**

Total ultimate load requirement\_\_\_\_\_

Name of Grid Sub Station/Proposed Sub Station  
from which the load will be fed \_\_\_\_\_

Provision of land for const. of Grid S/Stn.  
made by the Developer?

<b>Sr. No</b>	<b>Sub Station Rating</b>	<b>Minimum Arealand</b>
1.	33KV	1 acre
2.	66KV	3 acres
3.	132KV	6 acres
4.	220KV	18 acres

**Junior Engineer**

**CC:**

1. SE/OP Circle, DHBVN, ....., for kind information pl.

2. CE/PD&C, DHBVN, Hisar for kind information pl.

**Annexure-C**

**FORM A – BUILDING PLAN**

Complete Address.....  
 Total Plot Area.....  
 Total covered area.....  
 Building plan sanctioned by.....  
 Date of sanction of building plan.....  
 Any other Particular.....

**Signature of Applicant**

**Annexure - D**

**FORM B FUTURE LOAD ESTIMATE**

Sr. No.	Particular of Equipment	Wattage	Quantity	Total load in KW	Remarks if Any
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1  
2

**Total  
KW**

**=**

**Signature of Applicant**

**Name  
Address**

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**INSTRUCTION NO. 1.34**

**Temporary connection where erection/augmentation of Mains and Pole Mounting Sub Station and subsequent dismantlement is involved:**

In case the load demand for temporary connection is quite heavy and involves the erections/augmentation of HT lines and pole mounting Sub Station and their subsequent dismantlement the 'Schedule For Temporary Supply' should be applied for billing purposes in addition to levy of following charges:

- (i) Erection and dismantlement charges (actual cost viz. cost of consumable/ unserviceable material plus labour charges)
- (ii) Departmental charges of 10% on the total charges as per item No. (i) above.

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**INSTRUCTION NO. 1.35**

**Electrification of Dhanis & Small Hamlets for release of domestic connections/shifting of Dhanis from agriculture to rural domestic feeder:**

**(A) Guidance for release of new Dhani connections (SC D-9/2010)**

1. The Dhani connection shall be released on rural domestic feeder only.

2. The erecting work shall be executed either departmentally against deposit of full estimated cost or by consumer if he opts to do as per HERC guidelines in this regard.
  3. For cluster of dhanis within radius of upto 300 meter distance, supply can be given by providing a single phase T/F of adequate capacity as per requirement of the load of Dhanis by installing it at a suitable place.
  4. In case of joint estimate, estimated amount shall be shared equally among the applicants.
  5. The supply to the single or a cluster of Dhanis can be given by providing an LT line upto 300 meter distance from the feeding Distribution T/F.
  6. 2 core LT armored cable of adequate size be provided in last two spans only.
  7. Single Phase T/F of capacity 5 KVA to 16 KVA capacity can be provided as per requirement of the load.
  8. The distribution T/F shall be erected on single pole mounting structure.
  9. The common GO switch shall be installed for a group of Distribution T/F instead of providing GO switch on individual DTs.
  10. The meters shall be installed on the pole and 2 core LT un-armored PVC shall be used from meter output up to terminal to the consumer premises.
- (B) **Guidelines for connecting of already electrified Dhanis to rural domestic feeder:** Shall be dealt with as per guidelines of the Govt./Nigam issued from time to time. The latest guidelines issued vide SC No. 26/2013.

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### INSTRUCTION NO. 1.36

#### Levy of Departmental charges on Deposit Works:

Whenever a deposit work is carried out on behalf of a consumer/person/institution etc estimates are prepared indicating details of cost of material, labour etc. Departmental charges @ 10% on P&D rates are levied on the cost of estimate.

However, the levy of departmental charges has been exempted in respect of the following categories by the Nigam from time to time:-

- I. For works executed as a deposit work wherein funds are provided under MPLAD Scheme.
- II. For shifting of lines done on the request of HSIDC / HUDA in Urban/Industrial Sectors planned by them.
- III. An industry or a group of industries seek an independent feeder having their total connected load of **250 KW** or more.
- IV. For shifting of 11 KV and 33 KV lines which are passing over the houses of the residents.
- V. The Religious Societies/Charitable Trusts, who are engaged in community/social service, shall also be exempted from levy of departmental charges. The exemption will be given after seeking the approval of SE (OP) in each case provided the Society desires to have an independent feeder and who are willing to pay the entire cost of construction of the independent feeder subject to the condition that it is a bulk supply category connection.

#### **B Departmental Charges on deposit estimates in respect of PWD (B&R) works funded by the State Govt. (P&D Inst. 18/2008)**

1. In case of any work to be done for the PWD B&R, it should be first clarified if the PWD work is being done out of State Funds or out of Central Govt/other organization funds. The departmental charges shall be lower for State Funded

roads. In order to ensure this, PWD (B&R) shall clearly certify to the power utility that the particular work is funded by State Govt. or not at the time of making request for shifting of any existing power lines / equipments.

2. In case of shifting of any power lines, the DHBVN shall bear the additional cost incurred on account of change in specifications i.e. if ACSR is to be replaced with HT ABC, this would be done at Nigam cost; similarly if 9 mtr pole is to be changed to 11 mtr – this is to be done at Nigam cost; any cost of augmentation of system is to be done at Nigam cost.

3. The departmental charges shall be restricted to 5% on reciprocal basis for PWD (B&R) since the PWD B&R has also reduced its departmental charges to 5% for works executed on behalf of the power utilities.

4. Efforts shall be made by DHBVN to install the new lines on the absolute periphery of right of way on PWD (B&R) roads, keeping in view the safety aspect as mandated by Safety Regulations. However, in case of residential areas if the periphery happens to be too near the residences, then HT ABC is to be used. Similarly, in case of forest areas, DHBVN shall use insulated ACSR to ensure safety.

These guidelines shall be applicable only in respect of PWD(B&R) works, which are funded by State Govt..

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#### **INSTRUCTION NO. 1.37**

##### **Non-levy of O&M /Inspection Charges in respect of colonies developed by HUDA/HSIDC/ Private Colonizers:**

O&M/Inspection charges were being recovered from the colonizers whether Govt. agency like HUDA, HSIDC etc. or private colonizers in accordance with the instruction issued by erstwhile HSEB Circular No. 51/Sd-2/Panchkula/88/HUDA Dt. 16.8.88, No. 141/Bd-2(i)Panchkula/88/ HUDA Dated 8.1.90 & 181/Bd-2(1) PKL/90/HUDA Dated 15.5.91.

The Haryana Electricity Regulatory Commission (HERC) in their order-dated 21.8.2003 has quashed the impugned circulars and has directed that O&M charges/inspection charges will not be recoverable w.e.f. 1.1.2001 i.e. from the date on which first Distribution & Retail Supply Order was made effective.

In order to comply with the directive of HERC, the O&M charges shall not be recoverable from HUDA/HSIDC in respect of all the schemes sanctioned by Chief Engineer 'OP' with immediate effect. O&M/Inspection charges deposited by the Group Housing Societies State Agencies and private colonizers for the electrification plan sanctioned on or after 01.01.2001 may be refunded through pending energy bills and balance through cheque immediately.

The above INSTRUCTION are subject to the decision concerning the petition pending in the Hon'ble High Court against the orders of HERC.

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**INSTRUCTION NO. 1.38****Policy in respect of essential feeders: SI 35/2007 & SC 24/2012):**

The status of essential feeder already allowed to the consumers is withdrawn from the date of issue of Sales Circular No. D-16/2013 dated 23/04/2013 on “providing un-interrupted supply on selected urban/industrial feeders and applying reliability surcharge thereon” as discussed in details under instruction No. 11.13.

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**INSTRUCTION NO. 1.39****HERC Regulation on Duty to Supply Electricity on Request-Self Execution of Works:**

The Haryana Electricity Regulatory Commission Regulation No. HERC/12/05 dated 26.7.2005 “Duty to Supply Electricity on Request, power to recover expenditure incurred in providing supply” (available on HERC website [www.herc.gov.in](http://www.herc.gov.in) ) provides that the consumer may opt either for self execution of work or for carrying out the work through the licensee on paying of expenditure where the supply of electricity requires extension of distribution system. The relevant guidelines in brief are as follows. For details the HERC regulations may be referred to.

**GUIDE LINES WHERE EXTENSION OF LINE/DISTRIBUTION SYSTEM IS REQUIRED:-****A. For all categories other than AP: (SI 42/2006):**

- i) The consumer applies as usual.
- ii) On receipt of written application from the consumer, the SDO will visit the site, prepare the detailed estimate as per formula prescribed by HERC which is attached as Annexure-A.
- iii) SDO shall send the estimate and detailed list of various items of material to the consumer and ask for his option – whether he would like to do the work himself or get it done through DHBVN/Licensee.
- iv) If consumer opts for self execution, then he shall be given written permission to proceed along-with copy of estimate and list of items and specifications. SDO will ask the consumer to submit an undertaking in prescribed format (SI-1/2008) to the effect that:-
  - a. He will arrange the required material as per Nigam specifications.
  - b. He will get the work executed through licensed contractor.
  - c. He will bear the supervision charges @ 1.5% of the estimated cost.
  - d. He will deposit the requisite charges for clearance from the Chief Electrical Inspector to Government of Haryana.
- v) The applicant will provide all items of material required for execution of works as per Nigam’s specifications. The Nigam specifications can be down loaded from the Nigam Web site ([www.dhbvn.com](http://www.dhbvn.com)) or from the O/O SE/Operation concerned). The list of latest suppliers of the Nigam of major items is attached as Annexure-II. The detail of PO’s is also available at the web site.
- vi) The material so arranged by the applicant shall be inspected by the SDO M&P wing, who will record a certificate to the effect that the material conforms to the Nigam specifications.
- vii) The consumer may be advised to take the list of approved contractors of the District from the office of CEI/representative of CEI.

- viii) The work will be got executed with the inspected material through 1st class licensed contractor by the consumer himself.
- ix) The completed work shall be inspected by the Xen/SDO M&P who will also certify the quality of material used and execution of work as per Nigam specification. The copy of the certificate issued by M&P shall be handed over to the consumer and a copy shall be sent to SDO concerned for placing in the consumer case file.
- x) The applicant will deposit supervision charges @ 1.5% of the estimated cost.
- xi) The inspection of material before execution of the work and after execution of the work shall be carried out by Xen.(OP) concerned if the cost of the work is less than Rs. 50,000/-.
- xii) On execution of work, consumer shall deposit the inspection charges of CEI in the bank and inform the SDO in writing who in turn shall issue the service connection order within 15 days from the date of receipt of intimation from the consumer and connection will be released within next 30 days.
- xiii) The consumer opting for the self execution of work shall be exempted from levy of development charges.

**B. For AP consumers: (SI 10/2013):**

The Self Execution scheme for AP tubewell connections is introduced with following guidelines:-

1. On receipt of application from the consumer desirous to opt self execution, the SDO concerned will supply the list of contractor empanelled by CE/P&D against EOI No. 6 (Circle wise list enclosed) to the consumer.
2. The contractor engaged by the applicant from the list supplied will submit the cost estimate of the work to the concerned SDO as per the guidelines prescribed by the Nigam.
3. The work will be started after getting the cost deposited of Distribution T/F, ACSR conductor at stock issue rate of DHBVN and supervision charges @ 1.5% of estimated cost.
4. Seniority shall be considered from the date of deposit of complete amount as mentioned in clause-3 above.
5. Nigam shall supply the distribution T/Fs i.e. 25/63/100 KVA capacity and ACSR conductor as per load requirement.
6. The consumers who have already deposited the amount as per demand notice issued under various Sales Circular / Instruction of modified HVDS Scheme but the connection has not been released so far can also now opt for self execution scheme. The amount deposited earlier by consumer shall be adjusted towards the cost of distribution T/F, ACSR conductor and 1.5% supervision charges.
7. It must be ensured that welding of the transformer to its base channel / top plate is to be provided to avoid theft.
8. The empanelled contractor shall use the material from the empanelled firms only as circulated by CE/PD&C. No inspection of material will be carried out by the Nigam employee.
9. On receipt of confirmation by SDO regarding completion of work of line, the T/F shall be allocated for the work. The complete executed work shall be verified finally by the SDO within 7 days positively and thereafter the case will be submitted to Chief Electrical Inspector for approval. In case the material used as well as workmanship is not as per Nigam's specification then the empanelment of contractor will be cancelled by the Nigam.
10. The Contractor shall be fully responsible for the replacement of material (supplied by him) within warranty period used on the works. In case this condition is not fulfilled by the contractor his empanelment shall be cancelled.

11. T/F installed under self-execution Scheme shall not be utilized for releasing of new connection to any other applicant. However HT line can be extended to release the connection of another applicant.
12. Overriding priority shall be given for releasing connection on the basis of completion of work. A separate seniority list shall be maintained for such connections.
13. The consumer will get the work carried out through 1st class licensed contractor. (SC 14/2012).

It is further added that after energization of the new electrical system, this will become the property of the Nigam and an undertaking in this regard shall be taken from the consumer and upkeep and maintenance of the system beyond warranty period e.g. replacement of damaged D.T. after 78 months from the date of supply and 72 months from the date of installation shall be carried out by the Nigam i.e. the consumer is required to replace the damaged transformer within warranty period of 72/78 months and thereafter Nigam will replace the damaged transformer. It shall be applicable w.e.f. 6/2/2009 i.e. the date of meeting.

(FORMAT)

DAKSHIN HARYANA BIJLI VITRAN NIGAM

From

AGM/FM-I/C Sub Office,  
'OP' Sub-Division,  
DHBVN.....

To

Sh.....  
Address.....

**Memo No. Ch-**

**Dated: - / /2008**

**Sub:- Consent for execution of work under self execution scheme.**

This is with reference to your application No..... dated.....for electrical connection of ..... Category.

As per Sales Instruction No. 42/2006 of Nigam, you may opt either for self-execution of work or for carrying out the work through the Nigam on payment of estimated amount of the work required for release of your connection.

The amount of estimate for the connection is Rs..... The detail list of various items of material of estimate is enclosed herewith. The Nigam specifications and list of latest supplier of material can be down loaded from the Nigam Website [www.dhbvn.com](http://www.dhbvn.com) or taken from the O/o SE'OP' concerned. Any other information / clarification in respect of self-execution scheme, if required, can be taken from my office on any working day.

You are requested to send your option in writing on the proforma attached within 7 days from the issue of this letter failing which it will be presumed that you are not interested to opt for self-execution of work and the work will be carried out by the Nigam as per the seniority.

DA/ 1. Estimate & detail list of various items of material

2. Proforma for option

AGM/FM-I/C Sub Office  
'OP' Sub-Division  
DHBVN.....

**FORMAT FOR CONSENT FOR EXECUTION OF WORK**

I..... S/o ..... have applied for electrical connection against application No.....

I hereby opt to execute the work required for the above mentioned connection under self execution scheme as per Sales Instruction No. 10/2013 and further under take to execute the work to the effect that.

- I shall arrange the required material as per Nigam specifications.
- I shall get the work executed through licensed contractor.
- I shall bear the supervision charges @ 1.5 % of the estimated cost.
- I will deposit the requisite charges for clearance from the Chief Electrical Inspector to Government of Haryana.

Date:

Signature of applicant

Place:

Address.....

**Annexure-‘A’**

**CIRCLEWISE LIST OF CONTRACTORS**

Sr. No.	Name of Firm
<b>OPERATION CIRCLE, HISAR:</b>	
1	M/s Goyat Electricals Co. New Kath Mandi Hansi-125033
2.	M/s Agarwal Traders Nai Mandi, Behal, Distt, Bhiwani H. O. 99, Adarsh Nagar, Bhiwani.
3.	M/s Behari Lal Sharma Electrical, Contractor, Mohalla Dhobian, Near Vivekanand High School, Sirsa
4.	M/s Lalit Kumar Sharma, 4/528, Mohalla Dhobion, Near Vevekanand High School, Sirsa.
5.	M/s Dingman Power & Secruities Services (P) Ltd. Preet Nagar, Street No.6, Begu Road, Sirsa-125055 (Hry.)
6.	M/s Sirsa Bansivat Co-op L&C Society Ltd., Jandwala Mohalla, Near Bhadra Park, Sirsa.
7.	M/s Ridhi Sidhi Elec. Engg. Const. Co. Adjoining Jagdambey Paper Mills, Begu Road, Sirsa-125055 (Hry.)
8.	M/s Hindustan Electric, Works Near Band Gate, Suratgaria Chowk Sirsa.
9.	M/s Duhan Electric Works Hisar H. No. 586-P, Sector-16-17, Hisar.
10.	M/s Sardana Electric & Machinery Store Tosham.
<b>OPERATION CIRCLE, BHIWANI</b>	
1.	M/s Chaudhary Electricals Store, Bus Stand Dhigawa Mandi, Bhiwani.
2.	M/s Mataden Sharma Cont. Near Roa Tula Ram Chonk, ITI Road Mohindergarh.
3.	M/s Dilbag Singh Maan, V.P.O. Badhra, Bhiwani
4.	M/s D.K. Electricals, Opp. Old Power House, Tosham Road, Bhiwani.
5.	M/s JBB Projects, 629/1, Near Paras Restaurant Deshwal Complex, Opp Bus Stand, Jhajjar.
6.	M/s Agarwal Traders Nai Mandi Behal, Distt. Bhiwani H.O. 99, Adarsh Nagar, Bhiwani.
7.	M/s Sardana Electric & Machinery Store Tosham (Bhiwani)
8.	M/s Ankur Electronics, Vill Dhigawa Mandi (Bhiwani)
<b>OPERATION CIRCLE, SIRSA:</b>	
1	M/s Behari Lal Sharma Electrical Contract, Mohalla Dhobian, Near Vivekanand School, Sirsa.
2	M/s Lalit Kumar Sharma, 4/528, Mohalla Dhobion, Near Vivekanand High School, Sirsa.
3	Ding Manpowr & Securities Services (P) Ltd., Preet Nagar, Street No. 6, Begu Road, Sirsa-125055 (Hry.)
4	M/s New Haryana Electrical Works , H. No.-379, Huda Colony, Part-I, Sector-20, Sirsa
5	M/s Sirsa Bansivat Co-op. L&C Society Ltd., Jandwala Mohalla, Near Bhadra Park, Sirsa.
6	M/s Ridhi Sidhi Elec. Engg. & Const. Co., Adjoining Jagdambey Paper Mills, Begu Road, Sirsa 125055 (Hry.).
7	M/s Hindustan Electric., Works Near Band Gate, Suratgaria Chowk Sirsa.
8	M/s Duhan Electric Works Hisar, H. No. 586-P, Sector-16-17, Hisar.



	<b>OPERATION CIRCLE, FARIDABAD:</b>
1	M/s Saini Electrical, Shop No. 4, Near Rock Restaurant, Mathura Road, Palwal.
2	M/s Everest Engineering & Consultant, Bheekam Colony, Ballabhgarh.
3	M/s Laxmi Electricals Contractor & Engineers, Shop No. 1, Mohra Road, Near Udasin Mandir Ballabhgarh-121004
4	M/s Manish Electrical Works , MCF-170, Garg Colony-II, Ballabhgarh-121004, (Faridabad).
5	M/s Sandeep Electric Company, Plot No.5, Sector-2, Ballabhgarh-121004, Faridabad(HR)
	<b>OPERATION CIRCLE, NARNAUL/ REWARI</b>
1	M/s Chaudhary Electricals Store, Bus Stand Dhigawa Mandi, Bhiwani.
2	M/s SKG Construction Company, Opp. Panchayat Bhawan, Mohindergarh Road, Narnaul.
3	M/s Mataden Sharma Cont., Near- Roa Tula Ram Chowk, ITI Road, Mohindergarh.
4	M/s GSM Engineering Co., 1802, Bhagirath Place, Delhi-6.
5	M/s Electrical Sales Corp., 1726/3, Gali No. 7, Rajiv Nagar, Near Sanjay Gram, Gurgaon
6	M/s Dilbag Singh Maan, VPO Badhra , Bhiwani.
7	M/s D.K. Electricals, Opp. Old Power House, Tosham Road, Bhiwani.
8	M/s Vishnu Kumar & Comp., Shop No. 5, New Green Market, Rewari.
9	M/s Birender Singh Lamba & Co., Old Bus Stand, Ateli Mandi-123021, Distt. Mohindergarh
10	M/s Lamba Enterprises, Plot No. 716, Sector-2, HSIIDC, Bawal, Distt. Rewari, (HR) (Near YKK).
11	M/s JBB Projects, 629/1, Near Paras Restaurant, Deshwal Complex, Opp. Bus Stand, Jhajjar.
	<b>OPERATION CIRCLE, GURGAON</b>
1	M/s Saini Electrical, Shop No. 4, Near Rock Restaurant, Mathura Road Palwal.
2	M/s Everest Engineering & Consultant, Bheekam Colony, Ballabhgarh,
3	M/s Goyat Electricals Co., New Kath Mandi, Hansi-125033
4	M/s SKG Construction Company, Opp. Panchayat Bhawan, Mohindergarh Road, Narnaul.
5	M/s GSM Engineering Co., 1802, Bhagirath Place, Delhi-6
6	M/s Electrical Sales Corp., 1726/3, Gali No. 7, Rajiv Nagar, Near Sanjay Gram, Gurgaon.
7	M/s Vishnu Kumar & Comp., Shop No. 5, New Green Market, Rewari.
8	M/s Birender Singh Lamba & Co., Old Bus Stand, Ateli Mandi-123021, Distt. Mohindergarh.
9	M/s Laxmi Electricals Contractor & Engineers, Shop No. 1, Mohna Road, Near Udasin Mandir, Ballabhgarh-121004.
10	M/s Manish Electrical Works, MCF-170, Garg Colony-II, Ballabhgarh-121004, (Faridabad).
11	M/s Sandeep Electric Company, Plot No. 5, Sector-2, Ballabhgarh-121004, Faridabad (HR).
11	M/s Shri Enterprises., C-8, Karanveer Towers, Plot No. 13, Sector-52, Gurgaon.
13	M/s Lamba Enterprises, Plot No. 716, Sector-2, HSIIDC, Bawal, Distt. Rewari, (HR) (Near YKK).

**ANNEXURE-I**

(See Regulation 4.1, 4.2, 4.3 and 4.5.2 of HERC Regulation No. HERC/12/2005 of 26<sup>th</sup> July, 2005)

**Calculation of Charges for extension of distribution system in case of:****1. Low Tension Supply**

In case of an applicant where there is a need to erect new electric plant or enhance the capacity of existing electric plant to release his connection, the Licensee shall charge the cost of erecting new electric plant or enhancing the capacity of existing electric plan such as, Distribution Transformer (DTR) along with associated equipments, calculated as under on the basis of Standard Cost Data Book. The cost

of existing equipment for the purpose of calculating the enhanced cost shall be the replacement cost of such equipment of equivalent capacity.

- 1.1 Where new electrical plant is to be erected:
  - (a) Cost of work involved in erecting new DTR along with associated equipment (Rupees) = P
  - (b) Rated capacity of DTR (KVA) to be erected = Q
  - (c) Cost per KVA (in Rupees) =  $P/Q$
  - (d) Contracted load (KVA) of the applicant = K
  - (e) Amount payable by applicant towards electrical plan (in Rupees) =  $K \times (P/Q)$
- 1.2 Where capacity of the existing electrical plant is to be enhanced:
  - (a) Cost of existing DTR along with associated equipment (in Rupees) = P1
  - (b) Cost of enhanced capacity of the DTR along with associated equipment (Rupees) = P2
  - (c) Cost of additional capacity of the DTR along with associated equipment (Rupees) =  $P2-P1$
  - (d) Rated capacity of existing DTR (KVA) = Q1
  - (e) Enhanced capacity of the DTR (KVA) = Q2
  - (f) Capacity Added (KVA) =  $Q2-Q1$
  - (g) Cost per KVA of capacity added (in Rupees) =  $(P2-P1)/(Q2-Q1)$
  - (h) Contracted load (KVA) of the applicant = K
  - (i) Amount payable by applicant towards electrical plant (in Rupees) =  $K \times (P2-P1) / (Q2-Q1)$
- 1.3 In case of an applicant where there is a need to erect or extend the electric line order to release his connection, the Licensee shall charge the cost of such section of electric line as under.

Amount payable by applicant toward cost of line (in Rupees) = Length of electric line X Rate per kilometer.

## 2. **High Tension Supply**

- 2.1 In case of an applicant where there is a need to enhance the capacity of existing power transformers or provide new power transformer or erect or extend the electric line for extending supply to the applicant, the Licensee shall charge the cost of enhancing the capacity of existing power transformer or providing new power transformer with or without bay extension, along with associated equipments and the cost of erecting or extending such line, calculated as per part I of this Annexure.
- 2.2 In case of an applicant where there is a need to erect a new 33/11 KV substation in order to extend supply to the applicant, the Licensee shall charge the cost of providing such a substation. If such a substation is created to cater to more than one applicant the cost of its creation will be shared by the applicants in proportion to their connected load.

### 3. **Extra High Tension Supply**

In case of an applicant where there is a need to enhance the capacity of existing power transformer or provide new power transformer or erect or extend the electric line for extending supply to the applicant, the Licensee shall charge the cost of enhancing the capacity of existing power transformer or providing new power transformer, with or without bay extension along with associated equipments and the cost of erecting or extending such line, calculated as per Part-I of this Annexure.

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## **INSTRUCTION NO. 1.40**

### **Provision of supply from the different sources:**

The supply from more than one feeding source may be allowed to certain categories of paramount consumers (Govt./ Private) depending upon technical feasibility and right of way etc., subject to the following conditions (SCNo. D-27/2012 & D-43/2012) :-

- 1) Each feeding source shall be allowed on independent feeder at 11 KV or above voltage level for qualifying under this category.
- 2) The expenditure for erection of complete infrastructure (from feeding source to receiving end i.e. consumer premises) for connecting to the nearby supply sources will be borne by the consumer.
- 3) The fixed charges & MMC are to be levied at the normal rates by treating each connection from different sources as separate connection.
- 4) Billing shall be made by treating each connection from different sources as separate connection for all purpose and intents.
- 5) The consumer shall be responsible for providing of terminal / safety equipments as required under the various provisions of Act / Rules.
- 6) Before energization, the electrical system must be inspected by the Chief Electrical Inspector to Govt. of Haryana.
- 7) After energization, the new electrical system will become the property of the Nigam and an undertaking in this regard shall be taken from the consumer.
- 8) The sanctioning authority shall obtain NOC from HVPN authorities before sanction of the load to the consumer in case HVPN sub-station is involved.
- 9) The supply fed from different S/Stns. shall be considered as supply from different sources and the load is to be kept reserved for such consumers. It shall be treated as separate connections with separate meter at S/Stn. End
- 10) The supply fed from different Bays of the same S/Stn. where load is not to be kept reserved for such consumers shall not be considered as supply from different sources.

The WTD will decide to allow the supply from different sources on the merit of each case after approval of Design and Drawing by the CE/P&D, DHBVN, Hisar.

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**INSTRUCTION NO. 1.41****Upkeep and maintenance of the system beyond warranty period e.g. replacement of damaged D.T. after two years:**

Upkeep and maintenance of the system beyond warranty period e.g. replacement of damaged D.T. after 78 months from the date of supply and 72 months from the date of installation shall be carried out by the Nigam i.e. the consumer is required to replace the damaged transformer within warranty period of 72/78 months and thereafter Nigam will replace the damaged transformer". These instruction shall be applicable w.e.f. 6/2/2009. **(SI 3/2009)**.

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**INSTRUCTION NO. 1.42****Installation of Earth Leakage Circuit Breaker (ELCB):**

The earth leakage at the consumer premises is one of the main reasons for electrical mishaps, which are required to be avoided at all cost.

As per section 61-A of the Indian Electricity Rules, 1956, it is mandatory for all consumers having electricity load of five or more than five KW, to have an ELCB installed in their houses.

With a view to ensure customer safety, the Nigam has decided that all the consumers shall install the earth leakage Circuit Breaker (ELCB). SDO Operation will ensure that all the consumers having load of five KW or more than five KW, shall install the Earth Leakage Circuit Breaker (ELCB) at their premises. **(SI 14/2007)**

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**INSTRUCTION NO. 1.43****Construction of residential/ other buildings beneath LT/HT lines:**

Rule 82 of the Indian Electricity Rules States that the applicant seeking shifting of lines is to pay the utility the cost of such shifting. The Municipal Committee/Council is charged with the duty of sanctioning building plans and preventing unauthorized constructions from coming up within the municipal limits. It is due to the lack of proper enforcement by the MCs that the problem of unauthorized construction coming up under the electricity lines has become such a severe problem in urban areas. Therefore, the primary responsibility for such constructions coming up under the electricity lines lies with MCs. However, the Nigam cannot absolve itself from the responsibility for such constructions coming up under the Electricity lines. For this field offices should inform the public through notice on the energy bills that the construction beneath Nigam's electricity lines is prohibited. **(SI 5/2006)**.

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**INSTRUCTION NO. 1.44****Method of Power Line crossing of Railway Tracks:**

All the new and modified power line crossings of railway track up to and including 33 kv shall be done by means of underground cable only. However, the existing 33 kv overhead crossings will continue. **(SC 39/2005)**

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## SECTION – II

**ALTERATION / ADDITION TO EXISTING CONNECTIONS****INSTRUCTION NO. 2.1****Change of the site of connections:**

The change of site of connection shall be allowed to Agricultural & Industrial consumer by the authority which is competent to sanction the estimate for the same.

**I Agricultural Consumers:****1. (a) Shifting of tube well connection from one site to another in the event of acquisition of land by HUDA or other Central/State agencies:**

In the light of revised Rehabilitation and Resettlement Policy 2010 of Haryana Govt. the shifting of tubewell connection would be done by overriding priority subject to the fulfillment of following conditions and recovery of cost from the consumers as per para (3) below:

- i. Proof indicating acquisition of land by HUDA or other State agencies.
- ii. The connection at the changed / new location will be released / shifted on HT from Rural AP Feeder and will be metered supply.
- iii. The expenditure incurred on account of dismantlement at the existing premises and on account of erection at new site will be borne by the consumer.
- iv. New A&A form is to be submitted.
- v. Certificate to the effect that all pending dues are cleared irrespective of the fact that connection is connected or disconnected.
- vi. Shifting of tubewell connection from one site to another is permitted on the production of certificate of legal heir from competent authority/court in case of death of original applicant with an affidavit by the new applicant owning the responsibility against any legal complications at later stage.
- vii. The consumer would be entitled to alternate tubewell connection (s) in this category either in his un-acquired land or in the agricultural land that he may purchase elsewhere in the State within a period of two years of the Award.
- viii. Alternate connection would be provided within a period of three months of the application of the land owner.

In case the shifting is to be done from one utility to other utility then the matter may be referred by the Xen/OP concerned to the Xen/OP concerned of other utility for needful. (SC 11/2010).

**b) Shifting of tube well connections on LT line may be allowed subject to the following conditions (SC D-1/2012):**

- i) The existing connection should be on LT supply.
- ii) Shifting may be allowed only on the same transformer.
- iii) Transformer capacity shall not be augmented.
- iv) Proposed LT line should not exceed the length of 1200 feet from the existing T/F.
- v) Shifting charges shall be recovered as per Nigam instructions.

**2. Shifting of the tubewell connections on account of salinity of water, failure of bore or for any other reason can be allowed anywhere in the jurisdiction of DHBVN subject to the following conditions:**

- i) The ground water cell of Irrigation Department shall certify the salinity/ non-suitability of water in respect of the tubewell to be shifted in case the same has

been sought on the grounds of salinity of water. The suitability of water in respect of new site where this tubewell is required to be shifted could also be certified by the Ground Water Cell.

- ii) Shifting would also be allowed in case of failure of bore of the tubewell or any other reason to which the shifting has been requested.
- iii) The shifting would be permitted in case of both the connected as well as disconnected tubewells subject to the conditions mentioned in para i) & ii) above.
- iv) The land which may be situated anywhere in the DHBVN jurisdiction, should be in the same name in which the original tubewell is situated. The shifting of tubewell will be allowed without any change in name.
- v) The consumer shall not be a defaulter on account of payment of any electricity bill.

3. **Charges for change of Site:** The following charges shall be recoverable for the change of site:

- i) Where the consumer is disconnected, the RCO Fee as per SMI-2.3. Plus shifting charges as per (ii) below.
- ii) Shifting charges @ **Rs. 12500/-** per HT/LT pole of span 70 meters or part thereof excluding 20 mtrs. Cable. However, credit for Rs. 1000/- for every HT/LT span of 70 mtrs. dismantled shall be given. **(SC 12/2012).**

## **II) Industrial Consumer.**

Shifting of industrial connection due to acquisition of land by HUDA or other state agency will be permitted to another location within the same district, under the same operation circle and in the same name with same sanctioned load, subject to the condition that the infrastructure at new location can take up additional load:

- i) The expenditure incurred on account of dismantlement at the existing premises will be borne by the consumer.
- ii) Development charges will be deposited by the consumer, if applicable.
- iii) Such consumer desirous of shifting will also pay service connection charges afresh as he is entitled to claim the same as compensation from HUDA towards acquisition of his assets.
- iv) The consumer will have no right for the shifting of connection to the new site, if the loading conditions of the system do not permit shifting.
- v) Sawmills, veneer and plywood industries shall take permission from Central empowered committee before applying for the shifting.
- vi) Shifting will be allowed only after obtaining NOC from Local Bodies and Pollution Board, if applicable.
- vii) The consumer shall not be a defaulter on account of payment of any electricity bill.

## **III) Shifting of NDS/ Industrial connection due to sealing by HUDA/other Govt. agencies (SI 1/2007).**

As per Court's decision, sealing of NDS Industrial connection is being done by HUDA in the Colonies developed by them. Resultantly, the consumers are constrained to shift their connections elsewhere. In order to give some relief to such consumers who come forward for shifting of their connection, the Nigam has decided as under:-

- i. The consumer will submit a documentary proof in token of having sealed the existing premises.
- ii. The consumer should not be a defaulter of the Nigam.
- iii. The new connection should be in the same name or in the name of legal heir.

- iv. Only shifting charges as per deposit estimate may be recovered without levying service connection charges & development charges.
- v. The consumer shall be required to deposit consumption security afresh. However, the existing consumption security shall be adjusted afterwards.

**Other Conditions for shifting of load on technical constraints viz. where the existing system cannot take up the extension of load intended to be applied: (SC 25/2006):**

- i. Shifting of industrial connection will be permitted to another location within the jurisdiction of DHBVNL and in the same name with same sanctioned load, subject to the condition that the infrastructure at new location can take up additional load.
- ii. The expenditure incurred on account of dismantlement at the existing line as well as cost of erection of new line will be borne by the consumer in lieu of service connection charge. (SC 39/2006).
- iii. The consumer desirous of shifting will apply on A&A form afresh along with application processing charges as per Sales Circular No.33/2005. It is open to the consumer either to get refund the consumption security of existing connection and deposit the security for new connection or get adjusted the existing security towards shifted connection.
- iv. The consumer will have no right for the shifting of connection to the new site, if the loading conditions of the system do not permit shifting.
- v. Sawmills, veneer and plywood industries shall take permission from Central empowered committee before applying for the shifting.
- vi. Shifting will be allowed only after obtaining NOC from Local Bodies and Pollution Board, if applicable.

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## **INSTRUCTION NO. 2.2**

### **Change of name:**

Normally a consumer shall not, without previous consent in writing of the Nigam, assigns transfer or part with the benefit of his agreement with the Nigam. The eligibility criteria for allowing of change of name and documents required to be submitted by the applicant (consumer) are as under:

#### **1. Eligibility Criteria:**

- i. An applicant is eligible for change of name if he is legal occupant of premises or he is having consent of the existing consumer.
- ii. There should not be any outstanding amount in the name of the previous consumer.
- iii. Change of name will not be allowed in such cases where a connection has been released on priority to the person under priority dispensation specifically applicable to him, such as Harijan/Handicapped/Ex-Servicemen etc. categories for a period of two years provided that this condition shall not be applicable in case of death of the original consumer and the connection shall be allowed to be changed in the name of legal heir of the original consumer.

#### **2. Documents/fee required to be deposited for change of name:**

- i. A fresh A&A form duly executed.
- ii. Death certificate and successions certificate or probated will in case of death of a consumer.
- iii. When there is transfer of ownership or right of occupancy of a premise, the registered consumer shall intimate the transfer of right of occupancy of the premises within 15 days to the Assistant Engineer/Assistant Executive



Engineer concerned. Intimation having been received, the service shall be disconnected unless application for transfer is allowed. If the transferee desires to enjoy the service connection, he shall pay the outstanding dues, if any, to the Nigam and apply for transfer of the service connection within 30 days.

- iv. Proof of ownership/tenancy/Lease Deed.
- v. In the event of change in the name of a company, the ownership remaining the same or in the event of change of constitution of partnership firm to Private/ Public Limited Company or vice versa, a simple undertaking from the firm (old name) stating that the name of their Company has changed or that their status has changed from Private Limited to Public Limited Company or from partnership to Private/ Public Limited Company shall have to be submitted. The company under the new name would also give an under taking that in the event of any dispute arising out of this transfer, the new Company would bear the financial consequences.
- vi. The consent of the original consumer and the undertaking from the applicant (consumer) on Non Judicial Stamp Paper of appropriate value to the effect that he will be responsible to pay any dues/charges pertaining to the previous consumer as are assessed at subsequent stage and are legitimately chargeable in accordance with section 56(2) of Electricity Act, 2003.
- vii. Test report in case of revision of load only.
- viii. Processing fee at the prevailing rate.
- ix. A sum representing the difference of consumption security on the basis of current rate and the amount already to the credit of original consumer.
- x. The following additional documents needs to be submitted in case the applicant is minor:
  - a) An undertaking to be given by the guardian on Non-Judicial Stamp papers of appropriate value owing the responsibility of connection/ payment etc.
  - b) The guardian should submit an indemnity bond to the Nigam indemnifying it against any complication arising at a later stage.
  - c) On attaining of majority, the minor be asked to re-sign the agreement or submit an affidavit owing all acts of guardian done on his behalf.

### **3. Competency to effect the change of name:**

The Sub Divisional Officer (Operation) and the Executive Engineer (Operation) shall be competent to effect change of name in respect of L.T. Connections and H.T. Connections respectively.

### **4. Time Limit for change of name:**

The change of name shall be effected within 7 days of submission of all documents/fee by the applicant.

5. As soon as such a requisition is received, the J.E. should be directed to visit the premises of the consumer for re-rating the installation so that the new consumer is not held responsible for any alteration in the connected load which may have been effected by existing consumer without the authority of the Nigam. In addition to this the JE should check up that all the material of the Nigam installed at the premises of the consumer is intact and has not been tempered with. He should also find out whether the change in name is motivated by genuine requirements and not for evading payment of any dues. He may also record the probable period since when the new applicant has been in-occupation of the premises.

6. In case the JE report is satisfactory and there is no change in connected load (or where there is a slight change but the existing service line can take up the load) the new consumer should be served with demand notice. It should, however, be kept in

view that the issuance of demand notice should not be delayed for more than 2/3 days of the receipt of the application so that all the formalities in respect of change of name are observed within 7 days particularly where the old consumer has served notice of 7 days upon the Nigam for disconnection or change in name. After the new consumer complies with the Demand notice immediate action should be taken to take the meter reading so that final bill for the old consumer could be made out and a new account No. for the new consumer allotted and his account opened in the ledger for issuing him monthly bills. So far as the old consumer is concerned the amount of the final bill or any other charges due from him should be immediately recovered.

7. Although no physical disconnection or reconnection may be involved in the process of change of name yet a disconnection order in form E, B.CS-16 in respect of the old consumer and a service connection order in Form E.B. CS-12 in the name of the new consumer should be issued so that necessary entries could be made in the account books. Steps should simultaneously be taken to forward the agreement to the competent authority for acceptance.

8. For change of name only, the fixed service connection charges are not applicable.

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### INSTRUCTION NO. 2.3

#### Reconnection of a Service Line:

The problem of reconnection of service will arise only under the following three situations.

- i) When the connection had been disconnected for any default in making the payment of dues.
  - ii) When the disconnection had been made because of the breach of conditions of supply on the part of the consumer.
  - iii) Where the disconnection was effected on the request of the consumer himself on temporary basis.
2. (i) In the first case the reconnection in respect of all categories excepting Agricultural Pumping Supply consumers can be sought within a period of 6 months from the date of disconnection which will be allowed only after the consumer has deposited :-
- a. Defaulting amount as per prevailing instructions of the Nigam.
  - b. MMC of the intervening period.
  - c. Cost of meter.
  - d. Reconnection fee as per schedule of general charges. However, no reconnection charges will be recovered from the consumer whose connections were got disconnected due to floods other natural calamity reasons.
- (ii) In case of AP consumer seeking reconnection of their permanently disconnected tubewell connections (whether on default or on request) where the LT/HT line has not been dismantled, the following amount be got deposited from the consumer :-

Sr. No.	Description	Amount to be deposited.
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(a)	Within six months of disconnection on default/ own request.	Rs.1000/-. In order to avoid misuse, the facility will not be available for the second time over a period of next 5 years. In case, the request for reconnection is again received in the intervening period, the farmer will be required to pay MMC charges for the entire period of disconnection.
(b)	After six months and upto two years of disconnection.	Rs. 12500/- per span.
(c)	After two years of disconnection.	To be treated a new connection. Amount to be deposited as per SMI-1.25.

Where the LT/HT line has been dismantled and the reconnection is being sought within a period of two years, then the following charges shall be recoverable.

- a) Reconnection fee.
- b) Cost of lines at the rates prescribed.

3. In the second case the reconnection shall be allowed only after the consumer had made the compliance of the notice issued by the Nigam and the consumer pays the amount of compensation/ assessment made, if any. Where the disconnection is made for a definite period the reconnection shall be allowed only after the expiry of the stipulated period and that also on the compliance made by the consumer. However, wherever unauthorized use/ theft of energy is detected in respect of LT connections, the reconnection will be made only on HT supply, as this will act as deterrent and will also prevent further incidence of such use of the consumer.

4. In the cases of temporary disconnection on the request of the consumer, the reconnection shall be made as per terms and conditions laid down in the sanction order on payment of reconnection fee as per schedule of general charges.

5. Reconnection order in E.B. form CS-17 will be issued to carry out the job. Normally the supply would be restored on the same terms and conditions as existed before disconnection. This facility is available once only in a span of three years.

6. In such a case where reconnection is allowed after a period of six months, excepting in the case of temporary disconnection at his own request, a fresh test report should be obtained from the consumer, before connecting the premises to Nigam's supply system.

7. Ordinarily no idle service should be allowed to exist for more than 1 month and action to disconnect should be taken in accordance with instruction No. 2.1 of the Manual of Instruction read with instruction No. 2.9 of Sales Manual. However in such cases where there is any definite possibility of the connection being reconnected within reasonable period the service line and equipment may be allowed to remain in- tact.

8. The facility of reconnection is available only to original consumer or his/her legal heir.

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**INSTRUCTION NO. 2.4****Change of Industry or Addition thereto:**

Sometimes, it may happen that an industrial consumer may like to change or install machinery for some additional industry through spare pulleys and driving shaft on the original motor. Such an arrangement should not be objected to. The Nigam as a Supplier of energy have no power to prescribe any special machinery or apparatus to be installed by the consumer for the use of energy by him. However, the following may be kept in view.

- i. The sanctioned load or contract demand of the consumer is not exceeded.
  - ii. The use of the new appliances/apparatus is not prejudicial to the supply system of the Nigam and does not in any way interfere with the efficient supply of energy to other consumers.
  - iii. The diversion of use of machinery is not catering to the industrial unit where prior sanction from any State/Central Empowered Committee is empowered.
2. The installation of additional industry within the existing load results in an improved load factor and accordingly the installation of additional industry within the sanctioned load should be welcome.
  3. Provided that for the use of thresher and chaff cutters being run on the same motor of tubewell the AP tariff will be applicable.

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**INSTRUCTION No. 2.5****Conversion of Feeding Source:****A. Power Regulatory measures on RDS feeders (SI 12/2012):**

In order to give better supply to the Honest Rural Domestic consumers, the following provisions are made:-

- i. The base line for urban mode supply/20 hours supply to the RDS feeders shall be 25% of AT&C losses.
- ii. For RDS Feeders having AT&C losses more than 25%, the existing power supply shall be increased according to the reduction of AT&C losses by the concerned Feeder. The increase in existing power supply to RDS Feeders having more than 25% AT&C losses shall be done progressively i.e., in 3 tranches as per the following calculation:  
The difference shall be worked out by deducting 25% (baseline fixed for supply of urban mode supply) from the present AT&C losses of the feeder. Then for reduction of every 1/3rd of the difference of AT&C losses so calculated, 3 hours existing power supply shall be increased to the RDS feeder.
- iii. The AT&C losses of the RDS Feeders where benefit of Urban Mode Supply has been given shall be reviewed in every 3 months and in case the above parameters are broken, the facility will be withdrawn.

**The following additional guidelines will also be observed:**

- i. The feeders qualifying the above criterion with their load be identified for which SDO and XEN should forward such requests to the concerned CE (OP) for approval and who shall send the same to GM/SO for PRM. While identifying the feeders the losses of preceding 12 months be taken into account.
- ii. The consumer indexing of these feeders to be done in the next one month.
- iii. If any wrong reporting of %age AT&C losses on any feeder is given by officer, he would be liable for disciplinary action.

- iv. To ensure continue performance of the feeder as per loss levels a certificate by XEN 'OP' and counter signed by SE 'OP' be sent every quarter to Head Office/GM/SO for continuing for above PRM & position may be reviewed quarterly. Special checking by deputing officers shall be conducted.

**B. NDS/ Industrial consumers: (SC 21/2005, SC 29/2005 & SC 16/2012):**

**Shifting / Release of industrial/NDS load from rural to urban feeder.**

Some of the industrial Units located in the suburbs of cities are being fed from the rural feeder and as a consequence these industrial units are being supplied power as per the schedule of rural feeder. There are instances where an industry or a group of industries running in rural feeder located at places where urban feeder is also in vicinity make request to shift their load on urban feeder/industrial feeder/mixed urban feeder in order to have better supply position. Requests also received from new industrial applicants that connection be released from urban feeder in order to have better supply position, so as to have better production.

Keeping in view the demand of such industrial consumers, it has been decided that the subject cited facility may be given to HT /LT (NDS/ Industrial consumers) subject to the fulfillment of various conditions as mentioned below:-

- i. NDS / Industrial Connection having load 20 KW and above is allowed to be shifted / released from RDS / AP feeder to Urban / Industrial feeder on 11 KV metering and below 20 KW on LT/CT metering **(SC-D-2/2013)**.
- ii. The industrial/NDS units running on rural feeders desirous to shift their load to urban mode shall have to give a formal request and undertaking to bear the cost of shifting. The cost of line to be erected for conversion of supply from rural to urban mode will be borne by the consumer/group of consumers as per deposit estimate.
- iii. The industrial/NDS connections are to be released from nearby feeder; it may be urban or rural feeder. However, in case the industrial consumer makes request to release his connection from urban feeder instead of nearby rural feeder, then the applicant would be asked to deposit the full cost against deposit estimate as well as service connection charges as applicable.
- iv. The consumer will have no right for the shifting of connection from rural feeder to urban feeder, if the loading conditions of the system do not permit.
- v. Certificate to the effect that all pending dues are cleared irrespective of the fact that connection is connected or disconnected.
- vi. SE(OP) shall certify that the urban feeder on which the shifting is proposed has not been extended in unauthorized manner to give the benefit of shifting to the consumer.

All such cases meeting above conditions shall be submitted forwarded by the CE(OP) along with sketch and the consent of the consumer to deposit the cost of the estimate to SE/Commercial for approval of Director/OP for cases up to 2 KM from the municipal limit and cases beyond 2 KM shall be dealt on merit of the each case by WTDs.

**C) Conversion of feeding source from Rural to Urban mode viz-a-viz redefining of MC limits (SI 8/2011):**

The state Govt. has approved vide FC&PS (Power) memo no. 16/72/2010-4 dated 20.01.2011 the supply on urban mode to the areas (villages/town/localities) falling within redefined municipal limits subject to the following:-

- i. That concerned Municipal Corporation would bear the cost of laying of infrastructure to extend the urban mode supply to these villages/colonies. In case funds are insufficient with the Municipal Corporation, they may approach the State Govt. for funds.

- ii. Beneficiaries/residents would themselves clear the arrears/defaulting amount.
- iii. Beneficiaries to maintain 95% or more collection efficiency over the last three months.
- iv. Beneficiaries will allow install/replace electronic (static) meters in place of electro-mechanical meter.
- v. Meter would be relocated to outside premises.
- vi. Beneficiaries would not object to laying of HVDS/ABS.
- vii. No Tube well connection would be permitted on the feeder.

**D) Conversion of already electrified NDS/ Industrial categories of consumer from agriculture feeder to rural domestic feeder (SC-7/2009):**

DHBVN has segregated all its rural 11 KV feeders into 11 KV Agriculture & 11 KV Rural Domestic feeders. It has been gathered that a number of DS/NDS/Industrial connections are still connected to the segregated 11 KV Agriculture feeders and are thus getting supply only for 6/8 hours daily. Requests received from such consumers for shifting of their connection to Rural Domestic feeders may be accepted and they may be given supply from Rural Domestic feeders, subject to following terms & conditions:-

- i. The expenditure involved for such shifting shall be borne by the applicant/consumer himself.
- ii. The supply shall be given on single phase or three phase mode, as the case may be.
- iii. Before accepting such request for change of mode of supply, it should be ensured that no defaulting amount is outstanding against the applicant(s).
- iv. The work involved in such shifting would be carried out either departmentally against deposit work estimates or by consumer if he opts to do as per HERC guidelines in this regard.
- v. The energy meter would be installed on the pole outside the premises.

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**INSTRUCTION NO. 2.6**

**Providing dedicated transformers to individuals/a group of existing LT agriculture pumping category consumers.**

DELETED.

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**INSTRUCTION NO. 2.7**

**Construction of Independent feeder for single or a group of consumers (for 11kv level):**

- A. On the persistent demand of Industrialist/Institutions and to have parity in both the utilities, the matter has been reviewed and decided that the 11 KV independent feeder shall be approved by concerned SE (OP) subject to fulfillment of other terms and conditions: (SC 24/2013).
- 1. The deposit estimate shall be made keeping into consideration the following i.e.,
  - i. Load up to 1 MW- Rabbit (50mm<sup>2</sup>) conductor shall be used on 11 meters poles with a maximum span length of 60-70 meters.
  - ii. For Load above 1 MW up to 2 MW- Raccoon (80mm<sup>2</sup>) conductor shall be used on 11 meters poles with a maximum span length of 50-60 meters.

- iii. For Load above 2 MW- Dog (100 mm<sup>2</sup>) conductor shall be used on 11 meters poles with a maximum span length of 50 meters.

<b>Sr. No.</b>	<b>Consumer</b>	<b>The load on which a Independent feeder allowed</b>
1.	All Govt. Deptt. (Central/State/U.T) a) Govt. Hospitals b) PWW c) Defence services d) Telephone exchange e) All India radio f) Railways g) Educational Institutions h) Govt. Sewerage disposal plants i) Govt. Treatment Plants j) Govt. Chilling plants k) Any other	100 KW or more
2.	Private Educational Institutions (approved by State/Central Govt./Authorized body)	250 KW or more
3.	Individual or Group of Individual Hospitals, Nursing Home having facility of ICU, Operation Theatre or Indoor facility run by either trusts, Societies or even by Individual, Commercial or Group of Commercial such as Shopping Malls, Shopping Centres etc	250 KW or more
4.	Industries: a. Individual b. Group of Industrial Consumers	250 KW or more

\* For any Group of a category or a mixed group the maximum number of consumers shall be 5 (Five) in number for consideration under this policy.

\*\* Any relaxation in guidelines shall also be considered and approved in all cases by Whole Time Directors with information to the Board of Directors in the next meeting.

1. The independent feeder would be allowed only when there is no problem of any sort for laying of independent feeder i.e. right of way.

2. The option of having exclusive independent feeder from DHBVN shall be available to the consumers who deposit the full cost of constructing such feeders which includes cost of 11 KV line/feeder from sub-station to the consumer premises up to metering equipment, VCB, Auto Reclosure and other allied material at the sub-station required for connection and controlling the independent feeder. The departmental charges as applicable shall be levied on the total cost of the estimate of the works to be carried out by the Nigam.

3. In case an applicant opts for self execution of work, then 1.5% or as applicable supervision/ inspection charges shall be levied on the total cost of the estimate.

4. The consumers having independent feeder shall not have an exclusive right over the feeder. Nigam may allow additional connections on the feeder if so desired. Feeder erected at the cost of the consumer shall become the property of the Nigam after energisation.

5. Maintenance of such independent feeder would be carried out by the Nigam's staff.

6. All connections on independent feeder would be released on HT pressure only. For Govt. Hospitals and PWW consumers, exception may be made on SEs recommendations. However, the connections above 50 kW will be released on HT pressure keeping in view the HERC directions. For connections in the congested areas, dry type D.Ts may be installed at consumers cost in view of better supply.

7. All the independent feeders would be taken on Fixed Assets Register of the Nigam at Zero value.

8. As per HERC Regulation no. HERC/12/2005 dated 26th July 2005 on duty to supply electricity on request, Power to recover expenditure incurred in providing supply & power to require security sub regulation 4.5.3. The billing of the consumer connected on independent feeder shall be made on the basis of energy meter installed at the S/Stn. The reading of the meter installed at the consumer premises should also be taken for comparison purpose. Operation staff should conduct accucheck on consumer meter every month and the M&P Staff should conduct accucheck on feeder meter every month.

9. In compliance to the decision of HERC dated 12.06.2012 i.e.,

In case more than one connection is released for the Independent feeder, the basis of billing will continued to the energy recorded by the energy meter provided at the S/Stn. and the losses between the energy recorded by the S/Stn. energy meter and the energy meters installed at the respective premises of the consumer(s) shall be apportioned on a pro-rata basis, in proportion to their consumption, amongst the consumers irrespective of the distance of the feeder.

10. That any independent feeder erected at the request of an applicant becomes the property of the Nigam as per clause 4.7 of the HERC regulation no. HERC/12/2005 but the cost initially incurred by the original applicant should be shared by other consumers while tapping the independent feeder.

**The sharing of cost will be as given below.**



**Suppose cost of line from point A to B = X**

**Cost of line from point A to C = Y**

**Cost of line from point C to D = Z**

Now the new applicant wants tapping from the independent feeder will have to share the cost to the original consumer is  $Y/2$  and the new applicant will bear the cost i.e.  $Y/2 + Z$  and like wise others (the cost sharing is restricted to second consumer only as after that it will become a group of industrial feeder).

While tapping the independent feeder for release of new connection, the proportionate cost payable by the new consumer to the original consumer cannot be more than the estimated cost of the Nigam. In case of disputes of cost, Nigam estimated cost will be the maximum cost payable.

The feeder length should be maximum 5 Kms. The connections on the Independent feeder will be released keeping in view that line losses should not exceed 3%.

11. For cases where 11kV crossing exists, spans of both the feeders i.e., 11kV independent and other feeder shall be provided with HT AB Cable. The total expenditure shall be borne by the beneficiary.



- B. Definition of Industrial feeder:** - An 11 KV feeder having 95% of total connected load as industrial load shall be considered as Industrial feeder (SI 4/2007).
- C. Independent feeder for releasing power connection in Industrial Estate of HSIIDC: (SI 21/2010):**
1. The minimum load limit for release of connection in the HSIIDC Industrial Estates on independent feeder at 11 KV & 33 KV voltage level shall be 1 MW & 5 MW respectively except continuous process industries.
  2. There is no load restriction for providing Independent Feeder to the continuous process industries / essential Services and the same may be allowed depending upon the merit of each case and after consideration of their load requirement.
  3. AB cables or underground cable may be used for providing independent feeders in accordance to right of way available. The right of way for erection of over head feeders and/or trenches for underground cables (as per Nigam's specification) will have to be provided by the HSIIDC.
  4. Right of way must be confirmed by the concerned officer from HSIIDC before laying the independent feeder in the HSIIDC Industrial Estates

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## INSTRUCTION NO. 2.8

### **Shifting/removal of electric lines/poles necessitated by the Construction of buildings in their vicinity:**

In case where the overhead electric supply lines were/are placed by the erstwhile PWD Electricity Branch/Haryana State Electricity Board now DHBVNL under the powers conferred/assumed under the Indian Telegraph Act, 1885/Electricity Supply Act, 1948 and these lines pass through or are on any property, the owner thereof is, in the circumstances mentioned in Section-17 of the Indian Telegraph Act, 1885, entitled to apply for their removal. This will, however, be subject to the condition laid down in Section-17 of the Indian Telegraph Act, 1885 viz : if compensation has been paid to him previously under Section-10 Clause (d) of the said act, he shall, when making the request for the removal, be liable to tender to the Nigam the amount requisite to defray the expenses of their removal or one half of the amount paid as compensation whichever is less. It would, therefore, follow that if no compensation has been paid to the owner at the time of erection of the lines, he will not be liable to pay any compensation to Nigam for removal of these lines and the department will have to bear the cost of their removal. In the event of the Nigam's failure to do so the owner has a remedy under Sub Section (iii) of Section-17 of the Indian Telegraph Act, 1885.

2. In case, however, where the over-head lines have been erected otherwise than under the powers conferred/assumed by Government/Board/ Nigam, then the provisions of Rule-82 of the Indian Electricity Rules, 1956, would be applicable and any person who proposes to erect a new building or structure in the vicinity thereof will have to give notice to the department for the removal of these lines and the department will be entitled to charge from him in accordance with the provisions of Rule-82 (2) of the said rules instead charges being levied by the Nigam in accordance with the existing procedure. This will mean that the Nigam, instead of charging the requisitionists as at present will charge for the cost of only the additional material that might be required for shifting and making the requisite changes in the existing lines to comply with the demand of requisitionists, irrespective of the actual procedure that might be followed at site in the interest of maintaining the continuity of supply with as few interruptions as might be possible. Of course, the charges for the additional

material will include the usual storage charges of the same, in addition to the wages of labour employed in effecting the alterations etc. plus departmental charges to the extent of 20% of the labour charges having due regard to those that might be incurred in complying with the requirements of Section-16 of the Indian Electricity Act-1910.

3. What applies to over-head lines would equally apply to the underground lines also.
4. Besides above provisions of Indian Telegraphic Act, 1885 and Electricity Rules, 1956, the following guidelines are laid down for implementation by the field officers.
  - i. The shifting of LT/HT lines passing through ponds and residential buildings within the "Lal Dora" shall be carried out at the Nigam's cost.
  - ii. The shifting of LT/HT lines passing through Government School shall be carried out at Nigam's cost irrespective of the fact whether it falls within the "Lal Dora" or outside of "Lal Dora".
  - iii. The request of replacement of Iron Pole shall be accepted only for those iron poles, which pose danger or may cause accident to man & animals. Such replacement shall be made on the Nigam's cost.
  - iv. The shifting of HT/LT lines falling beyond "Lal Dora" is to be done, if the cost is deposited by the beneficiaries. Wherever shifting of lines/poles is required to be done at the cost of individual(s) the work shall not be carried out without getting the estimated cost deposited in advance from concerned consumer/person.
  - v. For shifting of existing 11 KV/33 KV lines on the request of individual(s) departmental charges will not be levied and only the cost of material and cost of labour shall be recoverable. The inspection charges @ 1-1/2 % on the cost of estimate shall also be recovered.
  - vi. The cases in which the lines are required to be shifted on the Nigam's cost and the cost of shifting is too high, step should be taken for acquisition of land instead of shifting of lines.
  - vii. Temporary shifting of cables fixed with any building may be done at the Nigam's cost. However, if compensation has already been paid to the requisitioner at the time of initial erection of the line/cable, the requisitioner will have to defray the expenses or half the amount paid as compensation whichever is less.

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## **INSTRUCTION NO. 2.9**

### **Dismantlement of Service Connection & Idle Lines:**

#### **A) Dismantlement of idle lines (SC No. D-18/2012):**

Idle distribution lines, both HT as well as LT, are existing in the system especially in rural area. These idle lines are a source of abstraction of power through unauthorized tappings (kundis) by the unscrupulous elements. It has been decided that in future all the idle lines i.e., after 6 months of effecting the PDCO or due to providing of additional T/F or alteration etc., the same be dismantled immediately and material taken on record. A monthly report of such dismantlement should be sent to the next higher authority. Any discrepancy if found, disciplinary action shall be taken against the concerned officers/officials.

#### **B) Sanction of Dismantlement of Idle lines:**

The following officers are competent to sanction the dismantlement of service lines which have remained idle for 6 months or more.

<b>Authority</b>	<b>Cost of material to be dismantled.</b>
CEs	Full Powers
SEs	Rs.50,000/- per connection.
XENs	Rs.25,000/- per connection.
SDOs	Rs.5000/- per connection.

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### **INSTRUCTION NO. 2.10**

#### **Ban on use of phase changer in case of three phases supply consumers (SI 15/2006):**

Some three phase consumers make provision of phase changer switch in their fitting either to keep total load on one phase or to change load of one phase to another phase whenever, supply fails on one phase. This results into over loading of transformer on one phase causing its damage. There is no provision of phase changer either in the Electricity Act-2003 or in the test report submitted by the consumer.

To overcome this problem, Nigam has decided to ban the use of phase changer in the fitting of three phase consumers. If during checking of premises, use of Phase changer is noticed, he shall be served with a notice to remove phase changer within 48 hours failing which his supply shall be disconnected. In case of non-compliance of notice by the consumer, his supply shall be disconnected and shall be restored only after removal of phase changer and an undertaking to this effect that he will not install phase changer in future. In case of subsequent default, his supply shall be disconnected immediately without giving any notice and will be restored only after 7 days on giving affidavit to the above effect.

An intensive checking should be carried out by field staff to remove Phase changers before and after the meters.

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**SECTION – III****SERVICE LINE & SERVICE RENTALS**

All category of consumers are required to pay cost of connection/fixed service connection charges as prescribed in the schedule of general & miscellaneous charges read with HERC regulation No. HERC/12/05 dated 26/07/2005 on duty to supply electricity on request and power to recover expenditure incurred in providing supply in lieu of monthly line service charges for releasing new connection as well as extension of load.

Hence, for the new connection no line service charges shall be recoverable. The line service charges on the original load, if already being levied, shall continue. (SC 26/2011)

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**INSTRUCTION NO. 3.1**

**Definition and Elements of Service line.**

DELETED

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**INSTRUCTION NO. 3.2**

**Line Service Charges - Method of Calculation.**

DELETED

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**INSTRUCTION NO. 3.3**

**Option of paying either the monthly charges or entire cost of service line:**

DELETED

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**INSTRUCTION NO. 3.4**

**Cable connection from distant sub-station:**

DELETED

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**INSTRUCTION NO. 3.5**

**Reduction or Extension in Load- Effect on Line Service Charges:  
Line Service Charges based on the estimated cost:**

DELETED

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**INSTRUCTION NO. 3.6**

**Charging of line service charges on Temporary Disconnection:**

Line Service charges wherever applicable are recoverable from the consumers when they are disconnected temporarily unless the service line is dismantled.

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**INSTRUCTION NO. 3.7**

**Apportionment of service charges when a new service is tapped off from existing service:**

1.(a) **Single Phase Service** : When a consumer applies for a single-phase connection(generally domestic or Non-domestic connections) and the same can be given to him direct from the Nigam's mains without laying an extension or sub mains, he shall be charged according to the Schedule of Service Charges. If subsequently other consumers in that locality apply for single-phase connections then the original service may be augmented upto the point of take off of the second service from the Nigam's mains, the consumer should be charged as under:-

A:

C:..... D..... F..... L

B: E : G: M:

Let A B be the Nigam's ,main and C point of tapping off from the Nigam's main, when there is only one consumer E, he will be charged line service charges for the portion CDE. If subsequently another consumer G comes, the portion CD becomes a sub main and consumer E is charged for the portion DE and consumer G for the portion DFG.

(b) If later on another single phase consumer M comes, the portion CF becomes a sub main and consumer E is charged for the portion DE, consumer G for the portion FG and the consumer M for the portion FLM and so on.

2.(a) If a ( single phase) connection is given from the Nigam's main and subsequently a consumer applies for a three phase( industrial or general)

connection, then the original service should be augmented and provided the connection is financially justifiable, the consumer should be charged as under:-

A:

C:..... D:..... F:..... L:..... N

B: E: G: M: K:

Let AB the Nigam's main and C the point of tapping off, DE a single-phase service and FG a 3-phase service. When there is only the single-phase consumer E connected to the Nigam's mains, he will be charged for the portion CDE, but if later on a 3-phase consumer G comes on, consumer E will be charged for the portion DE and consumer G for the portion CDFG. If later on another three phase consumer M comes, then consumer G will be charged for FG and the consumer M for the portion FLM. If, however, another single phase consumer K comes after the three phase consumer M, then the consumer K will be charged for the portion LNK and the three phase consumers G and M continue to pay as before for the portion FG and FLM respectively and so on.

b) Sub main or any subsequent augmentation thereof being an extension of the Nigam's mains, in the above cases, should be estimated for separately (under the minor head "Mains") and the necessary sanction obtained from the proper authority. The justification slip must take into account the cost of the sub main as well as that of the service.

3 (a) **Three phase Services** : If a three phase service is required off the Nigam's mains at certain point and if at the same or a subsequent time one or more other three phase services are required by consumers in the same vicinity; then, if it is not considered an economic proposition to give separate services from the Nigam's mains to new consumers, the original service ( if already laid) may, if found necessary, be augmented upto the point of take off of the second consumer furthest from the Nigam's mains( or, if no service has already been laid, a sub main may be laid up to that point) and the common portion of the service (or sub main) upto that point may be considered as an extension of the Nigam's mains and referred to as a sub main, provided the combined loads of the new consumers show financial justification for the cost of said sub main as well as the services taken off there from.

b) The lengths of these services would, then be as measured from the point of tapping off from the sub main and consumers would be charged according to the schedule of service charges.

c) The treatment of the sub main would be as described in last clause of paragraph 2 above.

4) If, however, any three phase service line is tapped or extended on all the phases for giving single phase connections to some new consumers, the line upto that particular consumer's premises becomes a common sub main on all the three phase and as such the consumer deserves the remission of line service charges.

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**INSTRUCTION NO. 3.8****Revision of line service charges:**

The following officers are competent to approve the reduction in Service line charges of an existing consumer when his service line is tapped off for giving supply to some other consumer:

**S.D.O.** In all cases where the cost of the originally sanctioned estimate does not exceed Rs. 5000/-.

**XEN** All cases which fall beyond the competence of SDOs.

2. The requisite relief in respect of reduction of charges should normally be afforded within a maximum period of one month from the date of new connection has been allowed. The whole process should be automatic and the case need not be kept pending till a request is received from the consumer.

3. The revision of line service charges should be carried out as under:

Suppose the cost of 1000' long service line	= Rs. 1800
Proportional cost of 900'	= Rs. $\frac{1800 \times 900}{1000}$
(Leaving first 100' free)	Rs. 1620
Monthly Line Service Charges @ 4 paise	= $\frac{1620 \times 4}{100}$
per rupee of the cost.	= 64.80

Suppose the above service line is tapped off for providing some new connection at a distance 350 feet from its point of tee-off, the charges if admissible under instruction No. 3.7 shall be reduced to

<u>Rs. 64.80x New Chargeable length</u>	= <u>64.80 (650-100)</u>
Original chargeable length	1000-100
	= $\frac{64.80 \times 550}{900}$ = Rs. 39.60

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**INSTRUCTION NO. 3.9****Levy of line service charges when 3-phase connection is released by conversion of existing single/ two-phase line to 3 phase lines:**

Charges as prescribed in the schedule of general & miscellaneous charges read with HERC regulation No. HERC/12/05 dated 26/07/2005 on duty to supply electricity on request and power to recover expenditure incurred in providing supply are applicable.

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## SECTION – IV

### METERING & METER SERVICE CHARGES

#### INSTRUCTION NO. 4.1

#### Providing an Energy Meter (SC 11/2011):

A correct energy meter of suitable capacity shall be installed at each point of commencement of supply of premises of the consumer for measuring the energy supplied to him.

2. The metering arrangement shall be as under:-

1	Up to 5 KW	Single Phase Meter
2	Above 5 KW and upto 10 KW	Ordinary whole current Three Phase Meter
3	Above 10 KW and up to 20 KW	Three Phase Meter with MDI facility
4	Above 20 KW (except Saw Mills, Ice Factories, Ice Candies, Ice Cream Units, Plastic items, Rubber items, insulating Sleeves, Oil Expeller, Electroplating, powder coating, Heat treatment and connections of Municipal Committees, Public Health, Government Hospitals & Mobile tower consumers. Where LT-CT meter should be provided irrespective of load).	LT-CT operated static energy Meter with MDI and TOD facility and having tamper information data.
5	H.T. Supply	HT Electronic Trivector meters

**The following instruction shall also be followed for LT-CT operated static energy meters.**

1. LT-CT operated static energy meter with MDI & TOD facility and having tamper information data as per latest technical specification of the Nigam shall be provided wherever prescribed.
2. Supply of the existing mobile tower connections shall not be disconnected on non-replacement of defective meter by department as per HERC instructions. During the defective period, the assessment will be made on the basis of Sales Instruction No. 4/2011.
3. As per HERC directive dated 25/05/2012, providing correct meter at the consumer's premises is the responsibility of the Discoms. For the consumers it is their choice to procure electricity meters on their own. If they do not exercise their choice the obligation rests with the Discoms. Hence no penalty should be levied on the consumers on account of damaged / defective meter unless it is proved beyond doubts that the consumer has deliberately caused the damage / or tampered with the metering devices.
4. In case the Discoms desire to replace the existing consumer meter / metering devices with more accurate / better quality meter with advance features the same shall be the responsibility of the Discoms unless consumers opts for



procuring the same at their cost. In case the consumer do not opt for procuring their own meters and the Discoms fail to provide the same the consumers shall not be directly / indirectly penalized for the same. Any non compliance of the instruction shall be dealt under Section -142 of the Electricity Act-2003.

5. In the event of the consumer desiring to install his own meter, he can do so provided the meter is procured from the authorized source and as per terms and conditions of the Nigam. The consumer may also purchase the meter from Nigam by depositing the cost of meter fixed by the Nigam.
6. Where the cost of meter is not recovered from the consumer, the Meter service charges as well as Meter Security shall be recoverable from the consumer. Where cost of meter is recovered from the consumer, no Meter service charges /Meter Security shall be recoverable from the consumer.

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## **INSTRUCTION NO. 4.2**

### **Site for installation of Energy Meter:**

#### **A. Installation of meters on poles outside the consumer premises:**

As per the notification of the CEA the meters shall be install/relocated as per the guidelines mentioned below:

1. Energy meter of existing or prospective consumer shall be installed outside the consumer premises on pole in a weather proof- meter box of good quality or in the weather proof meter pillar boxes.
2. The electro-mechanical meters shall be replaced with electronic meters as envisaged in section 4 of above said notification.
3. The maximum height of installation of meter shall be 5' from ground so that meter reading is easily possible.
4. All meters shall be properly earthed and checked for earthing with earth-tester at time of installation.
5. Not more than 6 meters shall be installed on a pole. In case there are more than 6 meters then an additional pole, preferably discarded/broken pole may be provided adjacent to existing pole. Wherever due to congestion of space, the erection of pole is not possible, the meter may be installed on the wall in the street.
6. The accuracy of consumer owned electronic meter which is presently inside the premises, shall be checked with accu-check meter and if it is found ok then the same meter shall be shifted to outside the premises of consumer after getting it sealed from M&T lab. In case the meter is found tampered/defective then also it is to be replaced and relocated. However a notice is to be given to the consumer detailing that the meter is found tampered, that the estimated penalty is 'x' amount and that the Nigam has noted that the consumer's behaviour is not up to the mark. The notice shall specify that is being put on record that the meter was tampered and however no action is being taken upon relocation in the hope that the consumer shall desist from such activities in future. Thus the Nigam shall have a history against the consumer.
7. It is mandatory for the meter relocating office to get the removed meters tested from M&P so as to make a history of the consumer.
8. The office supervising the work of meter relocation shall prepare the meter changing report (MCO) at the site in 5 copies and one copy of the same shall be handed over to the consumer preferably under his/her acknowledgment to have transparency in the system. Signatures of relocating agency shall also be got done on MCO – necessary provision in MCO may be made and forms got printed locally.

9. In case the consumer refuses to relocate his energy meter outside the premises, a notice shall be given to him informing about legal action including disconnection of supply after seven days.

10. While relocating the meters outside the consumer premises the supervisory staff of the concerned operation Sub-Division shall accompany the labour contractor and ensure that all meters are fixed under their direct supervision. Proper record of seals provided by M&P shall be maintained by the supervisor and field offices along with other particulars of the meter.

11. Only 6 meters are to be fixed on a single pole. All meter boxes shall be of blue colour. As regards the cables leading to the consumer premises, it is desirable that phase identification be possible – i.e. RBY phases. Hence it is desired that out of the six cables, two each shall be of blue, red and yellow colour for easy differentiation and identification and for the ease of consumers also. A consumer name/account number tag shall also be appended to each cable for easy identification of which cable is serving which consumer. The tag shall also carry information about which phase it has been joined to the overhead conductors.

12. Meters, clamps, Cables (Incoming and outgoing) shall be given by concerned store to M&T lab. The meters along with clamps shall be fixed in blue meter boxes - MCB's. A cable length of 20/30 feet for meter incomer (i.e. for joining meter with overhead conductor) and 3 feet length cable for meter out going (consumer end) shall be provided. The indication mark showing phase & Neutral on incoming and outgoing cable shall be clearly marked so that the connections may be done in appropriate manner at the site. All this work will be carried out by existing M&T staff and if required through outsourced agency.

13. The M&P shall ensure that bar code stickers as per Nigam format (being used by HESL in spot billing) are also put on the meter boxes to aid spot billing later as and when it is extended to all the areas.

14. The MCB shall be preferably hermetically sealed/provided with rivets having marks of DHBVN & numbered blue colour plastic seals by M&T Lab.

15. M&P shall check all meters with accucheck which have been relocated earlier and after checking of accuracy, it shall be sealed with (foolproof) technology as prescribed above; or if meter found defective then it shall be replaced with another meter duly sealed as per procedure prescribed above.

16. In case any meter is found dead/defective at site then the field offices shall get its working checked by "accucheck" and the same shall be changed within 48 hours by a new sealed boxed meter only.

17. It should be ensured by the SDOs/ JEs that all the damaged/defective/ burnt meters are returned to stores through M&T lab within 15 days from the date of replacement for analyzing the causes of failure of meter – i.e. to analyze whether meter failed on account of technical /environmental reasons or due to continuous tampering efforts by consumer. (SC 19/2013)

18. After relocation of meters, the house number and Account Number of the consumer shall be indicated on the MCB invariably with non erasable ink/paint.

19. Individual service cable without any joint from LD system to supply terminal of meter shall be provided for every consumer.

20. M-Seal shall invariably be fixed on the joint between cable and conductor to avoid sparking etc. Nigam is in the process of acquiring metal connectors for all connections and these may be used as soon as the procurement is complete.

21. DGM/GM (OP) shall issue a general public notice in local news paper before starting the work of relocation of meter mentioning the area where the meters are to be relocated.

22. In case the meter installed outside the premises is found tampered the official conducting enquiry shall quote facts & figures which establish that meter has been tampered deliberately and consumer is beneficiary with this action, then the action shall be taken as per procedure already laid down in Sales Instruction No. 24/2007

dated 8/5/2007 and FIR shall be lodged under section 138 of EA – 2003 against the consumer. The supply of the consumer shall be disconnected immediately.

23. In case the meter found damage/dead/burnt/missing, then action shall be taken as under.

- a. In case the person who is responsible for the causing the meter damaged / stolen is not established, then FIR shall be lodged against unknown person under section – 138.
- b. In case of damage of meter due to animal, lightening and due to other natural cause, No. FIR shall be lodged and meter shall be replaced at the cost of Nigam.(SC D-39/2007).
- c. No penalty is to be charged to those consumers as well whose meters are found tampered/defective etc. while the same are shifted from inside the premises or poles to the pillar boxes. (SC- D 15/2013).

B. The cost of repairs/ replacement of defective/damaged meter is chargeable to the consumer, in case the defect/ damage is caused by the conditions attributable to the consumer. Since the meter equipment is installed by the Nigam, it is the responsibility of Nigam to protect the meter and to ensure that it is in healthy working condition for which the concerned JE/ staff should ensure that the meter is installed properly and at the location which has due protection against weather conditions. In case it is found later on that the consumer has failed to provide enough protection to the meter or has removed the already provided protection or has not provided isolating devices so as to prevent traveling of installation fault to the meter, a one week notice be served upon the consumer to provide to take corrective action, which should be properly indicated in the notice.

C. **Shifting of the metering equipment at the main entrance gate of the premises (SC 11/2005):**

In certain cases and, the metering equipment is located deep inside the factory premises defeating the very purpose to safeguard against pilferage of energy.

In order to safeguard against pilferage of energy, it has further been decided that:

1. An exclusion meter room be provided for metering equipment for industrial CT-PT operated connections at the main entrance gate of the premises and in no case facility for dummy gate should be allowed.
2. The metering room should be near the main entrance of the factory and may have entry from inside the factory for security / safety of metering equipment. But a window of 3' x 3' fitted with glass and iron grill be put on the road side wall of the metering room at a proper height to have a clear view of the metering equipment by the checking party from the road side at any point of time (SC 27/2005).
3. Provision of two separate locks one each for consumer and Nigam be there and meter room be opened in the presence of consumer/authorized representative only. The metering room keys should always be made available to checking agency without any excuses.
4. In case the consumer had earlier been found indulging in theft of energy or there is reasonable apprehension about indulging in theft of energy the meter room be further sealed with red shellac.
5. For the existing industrial consumers, the site of the metering equipment should be inspected by XEN/OP., incharge and in such cases, where there is apprehension of tempering of meters because of the location, shifting of site may be recommended by him to the SE(OP) Incharge, who would be the final authority to decide about the desirability of shifting any such meter and to decide about the fresh location.

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**INSTRUCTION NO. 4.3****Meter Sealing:**

After the meter has been tested in the M&T Laboratory and found to be working within the limits of accuracy, the cover of the meter, which encloses the vital mechanism for the measurement and the recording of the energy consumed, lest it should be tampered with by any unauthorized person, will be sealed by the M&T Organization. The meter cover seals originally affixed by M&T laboratory should not be tampered with by other employees of the Nigam.

Provided that in case the Nigam has authorized the meter manufacturing firm to supply the meters with their own seals and accuracy test certificates, no checking/sealing by M&P is required.

The CEA vide notification dated 17/03/2006 prescribed the following additional guidelines:

- Seal shall be unique for each utility and name or logo of the utility shall be clearly visible on the seals.
- Only the patented seals (seal from the manufacturer who has official right to manufacture the seal) shall be used.
- Polycarbonate or acrylic seals of plastic seals or holographic seals or any other superior seals shall be used.
- Lead seals shall not be used in the new meters. Old lead seals shall be replaced by new seals in a phased manner and the time frame of the same shall be submitted by the licensee to the Appropriate Commission for approval.

Polycarbonate or Acrylic seals or plastic seals shall be arranged by MM organization. (SC 15/2006).

The norms for sealing of meters of various capacities, checking of meters, checking of power factor and checking of connected loads are fixed are under:

**1. Fixing of seals of meters:**

i	<b>H.T. supply and Bulk Supply above 50 K.W.</b>		
	(a) Seals of meters terminals and secondary equipments.	By S.D.O. (M&T)	
	(b) MCB, MDI & optical port	By SDO (OP)	
ii	<b>L.T. Supply (20-50 K.W.)</b> (C.T. Operated meters) A. MDI B. MCB & Optical Port a) 20-50 kW b) Above 50 kW	By SDO (OP)  By JE (F) By SDO (OP)	In sub offices the seals may be provided by I/c Sub offices at the time of giving connection but the same should be got replaced by SDO later on.  In case of Sub Division the JE may provided the seals at the time of giving connection but the same should be got replaced by SDO later on.

iii	<b>L.T. supply below 20 kW. &amp; Agricultural Pumping Supply</b>		
	Meter terminals, Optical Port, MCB & MDI	By JE I/c	
iv	<b>Domestic &amp; Non-Domestic Supply</b>		
	Meter terminal and M.C.B.	By JE I/c	No seals are required to be provided on the MCB of push on type single phase Electronic meter.
v	<b>Street Lighting</b>	By JE I/c	
vi	<b>Temporary Connection</b>	By respective officials/ officers for different Categories stated above.	

In case the seals of S.D.O. M&P are required to be broken by operation staff for attending the fault, the prior permission from the XEN (M&P) must be taken and after attending the fault, the S.D.O. Operation should replace the seals by his own seals and then inform the SDO M&P for getting his seals fixed in immediate future. Similarly in case the seals of S.D.O. (OP) are required to be broken by his staff, then the J.E. should seal the meter immediately and have it replaced from his S.D.O. S.D.O. (OP) while taking the monthly reading of H.T. Supply consumers shall check the accuracy of meter by a rough method and if he comes to the conclusion that meter is running slow, he shall immediately get the meter checked from the M&P Organization.

The covers of the meters of all categories after being tested in the Laboratory will continue to be sealed by M&P organization as heretofore.

## 2. Site checking of meters By (OP) staff:

Category of consumers	J.E.	SDO "OP"	Xen "OP"	S.E."OP"
(a) HT and Bulk Supply above 50KW with MDI	-	Once in a month	Once in six months	5% in a year
(b) L.T. supply (20 kW and above)	Once in a month	Once in six months	Once in a year	1% in a year
(c) L.T. supply (Below 20 kW)	Once in 3 months	Once in a year	Once in 2 years	-
(d) Agricultural Pumping Supply	30 number connections per month	5% per month	2% per month	Surprise checking of 5 connections in each visit (1% in a year)
(e) Street Light	-	Once in a year	-	-
(f) Domestic & Non Domestic Supply	Surprise checking of few meters on every visit.			

**3. Checking of Connected Loads:**

Category of consumers	J.E.	SDO "OP"	Xen "OP"	S.E."OP"
(a) HT and Bulk Supply above 50 kW with MDI	-	Once a year	Once in two years	-
(b) L.T. supply ((20 kW and above)	-	Once a year	Once in two years	-
(c) L.T. supply (Below 20 kW)	-	Once a year	Once in 3 years	-
(d) Agricultural Pumping Supply	Once a year	Once in 3 years	Once in 5 years	-

**4. Checking of multiplying factor:****(A) For other than Ind. Consumers:**

Category of consumers	J.E.	SDO "OP"	Xen "OP"	S.E."OP"
CT/PT connected meters	-	Once in six months	Once in a year	-

**(B) For industrial consumers:**

All the Xens (OP) shall personally check the application of M.F. In ledger every second month and shall certify on each page of the ledger that the application of M.F. has been checked and found O.K. Where the bills are being generated through computer application they shall also check the M.F. as entered in the Master file of computer billing. (SI 10/2001 SC 37A/2008):

**5. Site checking of meters By M&P staff:**

- The site checking of HT and LT CT connections by M&P wing will be carried out once in a year. The checking report will be prepared by the concerned SDO/M&P in the prescribed format at the time of checking.
- Seasonal Industries such as Ice Factories, Ice Candies, Cold Storage units, Cotton Ginning Mills and Rice Shellars shall be checked twice during the season i.e. at least once every three months.
- Theft prone Industries such as Oil Expellers, Plastic Units, Rubber Units and Steel Furnace shall be checked once every 3 months.
- The connections of HT and LT CT consumers, who were involved in theft of energy during the last 3 years, will be checked every 6 months.
- The meter readings of HT and LT CT consumers will be taken only through MRI/CMRI by 'OP' staff. The officer/official taking reading will also physically inspect the metering installation with regard to any visible irregularity. He will also download the tamper information data and the load survey data from CT meter. To detect the slowness of the meter the officer/official will check all the voltages and currents in each phase of the meter and ensure that the status "P" does not persist in the meter. In case he observes that any of the voltages/current is missing in the meter and also status "P" is displayed in the meter then he should immediately inform the concerned M&P Division for suitable action. The SDO/OP Incharge of S/Divn shall be personally responsible to ensure that the

above data is obtained every month in respect of all HT and LT CT meters.

- f) In case tamper register is not washed out in CT/PT operated meter, it shall be presumed that Nigam official / Officers are conniving with the consumer & for load upto 50 KW, concerned JE/AFM and for load above 50 KW concerned SDO (OP) shall be held responsible and will attract strict disciplinary action (SI 26/2005)
  - g) The SDO 'OP' will send tamper information data, load survey data and the consumption data of all HT/LT CT consumers to the concerned Xen/M&P by the 10th of the month succeeding the month in which the meter readings have been taken. In case, the above schedule is not adhered to, Xen/M&P will immediately report the same to the SE/OP of the Circle and to SE/M&P for appropriate action against the SDO/OP.
  - h) The M&P wing shall analyses such tamper information data, load survey data and consumption data. The analysis will be specific to identify cases where revenue loss may have taken place as well as to identify possibility of theft of energy. In case of revenue loss involved, Xen/M&P shall inform the Xen/OP with details of possible malpractice carried out and resultant loss to the Nigam in the consumption recorded by the meter. In cases, where suspicion of theft of energy exists, Xen/M&P shall immediately inform Xen/Enforcement and Xen/OP concerned for conducting raid on the premises to check the connection.
  - i) The responsibility for making proper and accurate analysis shall rest with the SDO/M&P in respect of connections upto 500 kW and with Xen/M&P in respect of connections above 500 kW. In case, theft of energy is detected later at any premises having HT or LT CT connection and it can be shown that such theft could have been detected through analysis of data down loaded from the meter, the Xen/M&P or SDO/M&P, as the case may be, shall be held accountable for failure to analyze the same from the data available. Release of new connection and effecting of PDCO will be done after checking by M&P staff.
  - j) The requirement of presence of M&P staff at the time of reconnection after TDCO and resetting of MDI has been done away with. However, the presence of M&P staff at the time of removal of fault will be continued.
  - k) **In order to safe guard the DTs, against damage,** the management of Nigam has decided that M&P during the MCCB checking, should also check the following parameters and give written report to Operational Wings on the Performa attached:
    - i. Resistances of all the three earthings of the D.T. as per REC standard.
    - ii. Load on all the three phases during peak time.
    - iii. Total load on DT with recommendation in respect of augmentation, if overloaded.
    - iv. Photo of hot spots.
    - v. Status of MCCB.
    - vi. Remarks, if any

AGMs/M&P may be directed to check all the DTs in their areas within a maximum period of 6 months. (SC 27/2007).
6. **Site checking of meter by Vigilance Wing: (SC 26/2007):**

To curb the theft/unauthorized use of electricity, the frequency of checking of site and norms checking by vigilance wing as under:

Sr. No.	Type of Industries	Periodicity of checking by Vigilance Wing
1	Ice Factories, Ice Candies, Cold Storage unit, Cotton ginning Mills & Rice shellars.	Twice during season i.e. at least once every 3 month
2	Petrol Pumps	NDS category once every year for CT meters only
3	Brick Kilns	Once every year
4	Anaj Mandi, Bus Stand	As per NDS CT meter i.e. once a year
5	Cinema Halls	As per NDS CT meter i.e. once a year

Besides above norms, the vigilance wing shall check any category of consumers in order to verify any information received, even if the information is anonymous or there is any reason to suspect any malpractice at any site the above.

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#### INSTRUCTION No. 4.4

##### Resealing of Energy Meters:

##### 1. Meter Terminal Cover and Meter Cup Board Seals:

- A. **C.T. operated meter:** It should be ensured that seals affixed by the Nigam on the metering equipments always remain intact. Whenever breakage of seal/seals comes to notice, the same should be replaced by the authority who had originally affixed without any undue delay. In such cases where it is established that the seals were not broken by the Nigam's employee, the matter shall be investigated thoroughly and in case it is established that no theft/un-authorized use of electricity was possible, the necessary charges for the resealing as provided in the schedule of General and Misc. charges should be recovered. Before resealing the meter terminal cover it should be ensured that the terminal connections are in order.

Where due to such breakage of seals, the meter becomes accessible and the tamper information/consumption data or any other information indicates suspicion of some foul play the case should be treated as a case of un-authorized use of supply and dealt accordingly.

In case, due to such breakage of seals, the meter becomes accessible and it is proved from the temper information or other relevant data that the consumer has tampered with the seals/meter, it should be treated as a case of theft of energy and dealt accordingly.

##### B. Whole Current Meter:

- (i) **Electro mechanical meter:-** In case seals affixed by the Nigam is found broken and on investigation, the case is not found a case of theft/unauthorized use of supply, shall be replaced by electronic meter. In future consumer shall be watched and in case of variation, the account of the consumer may be adjusted for a period not exceeding six



months.

- (ii) **Electronic Meter with Push Fit MCB:-** The tampering with seals/MCB shall constitute theft of energy and shall be dealt accordingly. The meter shall be replaced immediately.

**2. Meter cover (M&T) Seals:** Breaking/ tempering with the M&T seals constitutes un-authorized use/ theft of energy and such cases are required to be dealt accordingly. No re-sealing is to be allowed in case the M&T seals, seals provided by the manufacturing firm or M&P organization are found tampered /broken. In such cases, the meter is to be replaced immediately and further action is to be taken as per instruction laid down to deal with the cases of un-authorized use of supply/ theft of electricity as the case may be.

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#### **INSTRUCTION NO. 4.5**

##### **Security to be deposited if Meter is supplied by the Nigam:**

If the prospective consumer desires the Nigam to supply and install the meter on monthly meter service charges basis, he will have to deposit the amount of security as prescribed under schedule of general and miscellaneous charges, while applying for connection in addition to the Consumption Security against energy consumption.

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#### **INSTRUCTION NO. 4.6**

##### **Meter Service Charges if the Meter is supplied by the Nigam:**

In addition to paying the meter security deposit a consumer will have to pay the monthly meter service charges in accordance with schedule of service charges, if the Nigam supplies the meter.

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#### **INSTRUCTION NO. 4.7**

##### **Responsibility of the Consumer in respect of loss or damage to the meter:**

The consumer would be solely responsible for any loss or damage to the meter whether caused maliciously or through culpable negligence or default on the part of the consumer or any of his employees, and shall be responsible for paying the cost of the meter in case meter belongs to Nigam. Should the Nigam decide/ launch a programme to change all the existing meters with another improved type of meter, the meters shall be replaced only after checking of existing meter and:

- i) Where the old meter is removed as a healthy meter, the cost for the new

Meter will not be charged. The monthly meter service charges shall, however continue to be leviable.

- ii) Where the meter has been removed as defective meter.
  - a) The cost of the new electronic meter will be charged and no meter service charges shall be charged.
  - b) The meter security already deposited will be adjusted against the cost of old meter.

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#### **INSTRUCTION NO. 4.8**

##### **Procedure to be followed when a meter is Reported to be Damaged or burnt & cost of replacement of defective/burnt meter:**

1. In order to avoid consumer's complaint and to safeguard the interests of the Nigam as well as that of the consumer, it is necessary that a thorough and detailed enquiry be made whenever a meter on the consumer's premises is reported dead stop, damaged or burnt. Before the meter is replaced the site should be inspected by the S.D.O./JE as the case may be. However, ordinary cases of general meters reported dead stop by Meter Reader may be inspected by the J.E. The J.E. should carry out investigation and record his report on the following lines to determine as to what extent the damage to meter is due to the fault/negligence on the part of consumer:

- (i) Whether the seal of M.C.B, meter terminal cover/meter cover (and P.T. and C.T. fuses if installed) are intact.
- (ii) Whether there are any unauthorized extensions.
- (iii) Any outward and physical signs of damage.
- (iv) Any leakage of rainwater into the equipment or meter.
- (v) Any lightning effect.
- (vi) Any sign of spark at the terminals.
- (vii) Any other causes.

2. **The cost of damaged/burnt meter shall be recovered from the consumer as per details given hereunder (SC 10/2012):**

The defective / burnt meter will be inspected and tested by the licensee.

- (i) If, as a result of testing it is established that the meter became defective / burnt due to technical reason viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of the meter shall be borne by the licensee i.e. the meter shall be replaced by the licensee free of cost.
- (ii) 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:

- (a) If the meter was owned by the consumer, the licensee shall inform the consumer to provide a new meter and associated equipment for testing within 7 days, after which the licensee shall install a new

meter and start charging meter rent besides deposit of meter security if any.

- (b) If the meter was owned by the licensee, the licensee shall install a new meter at its own cost and shall recover the cost of the defective meter from the consumer in proportion of the remaining useful life of the meter [useful life of the meter as per the depreciation schedule, Appendix – II of HERC is 15 years (depreciation rate 6% and asset value 90% of the actual value of meter) minus number of year after date of first installation of the meter] that was rendered defective / burnt.

Example:- Let the cost of meter = 800/-

Useful life of meter = 15 Years

Salvage value after 15 years = 10% of 800= 80/-

Total amount of depreciation in 15 years = 800-80= 720/-

Depreciation amount per year = 720/15= 48/-

If, meter became defective after 5 years then remaining useful life of the meter is 15-5= 10 years.

Then cost to be recovered= 720-(48x5) = Rs. 480/-

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, action as permissible under law shall be taken against the consumer for pilferage and tampering.

- (iii) If a consumer challenges the results of testing, the meter shall be tested at third party facility selected by the consumer from the list of third party testing facility approved by the Licensee / Commission.
- ✓ Provided that in case of testing on the consumers request, the consumer shall have to pay the prescribed 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 testing fee to the consumer by adjustment in the subsequent bill.

3. The cost of replacement or repair of the Nigam's meter on hire with the consumers, which might get damaged due to floods, which is an act of God, need not be recovered.

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#### INSTRUCTION NO. 4.9

##### **Charges of Inaccurate or Inoperative Meters:**

Where a consumer hires a meter for installation on his premises, the Nigam shall keep the meter correct.

2. A correct meter shall be installed, sealed and maintained by the Nigam at each point of supply on premises of the consumer. If, however, a meter becomes inoperative or inaccurate, no Meter Service charges should be recovered from the consumer for the period the meter remains inoperative or inaccurate.

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**INSTRUCTION NO. 4.10****Checking the Accuracy of Energy Meters:**

Following steps should be taken for routine checking of the energy meters:-

1. In order to ascertain whether the meter is working or not, Meter Readers should be instructed to switch on one or two lights for a few seconds before taking monthly meter readings and watch that the disc of the meter revolves in the correct direction. In case of electronic meter, he should check that the indicator provided for counter gear blinks.
2. Whenever a meter is found to be inoperative or inaccurate by any employee of the Nigam the matter should be brought to the notice of S.D.O in writing so that immediate steps could be taken to replace it. In this regard, the following guidelines are prescribed:-
  - i. The Meter Readers after recording meter reading will supply the list of dead stop/defective meters on the next working day to the Consumer Clerk of the Sub Division before proceeding for taking meter readings on the subsequent date. The consumer clerk will give a dated acknowledgement in token of having received the said list of defective/dead stop meters to the Meter Reader concerned.
  - ii. The format on which the Meter Readers are to furnish the list of defective meters may be delivered to the Meter Readers in the shape of a book-let with numbered pages and duplicate copies of each page, so that he can have proper acknowledgement from the Consumer Clerk of the sub division and retain one copy with him. In case of non availability of printed book-lets, cyclostyled proformas may be given to the Meter Readers for the purpose.
  - iii. On receipt of the list of defective/dead stop meters from the Meter Readers the consumer clerk will put up the said list to the SDO(OP) Incharge for marking the same to JE/AFM incharge, for verification of the facts at site. This verification must be conducted by the JE/AFM within a week on the basis of which the Consumer Clerk will issue the MCOs after obtaining orders from SDO (OP).
  - iv. Thereafter a copy of the list of checking by JE will be handed over to the Commercial Assistant for overhauling the accounts of the consumers as per prevailing instruction. Further, it is added that no action will be taken by the Commercial Assistant/Revenue staff on any other intimation given to them by the Meter Readers directly to avoid harassment to the consumers.
  - v. However, where the meter is found inaccurate( not dead-stop or burnt/ in-operative) the meter should only be replace after following the procedure as laid down in SMI-4.13 meticulously to determine the extent of inaccuracy in the energy meter and to overhaul the accounts of the consumer accordingly.
- 3 The action as elucidated in sub-para(iii),(iv) & (v) above, may also be taken in respect of exceptional lists supplied by the billing agency.

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**INSTRUCTION NO. 4.11****Accuracy of Energy Meter:**

Any meter or maximum demand indicator or other apparatus placed upon a consumer's premises shall be of appropriate capacity and shall be deemed to be correct if its limits of error do not exceed permissible tolerance absolute accuracy at all loads in excess of 1/10 of full load and up to full load. The permissible tolerance limits for the energy meters of Class 0.5 / 1.0 accuracy may be treated as under: -

- i) For Class 1.0 accuracy meters =  $\pm 2\%$
  - ii) For Class 0.5 accuracy meters =  $\pm 1.5\%$
2. No meter shall register at no load.
  3. In case of electromechanical meter more than 3% slow, average may be charged.

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**INSTRUCTION NO. 4.12****Procedure to be followed when a Meter is challenged:**

When ever a complaint regarding the faulty behaviour of an energy meter is received, the JE should be asked to visit the premises and test the meter at the installation point by verifying the meter constants through a phantom load, or conducting a dial test or comparing the accuracy of the meter with a reference sub-standard meter or by any recognized practical method for site testing of accuracy of energy meter backed by sound principals of electrical engineering and technology. The report of the checking would be given to the consumer before removing the meter from the consumer premises.

2. In case the complaint of the consumer is not corroborated by the test carried by the J.E. the consumer should be informed accordingly. If the consumer does not feel satisfied, he may be advised to formally challenge the accuracy of the meter and deposit requisite fee towards meter challenge fee.

3. After the consumer has paid the meter challenge fee, a check meter should be installed in series with the challenged meter. Exact reading (upto the last place of decimal) of both the meters should be taken at the time of installation. Then, after about a week the readings of both the meters should again be taken up to the last place of decimal. The consumption of the two meters should be compared and consumer's acceptance obtained in writing. If the variation in consumption within the permissible limits, the old meter should be allowed to continue at site and challenge fee forfeited. If the variation is beyond the permissible limits, the challenged meter should be removed and consumer's account should be adjusted with retrospective effect for a period not exceeding 6 months immediately preceding the date of such test or the date of removal of such a meter for purposes of test as the case may be and the challenge fee deposited by the consumer shall be refunded/adjusted. The permissible tolerance limits for the energy meters of Class 0.5/1.0 accuracy may be treated as under:

- i) For Class 1.0 accuracy meters =  $\pm 2\%$

ii) For Class 0.5 accuracy meters =  $\pm 1.5\%$

4. In case of HT Industrial consumers whenever an occasion arises to install a check meter or another check meter, the matter may immediately be referred to CE (OP) seeking further instruction. In no case a check meter will be installed on the premises of HT Industrial consumer without seeking prior instruction from CE (OP) in individual cases.

5. Ordinarily a meter installed at consumer premises shall not be removed for calibration/ checking purpose to a laboratory except when it is not practically feasible to verify the functioning of meter at site through any of the above-mentioned means. Whenever so required or in case consumer does not accept the results of check meter or insists in the very beginning to send the challenged meter to M&T laboratory, the meter will be removed and sealed in the presence of the consumer who would duly authenticate the seal by appending his/her signatures. The meter would then be sent for testing to the laboratory and the testing would be carried out within one week and in presence of consumer if so desired by him.

6. The recovery/ refund will be worked out based on the power consumption during last six months, adjusting for the error indicated during verification/ checking and the recovery / refund will be adjusted in next billing cycle. If, however, the circumstantial evidence or the variation in consumption or any type of tamper features recorded by the meter warrants the adjustment for a period less than six months, the recovery / refund may be worked out for that period only.

7. The procedure mentioned as above shall be applicable irrespective of the fact whether the meter is owned by the consumer or by the Nigam.

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### INSTRUCTION NO. 4.13

#### Adjustment of Accounts of Challenged Meters:

The account of a consumer who has challenged a meter and whose meter is got tested from M&T Laboratory should be adjusted as under:

On receipt of the Test results from XEN M&P it should be verified whether the meter is correct or not. In case the inaccuracy of the meter exceeds the tolerance limit at any load even though the average inaccuracy may be less than the tolerance limit, necessary adjustment should be carried out in consumer account after striking out the average of percentage errors at different loads. The permissible tolerance limits for the energy meters of Class 0.5/1.0 accuracy may be treated as under:

i) For Class 1.0 accuracy meters =  $\pm 2\%$

ii) For Class 0.5 accuracy meters =  $\pm 1.5\%$

The following example will illustrate the procedure to be adopted :-

Supposing the errors determined by tests are:

At	10% Full Load	-2.5%
	25% Full Load	-0.5%
	50% Full Load	+1.5%

75% Full Load	+3.0%
100% Full Load	+3.5%
Average error $\frac{-2.5-0.5+1.5+3+3.5}{5}$	+1%

2. If the recorded monthly consumption as shown by the meter is (say) 400 units, the chargeable consumption would be:

$$\frac{100}{101} \times \frac{400}{1} = 396.04$$

3. Necessary refund should be given to the consumer for 3.96 units (400-396.04), for that month by finding out the difference between the bills for 400 units and 396.04 units. Similar calculation should be made for each month of the period for which the adjustment is required to be made.

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### INSTRUCTION NO. 4.14

#### **Adjustment of Consumer's Account if Meter is found in accurate or inoperative by a Nigam's Employee: (SC 28/2013):**

1. In compliance to the HERC directions issued vide memo no.7011/HERC/T-126 dated 13.12.2012 and order issued in case no. HERC/RA-01 of 2013 dated 06.06.2013, in case of defective /sticky / dead stop/ burnt meter/ premises found locked, the consumer, during the period of defective meter, shall be billed provisionally in the following manner: (SC 28/2013):

- a) On the basis of the consumption recorded during the corresponding period of the previous year when the meter was functional and recording correctly.
- b) In case the same is not available, then on the basis of average consumption of the past six months immediately preceding the date of the meter being found / reported defective.
- c) If period of installation of meter is less than six months, then the consumer shall be billed on the basis of average consumption of the period from the date of installation of the meter to the date of the meter being found / reported defective.
- d) In case no previous correct consumption data is available, owing to new connection or otherwise, the consumer shall be billed (provisionally) for the units as mentioned in the table below: -

#### **For DS/NDS consumers:**

Sr. No.	Category	Consumer fed through Rural feeders	Consumer fed through Urban feeders
		No. of units per kW of the connected load or part thereof per month	
1.	Domestic supply	40	50
2.	Bulk Domestic supply	-	50
3.	Non-Domestic supply		

	For General	75	150
	For Restaurants, Hotels, Petrol Pumps & Cinemas	120	180
	For Nursing homes & Hospitals with indoor Nursing facilities, shopping malls	120	240

**For other categories of consumers:** The quantity of units consumed per month shall be worked out as per the following equation:-

In cases where Tariff is levied on the basis of Connected load :  $\text{kW} \times \text{LF} \times \text{H} \times \text{D}$

In cases where Tariff is levied on the basis of Sanctioned contract demand :

$$\text{CD} \times \text{LF} \times \text{H} \times \text{D}$$

**Where**

KW = Connected load

CD = Sanctioned Contract demand in kW or kVA, as the case may be.

LF = Load factor

H = No. of working hours per day.

D = No. of days per month

In the above equations, the load factor, no. of working hours per day and No. of days per month, for various categories of consumers shall be taken as below:-

Category of consumers	Load factor	No. of working hours per day		No. of days per month
		Rural feeder	Urban feeder	
LT Industries having load upto 20 kW	80%	8	8	25
LT Industries having load above 20 kW	80%	8	16	25
Public Water works	100%	6	12	30
Street / Public lighting/ Independent hoarding / decorative lighting	100%	8	10	30
Bulk supply (on LT)	50%	10	16	30
Bulk supply (on HT)	60%	10	20	30
HT Industrial supply				
a. Continuous process industry	80%	8	20	30
b. General Industry	80%	8	12	25
Agriculture supply	100%	8	8	20
Railway Traction and DMRC	80%	-	20	30

Based upon the above data, the consumer shall be billed (Provisionally) for the units as mentioned in the table below:-

Sr. No.	Category	No. of units in kWh or kVAh as the case may be per kW of the connected load or part thereof or per kVA of the sanctioned contract demand as the case may be per month	
		Consumers fed through Rural feeders	Consumers fed through Urban feeders
1.	LT Industry having load	160	160



	upto 20 kW		
2.	LT Industry having load above 20 kW	160	320
3.	Public Water works	180	360
4.	Street / Public lighting/ Independent hoarding / decorative lighting	240	300
5.	Bulk supply (on LT) Bulk supply (on HT)	150 180	240 360
6.	HT Industrial supply a. Continuous process industry b. General Industry	192 160	480 240
7.	Agriculture supply	160	160
8.	Railway Traction and DMRC	-	480

In cases where premises are found locked and the licensee is unable to read the meter, the provisional billing shall be done in the manner as prescribed above and the account shall finally be overhauled on the basis of the actual units recorded by the meter when the licensee is able to read the meter.

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

**2. The defective meter shall be replaced by the licensee within 7 days of its being so established on checking. The burnt meter (if cause attributable to consumer) shall be replaced within 24 hours of payment of charges by the consumer.**

3. After installation of new meter, the account of the consumer, billed provisionally in the manner as specified under Para-I above, shall finally be overhauled in the following manner:

- a) In case the consumer was billed provisionally in the manner as specified under Para-1 (a) above, then no further overhauling of the account is required in case there has been no extension of load during the period the meter remained defective. In case there has been extension of load during the period the meter remained defective, then the account of the consumer shall finally be overhauled on the basis of average consumption of ensuing corresponding period recorded by the new meter.
- b) In case the consumer was billed provisionally in the manner as specified under Para-1 (b), 1 (c) & 1 (d) above, then the account of the consumer so billed shall finally be overhauled on the basis of average consumption of ensuing corresponding period recorded by the new meter.
- c) In case of seasonal industries, the account shall be overhauled on the basis of average consumption of ensuing corresponding period after installation of new meter.

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

After installation of new meter or rectification of the MDI, the demand charges so levied shall finally be overhauled in the following manner:-

- a) In case the demand charges were charged on the basis of maximum demand recorded during corresponding period of previous year and there has been no increase in the sanctioned contract demand during the period the MDI remained defective, no further overhauling of the account is required.
- b) In case the demand charges were charged on the basis of maximum demand recorded during corresponding period of previous year and there was increase in the sanctioned contract demand during the period the MDI remained defective, the demand charges shall be reviewed on the basis of MDI recorded by the new meter during the ensuing corresponding period. In case these are more, the additional amount shall be charged and in case these are less than the amount already charged then no refund shall be made.
- c) In all other cases, where the demand charges were levied on the basis of average maximum demand of lesser period and not on the basis of MDI recorded during corresponding period of previous year, the demand charges shall be reviewed on the basis of MDI recorded by the new meter during the ensuing corresponding period. In case these are more, the additional amount shall be charged and in case these are less than the amount already charged then no refund shall be made.

5. In view of the above, it becomes mandatory on the part of the filed officers to conduct regular checking of the meters and all the dead stop/burnt and in-accurate meters found must be replaced within specified period.

6. If the meters are not immediately available in stores, the consumer shall be given the option and requested to arrange the meter at his level from authorized source for replacement.

7. For billing of temporary supply consumer where the meter get defective, dead stop or inoperative, the Executive Engineer shall assess the consumption in such case on the basis of available data at site.

8. The direction of HERC dated 10/01/2013 regarding replacement of defective meters & penalty mechanism in case of failure to replace the same is also available on at Commission website [www.herc.gov.in](http://www.herc.gov.in)

9. **Wrong-Meter-reading–Acceptance of reading as DS/NDS represented by consumer:**

some unscrupulous Meter Readers, instead of taking actual consumption recorded by the meter, are recording fictitious/incorrect meter reading in some cases resulting into not only harassment to the honest

consumers but also brings bad name to the department. The aggrieved consumers have to approach to the concerned SDO 'OP' to get the bill corrected on the basis of exact meter reading noted down by him. Sometimes the last due date for payment passes away in this process i.e. reinvestigation of meter reading and correction of bill thereof.

The matter has been reviewed and the Nigam has decided to liberalize the procedure in such eventuality as under:-

- a. Whenever any DS/NDS consumer having load less than 10 KW represents that there is a variation in the meter reading recorded by the Meter Reader and noted down by him, the payment shall be accepted by the SDO as per reading claimed in the representation, pending verification.
- b. The meter reading of the consumer shall be got re-verified within 7 days through another Meter Reader / JE in charge. In case the meter reading pointed out by the consumers is found in order, disciplinary action shall be initiated against the delinquent who recorded the meter reading in the first instance.
- c. Where the meter reading, on re-verification, tallies with the earlier meter reading, the consumer's account shall be overhauled by debiting the unpaid amount plus delayed payment surcharge accrued there upon and arrear shown in the next bill.

Consumers having connected load 10KW and above shall be dealt with as per prevalent instructions.

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#### **INSTRUCTION NO. 4.15**

##### **Differences or Dispute over the Accuracy:**

Where any difference or dispute arises as to whether any meter is not correct, the matter should be decided, by the XEN M&P of the Nigam and if in his opinion the meter is not correct, the appropriate authority shall estimate the amount of adjustment to be carried out in the consumer's account for a period of not exceeding 6 months preceding the date of test.

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#### **INSTRUCTION NO. 4.16**

##### **Changing the Position of a Meter:**

1. Where the Nigam/ consumer require the meter to be removed or its position changed the Nigam/ Consumer shall give notice to this effect in writing to the consumer/ Nigam/ and the Nigam /consumer shall comply with such notice, subject to the consumer paying the charges prescribed in the schedule of General Charges in advance in case consumer has given the notice for change. Where the existing meter has been installed in a push-fit type MCB, the cost of the meter shall also be recovered from the consumer.
2. On receiving a request from consumer for the change of site of the

meter, JE should visit the site and assess the expenditure involved in such a change. If no material is involved in the job, the requisite fee as laid down, in Schedule of General and Misc. Charges may be recovered. But if some material is required, a deposit estimate may be framed and the estimated cost together with 10 percent department charges should be got deposited before under taking the job.

3. If however, the change in the position of the meter is necessitated due to floods and any natural calamity, which is an act of God, no charges for changing may be recovered.

4. No meter changing fee would be recoverable if a consumer wants to get his own meter re installed after it has been got tested from the Nigam's laboratory as a result of periodical checking or on being found defective.

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### **INSTRUCTION NO. 4.17**

#### **Installation and Maintenance of Meter supplied by the consumer:**

The consumer has the option to install his own meter. Whenever any consumer desires to exercise this option, the following facts should be brought to his notice:

- i. The expense and onus of keeping the meter correct falls upon the consumer.
  - ii. In case a meter owned by the consumer is found defective, the consumer would be asked to provide another meter at his own cost within 2 days and the same shall be got calibrated and replaced within another three days. In case the consumer fails to provide his own meter within 2 days the Nigam will replace the meter at its cost and levy the meter service charges and meter security to the consumer as applicable. In the event of consumer declining to accept the replacement of his defective meter with Nigam's meter, supply will be disconnected without any further notice. The defective meter of the consumer would, however be returned to him in any case.
2. Normally the meter owned and installed by the consumer shall not be replaced unless the same is found defective. However, in cases where meter owned by the consumer is sought to be removed by the Nigam for any purpose, such as checking, the Nigam shall reimburse the cost of such meter removed, at the prevalent market rate/ Nigam's issue rate whichever is more and no meter service charges/ meter security will be charged from the consumer.
3. Should the Nigam decide/ launch a programme to change all the existing meter of one type with the meter of another improved type of meter the meter would be replaced only after checking of the existing meter and the cost of the meter shall be regulated as under: -
- i) Where the old meter is removed as a healthy meter, neither security of new meter shall be charged. Further Nigam shall not levy any meter service charges/ meter security from the consumer, so as to avoid double investment by the consumer.
  - ii) Where the meter is removed as a defective meter, the cost of new meter

shall be charged and no meter service charges shall be charged.

Under both circumstances the removed meter shall be returned to the consumer (if claimed by him/her) after breaking the seals provided by the Nigam, if any.

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#### **INSTRUCTION NO. 4.18**

##### **Testing charges if the meter is got tested from Nigam's Laboratories:**

Testing charges inclusive of departmental charges shall be recovered from the consumer as prescribed under the schedule of general and miscellaneous charges.

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#### **INSTRUCTION No. 4.19**

##### **Reading of MDI:**

1. There have been frequent cases in which the M.D.I. installed at the consumer's premises have been found defective on the reading date of the month. In that case, load survey as well as temper information be downloaded for analysis and ascertaining the maximum demand.

2. In case any defect is noticed by the Nigam's official at the time of checking/taking readings, the fact should be brought to the notice of Xen (M&P) on the telephone by the SDO concerned after personal verification by him and immediate action will be taken by that officer.

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#### **INSTRUCTION NO. 4.20**

##### **Removal of meter and other equipment from the consumer premises on permanent disconnection:**

It is incumbent upon the consumers to allow access to persons duly authorized by the Nigam to enter their premises and to remove fittings or other apparatus of the Nigam, after service of due notice in this respect.

The cases where the consumer do not provide such access to their premises and as such meter is not removed and PDCO could not be effected, consumer account should be finalised by debiting the consumers the following charges:-

##### **1. Energy Charges:**

- a) Where final reading of the meter taken at the time of effecting TDCO is

available, the energy charges on account of the same should be billed.

- b) Where final reading of the meter at the time of effecting TDCO is not available i.e. the consumer did not provide access to the premises and the TDCO was affected by disconnecting the connection from outside his premises, the energy charges should be assessed as per SMI-4.13.

## **2. Cost of Meter and in accessible service:**

The cost of the meter and the service line, which cannot be removed from the consumer's premises, should be debited to his account.

The portion of the service line outside the consumer's premises should thereafter be dismantled as per existing rules.

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## **INSTRUCTION NO. 4.21**

### **Monthly reading of AP Feeder Meters through CMRI: (SI 16/2011):**

In order to maintain proper & exact calculation of agriculture consumption, it stands decided by the management that SDO/OP/JE in-charge S/Office shall take readings through CMRI of all the AP feeder meters under their jurisdiction to calculate the consumption every month. The software facility stands provided in the meter. The reading so taken shall be downloaded in the circle office and be sent to SE/SO and CGM/Audit feeder wise on the prescribed format.

However, it has been noticed that ibid instructions are not being followed meticulously and the readings are not being taken through CMRI. This has been viewed seriously by the management.

Therefore, it is again directed that the concerned GM/OP should ensure that the reading of all AP feeder meters are taken timely by their respective SDO/OP/JE in charge sub office and are downloaded in circle office. After downloading, the feederwise reading shall be sent to SE/SO and CGM/Audit every month on prescribed format. The GM/OP shall be personally responsible in case of non-compliance of these instructions.

**Name of sub- division** \_\_\_\_\_

**Name of sub station** \_\_\_\_\_

<b>SR. No.</b>	<b>Name of 11 KV AP Feeder</b>	<b>Reading taken through CMRI as on dated _____ of last month</b>	<b>Reading taken through CMRI as on dated _____ of current month</b>	<b>Multiplying Factor</b>	<b>Consumption (KWH)</b>

It is certified that the above data has been taken personally by me through CMRI for each feeder and the same is actual and correct as per existing meter particulars. SDO/OP Sub-Division.....					

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### INSTRUCTION NO. 4.22

#### **Inspection of Distribution Transformers by DGM/OP at the time of energisation: (SI 45/2007):**

No new Distribution Transformer shall be energized without the prior approval & inspection of concerned DGM/Operation. The Distribution Transformer installed by construction wing of Nigam, consumers or through trunking contractors shall also be inspected by the concerned DGM (OP) before energisation.

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**SECTION – V****TARIFFS****INSTRUCTION NO. 5.1****Charges for supply:**

Supply of electric energy to the various categories of consumers is chargeable at the relevant schedule of tariff for supply of Energy as approved by the HERC from time to time. The particular schedule, which will be applicable for a new consumer, is usually determined before the connection is given, on the basis of usage of supply and availability clause of the schedule of tariff for supply of energy and it is intimated to the prospective consumer at the time of issue of Demand Notice. As such the JE concerned, while verifying the connected load for purpose of preparation of estimate for service line or at the time of verification of the test report should check up and ensure the usage of supply so as to determine the applicability of correct schedule of tariff. However, such checking carried out by the Nigam's employees before the release of connection shall not entitle the consumer to use supply for purpose other than the purpose for which connection was availed and the use of supply for a purpose other than a purpose for which a different schedule of tariff is applicable shall constitute un-authorized use of supply and shall be dealt with accordingly.

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**INSTRUCTION NO. 5.2****Schedule of Tariff for – Domestic Supply (SC 29/2013):**

- (A) Availability:** Applicable to consumers for lights, fans, domestic pumping sets, lifts, fire hydrants, and house-hold appliances in the following premises:-
- (a) Single private house / flat
  - (b) Group housing societies other than those covered under HERC (Single Point Supply to Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers) Regulations, 2013 (hereinafter referred to as Single Point Supply Regulations). In case of Group Housing Societies covered under Single Point Supply Regulations and opting for option-2, individual connections to residents of such Group Housing Societies shall also be covered under Domestic Supply Schedule subject to the conditions in the said Regulations
  - (c) Hostel of Educational Institutions (including Mess/ Canteen),
  - (d) Working Women's hostels run by Red Cross and Social Welfare Department,
  - (e) Anganwadi Workers' training Centres set up by Indian Council for Child Welfare,
  - (f) Places of public worship such as Mandirs, Masjids, Churches, Gurdwaras,
  - (g) Village Chaupal owned by Gram Panchayat / Communities.

**NOTES**

- i) Private dwelling, in which space is occasionally used for the conduct of business by a person residing therein, shall also be served under this tariff.
- ii) Where a portion of the dwelling is used regularly for the conduct of a business, the consumption in that portion shall be separately metered and billed under



the appropriate Non-Domestic tariff or Industrial power supply tariff. If separate meters are not provided, the entire supply will be classified under Non-Domestic supply or industrial power supply tariff as applicable.

- iii) Resale of energy is strictly prohibited except where necessary permission/exemption is granted by Haryana Electricity Regulatory Commission.
- iv) A hostel shall be considered as one unit and billed without compounding. The supply for residential quarters/flats attached to the educational institutions for staff-members shall also be considered as one unit and billed without compounding.
- vi) Consumption of Street lighting in Group Housing Societies, other than those covered under Bulk Supply (Domestic) Schedule, shall be billed at Domestic tariff.

**B. Character of Service:**

A.C, 50 cycles, single phase, 230 volts;

A.C, 50 cycles, three phase, 400 volts (for connected load above 5 kW but up to 50 kW);

A.C, 50 cycles, three phase, 11000 volts or higher voltage (for connected load above 50 kW).

**C. Tariff :**

<b>Category I: (Total consumption up to 100 units per month)</b>	
0 - 40 units per month	298 Paise /kWh
41-100 units per month	475 Paise /kWh
<b>Category II: (Total consumption more than 100 units/month and up to 800 units/month)</b>	
0 – 250 units per month	490 Paise /kWh
251 – 500 units per month	560 Paise /kWh
501 - 800 units per month	598 Paise /kWh
<b>Category III:(Total consumption more than 800units/month)</b>	
Total Consumption	598 Paise /kWh OR 538 Paise / kVAh in case a consumer at his own cost installs kVAh meter and opts for kVAh tariff i.e. applicable tariff per kWh multiplied by a power factor of 0.90.

**Note:**

- a) Energy charges in case of Domestic consumers are telescopic in nature within the category in which they fall. In case of consumption being more than 800 units/ month, no slab benefits shall be admissible and tariff application will be 598 paise/ kwh for total consumption.
- b) Concession of 10 paise per unit in domestic tariff rate shall be allowed to women in case properties are owned by woman and the domestic electricity connection is in the name of that woman on that property. (SI 37/2005).
- c) Rebate on domestic electricity bills @ Rs.100/-, Rs.200/- and Rs.300/- per month shall be allowed to the users of Solar Water Heaters of capacity 100 LPD, 200 LPD and 300 LPD capacities respectively for a period of 3 years starting in subsequent month from the date of installation of the system. This rebate will be available to the users of Solar Water Heating Systems of BIS approved flat rate collectors or Ministry of Non-conventional Energy Sources (MNES) approved systems. To take benefit of the above rebate, the applicant will be required to submit a joint commissioning report duly signed by the user, supplier and concerned Project Officer/Asstt. Project

Officer (PO/APO) Integrated Rural Energy Programme (IREP) of the district. The SDOs (OP) shall however, be required to carry out periodical check of Solar Water Heating System for its operation and functioning. In case at any stage the system is found to be non-functional/non-operational, the rebate should be immediately withdrawn. (SC 07/2007).

- d) Fuel Surcharge Adjustment (FSA):** As per applicable charges calculated in accordance with the Haryana Electricity Regulatory Commission (Terms and Conditions for Determination of Tariff for Generation, Transmission and wheeling and distribution & Retail supply under Multi-year Tariff Framework) Regulations, 2012 (HERC MYT Regulations, 2012) as amended from time to time.
- e) Monthly Minimum Charges (MMC) :** The monthly minimum charges (excluding service charges) shall be Rs. 100/- per kW or part thereof of the connected load upto 2 kW and Rs. 60/- per kW or part thereof for the connected load exceeding 2 kW per month. (Example: For connected load of 3 kW, MMC shall be  $100 \times 2 + 1 \times 60$  i.e. Rs. 260 per month).
- f) Payment :** In the event of the bi-monthly bill not being paid in full within the period specified in the bill, a surcharge at the rate of 3% shall be levied for each billing cycle of 2 months or part thereof on the unpaid amount of the bill until the amount is paid in full.

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### INSTRUCTION NO. 5.3

#### **Schedule of Tariff for – Non-Domestic Supply & Independent Hoarding / Decorative Lightening:**

##### **A. NON-DOMESTIC SUPPLY**

- (i) Applicability :** Applicable to consumers for lights, fans, appliances and small motors in all non-residential premises such as:-

(a) Business houses, (b) Cinemas, (c) Clubs, (d) Call Centres/BPOs/KPOs/ ITES/ IT units (including software development, R&D but excluding IT / Electronics / Communication hardware manufacturing units)/ bio-technology units "SC 33/2013", (e) Public / corporate offices, (f) Educational Institutions, (g) Hospitals, (h) Hotels, (i) Nursing Homes/ Clinics/ Dispensaries, (j) Shops, (k) Malls, (l) Street lighting in Anaj Mandis, (m) Street lighting in HUDA sectors which have not been transferred to local Municipal Bodies etc.

**Note:** In case of Health and Educational Institutions having a total load exceeding 20 kW, these shall be treated as non-domestic category where the entire load is NDS. However if there is mixed load or there is some other category's load (other than industrial) in the total load and if such other load exceeds 10% of the total load then Bulk Supply schedule as at Sr. No. 6 shall be applicable.

##### **(ii) Character of Service**

A.C, 50 cycles, single-phase, 230 volts (for connected load up to 5 kW)

A.C, 50 cycles, three-phase, 400 volts (for load above 5 kW but up to 50 kW)

A.C, 50 cycles, three-phase, 11000 volts, or higher voltage (for load above 50 kW except for existing consumers as on 30th September, 2010 with load above 50 kW and upto 70 kW who are on LT supply).

**(iii) Tariff**

	Sub-category	Energy Charges	Fixed Charges
(a)	For consumers with connected load up to 5 kW (LT)	585 Paise per kWh	Nil
(b)	For consumers with connected load above 5 kW & up to 20 kW (LT)	610 Paise per kWh	Nil
(c)	For consumers with connected load above 20 kW & up to 50 kW (LT)	600 Paise per kWh	@ Rs. 150 per kW or part thereof of the connected load per month.
(d)	Existing consumers as on 30.09.2010 with connected load above 50 kW and up to 70 kW (LT)	625 Paise per kWh	@ Rs. 160 per kW or part thereof of the connected load per month
(e)	Consumers with connected load above 50 kW (HT)	585 Paise per kWh or 526 paisa per kVAh in case consumer opts for kVAh based billing.	@ Rs. 160 per kW or part thereof of the connected load per month

**(iv) Fuel Surcharge Adjustment (FSA):** As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.

**(v) Monthly Minimum Charges (MMC) :** The monthly minimum charges (excluding service charges) shall be Rs. 200/- per kW or part thereof of the connected load upto 5 kW and Rs.185/- per kW or part thereof of the connected load exceeding 5 kW and upto 20 kW. MMC shall be applicable only to consumers with connected load upto 20 kW.

(Example: For connected load of 7 kW, MMC will be 5x200+2x185 i.e. Rs. 1370)

**(vi) Payment :** In the event of the monthly/bi-monthly bill not being paid in full within the period specified in the bill, a surcharge at the rate of 1½ %/3% shall be levied for each billing cycle on the unpaid amount of the bill until the amount is paid in full.

**B. INDEPENDENT HOARDING / DECORATIVE LIGHTNING**

**(i) Applicability:** Applicable to large commercial establishments/Malls/showrooms etc. who deploy large hoardings to enhance their business visibility. Supply to all such Independent Hoardings/Decorative Lightnings should only be released on a standalone basis with independent meters.

**(ii) Tariff:** 755 Paise per kWh plus fixed charges @ Rs. 150 per kW or part thereof of the connected load per month.

**Note:** All other terms and conditions as applicable to NDS shall also be applicable to this category.

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#### INSTRUCTION NO. 5.4

##### Schedule of Tariff for – L.T. Industrial Power Supply:

(i) **Applicability:** Applicable to all Industrial loads (including IT/Electronics / Communication hardware manufacturing Units), agricultural loads (other than agriculture tube well pump sets) e.g. Threshers, “Toka” connections etc. and existing LT industrial consumers as on 30th September, 2010 with load above 50 kW and upto 70 kW who are on LT supply. (SC 33/2013).

(ii) **Character of Service :**

A.C, 50 cycles, single-Phase, 230 volts (For connected load upto 5 kW)

A.C, 50 cycles, three phase, 400 volts (for connected load above 5 kW but up to 50 kW and for existing industrial consumers as on 30th September 2010 with connected load above 50 kW and upto 70 kW who are on LT supply).

(iii) **Tariff :**

	Sub-category	Energy Charges	Fixed Charges
(a)	For consumers with connected load upto 10 kW	585 Paise per kWh	Nil
(b)	For consumers with connected load above 10 kW and upto 20 kW	610 Paise per kWh	Nil
(c)	For consumers with connected load above 20 kW and upto 50 kW	585 Paise per kWh or 526 Paise per kVAh in case of kVAh metering.	@ Rs. 170 per kW or part thereof of the connected load per month
(d)	Existing consumers as on 30.09.2010 with connected load above 50 kW and up to 70 kW (LT)	550 Paise per kVAh	@ Rs. 170 per kW or part thereof of the connected load per month

**Note:** 80% of the connected load shall be taken into account for levying fixed charges where leviable in case of LT industrial supply.

(iv) **Fuel Surcharge Adjustment (FSA) :** As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.

(v) **Monthly Minimum Charges (MMC) :** The monthly minimum charges (excluding service charges), applicable only in case of consumers with connected load up to 20 kW, shall be Rs. 185/- per month per kW or part thereof of the connected load.

(vi) **Factory Lighting :** The consumption for bona-fide factory lighting will be included for charges under the above tariff. However, supply to residential

quarters, if any, attached to the factory and outside the factory premises will be separately metered and billed under schedule 'DS'.

**(vii) Temporary disconnection of supply:**

- (a) The industrial consumers seeking temporary disconnection of supply shall submit their written requests giving therein specific reasons for the same to Sub-Divisional Officer (Operations) {S.D.O. (OP)} concerned at least one month in advance of the date from which the temporary disconnection is being sought. Requests for temporary disconnection for a maximum period of six months shall be examined and decided by concerned Executive Engineer {Xen (OP)} keeping in view the merits of each case. The requests for temporary disconnection beyond a period of six months and upto 12 months shall be referred by respective SEs to concerned Chief Engineer (CE (OP)) for decision. While considering such requests for temporary disconnection, the following guidelines shall be kept in view:-

- i) The consumer is not a defaulter of Licensee's dues, whether disputed or undisputed.
- ii) The consumers seeking temporary disconnection under "Force Majeure Clause" are not required to submit their requests one month in advance as stipulated under above paragraph.
- iii) The Force Majeure Conditions for the purpose of this clause will include only the following:-
  - a) Acts of God e.g. Floods, Tempests, Earthquake, lightning.
  - b) Acts of Civil and Military Authorities e.g. Wars, Mutiny, Civil commotion/ disturbances, Riots.
  - c) Fires, Strikes, Lockouts.

**Note:** The disputes between partners, shortage of funds and raw materials etc. for the purpose of allowing temporary disconnection will not be considered as Force Majeure reasons under this clause.

- iv) The disconnections sought under Force Majeure reasons must be supported by documentary evidence issued by concerned Civil Authorities.
  - v) The temporary disconnection under Force Majeure reasons may be allowed even beyond a continuous period of 12 months by CE (OP) concerned. The CEs (OP) will, however, submit periodical report after every six months relating to temporary disconnections allowed by them to the Chief Engineer/Commercial of the Licensee.
  - vi) The requests for further extension of temporary disconnection of a consumer who has been allowed temporary disconnection for a period up to 12 months shall be considered only after a minimum period of six months from the date up to which the last disconnection was allowed. For example in case a consumer seeks temporary disconnection for 12 months and the same is allowed from 01.01.2012 to 31.12.2012 and if he applies for further extension, the same will not be allowed before 1st July, 2013. During the intervening period i.e. for the period 1st January 2013 to 30th June 2013, he will be billed on normal tariff as if there were no temporary disconnection.
- (b) During the period of temporary disconnection beyond one month, the consumption of industry for repair work and factory lighting, if any, upto 5% of

the monthly average consumption of preceding six months (or less, if 6 months consumption is not available) will be charged at 200% of the normal energy charges without levy of fixed charges in case applicable. In case of excess consumption than the said limit of 5%, the temporary disconnection facility shall be considered to have been withdrawn from that month and the consumer shall be billed on normal tariff as if there was no temporary disconnection.

The consumption during the first month will be billed at normal tariff i.e. energy charges plus fixed charges, if applicable, subject to minimum charges as per (c) below :

- (c) The industries which are allowed temporary dis-connection will pay minimum charges @ Rs. 220/- per kW or part thereof of the connected load for one month following the month in which temporary disconnection has been allowed and no minimum charges will be levied thereafter.

**(viii) Capacitor Surcharge**

- (a) All the LT industrial consumers are required to install shunt capacitors of adequate rating and of BIS mark manufactured by the standard firms approved by the Licensee. No new connection shall be released without installation of shunt capacitors of required capacity as per the table given below. Rating of LT shunt capacitors required to be installed on various sizes of motors shall be as under:

Sr. No.	Rating of motors (BHP)	KVAR rating of LT capacitors for various R.P.M. of the Motors.		
		750 RPM	1000 RPM	1500 RPM
1	3	1	1	1
2	5	3	2	2
3	7.5	4	3	2
4.	10	5	4	3
5.	15	7	5	4
6.	20	9	7	5
7.	25	10	9	7
8.	30	12.5	10.	7.5
9.	40	15	12.5	10
10.	50	20	15	12.5
11.	60	22.5	17.5	15
12.	75	25	20	17.5
13.	90	30	25	20
14.	100	35	25	22.5

- (b) In case of consumers where the shunt capacitors have not been installed or where these are found missing or in-operative or damaged, one month registered notice shall be served on such consumers to provide the desired capacity of healthy shunt capacitors and in case of non-compliance, a surcharge of 10% of SOP (sale of power) amount (sale of power amount means the consumption charges as defined in the 'Duty to Supply Regulations' of the Commission) shall be levied and it shall continue to be levied till the prescribed capacity of shunt capacitors are installed by the consumers. The intimation of installation of shunt capacitors shall be required to be given by the consumer through the submission of Test Report, which would be duly verified and accepted by the SDO concerned.

- (c) In case of consumers billed under kVAh tariff, capacitor surcharge will not be applicable.

**(ix) Excess connected load Surcharge**

If the connected load of a consumer exceeds the sanctioned load, the excess load shall be treated as unauthorised load. Wherever use of unauthorised load is detected by the Licensee, the excess load shall be charged at the rate of Rs. 220/- per kW per month for the preceding six months or for the period from the date of last checking or from the date of release of connection whichever is less. (The billing of the consumer shall also be revised for this period if there is change in sub-category/category with the excess load detected and the difference shall be charged from the consumer besides the penalty as above.) The consumer will have to submit the revised test report alongwith all relevant documents and ACD for regularization of the excess load. The penalty as well as difference in billing on a/c of change in sub-category/category shall remain chargeable upto one month from the date of submission of requisite documents. The competent authority shall sanction the revised load within one month of the receipt of complete documents from the consumer. Detection of excess load, however, shall not be treated as un-authorised use of electricity under section 126 of the Electricity Act, 2003.

If there is change in category with the excess load i.e. L.T. industrial supply to H.T. industrial supply and it is not possible to regularise it as HT industrial supply, then the consumer will be allowed at his option to have the load sanctioned up to 50 kW and remove the excess load.

- (x) Payment :** In the event of the monthly bill not being paid in full within the time specified in the bill, a surcharge of 1 ½ % shall be levied on the unpaid amount of the bill for each 30 days successive period or part thereof until the amount is paid in full.

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## INSTRUCTION NO. 5.5

### Schedule of Tariff for – H.T. Industrial and Steel Furnace Power Supply:

- (i) Applicability :** Applicable for load exceeding 50 kW to:
- (a) All industrial consumers including IT/Electronics/ Communication hardware manufacturing units. (SC 33/2013).
  - (b) Arc furnaces and mixed load of Arc furnaces and steel rolling mills
  - (c) All other steel furnaces (including induction furnaces and stainless steel furnaces), Steel Rolling Mills (including cold rolling/ re-rolling, steel/ stainless steel mills), mixed load of such steel furnaces and steel rolling mills.
- (ii) Character of Service**  
A.C, 50 cycles, 3 phase 11 KV or higher voltage.  
For Arc Furnaces & mixed load of Arc furnaces & Steel Rolling Mills, the voltage of supply would be 33 KV and above, depending upon availability of bus voltage at the feeding end substation, wherever possible at the discretion of the Licensee.
- (iii) Tariff**
- (a) Energy Charges:**

For supply at 11 KV	530 Paise / kVAh
For supply at 33 KV	520 Paise / kVAh
For supply at 66 KV or 132 KV	510 Paise / kVAh
For supply at 220 KV	500 Paise / kVAh

For supply at 400 KV

495 Paise / kVAh

- (b) **Fixed Charges:** Fixed charges shall be @ Rs.150 per kVA or part thereof of the sanctioned contract demand per month.

**Notes:**

a)	For supply at 3.3 kV and 400 Volts, a surcharge of 10% and 25% respectively is leviable over and above the tariff applicable at 11 kV.
b)	A surcharge of 20 Paise per kVAh on the above tariff shall be leviable for all Arc furnaces, mixed load of Arc furnaces and steel rolling mills, all other steel furnaces (including induction furnaces and stainless steel furnaces), Steel Rolling Mills (including cold rolling/ re-rolling, steel/ stainless steel mills), mixed load of such steel furnaces and steel rolling mills, which are being given supply on 11KV. For supply on 33 kV and above, no surcharge shall be leviable.
c)	In case supply has been given on H.T but is metered on L.T. side, the energy consumption of such consumers shall be increased by 3% of the recorded consumption to account for transformation losses.
d)	For all new connections, metering will be on HT side only.

- (iv) **Fuel Surcharge Adjustment (FSA):** As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.
- (v) **Factory lighting and Colony Supply:** All consumption for bona-fide factory lighting including those of canteen and Hospital, factory staff quarters, street lighting of the colony and the shopping centre within the factory premises shall be included for charging under the above tariff.
- (vi) **Temporary disconnection of supply** (a) The industrial consumers seeking temporary disconnection of supply shall submit their written requests giving therein specific reasons for the same to Sub-Divisional Officer (Operations) {S.D.O. (OP)} concerned at least one month in advance of the date from which the temporary disconnection is being sought. Requests for temporary disconnection for a maximum period of six months shall be examined and decided by concerned Superintending Engineer {S.Es (OP)} keeping in view the merits of each case. The requests for temporary disconnection beyond a period of six months and upto 12 months shall be referred by respective SEs to concerned Chief Engineer (CE (OP)) for decision. While considering such requests for temporary disconnection, the following guidelines shall be kept in view:-
- The consumer is not a defaulter of Licensee's dues, whether disputed or undisputed.
  - The consumers seeking temporary disconnection under "Force Majeure Clause" are not required to submit their requests one month in advance as stipulated under above paragraph.
  - The Force Majeure Conditions for the purpose of this clause will include only the following:-
    - Acts of God e.g. Floods, Tempests, Earthquake, lightning.
    - Acts of Civil and Military Authorities e.g. Wars, Mutiny, Civil commotion/ disturbances, Riots.
    - Fires, Strikes, Lockouts.



**Note:** The disputes between partners, shortage of funds and raw materials etc. for the purpose of allowing temporary disconnection will not be considered as Force Majeure reasons under this clause.

- iv) The disconnections sought under Force Majeure reasons must be supported by documentary evidence issued by concerned Civil Authorities.
- v) The temporary disconnection under Force Majeure reasons may be allowed even beyond a continuous period of 12 months by CE (OP) concerned. The CEs (OP) will, however, submit periodical report after every six months relating to temporary disconnections allowed by them to the Chief Engineer/Commercial of the Licensee.
- vi) The requests for further extension of temporary disconnection of a consumer who has been allowed temporary disconnection for a period upto 12 months shall be considered only after a minimum period of six months from the date upto which the last disconnection was allowed. For example in case a consumer seeks temporary disconnection for 12 months and the same is allowed from 01.01.2012 to 31.12.2012 and if he applies for further extension, the same will not be allowed before 1st July, 2013. During the intervening period i.e. for the period 1st January 2013 to 30th June 2013, he will be billed on normal tariff as if there were no temporary disconnection.
- (b) During the period of temporary disconnection beyond one month, the consumption of industry for repair work and factory lighting, if any, up to 5% of the monthly average consumption of preceding six months (or less, if 6 months consumption is not available) will be charged at 200% of the normal energy charges without levy of fixed charges. In case of excess consumption than the said limit of 5%, the temporary disconnection facility shall be considered to have been withdrawn from that month and the consumer shall be billed on normal tariff as if there were no temporary disconnection.  
The consumption during the first month will be billed at normal tariff i.e. energy charges plus fixed charges subject to minimum charges as per (c) below :
- (c) The industries which are allowed temporary disconnection will pay minimum charges @ Rs. 400 per kVA or part thereof of the contract demand for one month following the month in which temporary disconnection has been allowed and no minimum charges will be levied thereafter.

**(vii) Contract Demand:**

- a) The maximum demand for any month shall be defined as the highest average load measured in kilovolt amperes during any 30 consecutive minutes period of the month.
- b) The contract demand means the maximum demand in kW/kVA for the supply of which the Licensee undertakes to provide facilities from time to time.
- c) In case the maximum demand of the consumer exceeds his Contract Demand in any month by more than 5%, a surcharge of 25% will be levied on the SOP amount for that month.
- d) If in any case the maximum demand is being measured in kW, the same shall be converted in KVA by the use of actual power factor.

**(viii) Power Factor:** In view of introduction of kVAh tariff w.e.f.01.04.2012, power factor surcharge / incentive is not be leviable/admissible to consumers covered under this category.

**(ix) Peak Load Exemption Charge (PLEC)**

- a) Peak Load Hours shall be determined and declared sufficiently in advance by the distribution licensees from time to time with prior concurrence of the Commission.

b) HT Industrial consumers where metering is through Electronic Tri – Vector Meter with the facility of recording consumption during the peak load hours shall be eligible to avail power during peak load hours as provided below:-

- i) All the eligible HT Consumers as mentioned above can draw power upto 20% of their contract demand during peak load hours without any permission from the licensee. The permissible consumption of such consumers during peak load hours in a month will be worked out as per the following formula :-

Permissible consumption: in kVAh	20% of contract demand in kVA X no. of peak load hours X 30
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The consumption during peak load hours in a month upto the level of permissible consumption as above shall be charged at Rs. 1.90/kVAh extra over and above the normal tariff as peak load exemption charges. In case consumption during peak load hours in a month exceeds the permissible consumption, such excess consumption (over and above the permissible consumption) shall be charged at Rs. 3.80/kVAh extra as peak load exemption charges over and above the normal tariff.

- ii) The eligible HT consumers who intend to avail power more than 20% of contract demand during peak load hours shall be required to exercise their option for availing special dispensation. Those consumers who submit their options to the licensee for availing power beyond 20% of contract demand shall be allowed permission/special dispensation by the licensee based on the laid down criteria and subject to the technical feasibility on first come first served basis. The distribution licensees shall evolve the set of criteria and procedure for allowing special dispensation above 20% of contract demand to consumers and get it approved from the Commission within two months from the date of issue of the Schedule of Tariff. The permissible consumption of such consumers during peak load hours in a month shall be worked out as under:

Permissible consumption in KVAh	Allowed special dispensation in KVA X no. of peak load hours X 30
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The consumption during peak load hours in a month up to the level of permissible consumption corresponding to special dispensation as worked out above shall be charged at Rs.1.90/kVAh extra over and above the normal tariff as peak load exemption charges. In case consumption during peak load hours in a month exceeds the permissible consumption, such excess consumption (over and above the permissible consumption) shall be charged at Rs.3.80/kVAh extra as peak load exemption charges over and above the normal tariff.

- iii) The charges as per normal tariff, FSA and any other charges in vogue shall be chargeable for the consumption during peak load hours besides the peak load exemption charges as above.

**Additional guidelines on Peak Load Exemption Charges (PLEC) SC 30/2013:**

- 1) Special dispensation beyond 20% on demand of consumer will be decided by the Management on the merit of each case who are being fed from purely industrial feeder / independent industrial feeder and working in 3 shifts.
- 2) All others HT industrial consumers where TOD facility for recording consumption during peak load hours is not available, they are not allowed to run their industries during peak load hours.

- 3) SDO/OP should take the reading of all such type of HT consumers who opts this facility for billing purposes and also ensure that real time consumption of meter is in order to avoid any complication at the later stage.
  - 4) The PLEC shall not be applicable on those industrial consumers who are being supplied from rural agriculture or rural domestic feeders as they are already being given heavily curtailed supply
  - 5) The peak load hours (which are subject to change) are as under.  
**Morning peak load hours Nil**  
**Evening peak load hours 18:30 Hours to 22:00 Hours**
  - 6) Special dispensation which are allowed earlier be treated as withdrawn & such consumer may apply afresh.
  - 7) The special dispensation can be withdrawn at any time without giving any notice depending upon system constraints.
  - 8) All the HT consumers may be intimated by the SDO concerned about the above terms and conditions through a notice to avoid any complication at the later stage.
- (x) **Payment:** In the event of the monthly bill not being paid in full within the time specified in the bill, a surcharge of 1 ½ % shall be levied on the unpaid amount of the bill for each 30 days' successive period or part thereof until the amount is paid in full.

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#### INSTRUCTION NO. 5.6

##### Schedule of Tariff – Agricultural Tubewell / Lift Irrigation/ MITC supply:

- (i) **Applicability:** Applicable to Irrigation pumping sets / Horticulture / Fisheries/ Lift Irrigation / MITC.
- (ii) **Character of service :**  
 A.C, 50 cycles, single phase, 230 volts  
 A.C, 50 cycles, three phase, 400 volts
- (iii) **Tariff:**  
**(a) Metered Supply (Agricultural tube well pump sets and Horticulture & Fisheries) :**  
**Energy Charges:**

(i) with motor upto 15 BHP	25 paisa per kWh
(ii) with motor above 15 BHP	20 paisa per kWh

##### **(b) Unmetered Supply (Agricultural tube well pump sets) :**

##### **Energy Charges at Flat Rate:**

(i) with motor upto 15 BHP	Rs.35/- per BHP per month
(ii) with motor above 15 BHP	Rs.30/- per BHP per month

##### **(c) Concessional AP Tariff for Bhiwani & Mahendergarh Distracts. (SC 13/2013)**

Capacity of motor	Metered tariff	MMC charges in Rs.	Flat rate/Month
<12.5 BHP	25 P/Unit	200/BHP/Annum	Rs. 35/BHP

12.5 BHP	20 P/Unit		Rs. 30/BHP
≥15 BHP	15 P/Unit		Rs. 20/BHP

Concessional supply to these agriculture feeders of above districts will only be given during night hours from October to March.

(d) **Lift Irrigation and MITC:** 600 Paise per kWh plus fixed charges @ Rs. 170 per BHP per month.

#### NOTES:

(a) The existing flat rate tube well consumers on rural feeders shall have the option to be governed under metered supply rate. New tube well connections shall be given only metered supply. The existing tube well connections on urban feeders shall also be given metered supply only. The distribution licensees shall take necessary action to shift these tube well connections to AP feeders within 6 (six) months from the date of issue of the Schedule of Tariff.

(b) All AP connections on HVDS shall be given only metered supply. In future no agriculture tube well connection shall be given supply from urban or mixed urban feeders.

(c) Only 2 (two) light points with CFL lamps of total wattage of 40 Watts shall be admissible for bona-fide lighting of the pump or machine house. For consumption of these two lamps, no additional charges shall be recovered in case of unmetered tube well connections and for metered tube well connections, it will be included in the metered consumption.

(d) Only one plug point of 5 Ampere shall be admissible per tube well connection. The consumption of energy made through the plug point shall be charged at the rate of Rs. 5/- per plug point per month for unmetered tube well connections and for metered tube well connections, it will be included in the metered consumption.

(e) AP Consumers running industries other than thrashers and chaff cutters on their tube well connections irrespective of the quantum of connected load shall be given metered supply and charged under relevant industrial tariff. They shall also be subjected to minimum charges as provided in the relevant industrial tariff.

**(iv) Fuel Surcharge Adjustment (FSA) :** As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.

**(v) Annual Minimum Charges (AMC) :** The annual minimum charges shall be Rs. 200/BHP per year for metered agricultural supply including horticulture and fisheries.

#### **(vi) Capacitor Surcharge**

a) All the consumers under this category are required to install shunt capacitors of adequate rating and of BIS mark manufactured by the standard firms approved by the Licensee. No new connection shall be released without installation of shunt capacitors of required capacity as per table below. Rating of LT shunt capacitors required to be installed on various sizes of motors shall be as under:-

Sr. No.	Rating of motors (BHP)	KVAR rating of LT capacitors for various R.P.M. of the Motors		
		750 RPM	1000 RPM	1500 RPM
1	3	1	1	1
2	5	3	2	2
3	7.5	4	3	2
4	10	5	4	3

5	15	7	5	4
6	20	9	7	5
7	25	10	9	7
8	30	12.5	10	7.5
9	40	15	12.5	10
10	50	20	15	12.5
11	60	22.5	17.5	15
12	75	25	20	17.5
13	90	30	25	20
14	100	35	25	22.5

b) In case of consumers where the shunt capacitors have not been installed or where these are found missing or in-operative or damaged, one month registered notice shall be served on such consumers to provide the desired capacity of healthy shunt capacitors and in case of non-compliance, a surcharge of 10% of SOP amount shall be levied and it shall continue to be levied till the prescribed capacity of shunt capacitors are installed by the consumers. The intimation of installation of shunt capacitors shall be required to be given by the consumer through the submission of Test Report which would be duly verified and accepted by the SDO concerned.

**(vii) Payment :** In the event of monthly bill not being paid in full within the period specified in the bill, a surcharge of 1 ½ % shall be levied on the unpaid amount of the bill for each 30 days' successive period or part thereof until the amount is paid in full.

- **Applicability of tariff for supply to Tubewell within Municipal Limits (SI No. 27/2007):**

The tariff applicable to the Tubewell installed within the limit of Municipal Committee/Council/Corporation shall be as per its purpose of use.

The purpose of Tubewell water use shall be got verified by taking the following documents from the tubewell consumer:-

- a) Copy of Jamabandi/Girdawari/ Aks shajra as issued by Revenue authorities duly showing the type of land use.
- b) Upon submission of documents as cited above, Nigam Feeder Manager shall carry out the site inspection and take photo and video of Tubewell and type of land use. Care shall be taken to ensure that Feeder Manager also appears in photo/video.
- c) In case, Horticulture exists at site the relevant tariff shall be applicable.
- d) In case, type of land use as shown in revenue documents is "Gair Mumkin" then NDS tariff shall be applicable.
- e) In case, the land falls in "Lal Dora" then NDS tariff shall be applicable.
- f) In case agriculture use is verified then AP tariff shall be applicable.
- g) This shall be applicable both for existing and prospective Tubewell connections with immediate effect.

- **Applicability of tariff for supply to Tubewell within Municipal Limits fed from Urban / Industrial Feeders (Sales Circular No. D-15/2012 ).**

The AP connections which are presently being fed from Urban/Industrial feeders in urban area or otherwise, the Girdawari will be submitted by the

consumer for billing under AP category. Other term and conditions of the ibid Sales Instruction shall remain un-changed.

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### INSTRUCTION NO. 5.7

#### Schedule of Tariff for – Bulk & Bulk Domestic Supply:

##### A. BULK SUPPLY:

(i) **Applicability** : Applicable to general or mixed load exceeding 20 kW for the following establishments irrespective of whether further distribution is involved or not:-

- a. M.E.S and other Military Establishments,
- b. Railways, other than traction.
- c. Central P.W.D,
- d. Hospitals, dispensaries, clinics, nursing homes.
- e. Schools/Colleges/Educational Institutions and other institutions
- f. Other similar Establishments.

##### NOTES :

- a) Only one connection will be given at one contiguous area of reticulation.
- b) In case of Health and Educational Institutions having a total load exceeding 20 kW, these shall be treated as non-domestic category where the entire load is NDS. However if there is mixed load or there is some other category's load (other than Industrial) in the total load and if such other load exceeds 10% of the total load then Bulk Supply schedule shall be applicable.
- c) Business Houses, Cinemas, Clubs, Public / Corporate Offices, Hotels, Shops, Malls, Call Centres, BPOs/KPOs where the entire load is NDS, shall not be eligible for Bulk Supply schedule and shall be covered under NDS schedule as provided therein.

##### (ii) **Character of service :**

A.C 50 cycles, 3 phase, 400 volts for loads up to 50 kW

A.C 50 cycles, 3 phase, 11 kV or higher voltage depending on feasibility for loads above 50 kW

##### (iii) **Tariff**

###### (a) **Energy charges:**

For supply at LT	540 Paise per kvah
For supply at 11 KV	525 Paise per kvah
For supply at 33 KV	515 Paise per kvah
For supply at 66 KV or 132 KV	505 Paise per kvah
For supply at 220 KV	500 Paise per kvah

- (b) **Fixed charges:** Fixed charges shall be payable @ Rs.150 per kW or part thereof of the connected load per month.

(iv) **Fuel Surcharge Adjustment (FSA)** :As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.

(v) **Payment:** In the event of the monthly bill not being paid in full within the time specified in the bill, a surcharge of 1 ½ % shall be levied on unpaid amount of the bill for each 30 days' successive period or part.

**B. BULK SUPPLY (DOMESTIC) :**

(i) **Applicability** : Applicable to all the Colonies / Group Housing Societies covered under Haryana Electricity Regulatory Commission (Single Point Supply to Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers) Regulations, 2013 who opt for Single Point Supply connection under the said Regulations and also for such other Group Housing Societies which do not fall under the purview of these Regulations but, on their own, opt for Single Point Supply under the ibid Regulations. The load of common facilities for the residents of the Group Housing Society admissible for billing under Bulk Supply (Domestic) tariff shall not be more than 17.64% (15x100/85) of the total residential/domestic load of the Group Housing Society / Colony. In case of load of common facilities being more than 17.64% of the residential / domestic load, the excess load shall be treated as NDS load and the pro-rata consumption corresponding to this excess load along with other NDS load, if any, shall be billed at NDS tariff as provided in the said Regulations. A single point electricity connection shall be provided at the H.T. (11 kV) level (or higher) and further distribution within shall be owned and managed by the Colony / Group Housing Society.

(ii) **Character of supply** : A.C, 50 cycles, 3 phase supply at 11 KV or above voltage level at single delivery point.

**Notes:**

- a) The connected load of lifts, water supply pumps and fire fighting water pumps shall form part of residential / domestic load.
- b) No industrial activity shall be permitted inside the complex.

**(iii) Tariff****a) Energy charges:**

(i)	For total consumption in a month not exceeding 400 units/ flat/dwelling unit (DU).	420 paisa per kWh
(ii)	For total consumption in a month between 401 - 800 units/flat/ DU.	460 paisa per kWh
(iii)	For total consumption in a month of 801 units or more / flat / DU	510 paisa per kWh

**Notes:**

- i) A rebate of 4% in case of supply at 11 kV and 5% in case of supply at higher voltage in the energy consumption as recorded at Single Point Supply meter shall be admissible.
  - ii) No benefit of lower slab shall be admissible in the higher consumption slabs. Total consumption shall be charged at a single tariff depending upon the average consumption/flat/ residential unit for that month.
- b) **Fixed charges:** Fixed charges shall be payable @ Rs. 80 per kW or part thereof of the recorded maximum demand per month.

(iv) **Fuel Surcharge Adjustment (FSA):** As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.

(v) **Payment** : In the event of the monthly bill not being paid in full within the time specified in the bill, a surcharge of 1½ % shall be levied on unpaid amount of the bill for each 30 days' successive period or part thereof until the amount is paid in full.

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**INSTRUCTION NO. 5.8****Schedule of Tariff for Street Lighting Supply:**

- (i) **Applicability** :Applicable to street lighting system including signal systems and road and park lighting in Municipalities, Panchayats and Institutions.
- (ii) **Character of Service**  
A.C, 50 Cycles, single phase, 230 volts  
A.C, 50 Cycles, three-phase, 400 volts
- (iii) **Tariff** : Energy charges: 600 paisa per kWh
- (iv) **Fuel Surcharge Adjustment (FSA)** : As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.
- (v) **Monthly Minimum Charges (MMC)**: Monthly minimum charges (excluding service charges) shall be Rs. 180/- per kW or part thereof of connected load per month.
- (vi) **Payment**: In the event of the monthly bill not being paid in full within the time specified in the bill, surcharge of 1 ½ % shall be levied on the unpaid amount of the bill for each 30 days' successive period or part thereof until the amount is paid in full.

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**INSTRUCTION NO. 5.9****Schedule of Tariff For – Railway Traction and DMRC**

- (i) **Availability**: Available to the Railways for Traction loads and Delhi Metro Rail Corporation (DMRC).
- (ii) **Character of Service**: A.C. 3-phase, 50-cycle, 11 KV & above for Railways traction and at 66 KV and above for DMRC.
- (iii) **Tariff** :

**Energy charges:****(a) For Railway Traction:**

For supply at 11 KV	525 Paise per kvah
For supply at 33 KV	520 Paise per kvah
For supply at 66 KV or 132 KV	510 Paise per kvah
For supply at 220 KV	505 Paise per kvah

**(b) For DMRC:**

For supply at 66 KV	480 Paise per kvah
For supply at 132 KV	480 Paise per kvah

**Fixed Charges:** Fixed charges for both Railway Traction and DMRC shall be applicable @ Rs.140 per kVA or part thereof of the billable demand as per para (v) (b) below per month.



**Note:** All other terms and conditions as applicable to Railway Traction shall be applicable to DMRC as well.

- (iv) **Fuel Surcharge Adjustment (FSA)** : As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.
- (v) **Demand Assessment** :
  - a) The demand for any month shall be defined as the highest average load measured in Kilovolt amperes during any 30 consecutive minutes period of the month.
  - b) The billable demand shall be the actual maximum demand or 65% of the contract demand whichever is higher.
  - c) The contract demand means the maximum demand in kW/KVA for the supply of which the Licensee undertakes to provide facilities from time to time.
- (vi) **Demand Surcharge** : In case the consumer exceeds his contract demand in any month, the excess demand shall be charged @ Rs.125 per KVA or part thereof per month. In case consumer exceeds his contract demand in any month due to shifting of load by the consumer in case of failure of supply at any other point under the jurisdiction of Licensee and for reasons attributable to the Licensee, the excess demand shall be determined on the basis of contract demand for supply at such points taken together.
- (vii) **Power Factor** : In view of introduction of kVAh tariff, power factor surcharge / incentive will not be leviable/admissible to consumers covered under this category w.e.f.01.04.2013.
- (viii) **Payment**: In the event of the monthly bill not being paid in full within the time specified in the bill, a surcharge of 1½ % shall be levied on the unpaid amount of the bill for each 30 days' successive period or part thereof until the amount is paid in full.

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#### INSTRUCTION NO. 5.10

##### Schedule of Tariff for – Public Water Works Supply:

- (i) **Applicability** : Applicable to pumps (other than irrigation) such as water supply pump sets, flood dewatering pumping sets, sewerage disposal/treatment plants etc. installed by the Govt., Govt. undertakings, Municipalities, Panchayats, Religious institutions and private institutions/bodies.
- (ii) **Character of Service** :
  - A.C, 50 cycles, Single-Phase, 230 volts,
  - A.C, 50 cycles, Three-Phase, 400 volts
  - A.C, 50 cycles, Three-phase, 11000 volts, or higher voltage depending on feasibility for load above 50 kW
- (iii) **Tariff** : 600 paisa per kWh plus fixed charges @ Rs.170 per kW or part thereof of the connected load per month.
- (iv) **Fuel Surcharge Adjustment (FSA)** : As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.

- (v) **Pump House Lighting:** The consumption for bona-fide pump house lighting will be included for charges under the above tariff.

(vi) **Capacitor Surcharge:**

- a) All the consumers are required to install shunt capacitors of adequate rating and of BIS mark manufactured by the standard firms approved by the Licensee. No new connection shall be released without installation of shunt capacitors of required capacity as per table below. Rating of LT shunt capacitors required to be installed on various sizes of motors shall be as under:-

Sr. No.	Rating of motors (BHP)	KVAR rating of LT capacitors for various R.P.M. of the Motors.		
		750 RPM	1000 RPM	1500 RPM
1.	3	1	1	1
2	5	3	2	2
3.	7.5	4	3	2
4.	10	5	4	3
5.	15	7	5	4
6.	20	9	7	5
7.	25	10	9	7
8.	30	12.5	10.	7.5
9.	40	15	12.5	10
10.	50	20	15	12.5
11.	60	22.5	17.5	15
12.	75	25	20	17.5
13.	90	30	25	20
14	100	35	25	22.5

- b) In case of consumers where the shunt capacitors have not been installed or where these are found missing or in-operative or damaged, one month registered notice shall be served on such consumers to provide the desired capacity of healthy shunt capacitors and in case of non-compliance, a surcharge of 10% of SOP amount shall be levied and it shall continue to be levied till the prescribed capacity of shunt capacitors are installed by the consumers. The intimation of installation of shunt capacitors shall be required to be given by the consumer through the submission of Test Report which would be duly verified and accepted by the SDO concerned.
- (vii) **Excess connected load Surcharge:** If the connected load of a consumer exceeds the sanctioned load, the excess load shall be treated as unauthorised load. Wherever use of unauthorised load is detected by the Licensee, the excess load shall be charged at the rate of Rs.150/- per kW per month for the preceding six months or for the period from last date of checking or from the date of release of connection whichever is less. In both the cases the consumer will have to submit the revised test report along with all the relevant documents and ACD. The penalty shall remain chargeable upto one month from the date of submission of required documents. The competent authority shall sanction the revised load within one month of the receipt of complete documents from the consumer.
- (viii) **Payment:** In the event of the monthly bill not being paid in full within the time specified in the bill, a surcharge of 1 ½ % shall be levied on the unpaid amount of the bill for each 30 days successive period or part thereof until the amount is paid in full.

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**INSTRUCTION NO. 5.11****SCHEDULE OF TARIFF – TEMPORARY METERED SUPPLY (T.M.):****A. TARIFF FOR TEMPORARY DS and NDS SUPPLY:**

- (i) **Applicability:** Applicable to all domestic and Non-Domestic supply consumers including touring cinemas, theatres, circuses and for construction purposes as well.
- (ii) **Character of Service:**  
 A.C, 50 Cycles, Single-phase, 230 volts  
 A.C, 50 Cycles, 3-phase 400 volts  
 A.C, 50 Cycles, 3-phase 11 KV or higher voltage (for load exceeding 50 kW) depending upon feasibility.
- (iii) **Tariff:** Energy charges at the rate of one and half times the energy charges of relevant category for which temporary supply has been sought. MMC / Fixed charges wherever applicable, shall be leviable at the same rate as in case of regular connection.

**NOTE:** The temporary supply for ceremonial purposes like marriages etc., touring cinemas, theatres, circuses and the like will be covered under Temporary Non-Domestic Supply.

- (iv) **Fuel Surcharge Adjustment (FSA):** As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.

**B. TARIFF FOR TEMPORARY INDUSTRIAL, AGRICULTURAL and BULK SUPPLY**

- (i) **Applicability:** Applicable to (a) Industrial consumers, (b) Flood de-watering pump sets installed by the Govt./ private bodies (c) lift irrigation, (d) Public water supply and (e) Bulk Supply consumers.
- (ii) **Character of Service**  
 A.C, 50 Cycles, three-phase, 400 volts  
 A.C, 50 Cycles, three-phase, 11 kV or higher voltage depending on feasibility.
- (iii) **Tariff:** Energy charges at the rate of one and half times the energy charges of relevant category for which temporary supply has been sought. MMC / Fixed charges wherever applicable, shall be leviable at the same rate as in case of regular connection.
- (iv) **Fuel Surcharge Adjustment (FSA):** As per applicable charges calculated in accordance with HERC MYT Regulations, 2012 as amended from time to time.

**(v) Special conditions for temporary supply tariffs 'A' & 'B':**

a) If the Licensee provides and installs the service line and meter, the charges for erection and dismantlement of the service line including the cost of consumables shall be borne by the consumer. The consumer shall be charged meter service charges four times the relevant charges as prescribed in the Schedule of General and Miscellaneous charges for each period of 30 days or less during which the temporary supply has been given.

b) If a consumer provides the material for the service equipment and meter box (the Licensee installing the same), the charges for erection and dismantlement of the service line shall be borne by the consumer. Meter service charges will not be leviable if the meter is also provided by the consumer. But in case the consumer provides only the MCB and not the meter, meters service charges as per (a) above shall be leviable.

c) Before any expenditure is incurred in giving temporary supply, cash deposit shall be taken in advance from the applicant to cover the following:

(i) If the material is to be provided and installed by the Licensee:

- a) Processing fee
- b) Estimated cost with erection and dismantlement charges for the service line
- c) Four times advance consumption deposit
- d) Meter security

Processing fee is non refundable. Estimated cost as at (b) above shall be refunded at the time of disconnection after deducting erection and dismantlement charges and cost of consumables. Advance consumption deposit and meter security shall also be refunded after adjusting outstanding payment, if any, at the time of disconnection of supply.

(ii) If the material is to be provided by the consumer and the service installed by the Licensee:

- a) Processing fee
- b) Erection and dismantlement charges for the service line
- c) Four times advance consumption deposit
- d) Meter security (if meter is provided by the Licensee)

Processing fee and Erection and dismantlement charges for the service line are non refundable. Advance consumption deposit and meters security (in case charged) shall be refunded after adjusting for outstanding payment, if any at the time of disconnection of supply.

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**INSTRUCTION NO. 5.12****Schedule of Electricity Duty (ED) & M.Tax:**

Electricity duty would be realized as per Government of Haryana order issued from time to time. The existing rates are given below:

<b>CATEGORIES OF CONSUMERS</b>	<b>RATES OF ELECTRICITY DUTY (In paise/ unit)</b>
Domestic Consumers.	10
Non-Domestic Consumer	10

Village Chaupal	Exempted
L.T and H.T. Industrial Consumer.	10
Bulk Supply	10
Street Lighting Supply	10
Temporary Supply	As per relevant schedule of E.D applicable on permanent supply.

**NOTE:**

1. Electricity Duty @ Re. 1/- per unit will be charged for illumination purposes i.e. ornamental lighting used for display or decoration.
2. E.D. is leviable on all connections of VSNL/MTNL/BSNL w.e.f.1.10.2000, the date on which the P&T Department was trifurcated and covered under the Companies act (SI 16/2006).
3. *No electricity duty or cess shall be levied on the businesses of generation, transmission and distribution of electricity and on consumption of electricity within Special Economic Zone. (SC D-1/2011).*
4. Delhi Metro Rail Corporation Limited is exempted from the payment of the electricity duty, consumed during traction. (SC 2/2007).
5. The Municipal tax is not leviable on the consumption of Electricity by the Govt.of India or where it is consumed in construction, maintenance or operation of any Railway/ Govt.of India (SI 37/2006).
6. Municipal tax shall be levied on the consumption of electricity within the limits of municipality in the State of Haryana @ five paise per unit.

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**INSTRUCTION NO. 5.13****Schedule of General & Miscellaneous Charges: (SC 26/2011):**

The Schedule of General & Miscellaneous Charges as per HERC order dated 17<sup>th</sup> Aug, 2011 for various categories applicable from 1<sup>st</sup> Sep, 2011 is as under:

<b>A-Schedule of General Charges</b>		
1.	Application processing charges	
	Connected load	Application processing fee
	Upto 2 kW	Rs.10
	Above 2 kW	Rs.20 per kW or part thereof subject to the max. of Rs.10,000/-
<b>Note:-</b> The application-processing fee is recoverable on the basis of total sanctioned load irrespective of the fact that the reduction/extension of contract demand involves extension/reduction of sanctioned load or not <b>(SI 27/2006)</b> .		
2(a)	<b>Meter installation charges:</b> The licensee shall recover meter installation charges as per the following rates irrespective of the fact whether the meter have been supplied by the consumer or the licensee.	
	Single phase meter	Rs.100 per meter
	Three phase meter	Rs.200 per meter
	Three phase meter (with CTs and	3% of the cost of the meter/

	PTs)	metering equipment subject to a minimum of Rs.500/-
2(b)	<b>Meter Inspection &amp; Testing Charges:</b> If the correctness of a meter is challenged by the consumer:	
	(i) Single Phase	Rs. 50/- Per meter
	(ii) 3-phase whole current i.e., without C.	Rs. 100/- Per meter
	(iii) L.T. CT meter	Rs. 500/- Per meter
	(iv) H.T. & E.H.T metering equipment.	Rs. 1000/- Per meter
	(v) LT CTs only	Rs. 500/set
	(vi) HT CTs (11KV) only	Rs. 1000/set
	(vii) HT PTs (11 KV) only	Rs. 1000/-
	Note: If the challenged meter is found to be incorrect the inspection and testing charges will be refunded to the consumer, otherwise these will be forfeited.	
2(c)	<b>Changing the Meter or its position in the same premises at the request of the consumer when no additional material is required.</b> No charges shall be levied if the meter is re-located by the licensee:-	
	(i) Single phase	Rs. 100/- Per meter
	(ii) 3-phase whole current i.e. without C.	Rs. 200/- Per meter
	(iii) L.T. meter with CTs	Rs. 800/- Per meter
	(iv) H.T. & E.H.F metering equipment.	Rs. 1600/- Per meter
2(d)	<b>Re-sealing charges where seals are found broken.</b>	
	(i) Meter cupboard	Rs.30/-
	(ii) Where cut-out is independently sealed	Rs.25/-
	(iii) Meter cover or Meter Terminal cover (Single Phase)	Rs.100/-
	(iv) Meter cover or Meter Terminal cover (3-Phase)	Rs.250/-
	(v) Maximum Demand Indicator or CT chamber	Rs.550/-
	(vi) P T fuses	Rs.550/-
3.	Fuse Replacement	
	Replacing Consumer's fuse	Nil
4.	<b>Reconnection Charges</b>	
	i) Domestic consumer	Rs. 100/-
	ii) Non-Domestic consumer	Rs. 200/-
	iii) A.P. consumer	Rs. 100/-
	iv) L.T. Industrial consumer (upto 20 kW)	Rs. 500/-
	v) LT Industrial consumer (above 20 kW)	Rs. 1500/-
	vi) H.T. Industrial consumer	Rs. 3000/-
	vii) Bulk Supply & Street Lighting consumer	Rs. 1500/-
5.	<b>Testing Consumer's installation</b>	
	i) For initial testing of new installation or of any extension to an existing installation if the installation is found to be in order and the wiring contractor or his representative is	Nil

	present at the site.	
	ii) For initial or subsequent testing of a new installation or an extension to an existing installation if the installation is found to be defective or the wiring contractor or his representative fails to be present:	
	(a) Single Phase LT installation	Rs.100/- (Payable in advance for each subsequent visit for the purpose of testing the installation.)
	(b) Three Phase LT installation	Rs.200/- (Payable in advance for each subsequent visit for the purpose of testing the installation)
	(c) Three Phase HT installation	Rs. 500/- (Payable in advance for each subsequent visit for the purpose of testing the installation)
6.	<b>Meter Reading Cards (New/Replacement) (Domestic and Non-Domestic consumers)</b>	
	Provision of meter reading cards including PVC jacket (for DS & NDS consumers)	Rs.30/-
	Replacement of meter card found to be missing on consumer's premises	Rs. 15/- per card
7.	<b>Supply of duplicate copies of electricity bills:</b>	
	i) Domestic consumers	Rs. 5/-
	ii) Non-Domestic consumers	Rs. 5/-
	iii) L.T. Industrial (upto 20 kW) & AP consumer	Rs. 5/-
	iv) L.T. Industrial (above 20 kW) & Street lighting consumer	Rs. 10/-
	v) H.T. Industrial & bulk supply consumer.	Rs. 20/-
8.	<b>Supply of duplicate copies of demand notice</b>	
	i) Domestic consumers	Nil
	ii) Non-Domestic consumers	Rs. 20/-
	iii) L.T. Industrial (upto 20 kW) & AP consumer	Nil
	iv) L.T. Industrial (above 20 kW) & Street lighting consumer	Rs.20/-
	v) H.T. Industrial & bulk supply consumer.	Rs. 50/-
	vi) Supply of detailed print out of meter recording	Rs.50/-
9	<b>Review of electricity bill:</b> If the accuracy of licensee's bill is challenged by the consumer and a review of the bill is demanded:	
	(i) Domestic, & AP consumers.	Rs. 10/-
	(ii) Others	Rs. 20/-
	NOTE: If the bill is found to be incorrect, the credit of fee will be given to the consumer, otherwise it will be forfeited	
10.	<b>Meter Security Charges</b>	
	As per regulation 5.6.3 of the Haryana Electricity Regulatory	

	Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply & Power to require security) Regulations, 2005 "the amount of meter security shall be equal to the cost of such meter as stated in cost data book for that year.	
11.	<b>Cost of Meter Cup Board (MCB)</b>	
	a) Single Phase Meter	Rs. 250/-
	b) Three Phase Meter	Rs. 350/-
12	<b>Testing charges of Transformers or other equipment of consumer or private party</b>	
	i) Protective Relays: Testing including current and time setting	Rs. 1100/ per relay
	ii) Power and Distribution Transformers:	
	a) Insulation resistance tests of winding	Rs. 770/- per transformer
	b) General checking of breather and other accessories	Rs. 400/- per transformer
	c) Dielectric strength test of oil	Rs. 220/- per transformer
	d) Testing of buchholz relay and temperature indicators functioning	Rs. 800/- each
	iii) Circuit Breaker 400 volts, 11KV and 33 KV: General checking of breaker and testing of the tripping mechanism	Rs. 800/- each
	iv) Current transformer and potential transformer and meter:	
	a) Testing of LT current transformer	Rs. 165/- each
	b) Testing of 3 phase LT current transformer	Rs. 440/- each
	c) Testing of 11 KV & 33 KV CT	Rs. 550/- each
	d) Testing of three phase 11 KV & 33 KV CT	Rs. 1100/- each
	e) Testing & recalibration of single phase energy meter	Rs. 90/- per meter
	f) Testing & recalibration of three phase LT energy meter without CT	Rs. 330/- per meter
	g) Testing & recalibration of three phase LT energy meter with CT	Rs. 660/- per meter
	h) Testing & recalibration of HT / EHT metering equipment	
	(i) Without CT & PT	Rs. 2000/- per meter
	(ii) With CT / PT combined	Rs. 2500/- per unit
	i) Testing & recalibration of maximum demand indicator	Rs. 660/- per meter
	j) Testing and adjustment of voltmeter/ ammeter	Rs. 165/- each
	v) Checking of capacitor (Other than initial checking on consumer's request:	
	a) 400 volts	Rs. 110/- per job
	b) 11 KV and above	Rs. 110/- per job
	vi) General:	
	a) Dielectric strength of oil of various equipment	Rs. 220/- per sample



	b) Earth resistance test of substation	Rs. 220/- per earth
	c) Measurement of insulation resistance of cables/equipments	Rs. 220 per sample
	<p>Remarks:</p> <p>i) The above charges include the visiting charge of M&amp;T staff as well.</p> <p>ii) The charges of testing vans or trucks if needed for the purpose will be extra. All charges shall be got deposited before undertaking the testing work.</p> <p>iii) Test report on prescribed form will be issued by the S.D.O (Operation) / M&amp;T lab, which will be produced by the applicant along with the wiring contractor's test report</p> <p>The insulation, earth and oil tests as well as general checking and inspections should be performed by the operation sub-division. Other tests requiring M&amp;T lab facilities shall be arranged by the operation sub-division.</p> <p><b>Testing charges for 33 KV and above CT/PTs:-</b> The testing charges for 33 KV and above CT/PTs may be charged the same as is applicable for testing of 33 KV CT/PTs till such time the separate fee is determined by HERC (SI 29/2011)</p>	
	<b>B - SCHEDULE OF MISCELLANEOUS CHARGES</b>	
1.	<p><b>Meter Service Charges (per meter/ per month):</b></p> <p>These charges shall be leviable in case the meter has been supplied by the licensee and also that the meter is installed inside the consumer premises or on pole outside the consumer premises.</p>	
	i) Single phase Meter	Rs. 20/-
	ii) Three phase Whole Current Meter	Rs. 30/-
	iii) Three phase C.T. Operated meter	Rs. 150/-
	iv) Three phase L.T. Tri-vector meter	3% of actual cost of meter (s) & metering equipment and the installation of the same
	v) H.T. Tri-vector meter	3% of actual cost of meter (s) & metering equipment and the installation of the same
	vi) E.H.T. Tri-vector meter	3% of actual cost of meter (s) & metering equipment and the installation of the same.
2.	<b>Line Service Charges (per month)</b>	Nil
3.	<p><b>Service connection charges</b> (For N.D.S, Industrial and Bulk Supply Consumers in lieu of monthly line service charges): Service connection charges shall be levied in accordance with the provisions of regulation 4 of Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply &amp; Power to require security) Regulations, 2005. The following existing charges shall continue to be levied.</p>	
	i) Single phase NDS	Rs.350/- per kW
	ii) Three phase NDS	Rs.750/- per kW
	iii) Bulk supply & L.T. Industrial Supply	Rs.500/- per kW
	iv) H.T Industrial Supply	Rs.750/- per KVA of contract demand
	<p>The above service connection charges shall be applicable where the length of new line to be provided is upto 300 meters. This length of 300 meters would include 11kV line (whether over-head or cable), LT Line and service cable. Where this length exceeds 300 meters, the applicant shall be required to pay the cost of 11 kV line, LT Line and service cable</p>	

	<p>in excess of 300 meter as additional service connection charges. The additional cost chargeable would be Rs. 70/-per meter for loads up to 50 kW and at the rate of Rs.100/- per meter for loads exceeding 50 kW. No component of distribution S/St. transformer to be created is to be charged.</p> <p>In case, the proposed connection is to be released on voltage higher than 11KV, the actual cost involved for releasing the connection would also be worked out and the amount recoverable shall be the highest of the following:-</p> <p>a) Actual cost.  b) Rs.500/-per kW in case of Bulk supply, Rs. 750/- kW in case of N.D.S and Rs.750/-per kVA in case of H.T. Industrial supply.  c) Rs. 4.5 lacs.</p> <p>In case of independent feeder, the cost of controlling Circuit Breakers &amp; terminal equipment at Sub-Station end for taking out independent feeder shall also be recoverable in addition to the Service Connection Charges worked out as above.</p> <p><b>NOTE:</b>  While recovering the above service connection charges the benefit of first 30meters length of this service is not to be allowed.</p>	
4.	<p><b>Extension In Load:</b>  Charges shall continue to be levied in accordance with the provisions of regulation 4 of Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply &amp; Power to require security) Regulations, 2005.</p>	
	i) Extension in single phase load in NDS category	Rs.350/- per kW (for extension part only)
	ii) Extension in three-phase load in N.D.S. category	Rs.750/- per kW (for extension part only)
	iii) Extension in load bringing the total load up to 50 kW (both for Bulk and LT industrial supply)	Rs.500/- per kW (for extension part only)
	iv) Extension in load bringing the total load above 50 kW	
	a) For Bulk Supply	Rs.500/- per kW (for extension part only)
	b) For HT Industrial supply	Rs.750/- per kVA (for extension Part only)
	<p><b>NOTE:</b>  Where there is a change of category from L.T. (up to 50 kW) to H.T.(above 50 kW), the charges would be levied on the additional kVA demand, calculated as under (as an example):</p> <p>1. Existing Sanctioned Load 40 kW  2. Applied Load 150 kW with Contract Demand of 140 kVA  3. Additional Demand <math>140 - (40/0.90) = 95.55</math> kVA</p>	
	<p><b>NOTES:</b>  i) The line service charges on the original load, if already being levied, shall continue.  ii) While assessing the connected load for working out this charge both general and industrial loads shall be taken into account.  iii) Load exceeding 50 kW shall be catered on 11KV and above. The above limit shall be applicable both for new and extension cases after taking into account the existing load.</p>	

	iv) An increase in the connected load without increase in Contract Demand shall not call for payment of service connection charges. However, consumers seeking extension in Contract Demand within the sanctioned connected load shall be required to pay service connection charges on KVA basis on the incremental contract demand. v) For the new connections no line service charges shall be recoverable and financial justification will not be required to be worked out. vi) In case due to non-availability of material with the Licensee, the applicant supplies the material, due credit of the cost of material supplied shall be given to the applicant from the Service Connection Charges as worked out above. The rates of material would be worked out on the basis of issue rates as fixed by the Controller of Stores or the actual on which it is purchased by the applicants, whichever is lesser		
5.	<b>Consumption Security (ACD):</b> As per regulation 5.4.1 of the Haryana Electricity Regulatory Commission (Duty to supply electricity on request, Power to recover expenditure incurred in providing supply & Power to require security) Regulations, 2005 new applicants shall deposit consumption security at the flat rates given hereunder:		
	<b>Category of consumer</b>	<b>Consumption Amount (Rs/KW or part thereof of the connected load).</b>	<b>Security or part of the connected load).</b>
1.	Agriculture supply	100	
2.	Domestic supply	500	
3.	LT Industrial supply	500	
4.	HT Industrial supply	750	
5.	Non-Domestic supply	1000	
6.	Bulk Supply	1000	
7.	MITC	750	
8.	Lift Irrigation	1000	
9.	Public Water Works	1500	
10.	Street Light	2000	
11.	Railways	1500	
	<b>NOTES:</b> In case of consumers who are sanctioned additional connected load, the additional consumption security shall be got deposited for the additional connected load, treating it as a new connection		
6.	<b>Capacitor Service Charges (per month)</b>		
	<b>Capacitor Size</b>	<b>AP Consumer</b>	<b>Industrial Consumer</b>
a	Capacitors upto 2 KVAR	Rs.5/-	Rs.10/-
b	Capacitors of 3 KVAR	Rs.10/-	Rs.20/-
c	Capacitors of 4 KVAR	Rs.15/-	Rs.30/-
d	Capacitors of 5 KVAR	Rs.20/-	Rs.40/-
e	Capacitors of 7 KVAR	Rs.30/-	Rs.60/-
7.	<b>Administration charges for dishonoured cheque:</b> The actual charges levied by the bank shall be recovered by the licensee for bouncing of cheque against payment of charges to the licensee		
8.	<b>Testing Fee for Capacitor, transformer Oil and Insulation Resistance of Cable/ Other Equipment:</b> Routine checking shall be done by licensee and no charges shall be levied on the consumers for		

	such routine checking. However, in case the checking is done at the request of the consumer then the following charges shall be leviable.	
	<b>(1)Capacitors at 230/440 Voltage level</b>	Rs.200 per visit
	<b>(2)Capacitors at 11kV and above Voltage level</b>	Rs.400 per visit
	<b>(3)Checking of the Transformer Oil</b>	Rs.200 for first sample and RS.150 for every additional sample
	<b>(4)Checking of insulation resistance of cables and other equipment</b>	Rs.300 per cable/equipment
9	<b>Shifting charges for T/well</b>	Rs.12,500/- per span for new work and erection charges for use of old material and dismantlement charges for old site work (SC 12/2012)
10	<b>Application Form for new connection (if purchased from the licensee)</b>	
	<b>(A) AP and DS category</b>	Rs.10/-
	<b>(B) HT category</b>	Rs.200/
	<b>(C) All other categories</b>	Rs.20/

**General Notes:**

- i. Wherever in the above schedule, rate is expressed as a rate per month or as a monthly rate, it means a proportionate charge. If the period of charge is less than month.
- ii. In case where disconnection and connection takes place in the same month, a full month's charge shall be recovered.
- iii. In case a consumer elects to pay the cost of the service line, the amount payable by him shall be the estimated cost of the service line (excluding the cost of 30 meters) and equipment and of installing the same.
- iv. In case of temporary supply, if the service line and meter are provided and installed by the licensee, the consumer shall be charged four times the relevant charges provided above for each period of 30 days or less. Concession of first 30 meters of free service line is not to be allowed.

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**INSTRUCTION NO. 5.14****Schedule of Misc. Charges:**

Merged in Instruction No. 5.13

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**INSTRUCTION NO. 5.15****Levy of monthly minimum charges on temporary disconnection:****Monthly Minimum Charges (MMC):**

The industrial consumers seeking temporary disconnection of supply shall submit their written requests giving therein specific reasons for the same to SDO (OP) concerned at least one month in advance of the date from which the disconnection is being sought. Such requests for a maximum period of six months shall be examined and decided by concerned Executive Engineer in case of LT industrial consumer and by SE (OP) in the case of HT industrial consumer keeping in view the merits of each case. The request for temporary disconnection beyond a period of six months shall be referred by respective SEs to concerned Chief Engineer (OP) for decision. CE (OP) may allow temporary disconnection for a maximum continuous period of 12 months on the merit of each case. While considering such requests for temporary disconnections, the following guidelines are to be kept in view :-

- i) The consumer is not a defaulter of Nigam's dues, whether disputed or undisputed.
- ii) The consumers seeking temporary disconnection under "Force Majeure Clause" are not required to submit their requests one month in advance as stipulated under above paragraph.
- iii) The force Majeure Conditions for the purpose of this clause will include only the following :-

- (a) Acts of God e.g. floods, Tempests, Earthquakes. Lightning.
- (b) Act of Civil and Military Authorities e.g. Wars, Mutiny, and Civil commotion/disturbances, Riots.
- (c) Fires, Strikes, Lockouts.

**NOTE:** The disputes between partners, shortage of funds and raw materials etc. will not be considered as Force Majeure reasons under this clause.

- iv) The disconnections sought under Force Majeure reasons must be supported by documentary evidence issued by concerned Civil Authorities.
- v) Temporary Disconnection Order (T.D.C.O.) under Force Majeure reasons can be allowed even beyond a continuous period of 12 months by CE (OP) concerned. The CE (OP) will however, submit periodical report after every six months relating to temporary disconnections allowed by him to the G.M./Commercial of the Nigam.
- vi) The requests for further-extension of temporary disconnection who have been allowed TDCO for a period upto 12 months shall be considered only after a minimum period of six months from the date upto which the last disconnection was allowed. For example in case a consumer seeks temporary disconnection for 12 months and the same is approved from 01.01.2005 to 31.12.2005 and if he applies for further extension the same will not be allowed before 1st July, 2006. During the intervening period i.e. for the period 1st January 2006 to 30<sup>th</sup> June 2006, he will be billed on normal tariff, as if there were no temporary disconnection.
- i) Industries, which are allowed temporary disconnection, will pay minimum charges for one month following the month in which temporary disconnection has been allowed and no MMC will be levied thereafter. Since (MMC will be charged for the first month of the TDCO, the consumer will be entitled for consuming electricity equivalent to the MMC.)

**viii) Separate NDS connection:**

- a) The existing or new LT/HT industrial consumers can seek a separate single phase NDS connection upto a load 5 kW on the same premises having

regular industrial connection for the purpose of meeting the requirement of lighting etc. for offices, security, elevators, pumps etc. The consumer through this connection shall not perform any industrial activity even during temporary disconnection period of their regular industrial connection.

- b) This connection would be treated as a separate and distinct NDS connection altogether from the regular industrial connection and will be considered as a new connection.
- c) This connection will be available to the consumer even during the temporary disconnections of industrial connections.
- d) The wiring and the connected load for this NDS connection will be physically & distinctly separated from the wiring of the regular industrial connection at all times & shall be connected to only lighting loads.
- e) The shifting of load from this NDS connection to the regular industrial connection will be treated as un-authorized use of electricity and will be treated as per applicable instruction /policy of the Nigam.
- f) The Location of the metering arrangement for this NDS connection will be separate from the metering arrangement of their industrial connection and will not be tapped from the existing LT/HT Industrial connection.

**With the provision of a separate connection in the NDS category for factory lighting purposes the facility to consume upto 5% of the monthly average consumption of preceding 6 months for factory lighting is not available to the consumer. And while effecting the TDCO of the LT/HT industrial consumer the same shall be affected by disconnecting/removing of all 3 phases.**

- ix) In few cases, Nigam is not in a position to release separate NDS connection as above due to non-availability of LT lines within a radius of 300 meters. In such cases during the period of temporary disconnection beyond one month, the consumption of industry for repair work and factory lighting, if any, upto 5% of the monthly average consumption of preceding six months (or less, if 6 month consumption is not available) will be charged at 200% of the normal tariff. In case of excess consumption than the said limit of 5%, the temporary disconnection facility shall be considered to have been withdrawn from that month and the consumer shall be billed on normal tariff as if there were no temporary disconnection.
- x) The word 'month' can be taken as the billing month or the calendar month or a period of 30 days. In this regard, it is clarified that since the billing to a consumer is done on the basis of consumption during his billing cycle which is also called as "Billing Month", it would be desirable to grant the benefit of temporary disconnection to the consumer from the start of the billing month only.

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#### **INSTRUCTION NO. 5.16**

##### **Levy of surcharge:**

The surcharge is leviable on all types of dues raised through energy bills including energy charges recoverable under the schedule of tariff and the amount recoverable under the schedule of general and miscellaneous charges (excepting the amount of Electricity Duty and M. Tax) in case the payment is not made within the due date.

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**INSTRUCTION NO. 5.17****Procedure for adjustment of levy of surcharge in case of part payment:**

1. If a consumer makes part payment of the bill the amount received should be credited towards the Nigam's dues and the balance, if any, towards the Electricity Duty and Municipal Tax. This will be clear from the example given below :-

Suppose the monthly bill of LT Industrial consumer consists of the following items of charges:-

I)	<b><u>Balance carried forward from previous month</u></b>	<b><u>Net Amount</u></b>
a)	Amount of bill	Rs.100/-
b)	Surcharge	Rs. 2/-
c)	Electricity Duty	<u>Rs. 60/-</u>
		Rs.162/-
II	<b><u>Current Bill.</u></b>	
a)	Energy Charges	Rs. 300/-
b)	Rentals.	Rs. 25/-
c)	Sundry charges	Rs. 150/-
d)	Electricity duty	<u>Rs. 60/-</u>
		<b><u>Rs. 535/-</u></b>
	<b>TOTAL:</b>	<b><u>Rs. 697/-</u></b>

Part payment made by the consumer within the grace period say: Rs. 385/-

This amount of payment made by the consumer should be adjusted first against the balance brought forward from previous month including Electricity Duty, then towards current month bill and the balance if any, towards Electricity Duty.

Therefore, amount of payment which will be Rs. (385-162) = Rs.223 accounted towards current month bill.

Therefore, unpaid amount of bill on which Rs. (475-223) = Rs.252 surcharge is leviable.

Therefore surcharge @ 2%  $252 \times 2 = 5.04$

Balance to be carried forward to next month bill : 100

i)	Unpaid amount of Board's dues including surcharge	(252+5.04)
		= 257.04
ii)	Electricity Duty	60.00
	<b>Total:</b>	<b>317.04</b>

2. The cases in which the amount paid by the consumer is generally found less than the amount of balance brought forward and included in the bill of current month has been reviewed by the management of the Nigam and decided the procedure as under:-

- a. Any amount debited to the consumer account is disputed by the consumer and is challenged in the consumer Forum/ Arbitrator/ court and the consumer forum/Arbitrator / Court stays the recovery of the same. In such cases, the consumer makes payment of the current bills only.

The levy of DPS be stopped immediately. The amount under dispute along with surcharge levied till that date shall be frozen and payment made by the consumer shall not be adjusted against this amount till the finalization of the dispute /case. If the consumer makes payment in excess to the current bill, the same shall not be adjusted against the frozen amount. Recovery of the defaulting amount shall be made as per decision of court / Forum/Arbitrator. In case the amount has been decided by the court / forum/Arbitrator as

chargeable and nothing mentioned in respect of surcharge/interest in the decision, the amount shall be recovered along with surcharge from the date it was frozen to the date of payment.

- b. The complaint case is filed but the Forum/Arbitrator/Court of law has not granted stay but the consumer makes payment of current bill only.

AND

- c. The consumer has disputed the amount charged / billed to him and the part payment is accepted by the SDO at his own or as per directions of high authorities. The consumer makes part-payment of the bill and in future makes the payment of current bill only. His dispute is not resolved for a long period.

Since no stay is granted, the case may be treated as normal. The supply shall be disconnected, if the consumers does not make the payment. However, where the payment is accepted in parts to clear the arrears along with current energy bill, the part payment shall be credited in chronological order of bills issued / payment due along with surcharge from payment of first month of default to date of payment shall be adjusted and then ED & M-Tax and then towards 2<sup>nd</sup> month and so on.

- d. There is no dispute but the consumer makes part payment and the part payment made by the consumer is not sufficient for all bills pending against him.

The payment made by the consumer in parts shall be adjusted in chronological manner as mentioned in b & c above

- e. Payment of Arrears not originally billed:

In accordance with the provisions laid down vide SMI No. 7.4 the competent authority may allow to make payment of the amount not original billed in installments without levy of surcharge. It has now been decided that the delayed payment surcharge shall also be applicable in such cases. (SI-26/2007)

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#### **INSTRUCTION NO. 5.18**

##### **Delegation of Power for Settlement of Billing Disputes.**

Revised under Instruction No. 10.3 (Section X)

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#### **INSTRUCTION NO. 5.19**

##### **Exemption of charges in case of flat rate Agricultural Pumping Supply consumers during the period transformer remained inoperative:**

In case of Agricultural Pumping Supply consumers having flat rate supply are deprived of electricity for running their tubewells due to non-replacement of transformer beyond one month's period, the electricity charges levied for that period shall be exempted after having approval of the Chief Engineer (OP) concerned.

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**INSTRUCTION NO. 5.20****Method of billing- Components of Consumption Charges (SoP).**

The consumption charges includes consumption of electrical energy in kwh/kvah multiplied by appropriate tariff rates, demand charges, fixed charges, fuel surcharge adjustment (FSA) and customer charges etc. whichever is applicable. (SC 39/2008).

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**INSTRUCTION NO. 5.21****Applicability of tariff for Mushroom Farming and Registered Gaushalas:**

**A. Mushroom Farming:** Under the existing schedule of tariff, Mushroom farming has not been categorized under any specific category. Presently the Mushroom farming is taking place in domestic houses or in the farms/ agriculture fields and in some places separate set up has been made for Mushroom cultivation.

In view of the above, the applicability of tariff for Mushroom farming is as under:

1. Mushroom cultivation, which is carried out in one or two rooms under humid conditions, may be charged tariff as per the category under which connection has been taken.
2. When Mushroom cultivation is undertaken in agricultural land in rural areas then it would be charged at agricultural metered connection rate for which the farmer would seek a separate metered connection.
3. In case this activity is carried in rural domestic and urban domestic houses/ areas then the farmer would require a separate connection and would be charged at domestic supply tariff.
4. If the Mushroom cultivation is done in Non-domestic/ commercial areas then the Non-domestic tariff would be applicable and the farmer would seek a separate connection under Non-domestic supply category.

**B. Registered Gaushalas (Sales Circular No. D-58/2007):**

It has been decided that electricity tariff to registered Gaushala would be charged @ 200 Paise per unit w.e.f. 1/6/2007 subject to the following conditions.

- 1) As per policy of the Nigam all such connections shall be released on metered supply.
- 2) Only Gaushalas registered with the Animal Husbandry Department shall be eligible for the revised tariff.
- 3) The maximum rebate in bill/subsidy amount shall not exceed Rs. 2000/- per month per Gaushala.
- 4) The electricity consumed for any purpose other than Gaushala shall not be allowed at revised tariff.
- 5) The revised rates shall be made applicable on the energy consumed after midnight of 31/5/2007 for the purpose the energy consumed prior to 1/6/2007, the same shall be worked out on prorata basis.
- 6) The revised rate are exclusive of ED, M.Tax and FSA.
- 7) There shall be no change in Monthly Minimum Charges.
- 8) Other rates, terms and conditions contained in SC No. D- 7/2001,8/2001and 71/2001 remain unchanged. However tariff stands revised to the above extent.

- 9) The subsidy shall be payable subject to prior realization of the full bill amount from the Gaushalas at the subsidized rate of Rs. 2/- per unit.
- 10) To claim reimbursement from the State Government the information be supplied on the following format on monthly basis:

Name of registered Gaushala	Consumer No. & Billing Cycle	Units consumed during the Billing Cycle	Whether bill amount paid by consumer @ Rs. 2/- per unit	If not, amount due from the consumer	Subsidy claimed from State Govt.
1	2	3	4	5	6

The data as desired above should be submitted to CGM/Finance (FA/HQ) DHBVN, Hisar every month to claim subsidy from the State Government CGM/Finance (FA/HQ) will submit case for release of subsidy to the office of FC(Power) every month as desired in FC(Power) office memo NO. 2/1/2007-1 Power dated 17/8/2007.

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#### INSTRUCTION NO. 5.22

**(A) Procedure for billing to single point supply to Residential Colonies or Office cum Residential Complexes of Employers, Group Housing Societies and Commercial cum Residential Complexes of Developers: (SC D-4/2013, HERC/ 27 /2013):**

#### **HERC Notification The 9th January, 2013**

#### **Regulation No. HERC/ 27 /2013:**

The Haryana Electricity Regulatory Commission in exercise of powers conferred on it by Section 61(d) and Section 181 of the Electricity Act, 2003 and all other powers enabling it in this behalf hereby makes the following Regulations laying down the provisions/procedures for supply of electricity at a Single Point to the Residential Colonies or Office cum Residential Complexes of Employers, the GHSs and Residential or Residential cum Commercial Complexes of Developers which are bounded with walls and have restricted entry, for further supply of electricity to the members/employees and other services/establishments inside their premises by the GHS/Employer/Developer.

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

- 1) These Regulations may be called the Haryana Electricity Regulatory Commission (Single Point Supply to Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers) Regulations, 2013.
- 2) These Regulations shall come into force w.e.f the date of their publication in the Haryana Government Gazette.
- 3) These Regulations shall extend to whole of the State of Haryana.

#### **2. Definitions**

In these Regulations, unless the context otherwise requires:-

- 1) **“Act”** means The Electricity Act, 2003 (Act 36 of 2003) as amended from time to time;
- 2) **“Commission”** means the Haryana State Electricity Regulatory Commission;
- 3) **“Colony”** means the residential colony or office/commercial cum residential complex for the employees of an Employer which can be Central/State Govt. or a Central/State Govt. department / undertaking or a Private Company/ Corporation;
- 4) **“Common Facilities”** means the common recreational facilities/services such as club/common room, GHS/Care taker office, street lighting, sewerage treatment plant, ventilation system, common/parking areas, dispensary, school, convenience stores/shops etc. for the residents of a Housing Society/Colony;
- 5) **“Group Housing Society” i.e. GHS** means a residential complex owned/ managed by a Co-operative Group Housing Society registered with the Registrar Co-operative Societies, Haryana or the Societies registered under Societies Act, 1860 and for the sake of brevity the definition includes residential or residential cum commercial complex developed by a Developer and approved by an appropriate authority;
- 6) **“Infrastructure”** means the entire electrical distribution network within the premises of the Group Housing Society/Employers’ Colony;
- 7) **“Developer”** means a person or a company, duly registered with appropriate authority, engaged in the business of developing residential/residential cum commercial complexes.
- 8) **“RWA”** means the Residents Welfare Association or any other similar body which takes over from the Developer the management of various common facilities/services within the complex.

Words or expressions used and not defined herein but defined in the Act or Haryana Electricity Reforms Act, 1997, Schedule of Tariff, the State Grid Code or any other Regulations issued by the Commission, shall, unless the context otherwise requires, have the meaning as assigned to them under the Act or Haryana Electricity Reforms Act, 1997 or Schedule of Tariff or the State Grid Code or such other Regulations issued by the Commission as the case may be.

### **3. Supply of electricity at Single Point by the Distribution Licensee to Employers’ Colonies:**

**3.1** The Employers seeking new electricity connections for their Colonies which are bounded with walls, have restricted entry, having 20 (twenty) or more residential units and irrespective of connected load shall, henceforth, be given Single Point Supply by the Distribution Licensee at 11 kV or higher voltage, depending upon the feasibility, for making electricity available to the employees residing in the Colony and for common services/ non-domestic loads. Distribution of electricity within the Colony shall be owned and managed by the Employer.

**3.2** For the existing colonies, having 20 (twenty) or more number of residential units and irrespective of connected load, which are bounded by wall/fence, have restricted entry and which presently do not have Single Point Supply but have individual electricity connections released by the Distribution Licensee to the employees residing in the colony, the distribution licensee shall convert, at its cost, the supply to such colonies to Single Point Supply at 11 kV or higher voltage, depending upon the feasibility, within 3 (three) months from the date of notification of these regulations and thereafter supply to such colonies shall be governed by these Regulations.

#### **4. Supply of electricity by the distribution licensee to the GHSs 4.1 Group Housing Societies seeking new electricity connections:**

**4.1.1** All Group Housing Societies seeking new electricity connections which are bounded with walls, have restricted entry, having 20 (twenty) or more residential units and irrespective of connected load shall, henceforth, have the following two options for supply of electricity by the distribution licensee to the GHS.

Option-1: Supply of electricity at a Single Point to the GHS at 11 kV or higher voltage depending upon the feasibility under Bulk Supply (Domestic) schedule of tariff.

Option-2: Individual electricity connections to the residents / members and for common services / NDS loads under relevant schedules of tariff. A reference meter shall be installed by the distribution licensee at its cost at the incoming supply point of the GHS. The total energy consumption of the electricity recorded at the incoming supply point of the GHS as per reference meter (say 'A') shall be compared with the total electricity consumption of all the residents/members residing in the GHS as per their individual meter readings plus the consumption for the common services /other non-domestic loads as per readings of relevant meters (say 'B') for each billing cycle. An energy difference of up to 4%, in case of supply up to 11 kV, and up to 5%, in case of supply at higher voltage, between 'A' and 'B', to be worked out as  $\{(A-B) \times 100\}/A$ , shall be permissible towards transformation and/or LT losses. In case the difference in energy consumption as above for any billing cycle works out to be higher than 4%/5%, it will be presumed to be on account of unwarranted/unauthorized use of electricity within the GHS and the GHS/ Developer/RWA shall be liable to pay for the difference in energy consumption over and above 4%/5% at the rate of energy charges as applicable for the highest slab under Domestic Supply (DS) category.

**4.1.2** The distribution licensee, on an application as per Option-1 from the GHS/Developer/RWA owning/ managing such GHS, shall give Single Point Supply to the GHS at 11 kV or higher voltage, depending upon the feasibility, for making electricity available to the residents/members residing in the Colony and for common services/ non-domestic loads. Distribution of electricity within the GHS shall be owned and managed by the GHS/ Developer/ RWA.

**4.1.3** In case the GHS/Developer/RWA owning/ managing such GHS do not submit application to the distribution licensee for Single Point Supply to the GHS and opts for release of individual electricity connections by the distribution licensee to the residents/members and for common services/NDS load, if any, as per Option -2, the GHS/Developer/RWA will be obliged to furnish an undertaking to the distribution licensee, in the Form enclosed as Annexure-1, stating that they do not opt for Single Point Supply and agree for installation of reference meter and pay for the energy difference as applicable under option-2 and accordingly give their acceptance to the following:

- (a)** The Distribution Licensee shall provide and install a single reference meter at the incoming supply point at its own cost to measure consumption of electricity within the GHS.
- (b)** The readings of reference meter and all individual meters within the GHS shall be taken on the same day for each billing cycle by the distribution licensee in the presence of the security guard and a representative, if any, of the GHS/ Developer/ RWA.
- (c)** The total energy consumption of the electricity recorded at the incoming supply point of the GHS as per reference meter (say 'A') shall be compared with the total electricity consumption of all the members/employees residing in the GHS as per their individual meter readings plus the consumption for the common services /other non-domestic loads as per readings of relevant meters (say 'B') for each

billing cycle. An energy difference of up to 4%, in case of supply up to 11 kV, and up to 5%, in case of supply at higher voltage, between 'A' and 'B', to be worked out as  $\{(A-B) \times 100\}/A$ , shall be permissible towards transformation and/or LT losses. In case the difference in energy consumption as above for any billing cycle works out to be more than 4%/5%, it will be presumed to be on account of unwarranted/unauthorized use of electricity within the GHS and the GHS/Developer/RWA shall be liable to pay for the difference in energy consumption over and above 4%/5% at the rate of energy charges as applicable for the highest slab under Domestic Supply (DS) category.

- (d) The distribution licensee shall raise bill for the energy difference over and above 4%/5% for each billing period on the GHS /Developer/RWA and the same shall be payable by the GHS/Developer/RWA. Late payment surcharge, as applicable, shall be leviable if payment is not made within the due date. In case of non-payment of the bill for the energy difference for two consecutive billing cycles, supply to GHS may be disconnected from the single point energy meter (reference meter). The supply will be restored only after clearance of the dues for energy difference along with the surcharge and applicable reconnection charges.

**4.1.4** After receipt of undertaking as above from the GHS/Developer/RWA, the distribution licensee shall release individual electricity connection to the residents/members under DS category and for the common services and NDS load, if any, under NDS category. A reference meter shall be installed by the distribution licensee at the incoming supply point of the GHS.

## **4.2 Existing Group Housing Societies:**

**4.2.1** The existing GHSs having 20 (twenty) or more number of residential units and irrespective of connected load, which are bounded by wall/fence, have restricted entry and which presently do not have Single Point Supply but have individual electricity connections released by the distribution licensee to the residents/members of the GHS and for common services / NDS load, shall also have option as in the case of new GHSs to either switch over to Single Point Supply for the GHS or agree for installation of reference meter and pay for the energy difference as per option-2 provided under Regulation 4.1.1.

**4.2.2** The GHSs/Developers/RWAs owning/managing such GHSs shall be asked to submit their option by the Distribution Licensee through a registered notice in the Form as at Annexure-2, followed by a registered reminder after one month in case of non-submission of option, to either switch over to Single Point Supply as per these Regulations by submitting an application for conversion to Single Point Supply within 2 (two) months of the date of notice or continue with the individual connections to the residents / members and for common services. In case of later option, the GHSs/Developer/RWA shall be required to give their acceptance to the installation of reference meter by the distribution licensee at the incoming supply point and pay for the energy difference by furnishing an undertaking in the Form as at Annexure-3 similar to the undertaking required to be furnished by new GHSs seeking individual electricity connections to the residents/members as per option-2 as provided under Regulation 4.1.3

**4.2.3** In case the GHS/Developer/RWA neither submits option for conversion to Single Point Supply nor furnishes the undertaking as provided above within 2 (two) months of the date of notice sent to the GHS / Developer/RWA by the Distribution Licensee in this regard, it shall be presumed that they have opted for Single Point Supply and the Distribution Licensee shall take further action for conversion to Single Point Supply.

**4.2.4** In case such GHS submits application for conversion to Single Point Supply, the conversion to Single Point Supply shall be affected by the distribution licensee within

one month of the receipt of application from the GHS. The cost for the conversion to Single Point Supply of an existing GHS shall be borne by the distribution licensee

**4.3** The new GHSs, which do not fall under the purview of Regulation 4.1 above (i.e. are not in walled/fenced complexes and/or do not have restricted entries) and having 20 (twenty) or more number of residential units and irrespective of connected load, may also, at their own option, seek new electricity connection under Single Point Supply at 11 kV or higher voltage under these Regulations and the same shall be given by Distribution Licensee on an application to this effect from such GHS. Similarly the existing GHSs, which do not fall under the purview of Regulation 4.2 above and having 20 (twenty) or more number of residential units and irrespective of connected load, can also ask for conversion to Single Point Supply under these Regulations and same shall be affected by Distribution Licensee, subject to technical feasibility, on an application to this effect from such GHS after obtaining an undertaking from the GHS as per Annexure-3. In case of developer, such option, however, shall be exercised only with the consent of RWA/Residents supported by a resolution of general body of such RWA/Residents.

Provision of Regulation 4.1 and Regulation 5.1 will also apply for release of new connections under Single Point Supply and similarly provisions of Regulation 4.2 and Regulation 5.2 will also apply for conversion to Single Point Supply in cases covered under Regulation 4.3 besides the terms & conditions as per Regulations 5.3 to 5.7.

**4.4** In case a new or an existing GHS opts for the second option under Regulation 4.1/4.2 i.e. installation of reference meter, the distribution licensee shall ensure that only a duly tested reference meter of specified accuracy and compatible with Automatic Meter Reading (AMR) System is installed at the incoming supply point. The licensee shall further ensure, in case of existing GHSs, that none of the meters of the residents/users or for the common facilities/services is defective or dead stop and that no resident or common service connection is being billed on average basis at the time of commencement of billing for energy difference as per option-2. The distribution licensee shall also ensure that any of the meters getting defective or dead stop subsequently, both for new as well as existing GHSs, is replaced immediately

**4.5** In case of supply of electricity to GHSs, new as well as existing, under option-2, the billing period of NDS connection (above 20 kW) if any within the GHS as also for billing of energy difference shall be same as for domestic consumers. The distribution licensee shall raise bills for the energy difference over and above 4%/5% for each billing cycle on the GHS/Developer/RWA. Late payment surcharge at the rate applicable to domestic consumers shall be leviable if the payment is not made by the GHS/Developer within the grace period which will be 15 days. In case of nonpayment of bill for the energy difference by the GHS/Developer/RWA for two consecutive billing cycles, the supply to the GHS shall be disconnected and shall be restored only after clearance of all dues for energy difference along with surcharge and reconnection charges as applicable.

Further in case of energy difference for any billing period working out to be more than 4%/5%, the distribution licensee shall conduct a thorough checking / investigation in the GHS to ascertain the reason for higher energy difference and take possible remedial measures. The GHS / Developer/RWA will extend all cooperation to the staff/officers of the distribution licensee for carrying out such checking/investigation.

## **5. Terms & Conditions for Single Point Supply:**

**5.1** Colonies covered under the provisions of Regulation 3.1 and new GHSs seeking Single Point Supply as per Regulation 4.1

- a)** For a Colony falling under the purview of Regulation 3.1, a GHS seeking Single Point Supply as per Regulation 4.1 and a GHS not falling under the purview of

Regulation 4.1 but the GHS/ Developer/RWA, at its own option, seeking new electricity connection under Single Point Supply in line with Regulation 4.3, the GHS/Employer/Developer/RWA shall be obliged to seek supply of electricity at a single point at 11 kV or higher voltage under these Regulations by submitting an application in the prescribed form with requisite charges to the Distribution Licensee giving complete details of the load of all residential units as also of common services and other non-domestic loads if any. The Distribution Licensee will supply electricity at a Single Point at 11 KV or higher voltage depending upon the feasibility. In case of Developer, the distribution licensee shall ensure, before release of Single Point Supply connection, that the Developer has completed the installation of complete electrical infrastructure within the complex as per the approved Electrical Layout Plan.

- b) The GHS/Employer/Developer/RWA will install, operate & maintain all infrastructure, including substations/transformers, required for distribution of electricity within the premises of the GHS/Colony at its/his own cost.
- c) The GHS/Employer/Developer/RWA shall provide and install transformer(s)/substation(s) and Meter(s)/metering equipment, for supply of electricity at a Single Point at a convenient and easily accessible place. All installed equipment shall meet with the safety requirements as per Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010. The isolating device will be placed near the boundary of the premises. The meter installed for Single Point Supply shall be duly tested and compatible with AMR System
- d) GHS/Employer/Developer/RWA shall provide meters for measuring electricity consumption of licensee's supply for all the residents, for common facilities/services and other non domestic loads etc. They will also be responsible for all liabilities & obligations including individual metering, billing, and collection of charges from individual users and payment of energy bills for Single Point Supply connection to the Distribution Licensee. The meter reading of the Single Point Supply meter shall be taken by the distribution licensee in the presence of the security guard and/or a representative, if any, of the GHS/ Employer/Developer/ RWA.

**5.2 Existing GHSs covered under the provisions of Regulation 4.2 which opts for Single Point Supply and existing colonies covered under Regulation 3.2 :**

- a) The GHS /Developer/RWA shall submit the application to the Distribution licensee for conversion of electricity supply of the GHS into Single Point Supply under these Regulations. The Distribution Licensee shall convert the supply to Single Point Supply at 11 kV or higher voltage depending upon the feasibility. In case of existing Employers' Colonies the conversion to Single Point Supply at 11kV or higher voltage depending upon the feasibility shall be affected by the distribution licensee without any application from the employer as per Regulation 3.2. In both cases, the cost for conversion to Single Point Supply shall be borne by the distribution licensee. The members/employees residing in the GHS/Colony will cease to be the consumers of the licensee from the date of conversion which may preferably be coincided with the completion of current billing cycle so as to avoid any accounting problems.
- b) The existing energy meters installed at the premises of the members/employees residing in the GHS/Colony will be allowed to remain in place and the Distribution licensee will retain the meter security deposits of the members/employees. The responsibility for replacement of meter/installation of new meter shall be of GHS/Employer/ Developer/RWA w.e.f the date of conversion. The advance

consumption deposits (ACDs) of the members/employees/Common Services/NDS Load shall be deemed to be the ACD payable by the GHS / Employer / Developer /RWA for Single Point Supply connection. The members/ employees shall forfeit all claims with regard to their individual meter securities/ advance consumption deposits. Similarly GHS/Employer/ Developer/RWA/Group shall forfeit all claims with regard to meter security/ advance consumption deposits for common services/ NDS loads.

- c) In case of GHSs/Colonies where the electrical infrastructure including substations/transformers etc for supply of electricity within the GHS/Colony has been installed at the cost of GHS/Developer/RWA /Employer and the ownership is presently with the distribution licensee, the operation & maintenance of the electrical infrastructure shall be carried out by the GHS/Developer/RWA /Employer at their cost from the date of conversion to Single Point Supply but the ownership of the same will be retained by the distribution licensee. However in certain cases where installation has been done at the cost of the GHS/Developer/RWA /Employer and the ownership is also with them, the operation & maintenance of the electrical infrastructure shall be carried by the GHS/Developer/RWA /Employer from the date of conversion to Single Point Supply, if not already being done, and the ownership of the electrical infrastructure shall also continue to remain with the GHS / Developer / RWA /Employer.
- d) In case of GHSs/Colonies, where the installation of electrical infrastructure including substations/transformers etc. for supply of electricity within the GHS/Colony has been done at the cost of the distribution licensee, the ownership of the electrical infrastructure shall continue to be of the distribution licensee but the operation and maintenance of the same, from the date of conversion to Single Point Supply, shall be the responsibility of the GHS/Developer/RWA /Employer and cost thereof shall be borne by them. Alternately, at the option of the GHS/Developer/RWA /Employer, the operation and maintenance may be done by the distribution licensee but the cost shall be borne by the GHS/Developer/RWA.
- e) The GHS/Employer/Developer/RWA shall be responsible for all liabilities & obligations including individual metering, billing, collection of charges from individual users and payment of energy bill for Single Point Supply to the Distribution Licensee w.e.f the date of conversion.

**5.3** The total consumption and combined maximum demand of GHS/Colony will be recorded by Single Point Supply meter. A rebate of 4% in case of supply at 11 kV and 5% in case of supply at higher voltage in the energy consumption as recorded at Single Point Supply meter will be admissible as an incentive for Single Point Supply under these Regulations and to cover the expenses that may be incurred by the GHS/ Employer/ Developer/RWA in meeting their liabilities/obligations such as individual metering, billing, collection of charges from individual residents/users etc.

The energy consumption after allowing the rebate as above and the maximum demand recorded by Single Point Supply meter will be billed at the tariff as applicable to Bulk Supply (Domestic) category. All other terms and conditions as applicable to Bulk Supply (Domestic) category as laid down in the Schedule of Tariff notified and as amended by the Commission from time to time shall be applicable for Single Point Supply under these Regulations unless otherwise provided for in these Regulations.

In case an office complex or other non-domestic loads are also existing within the GHS/Colony, the apportionment of energy(after allowing the rebate) and combined maximum demand for billing under Bulk Supply (Domestic) category and NDS category shall be as detailed in the Annexure-3.

**5.4** Release of connection for Single Point Supply under Regulation 3.1 and 4.1 and conversion to Single Point Supply under Regulation 3.2 and 4.2 will also be subject to



and on such Terms & Conditions as specified in the Electricity Supply Code, Regulations 2004 of the Commission as amended from time to time except that in case of Single Point Supply under these Regulations, the distribution licensee shall accept part payment against energy bills provided the same is not less than 80% of the amount due as per the energy bill. The GHS/Employer /Developer/RWA shall, however, ensure that pending payment is cleared in such manner that outstanding arrears at any time are not more than two months old failing which the connection may be disconnected by the licensee. The late payment surcharge, as applicable, shall be payable on the unpaid amount in case of part payment

**5.5** The GHS/Employer /Developer/RWA will not charge the residents for electricity supplied by the Distribution Licensee at a tariff higher than the rates for Domestic Supply (DS) category approved by the Commission from time to time.

In case any GHS/Employer/Developer/RWA charges the residents for electricity supplied by the Distribution Licensee at rates higher than the Domestic supply tariff, the aggrieved residents can jointly file a complaint against such GHS/Employer/Developer/RWA with the Commission through a petition for redressal of their grievance.

In case backup supply from the generator has also been made available for the residents, the Group Housing Society/Employer /Developer/RWA will be free to charge the residents separately for the same either in the form of annual charges for backup supply or based on individual consumption of backup supply by each resident/user by providing separate meters for backup supply. It will, however, be mandatory for the Group Housing Society/Employer /Developer/RWA to install a meter at their cost, to record total energy generation by such backup supply generator, which will be got duly tested and sealed from the Distribution Licensee by payment of requisite charges.

**5.6** In case a member/employee does not pay his electricity dues to the GHS/Employer/Developer/RWA or his share in the amount payable by the GHS /Developer/RWA on account of energy difference as per provisions of Regulation 4.1 or Regulation 4.2 the GHS/Employer/Developer/RWA shall have the powers to disconnect the supply of such defaulting member/employee. They shall also have the right to check the meter of any member/employee to see that it is not tempered/defective.

**5.7** The Distribution Licensees will extend the facility of testing of individual meters of members/employees for accuracy/tempering or calibration/sealing of new meters in case so requested by the GHS/Employer/Developer/RWA on payment of requisite charges. **6.** Existing GHSs/Colonies having Single Point Supply connections under Bulk Supply (Domestic) category shall continue to have Single Point Supply on the terms and conditions as applicable under these regulations from the date of notification and shall abide by all the terms and conditions as provided there in.

## **7. Miscellaneous:**

**7.1** Subject to the provisions of the Act, and these Regulations, the Commission may, from time to time, issue orders and directions in regard to the implementation of these Regulations and matters incidental or ancillary thereto.

**7.2** If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or specific order, do or undertake things not being inconsistent with the provisions of the Act which appear to the Commission to be necessary or expedient for the purpose of removing difficulties.

**7.3** The Commission may add to or amend any of the provisions of these Regulations.

From

GHS/Developer/RWA

To

Sub Divisional Officer,  
.....Sub-Division  
Dakshin Haryana Bijli Vitran Nigam Ltd.

.....

Subject: Undertaking as per regulation 4.1.3 of HERC (Single Point Supply to Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers) Regulations, 2013.

Dear Sir,

It is stated that we do not opt for Single Point Supply for our GHS/ Commercial cum Residential Complex and want individual connections to the members/residents as well as for common services/other non domestic loads as per option-2. We, hereby, give our acceptance to the following:

- (a) The Distribution Licensee shall provide and install a single reference meter at the incoming supply point at its own cost to measure consumption of electricity within the GHS.
- (b) The readings of reference meter and all individual meters within the GHS shall be taken on the same day for each billing cycle by the distribution licensee in the presence of the security guard and a representative, if any, of the GHS/ Developer/ RWA.
- (c) The total energy consumption of the electricity recorded at the incoming supply point of the GHS as per reference meter (say 'A') shall be compared with the total electricity consumption of all the members/employees residing in the GHS as per their individual meter readings plus the consumption for the common services /other non-domestic loads as per readings of relevant meters (say 'B') for each billing cycle. An energy difference of up to 4%, in case of supply up to 11 kV, and up to 5%, in case of supply at higher voltage, between 'A' and 'B', to be worked out as  $\{(A-B) \times 100\}/A$ , shall be permissible towards transformation and/or LT losses. In case the difference in energy consumption as above for any billing cycle works out to be more than 4%/5%, it will be presumed to be on account of unwarranted/unauthorized use of electricity within the GHS and the GHS/ Developer/RWA shall be liable to pay for the difference in energy consumption over and above 4%/5% at the rate of energy charges as applicable for the highest slab under Domestic Supply (DS) category.
- (d) The distribution licensee shall raise bill for the energy difference over and above 4%/5% for each billing period on the GHS /Developer/RWA and the same shall be payable by the GHS/Developer/RWA. Late payment surcharge, as applicable, shall be leviable if payment is not made within the due date. In case of non-payment of the bills for the energy difference for two consecutive billing cycles, supply to GHS may be disconnected from the single point energy meter (reference meter). The supply will be restored only after clearance of the dues for energy difference along with the surcharge and applicable reconnection charges.

Dated: (Authorized Signatory)

Seal of

GHS / Developer/RWA

(For GHS/Developer/RWA)

From

Sub Divisional Officer,  
 .....Sub-Division  
 Dakshin Haryana Bijli Vitran Nigam Ltd.  
 .....

To

GHS/Developer/RWA

Memo No.

Dated:

**Subject: Notice for submission of Option/Undertaking by GHS/ Developer/ RWA as per regulation 4.2.2 of HERC (Single Point Supply to Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers) Regulations, 2013.**

This is to intimate that Haryana Electricity Regulatory Commission have notified HERC(Single Point Supply to Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers) Regulations, 2013 vide Notification No. .... Dated..... (Copy enclosed). As per regulation 4.2. of these Regulations, existing Group Housing Societies or Residential/Residential-cum-commercial complexes developed by Developers, herein after referred to as 'GHS', having 20 (twenty) or more residential units and irrespective of connected load, which are bounded by wall/fence, have restricted entry and which presently do not have Single Point Supply but have individual electricity connections released by the distribution licensee, shall have an option either to switch over to Single Point Supply under the said Regulations by submitting an application for conversion to Single Point Supply within 2 (two) months as per Regulation 4.2 or continue with the individual connections to the residents/members and for common services by furnishing and undertaking giving their acceptance to the following:

- (a) The Distribution Licensee shall provide and install a single reference meter at the incoming supply point at existing voltage level at its own cost to measure consumption of electricity within the GHS.
- (b) The readings of reference meter and all individual meters within the GHS shall be taken on the same day for each billing cycle by the distribution licensee in the presence of the security guard and a representative, if any, of the GHS/ Developer/ RWA.
- (c) The total energy consumption of the electricity recorded at the incoming supply point of the GHS as per reference meter (say 'A') shall be compared with the total electricity consumption of all the members/employees residing in the GHS as per their individual meter readings plus the consumption for the common services /other non-domestic loads as per readings of relevant meters (say 'B') for each billing cycle. An energy difference of up to 4%, in case of supply up to 11 kV, and up to 5%, in case of supply at higher voltage, between 'A' and 'B', to be worked out as  $\{(A-B) \times 100\}/A$ , shall be permissible towards transformation and/or LT losses. In case the difference in energy consumption as above for any billing cycle works out to be more than 4%/5%, it will be presumed to be on account of unwarranted/unauthorized use of electricity within the GHS and the GHS/ Developer/RWA shall be liable to pay for the difference in energy consumption

over and above 4%/5% at the rate of energy charges as applicable for the highest slab under Domestic Supply (DS) category.

- (d) The distribution licensee shall raise bill for the energy difference over and above 4%/5% for each billing period on the GHS /Developer/RWA and the same shall be payable by the GHS/Developer/RWA. Late payment surcharge, as applicable, shall be leviable if payment is not made within the due date. In case of non-payment of the bill for the energy difference for two consecutive billing cycles, supply to GHS may be disconnected from the single point energy meter (reference meter). The supply will be restored only after clearance of the dues for energy difference along with the surcharge and applicable reconnection charges.

2. In view of above, you are hereby served with this notice to exercise your option, within 2(two) months of the date of this notice, to either switch over to Single Point Supply by submitting an application to this office for conversion of supply to the 'GHS' to Single Point Supply or alternately you may continue with the individual connections to the members/residents, agree for installation of reference meter and pay the charges for energy difference as above. You may submit your Option/ Undertaking in the Form enclosed.

3. Please note that in case neither the application for conversion to Single Point Supply nor the undertaking as above is received from your end within two (2) months from the date of this notice it shall be presumed that you have opted for Single Point Supply and necessary action shall be taken by this office for conversion of supply of your GHS/Complex to Single Point Supply and thereafter supply to the GHS/Complex shall be as per said Regulations.

Sub Divisional Officer  
.....Sub-Division  
Dakshin Haryana Bijli Vitran Nigam Ltd.  
.....

### Annexure 3

From  
GHS/Developer/RWA

To  
Sub Divisional Officer,  
.....Sub-Division  
Dakshin Haryana Bijli Vitran Nigam Ltd.  
.....

**Sub: Submission of Option/Undertaking in compliance of Regulations 4.2.2 of HERC (Single Point Supply to Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers) Regulations, 2013.**

Dear Sir,

Please refer to your notice dated .....on the subject cited above.

2. We, hereby opt for conversion of supply to our GHS to Single Point Supply. The application in the prescribed form with complete details of the load as required for conversion of supply to Single Point Supply is enclosed.

**OR**

It is stated that we do not opt for Single Point Supply to our GHS/ Commercial cum Residential Complex. We opt to continue with the individual connections to the members/residents as well as for common services/other non domestic loads and hereby give our acceptance to the following:

- (a) The Distribution Licensee shall provide and install a single reference meter at the existing voltage level at the incoming supply point of the GHS at its own cost to measure consumption of electricity within the GHS
- (b) The readings of reference meter and all individual meters within the GHS shall be taken on the same day for each billing cycle by the distribution licensee in the presence of the security guard and a representative, if any, of the GHS/ Developer/ RWA.
- (c) The total energy consumption of the electricity recorded at the incoming supply point of the GHS as per reference meter (say 'A') shall be compared with the total electricity consumption of all the members/employees residing in the GHS as per their individual meter readings plus the consumption for the common services /other non-domestic loads as per readings of relevant meters (say 'B') for each billing cycle. An energy difference of up to 4%, in case of supply up to 11 kV, and up to 5%, in case of supply at higher voltage, between 'A' and 'B', to be worked out as  $\{(A-B) \times 100\}/A$ , shall be permissible towards transformation and/or LT losses. In case the difference in energy consumption as above for any billing cycle works out to be more than 4%/5%, it will be presumed to be on account of unwarranted/unauthorized use of electricity within the GHS and the GHS/ Developer/RWA shall be liable to pay for the difference in energy consumption over and above 4%/5% at the rate of energy charges as applicable for the highest slab under Domestic Supply (DS) category.
- (d) The distribution licensee shall raise bill for the energy difference over and above 4%/5% for each billing period on the GHS /Developer/RWA and the same shall be payable by the GHS/Developer/RWA. Late payment surcharge, as applicable, shall be leviable if payment is not made within the due date. In case of non-payment of the bill for the energy difference for two consecutive billing cycles, supply to GHS may be disconnected from the single point energy meter (reference meter). The supply will be restored only after clearance of the dues for energy difference along with the surcharge and applicable reconnection charges.

Dated: (Authorised Signatory)

Seal of GHS/Employer/ Developer/RWA

#### **Annexure-4**

**Method of Billing/apportionment of Energy/Maximum Demand recorded by Single Point Supply Meter for billing under Bulk Supply Domestic BS(D) category and Non Domestic (NDS) Category in case of office/commercial complexes situated within the GHS/Colony.**

1. In case of an office or other commercial complexes [other than covered under BS(D) Schedule] located within the GHS/Colony, the total energy consumption after allowing the rebate of 4%/5% as per Regulation 4.3 and the combined maximum demand for the GHS/Colony as recorded by Single Point Supply meter shall be apportioned for billing under BS(D) category and NDS category as per the method given below:  
Let us assume:

- |   |                       |
|---|-----------------------|
| i) Total domestic load inclusive of load :<br>of Lifts, water supply pumps and fire<br>fighting pumps                     | Ld kW                 |
| ii) Total load of common facilities for :<br>the residents  | Lc kW                 |
| iii) Total load of office/commercial complexes :<br>located within the GHS/Colony covered<br>under NDS Schedule of tariff | Lnds kW               |
| iv) Total of domestic load and common :<br>facilities load  | = (Ld+Lc)<br>= Lbs kW |
| v) Total Energy Consumption recorded at the<br>Single Point Supply Meter  | EC kWh                |
| vi) Total Energy Consumption to be billed after<br>allowing rebate of 4%/5%   | ECt kWh               |
| vii) Combined maximum demand recorded at Single<br>Point Supply Meter   | MDc kW                |

In case total load of common facilities i.e. Lc is more than 15/85 i.e. 17.64% of Ld, the load upto 17.64% of Ld shall only be considered as load of common facilities to be covered under BS (D) and the balance load shall be included in the NDS load. The modified values for Lc, Lbs and Lnds shall accordingly be worked out as under:

- |   |             |                       |
|---|-------------|-----------------------|
| (i) Load of common facilities to<br>be covered under BS(D) Tariff | = Lc(mod)   | = 15/85 of Ld         |
| (ii) Total load to be covered under<br>BS(D) Tariff               | = Lbs (mod) | = Ld + Lc (mod)       |
| (iii) Total load to be billed under<br>NDS Tariff                 | = Lnds(mod) | = Lnds + (Lc-Lc(mod)) |

2. Apportionment of total energy consumption, after allowing rebate of 4%/5%, and combined recorded maximum demand for working out energy consumption/ maximum demand to be billed under BS(D) category and energy consumption to billed under NDS category shall be done as under:

- |  |   |
|--|---|
| i.   |   |
| (a) Energy Consumption to be billed under<br>Bulk Supply (Domestic) Category when<br>Lc is not more than 15/85 of Ld | ECt × Lbs<br>(Lbs + 1.70 Lnds)                        |
| (b) Energy Consumption to be billed under<br>Bulk Supply (Domestic) Category<br>when Lc is more than 15/85 of Ld     | ECt × Lbs (mod)<br>(Lbs (mod) + 1.70 Lnds (mod))      |
| ii.  |   |
| (a) Energy Consumption to be billed under<br>NDS Category when Lc is not more than<br>15/85 of Ld                    | ECt × (1.70 Lnds)<br>(Lbs + 1.70 Lnds)                |
| (b) Energy Consumption to be billed under:<br>NDS Category when Lc is more than<br>15/85 of Ld                       | ECt × (1.70 Lnds(mod))<br>(Lbs(mod) + 1.70 Lnds(mod)) |

iii.

- (a) Maximum demand for Billing under BS(D) when  $L_c$  is not more than  $15/85$  of  $L_d$   $MD_c \times L_{bs} / (L_{bs} + L_{nds})$
- (b) Maximum demand for Billing under BS(D) when  $L_c$  is more than  $15/85$  of  $L_d$   $MD_c \times L_{bs(mod)} / (L_{bs(mod)} + L_{nds(mod)})$

Where 1.70 is the factor to account for higher load factor for non domestic load (17%) as compared to load factor of Domestic Load (10%). Due to Load factor of BS(D) and NDS load being different, it is appropriate that For apportioning total energy consumption in the ratio of BS(D) load and NDS load, the NDS load is notionally increased by a factor, to be worked out as (load factor of NDS) / (load factor of BS(D) load). If load factor for NDS is taken as 17% and for BS(D) as 10%, this factor works out to 1.70.

3. Total electricity charges for BS(D) load and NDS load shall be worked out as under:

a) For BS(D) load

(i) Energy Charges = Energy consumption as at 2(i)  $\times$  energy charges for BS(D)

(ii) Fixed Charges = Maximum demand as at 2(iii)  $\times$  fixed charges per kW for BS(D)

(iii) Total Electricity Charges = a(i) + a(ii)

b) For NDS load

(i) Energy Charges = Energy consumption as at 2(ii)  $\times$  energy charges for NDS

(ii) Fixed Charges = Total NDS load i.e.  $L_{nds}$  or  $L_{nds(mod)}$   $\times$  fixed charges per kW for NDS

(iii) Total Electricity Charges = b(i) + b(ii)

#### EXAMPLE 1 (Single Point Supply at 11 kV)

Let us assume:

a.	Total Domestic load including load of lifts, water supply pumps and fire fighting pumps	85 kW
b.	Load of common facilities for residents	14 KW
c.	Total load under BS (D) category (a+b)	99 KW
d.	NDS Load	40 kW
e.	Total energy consumption for the month as per Single Point Supply meter	12000 kWh
f.	Total energy consumption to be billed after allowing 4% rebate in energy consumption as per clause 4.3	11520 kWh
g.	Combined recorded maximum demand for the month	80 KW

- i. Energy consumption to be billed under BS(D)  $= 11520 \times 99$   
 $(99 + 1.7 \times 40)$   
 $= 6829 \text{ kWh}$
- ii. Energy consumption to be billed under NDS  $= 11520 - 6829$   
 $= 4691 \text{ kWh}$
- iii. Maximum demand for billing under BS(D)  $= 80 \times 99$   
 $99 + 40$   
 $= 56.97 \approx 57 \text{ kW}$
- iv. Total Electricity charges for BS (D) load  $= 6829 \times 3.90 + 57 \times 50$   
 $= \text{Rs. } 29483$
- v. Total Electricity charges for NDS load  $= 4691 \times 5.50 + 40 \times 130$   
 $= \text{Rs. } 31000$
- vi. Total Energy bill for the GHS/Colony  $= 29483 + 31000$   
 $= \text{Rs. } 60483$

**EXAMPLE 2** (Single Point Supply at 11 kV)

Let us assume:

a.	Total Domestic load including load of lifts, water supply pumps and fire fighting pumps i.e. $L_d$	170 KW
b.	Load of common facilities for residents i.e. $L_c$	50 KW
c.	NDS Load i.e. $L_{nds}$	70 KW
d.	Total energy consumption for the month as per Single Point Supply meter	23000 kWh
e.	Total energy consumption to be billed after allowing 4% rebate as per clause 4.3	22080 kWh
f.	Combined maximum demand	175 kW

As the load of common facilities for the residents is more than 15/85 of domestic load of 170 kW, the load of common facilities i.e.  $L_c$  shall be taken as 15/85 of 170 i.e. 30 kW and the balance load of 20 kW (50 – 30) of common facilities shall be included in the NDS load.

Therefore, in this case domestic load, load of common facilities and NDS load for the purpose of billing shall be modified as under:

$$\begin{aligned}
 L_d &= 170 \text{ kW} \\
 L_c (\text{mod}) &= 30 \text{ kW} \\
 L_{bs} (\text{mod}) &= (170 + 30) = 200 \text{ kW} \\
 L_{nds} (\text{mod}) &= 70 + (50 - 30) = 90 \text{ kW}
 \end{aligned}$$

- i. Energy consumption to be billed under BS(D)  $= 22080 \times 200$   
 $(200 + 1.7 \times 90)$   
 $= 12510 \text{ kWh}$
- ii. Energy consumption to be billed under NDS  $= 22080 - 12510$   
 $= 9570 \text{ kWh}$



- iii Maximum demand for billing under BS(D)  $= 175 \times 200$   
 $(200 + 90)$   
 $= 120.7 \approx 121 \text{ kW}$
- iv. Total Electricity charges for BS (D) load  $= 12510 \times 3.90 + 121 \times 50$   
 $= \text{Rs. } 54839$
- v. Total Electricity charges for NDS load  $= 9570 \times 5.25 + 90 \times 130$   
 $= \text{Rs. } 61942$
- vi. Total Energy bill for the GHS/Colony  $= 54839 + 61942$   
 $= \text{Rs. } 116781$

**(B) Approval of Electrification Plan and sanction of load for the colonies/multi-storey buildings developed by Private Colonizers / Licensee/SEZ:**

The electrification plans of group Housing societies/ Colonies/Sectors etc developed by any Private Colonizer/Developer shall be dealt with as per the procedure mentioned below :-

1. Electrification Plan for loads exceeding 2000 KW of group Housing societies/Colonies/Sectors etc developed by any Private Colonizer/ Developer/Govt. shall be approved by the Director/OP after scrutinizing the case by the Commercial Section & the Electrification Plan for load upto 2000 KW for group Housing societies/ Colonies/Sectors etc developed by any Private Colonizer/ Developer/Govt. shall be approved by concerned CE/OP.  
***For Single Point Connections of societies / colonies / buildings developed by Private Developers under Bulk Domestic / Bulk Non Domestic / Commercial category, the ultimate load be checked and its B.G. be taken before sanction of the load as per Nigam Instructions.***  
The load will be sanctioned by the competent load sanctioning authority as per delegation of powers to sanction the load. (SC 23/2013).
2. Grid sub-station at 33 KV / 66 KV / 132 KV / 220 KV level shall be constructed by the Developer at his own cost and shall be handed over to DHBVN/HVPN free of cost. However, the land earmarked for the sub-station shall have to be transferred to the Nigam within 3 months of approval of the plan of electrification failing which the Electrification Plan as sanctioned shall be considered as cancelled.
3. The load of these colonies/multi-storey buildings will be sanctioned by the competent load sanctioning authority as per delegation of powers for sanction of the load
4. The developer / colonizer shall submit the complete case to SE/OP concerned in quadruplicate along with the license, DTCP approved layout plan, electrical layout plan on DTCP approved drawing, load detail, single line diagram, Board resolution for authorized signatory, bill of material as per the stock issue rates etc.
5. Option/Undertaking in compliance of Regulations No. 27 of 2013 of HERC (Single point supply to Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of developers) shall be taken from the developer, if applicable.
6. SE/OP shall confirm the loading position of the feeding substation as well as right of way from 11 KV or 33 KV feeding source to proposed site and CE/Commercial shall obtain the technical feasibility from HVPN where their S/Stns. are involved.

7. The SE/OP concerned after due diligence shall submit the complete consumer case as detailed above in quadruplicate to the office of CE/Commercial through CE/OP after calculating the load of the scheme as per the latest norms.
8. The colonizer/developer before approval of electrification plan shall furnish the Bank Guarantee equivalent to 1.5 times of Bill of material of electrical infrastructure works to be executed as per the approved plan.
9. The Colonizer / Developer shall have the option to furnish the Bank Guarantee in four yearly equal installments for load above 15 MVA and up to 75 MVA and maximum 5 yearly equal installments for load exceeding 75 MVA. However, no installment will be allowed for the load upto 15 MVA.
10. The Bill of material submitted by colonizer/developer shall be taken as basis for determining the quantum of tentative BG and after scrutinizing the same notice shall be given to furnish the Bank Guarantee of the installment due within 30 days. The amount of Bank Guarantee will be prima-facie verified with respect to existing load norms and cost of material in stock. The detailed estimate shall be prepared and got approved by the Field Offices from the Competent Authority within 30 days after furnishing of First Installment of Bank Guarantee to the SE/OP concerned & accordingly the supervision charges shall be paid by the Developer/ Colonizer.
11. The cases where the cost of S/Stn. is included in the EDC such as Sector-58 to 115 for Gurgaon and New area of Faridabad etc. no separate cost of S/Stn. of 66 KV and above shall be considered in computing the amount of Bank Guarantee to be furnished by the Developer / Colonizer.
12. The Developer / Colonizer shall deposit the share cost with HVPN / DHBVN as per the Instructions of respective Nigam.
13. The Developer / Colonizer shall submit an indicative lay out plan and Bill of Material of the work to be carried out in a particular year along with the Bank Guarantee and phasing of development works.
14. The Developer / Colonizer shall furnish an Affidavit / Undertaking to SE/OP regarding timely furnishing of Bank Guarantee in Phases.
15. SE/OP concerned shall intimate the colonizer / developer to furnish the Bank Guarantee of differential amount along with the balance supervision charges as per the actual sanctioned estimate within 30 days if any, arising on account of difference of cost as per actual estimate sanctioned by the Competent Authority.
16. The subsequent Bank Guarantees shall become due on year to year basis after the date of submission of first installment of Bank Guarantee.
17. No further connection shall be released by SE/OP unless the Bank Guarantee of subsequent installment is furnished by the Developer / Colonizer.
18. The physical verification by the Field Offices of satisfactory completion of the work of that phase for the purpose of release of Bank Guarantee shall be on the basis of indicative layout plan submitted by the Developer for that phase and modified plan, if any, by the Nigam.
19. DHBVN shall release Bank Guarantee upon completion of the electrification works in that particular phase for which the said installment of BG has been furnished. In case the work required to be completed in that particular phase is not completed in an year and the date of furnishing of another installment of Bank Guarantee becomes due then the Developer / Colonizer shall furnish the Bank Guarantee of other phase in addition to the Bank Guarantee already furnished with the Nigam.
20. The cases where developer / colonizer has already completed part of the work of creation of Electrical infrastructure then the credit of the same shall be given while calculating the complete amount of Bank Guarantee required to be furnished by the Developer / Colonizer.

21. The developer / colonizer must install/erect whole Electrical Infrastructure as per Nigam's design, drawing & specifications within a period of five years after approval of electrification and hand over the system to the Nigam/RWA.
22. Upon completion of electrical works and energisation of a particular phase, the entire electrical infrastructure of that phase shall be taken over by DHBVN subject to attaining 25% occupancy in that particular phase.
23. The interim load shall be given to the Developer / Colonizer depending upon the completion of work of creation of Electrical Infrastructure in phases as per the indicative layout plan submitted by the Developer / Colonizer subject to the technical feasibility.
24. DHBVN reserves the right to recover the amount of inadequacy if any, arising later on.

**(C ) Keeping** in view the guidelines for laying of transmission lines issued by the Ministry of Environment and Forest, norms for line corridors are as under (SC D-28/2012):-

I.	11 KV	-	7 Meter
II.	33 KV	-	15 Meter
III.	66 KV	-	18 Meter
IV.	132 KV	-	27 Meter
V.	220 KV	-	35 Meter

Further to avoid any ambiguity in the field with respect to demand factor in load calculations, the demand factor to be taken is as under:-

Demand Factor will be taken as 0.5 for domestic load for Plotted Colonies, Sectors and Group Housing Societies for the area developed by HUDA / Housing Board Colony / other Govt. Departments etc. in all cities and for private colonizers in Class "B" & Class "C" cities whereas it will be taken as 0.6 for class "A" cities for domestic load developed by private colonizers. The demand factor for commercial load (both open & covered area) will be taken as 0.6 and unity for load of common services / utilities / community sites in all cities uniformly.

**(D) Detailed Guidelines (P&D Inst. No. 9/2011 dated 9/05/2011) for electrification system in the colonies/ multi-storey buildings developed by HUDA/ HSIDC/ Colonizers Licensee/SEZ:**

## **CHAPTER- 1. INTRODUCTION**

There are 3 main developing agencies in the State, namely HUDA/ HSIDC/ Colonizers Licensee & SEZ. As per the provisions in the Town and Country Planning Act, the developers are required to provide complete infrastructure/ services while developing any residential, commercial or industrial sectors/areas. The important constituent of infrastructure is the electrical system. The electrical system constitutes the availability of feeding source i.e. provision of grid sub stations as per load requirement, transmission lines, indoor switch/distribution sub stations provided for distribution transformers, LT lines and service lines for feeding to the end consumers. The electrical system is provided as per load requirement.

The load requirement, for different category of residential plots and different category of flats, different category of commercial sites, i.e., common show rooms, small booths, shopping malls, resorts, multiplexes having Cinema Houses, restaurants and other activities including company show rooms, company offices etc. varies with the size of plot. All these categories of consumers have different type of electrical load requirement. The load requirement of each category of consumer has been arrived at after considerable load studies.

Load requirement for plotted areas and residential multi storey flats is different. Similarly load requirement for commercial booths, show rooms sites, company's houses, shopping malls, resorts, restaurants and multiplexes is also different. Hence, the norms have been framed separately for each category.

The guidelines, for providing electrical system in the area, being developed by the developers, have been laid down to maintain uniformity. As per the decision taken by the Government of Haryana regarding beautification of urban areas, uniformity of electrical system will play significant role in the beautification of urban areas.

Depending upon locations and requirement, the overhead and underground system has been suggested.

While framing the guidelines, precautions have been taken to meet with the requirement of provisions of grid code for distribution system.

## CHAPTER-II

### Guidelines for electrification of residential sectors.

#### For sectors having plotted area (assuming sector size of 200acre):

The basis for electrification of any residential sector, having residential plots, is the ultimate load requirement of that particular sector for residential houses and other common & commercial utilities for which the following procedure shall be followed:-

i) The developer should possess the proper license from the Town Country Planning Department.

ii) The approved land plan should have the complete details of areas under various categories like size-wise residential plots, detail of plots earmarked for multi storey buildings or group housing societies, size wise commercial plots and the total area to be covered for market, resorts, restaurants, multiplexes, schools, colleges or any other educational institutions, hospitals, dispensary, community centers, police stations, water supply schemes, sewerage disposal schemes, electricity indoor sub station, out door sub stations or any other important utility for which specific land is earmarked.

iii) On the basis of land area earmarked, as per detail in para-ii above, the load calculation shall be made as per guidelines laid down for specific category of load in specific area/size of plot. The guidelines for load calculations for residential plotted areas are attached as Annexure-I. Load calculations for residential multistorey buildings are attached as Annexure-II, load calculations for commercial areas are attached as Annexure-III and load Norms for Economic weaker section (EWS) as Annexure-IV.

After arriving at total load requirement of the sector, the following schemes shall be followed for designing the feeding arrangements of the load of the sector:-

Sr. No	Load	Voltage level of sub- stations	Type of substation	Land requirement
(a)	Upto 5 MVA		Through Independent feeder from existing Sub-Station of HVPN/DHBVN	
(b)	More than 5 MVA but less than 15 MVA	33 KV Sub-Stns.	AIS	2 Acres (120x80 mtr)
(c)	More than 5 MVA but less than 15 MVA	33 KV Sub-Stns.	GIS	1/4 Acres (60x20 mtr)
(d)	More than 15MVA	66KV Sub-Stn.	AIS	3 Acres
(e)	More than 15MVA	66 kV Sub-Stn.	GIS	1 Acres

(f)	More than 15MVA	132KV Sub-Stns.	AIS	4Acres
(g)	More than 15MVA	132KV Sub-Stations.	GIS	1.25 Acres
h)	More than 75 MVA	220 KV Sub-Stn.	AIS	18 Acres
(i)	More than 75 MVA	220 KV Sub-Stn.	GIS	6 Acres
(j)	More than 300 MVA	400 KV Sub-Stn.	AIS	45 Acres
(k)	More than 300 MVA	400 KV Sub-Stn	GIS	8 Acres
(l)	Indoor switching station-cum- complaint centers			

**Note: - The piece of land should preferable be in rectangular shape with length and breadth in ratio 3:2 :**

Also, the line corridors have to be provided as per the following norms:-

- i) 11 kV - 6 Mtrs
- ii) 33 kV – 12 Mtrs.
- iii) 66/132KV/220KV - 35 mtrs.

The location of the site for sub-station should, preferably be in the centre of the sector and on main road and may be allotted in corner plot to avoid cross-over of other sites.

1. The cost of laying of 11KV independent feeder shall be borne by the developer.
2. The developer shall also bear the cost in proportion with other consumers in case the augmentation of power transformer is required, at the feeding end Sub-Station. However, the works shall be executed by HVPN/DHBVN, as the case may be.
3. Grid Sub Station i.e. 33 KV, 66 KV, 132 KV or 220 KV shall be constructed by the developer, at his own cost and shall be handed over to DHBVN/HVPN free of cost, where ever required.
4. The developer will bear the cost of feeding lines from the feeding source to the grid substation constructed by the developer.
5. At least 2 numbers indoor switching station cum complaint centers, per sector shall be constructed by the developer and shall be handed over to DHBVN, complete in all respect for maintenance and operation.
6. For creation of the above sub stations, if required, the cost of feeding transmission line and its right of way shall be arranged by the developer only.
7. The cost of terminal arrangement, in case of transmission line at DHBVN/HVPN Sub Stations, shall be borne by the developer as per sanctioned estimate/standard design of DHBVN/HVPN.
8. For the creation of sub station/transmission lines, material shall be used as per specification of DHBVN/HVPN. Before erection of major items, inspection will be got carried out from DHBVN/HVPN Authorities. The inspection charges @ 1.5% of the estimated cost of work shall be paid by the developer to DHBVN/HVPN as the case may be.
9. The developer has to make the arrangement of feeding lines.

**Detailed Guidelines for Electrification of New sector/upcoming Urban areas/authorized areas developed by private colonizers.**

**A. For Plots of size 10 Marla and above Category :**

- i) Electrification will be done only through 11 kV line on 11 Mtr long PCC poles. The length of the span will not be more than 40 mtrs. 100mm<sup>2</sup> ACSR conductor shall be used for main 11 kV line & 80mm<sup>2</sup> ACSR conductor will be used for 11 kV spur line.

- ii) Distribution transformers (DTs), completely self protected (CSP) type, of capacity 25/63/100/200/400/630 KVA, depending upon the load requirement as per norms, shall be installed, subject to the condition that LT/HT line length ratio shall not exceed one. The distribution transformers shall have a provision of DT meter. Following points should be followed while laying the LT distribution system :-
- a) The length of LT line shall be minimum (upto 3 span maximum).
  - b) The span length shall be maximum 35 meters (max.).
  - c) The load on the distribution transformer can be put up to 80% of its capacity.
  - d) The energy meters shall be installed either on H-pole itself or on the pole of LT line erected with armoured cable or outside the consumer premises.
  - e) Both four core & single core XLPE Armoured Cable is to be used for laying 3 $\Phi$ /2 $\Phi$ /1 $\Phi$  system as per site requirement.
  - f) Adequate size of four core/single core cable shall be used as per load requirement.
  - g) The cables will be laid by providing LT insulators strictly as per drawing, circulated vide this office memo no. Ch.- 68/DD-168 dated 26.08.2010.
  - h) Supply, from LT armoured cable to LT bus bar distribution box, shall be tapped with the help of LT insulated connectors.
  - i) The LT armoured cable, from main line to LT distribution bus bar box, will be used as per requirement of load.
  - j) From LT distribution bus bar box to incoming terminal of meter, 2 Core or 4 Core LT armoured cable will be used as per requirement of load.
  - k) From energy meter to consumer premises, unarmoured PVC Cable will be used as per requirement of load.
  - l) The installation of meters, on poles outside consumer premises, will be as per sales circular No. D-39/2007 issued vide CGM/Commercial office memo No. Ch.-39/SE/Commercial/R-16/57/2006/S/C.
- iii) For releasing the connection, a meter pillar box shall be installed near the transformer for housing the consumer bus bar. From this bus bar, the connection will be taken to the consumer meter, which shall also be housed in the same pillar box. The armored service line will be provided from pillar box to consumer premises. One meter pillar box can house 4/6/8/10 no. meters, depending upon the location.
- iv) Street light phase shall be provided under the 11 kV line, through 30mm<sup>2</sup> insulated ACSR conductor, by installing distribution transformer(s), along with distribution transformer meter, as per load requirements in the area which will be dedicated only for street light.

**B. For Plots of Size less than 10 Marla Categories:**

- 1 Electrification will be done only through 11 kV line on 11 Mtr long PCC poles. The length of the span will not be more than 40 mtrs. 100mm<sup>2</sup> ACSR conductor shall be used for main 11 kV line & 80mm<sup>2</sup> ACSR conductor will be used for 11 kV spur line.
- 2 Distribution transformers (DTs), completely self protected (CSP) type, of capacity 25/63/100/200/400/630 KVA, depending upon the load requirement as per norms, shall be installed, subject to the condition that LT/HT line length ratio shall not exceed one. Following points should be followed while laying the LT distribution system:-
  - a) The length of LT line shall be minimum (upto 3 span maximum).

- b) The span length shall be maximum 35 meters (max.).
  - c) The load on the distribution transformer can be put up to 80% of its capacity.
  - d) The energy meters shall be installed either on H-pole itself or on the pole of LT line erected with armoured cable or outside the consumer premises.
  - e) Both four core & single core XLPE Armoured Cable is to be used for laying 3 $\Phi$ /2 $\Phi$ /1 $\Phi$  system as per site requirement.
  - f) Adequate size of four core/single core cable shall be used as per load requirement.
  - g) The cables will be laid by providing LT insulators strictly as per drawing, circulated vide this office memo no. Ch.- 68/DD-168 dated 26.08.2010.
  - h) Supply, from LT armoured cable to LT bus bar distribution box, shall be tapped with the help of LT insulated connectors.
  - i) The LT armoured cable, from main line to LT distribution bus bar box, will be used as per requirement of load.
  - j) From LT distribution bus bar box to incoming terminal of meter, 2 Core or 4 Core LT armoured cable will be used as per requirement of load.
  - k) From energy meter to consumer premises, unarmoured PVC Cable will be used as per requirement of load.
  - l) The installation of meters, on poles outside consumer premises, will be as per sales circular No. D-39/2007 issued vide CGM/Commercial office memo No. Ch.-39/SE/Commercial/R-16/57/2006/S/C.
- 3 Wherever it is not possible to use ACSR conductors due to less clearance, then Aerial Bunched cable may be used.
  - 4 Connection will be released to the individual consumer by installing the meter in meter pillar boxes near the pole. From the LT side of T/F, connection will be taken to a common bus bar which will be installed within meter pillar box. Bus bar will be completely protected.
  - 5 Wherever it is not possible to install Meter Pillar Box, the consumer meter shall be installed on the boundary wall of consumer outside the gate in proper MCB.
  - 6 Street light phase shall be provided under the 11 kV line through 30 mm<sup>2</sup> insulated ACSR conductor by installing distribution transformer(s) of desired capacity with meter in the area which will be dedicated only for street light.
- C Group Housing Societies :**
1. 11 kV line will be laid up to boundary wall of the Group Housing Society on 11 meter poles with span length of 40 meters.
  2. 200 KVA, 400 KVA, 630 KVA & 990 KVA distribution transformers (CSP type) or sealed unit S/Stns., shall be installed according to the requirement of load and shall be installed adjacent to the HT meter room.
  3. Single point HT/LT connection shall be given for common services like lift, water supply, street light etc. for which the metering equipment shall be installed on the outer boundary wall of the society near the main gate.
  4. The LT shall be taken directly from the distribution transformer through armoured cable up to the building, if laid underground, it should be through open-able trench with facility for maintenance and inspection.
  5. The meters will be installed at one place in the basement of the building, in the Meter Pillar Boxes. 10-14 consumer meters shall be installed in single meter pillar box.

**Annexure-I****Load Norms for flats, being constructed by Group Housing Societies**

Sr. No.	Flats having covered area	Connected load
1.	Upto 900 Sq. ft.	8 KW
2.	From 901 to 1600 Sq. ft.	16 KW
3.	From 1601 to 2500 Sq. ft.	20 KW
4.	Above 2500 Sq. ft.	24 KW

**Note:** The classification of city for the purpose of load projection of plots & flats shall be as under:-

- i) A Class: - Faridabad, Gurgaon, Manesar.
- ii) B Class:- Sirsa, Fatehabad, Hisar, Bhiwani, Narnaul, Palwal, Dharuhera, Rewari, Hansi.
- iii) C Class:- All other cities/town under DHBVNL, which are not covered in 'A' & 'B' classes as above.

**Annexure-II****Load Norms for flats, being constructed by Group Housing Societies**

Sr. No.	Flats having covered area	Connected load
1.	Upto 900 Sq. ft.	8 KW
2.	From 901 to 1600 Sq. ft.	16 KW
3.	From 1601 to 2500 Sq. ft.	20 KW
4.	Above 2500 Sq. ft.	24 KW

**Annexure-III****Load Norms for Commercial/Institutional areas**

Load norms, for commercial area, shall be taken as 25 KVA per 1000 Sq. ft. of covered area. 12

**Policy for upgrading Electrical Infrastructure in the area developed by the Colonizers/Builders/developers under DHBVN (SC 15/2010):**

Before taking over the electrical system of these Colonies/ Multistoried buildings developed by the HUDA/HSIDC/Colonizers /Licensees/SEZ etc. the inadequacy in the electrical infrastructure, if any, as per the revised load norms be got made up from the respective agencies. However, it has further been decided and approved by the State Government that the additional expenditure to meet with the inadequacy as per the new load norms in respect of the area developed by the Colonizers/Builders/Developers where electrification plans were got approved by them before the issue of instruction No.8/2006/PD&C dated 17.7.2006 on the old load norms will be shared in the ratio of 75:25 between the developing agencies and the DHBVN.

The Nigam will take over the electrical infrastructure in the area being developed by such agencies after the same has been upgraded as per the new load norms only.

**Annexure-IV**



**Load Norms for Economic Weaker Section (EWS):**

The connected load, for flats, having covered area up to 350 sq. ft, shall be taken as minimum 3.00 KW or as per Electric Plan of the developers, whichever is higher, in case of Economic Weaker Section (EWS). All other terms and conditions will remain the same.

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**INSTRUCTION NO. 5.23****Wheeling Charges for use of Distribution and Transmission system by owners of Captive Power Plants:**

Applicable as per special agreements, orders of the Regulator (s) and the competent courts, as the case may be.

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**INSTRUCTION NO. 5.24****Hiring of Nigam's Poles for laying cable TV network by small cable operators:**

DELETED.

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**INSTRUCTION NO. 5.25****Facility of advance payment of electricity bills by consumers:**

The consumers desirous to make the payment of electricity bills in advance can do so on the following terms and conditions:-

1. The amount of advance payment to be deposited by the consumer would be not less than the amount equal to the total payment of energy bills raised and paid by the particular consumer during preceding 12 months from the date of making the advance payment in respect of all categories of consumers excepting Agricultural Pumping Supply consumers. The A.P. consumers can however, make the advance payment of the amount equal to the total payment of energy bills raised and paid during preceding six months.
2. The facility of making advance payment would be available to the consumer who has no defaulting/disputed amount outstanding against his account. In case, there is any outstanding, the same will have to be deposited prior to opting the scheme of advance payment.
3. No interest would be paid on advance payment of the consumers. (SC 9/2005).

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**INSTRUCTION NO. 5.26****Cash collection through registered RWAs/Village Panchayats.**

DELETED

\*\*\*\*\*

**INSTRUCTION NO. 5.27****Charges for collection of M. Tax:**

Collection charges @ 5% of the amount collected as Municipal Tax on behalf of Municipal Committee/Municipal Council/Municipal Corporation shall be levied and recoverable w.e.f. 01.04.2002. The collection charges was to be increased by 10% every financial year to meet with the increasing cost of collection.

As per the notification No. 25/2012 – ST dated 20.06.2012, service tax @ 12.36% on the collection charges is to be deposited with the Central Excise and Service Tax authorities. As the service tax is to be borne by the Municipal Committees, so in addition to collection charges service tax @ 12.36% w.e.f., 01.07.2012 is to be recovered. (SC 26/2012).

*The concerned DDOs shall be responsible for all necessary compliance of the service tax matters.*

2. A separate account of Municipal Tax, collection charges levied and service tax collected shall be maintained by the concerned Sub Divisional and Divisional office.

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**INSTRUCTION NO. 5.28**

**Revision of Consumption Security of Existing Consumers - (HERC Regulations No. HERC/12/2005 on “Power to Require Security” under Section-47 of the Electricity Act-2003). (SC 33/2006):**

Keeping in view the provisions of the regulations and subsequent approval from the State Govt., following instructions are laid for the recovery of additional consumption security from the existing consumers.

- (a) The existing consumers shall at all times maintain with DHBVNL an amount equivalent to consumption charges (SOP Assessment) of four months in respect of Domestic and Non-Domestic categories of consumers, where bi-monthly billing is in vogue and two months for all other categories, where monthly billing cycle is in vogue, as Consumption Security towards the electricity supplied / to be supplied to him against any default in payment during the period the agreement for supply of energy is in force.
- (b) Subject to the restrictions of the period of four months or two months as specified, the adequacy of the amount of consumption security in respect of consumers shall be reviewed by the DHBVNL (“the licensee) once in three years based on the average consumption for the period representing 12 (twelve) months from April to March of the previous year.
- (c) In case of seasonal industries, the DHBVNL shall review the adequacy of consumption security based on the consumption during the seasonal period of the preceding year, and shall demand such additional consumption security, as required, by giving thirty (30) day’s notice before commencement of the

seasonal period. The DHBVNL shall ensure that the consumption security equivalent to 2 (two) month's consumption charges, during seasonal period, is available before the commencement of seasonal period.

- (d) The Consumption Security of new consumers which has been taken as per the provisions of Sales Circular No. D-31/2005 dated 25.11.2005 will be reviewed after three years as per the provisions of this circular.
- (e) **First review:** - For the other existing consumers of DHBVNL, who have deposited the Consumption Security at old rates i.e. prior to enforcement of Sales Circular No. D-31/2005 dated 25.11.2005, the first review of consumption security of existing consumers be carried out by respective sub-divisions for assessing the amount of consumption security based on the consumption (SOP) charges for the 12 months period from 1<sup>st</sup> April 2005 to 31 March 2006 as per Annexure-'A'. For the purpose of review of existing consumption security, consumption security registers are to be prepared, the instructions for which has already been given to field offices and billing agencies for preparation.
- (f) Based upon such review, concerned sub-division will raise demand for shortfall of consumption security or refund the excess consumption security as per following guidelines:
  - (1) **Recovery of additional consumption security:** -In case the amount payable by the consumer is found short by more than 10% of the existing security (Previously ACD) available with the Nigam, the additional amount of consumption security shall be recovered from the consumers through energy bills as per the following installment plan and recovery period, with immediate effect from the ensuing billing cycle for each consumer.

Sr. No.	Category of Consumer	Period of Billing Cycle	No. of Installments	Recovery Period (Months)
1	Domestic	Bi-Monthly	24	48
2	Non-Domestic	Bi-Monthly	24	48
3	Agriculture	Monthly	24	24
4	Other categories	Monthly	12	12

The next review of domestic and non-domestic consumer shall be done after 48 months and for other categories after 3 years.

- (2) **Refund of excess consumption security:** - On review, If the existing consumption security (Previously ACD) of a consumer available with DHBVNL is found to be in excess by more than 10% of the required Consumption Security or the amount equivalent to consumption security applicable for new consumers, Refund of excess Consumption Security shall be made by adjustment in subsequent energy bills, as per the following procedure.
  - (i) The refund shall be duly pre-audited by the Divisional Accountant and approved by XEN 'Operations'.
  - (ii) The refund shall be done in equal installments in which the additional consumption security is proposed to be recovered for that category.
- (g) In general with respect to seasonal and other cases, in case the amount payable by the consumer is found short by more than 10% of the existing security, additional consumption security shall be demanded by giving 30 days notice. The consumer shall pay the additional security demanded within thirty days from the date of dispatch of notice failing which the consumer shall pay interest thereon at 12% per annum prorata or a such rate HERC may fix, from time to time without prejudice to the licensee's right to disconnect supply of electricity. The ibid clause will not be applicable for first review, as the

regulations provide the recovery through energy bills. However, default in payment of bills by the consumer will also lead to default in the payment of installment of consumption security, which shall be liable to pay interest at 12% per annum prorata or such rate HERC may fix, from time to time without prejudice to the licensee's right to disconnect supply of electricity.

- (h) If the consumer fails to pay additional consumption security, disconnection of the supply be effected for the period during which the failure continues.
- (i) The review of existing consumption security and recovery is applicable to all categories of consumers, Govt. departments, Govt employees, employees of power utilities.
- (j) The interest shall be paid on the amount of consumption security available with the Nigam through energy bills of April and May every year or in the final bill if permanent disconnection is sought by the consumer during the year at the rate notified by the Nigam from time to time. The latest rate has been fixed as 3.5 % per annum for the year 2006-07.
- (k) The concerned SE 'Operations' shall monitor and ensure recovery of additional consumption security from ensuing billing cycle.
- (l) **For the Industries having connected load more than 20 KW and monthly bill amount more than Rs. 5000/-, if such industrial consumers have defaulted the regular payment of energy bills thrice in a year then such consumers should be directed to deposit consumption security equivalent to two times the consumption security at the current rates (excluding the consumption security already deposited. (SC 47/2005)).**

The above instructions may be brought to the notice of all concerned for care full and meticulous compliance and in case of any difficulty in interpretation and implementation the same can be clarified from this office expeditiously.

#### Annexure-'A'

**The amount of installment for recovering additional consumption security for Consumers with Bi-Monthly Billing Cycle and Monthly Billing Cycle shall be calculated as under:**

Consumption Charges (SOP) for 12 months period from 1 <sup>st</sup> April 2005 to 31 <sup>st</sup> March 2006	X
Average per month Consumption Charges (SOP)	$Y = [X/12]$
Equivalent 4 months consumption Charges as consumption Security for DS/ NDS consumers with Bi-Monthly Cycle	$Z = Y \times 4$
Equivalent 2 months consumption Charges as consumption Security for consumers with Monthly Cycle	$Z = Y \times 2$
Existing consumption Security available with the Nigam	E
Additional Security required to be recovered from the consumer	$A = Z - E$
No recovery, if [A] is less than 10% of [E]	
Installment per Bill for consumers with Bi-monthly Billing Cycle	$IB = [A] / 24$
Installment per Bill for AP Consumers	$IB = [A] / 24$
Installment per Bill for consumers with Monthly Billing Cycle	$IB = [A] / 12$

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**INSTRUCTION NO. 5.29****Procedure for billing to open access consumers:**

Following procedure for billing to open access consumers is to be adopted by all concerned offices in DHBVN:

1. The HVPN, in consultation with the O/O CGM/Commercial, DHBVN, takes the decision whether the consumer is to be allowed to purchase the power from IEX or transport the power generated from own power plant.
2. The HVPN supplies the details of power purchased through open access (firm-wise, month-wise and slot-wise) to the CGM/Coml. DHBVN, Hisar. The firm-wise & month-wise data/ statement is received after deduction of interstate transmission losses. On receipt of said data, the O/O CGM/Coml, DHBVN after making amendments to the extent of actual transmission & distribution losses, will supply the same (firm-wise and month-wise data) to the field offices (SDO & Xen (OP) concerned) on the prescribed format in Pdf file as well as soft copy, so to have an authentic proof of correctness of data.
3. For calculation of energy charges/ bills, the field offices shall follow the following procedure:

**A) Energy Charges:**

To calculate energy charges three things are required:

- i) Total units consumed by the Consumer during the month;
- ii) Total units drawn from Open Access during the month;
- iii) Applicable Energy Charges.

**i) Total units consumed by consumer:**

The total units consumed shall be taken from the energy meter installed at drawl point for the month for which bill are being prepared.

**ii) Total units drawn (effective drawl) from Open Access during the month:**

To calculate the total units drawn from open access by the consumer for a given month, slot wise open access schedule and drawl sheet supplied by the GM/SO, DHBVN for each open access consumer shall be considered with following steps:

Step 1- In the 'said sheet' implemented schedule at drawl point (in kWh) and actual drawl (in kWh) for 96 time slots in a day, of each day of the month shall be available. Calculate the minimum of the implemented schedule at drawl point and the actual drawl for each of the 96 time slots in a day to determine the effective drawl.

Step 2- Repeat the step 1 for all the days of the month.

Step 3- Add up the effective drawl for each of the 96 time slots of a day, for all the days of the month to calculate the total effective drawl.

Step 4- The total effective drawl so calculated in step 3 shall form the total units drawn from open access during the month.

The final value of total units drawn from open access shall be available in kwh. Convert these units from kwh to KVAH by applying actual power factor while billing in Kvah upto 26.12.2012 and w.e.f. 27.12.2012 by applying actual power factor or 0.90 power factor whichever is higher, in the monthly billing.

**iii) Applicable energy charges**

The Applicable energy charges can be obtained from the Schedule of Tariff for that year.

**Formula to calculate energy charges:**

*( (Total units consumed during the month\_in kVAH) - Total units of effective drawl from open access during the month (in kVAH)) x Applicable energy charges.*

**B) Peak Load Exemption Charges (PLEC):**

To calculate PLEC the following are required:

- i) Total units consumed by the consumer during Peak load hours;
- ii) Total Units for which exemption is allowed & applicable charges during peak load hours;

**i) Total units consumed by the consumer during the Peak Load Hrs:**

These shall be the energy meter reading (TOD) for the month during the peak load hours (presently these are 18.30 hrs to 22.00 hrs).

**ii) Total Units for which exemption is allowed & applicable charges during peak load hours:**

As per Cl. No.5(ix) "Peak Load Exemption Charges" of tariff order for the year 2012-13, all the eligible HT consumers can avail 20% of average daily consumption of the billing period immediately preceding the month during peak load hours and such consumption shall be billed at extra charge of Rs.2/- per unit over and above the normal tariff. If the consumption of a consumer during peak load hours in a month exceeds 20%, such consumption in excess of 20% shall be charged at Rs.4/- per unit extra over and above the normal tariff.

As per Clause No.15 (6) of Open Access Regulation No.HERC/25/ 2012, the permissible limit includes the power drawn through open access also. So while charging Rs.2/- or Rs.4/- as the case may be, the units taken/ drawn under open access shall not be reduced from the permissible limit.

**C) Cross Subsidy Surcharge:**

The cross subsidy surcharge shall be leviable at the rates as determined by the commission from time to time as per following formula:

*(Total units drawn under open access during the month x Applicable cross subsidy surcharge).*

Cl.No.21 of Open Access Regulation No.HERC/25/2012, inter alia states that *cross subsidy surcharge shall also be payable by such open access consumer who receives supply of electricity from a person other than the distribution licensee in whose area of supply he is located, irrespective of whether he avails such supply through transmission/ distribution network of the licensee or not.*

Provided that such surcharge shall not be levied on a person who has established a captive generation plant and carries the electricity to the destination of his own use.

Whether a specific plant from where the consumers want to carry the power falls within the definition of captive power plant or not shall be examined by the O/O CGM/Coml. and if the same falls within the definition of captive power plant, shall be circulated to the field.

The rate of cross subsidy surcharge as approved by HERC for FY 2013-14 is as under: (**SC 12/2013\***):

Sr. No.	Consumer Category	Cross subsidy Surcharge (Paise / Unit)
1	HT Industry	53
2	NDS HT	46

3	Bulk Supply other than DS	79
4	Railway	38

(\*The above rates are subject to change by HERC from time to time.)

**D) FSA:**

These charges shall be charged on the consumption of Nigam's units (excluding open access) in Kwh as per the rates notified by the HERC and circulated by the Nigam from time to time. **(SI 11/2012).**

**E) ED and Municipal Tax:**

These charges shall be charged on gross consumption in kwh (including open access) as per the rates notified by the HERC and circulated by the Nigam from time to time. **(SI- No. 7/2010 & SI 11/2012).**

**F) Fixed Charges:**

The fixed charges shall be calculated in the same manner as given in the schedule of tariff for relevant year.

**G) Steel Furnace surcharges:**

Steel furnace surcharges, wherever applicable, is to be charged on gross consumption (including open access). **(S/C No.D 27/2011 & D-25/2012).**

**H) Till such time the Commission issues order for FY 2013-14, the monthly average power factor or 0.90 (90%) power factor, whichever is higher, shall be reckoned with for adjustment of open access power in monthly bills of the embedded Open Access consumers, with prospective effect (SI 11/2012).**

**I) Penalty for exceeding Contract Demand:**

As per Cl. 5(vii)(b) of SC No. 25/2012, in case the maximum demand (including power drawn through open access) of a consumer exceeds his contract demand in any month by more than 5%, a surcharge 25% shall be levied on SoP of total power drawn (including power drawn through open access). The value of open access units shall be determined as per the normal tariff of the DHBVN for the purpose of calculating the surcharge at the rate of 25% for exceeding the contract demand.

**4. Refund of under drawl:**

The HERC Regulation No.HERC/25/2012 dated 11.01.2012 applicable w.e.f. 01.04.2012, inter alia states that "the open access consumers shall be paid by the licensee UI charges as notified by CERC or lowers tariff as determined by the Commission for the relevant financial year for any consumer category (excluding AP) or power purchase price contracted by the open access consumer, whichever is lower". The GM/Coml. shall notify the above rates applicable from time to time.

As far as refund of under drawl for the period prior to 31.03.2012 is concerned, as per orders of HERC, presently the same has only been allowed to M/s JSL. However, the matter for refund to other open access consumers is under consideration with the WTDs.

**5. Billing Procedure:**

Billing software shall be prepared considering the above parameters and supplied to all the Sub Divisions in due course. For the purpose of uniformity, all the Sub Divisions shall prepare the bills for the open access consumers accordingly. The parameters provided in the format cannot be changed without the written approval of CGM/Coml. & CGM/Audit.

6. This methodology does not include the calculation of wheeling charges since the same are billed to open access consumers by Power Exchanges and collected by HVPN.
7. All the other charges (if any applicable) are to be calculated/ charged as per the sales circular/ instructions of the Nigam issued from time to time.
8. This procedure shall be applicable from the date of introduction of open access in DHBVN.
9. In case of interstate route transactions whether bilateral or collective, RLDCs/ IEX/ PXI recovers the above charges from the customers in advance and disburse these charges to STU i.e. HVPN. HVPN further disburses the wheeling charges (where applicable) in full (100%) to concerned DISCOMs.

In view of above, it has been decided by the Nigam that the wheeling charges shall not be recovered from the open access customers by the DHBVN directly. (SC 10/2011)

The detailed HERC Regulation on Open Access No. HERC/25/2012 dated 11/1/2012 is available on Commission's website [www.herc.gov.in](http://www.herc.gov.in) (SC D-3/2012).

### **Short Term Open Access charges.**

Haryana Electricity Regulatory Commission vide its order dated 29-03-2013 on ARR of UHBVN & DHBVN for distribution and retail supply business for the year 2013-14 has revised the short term open access charges, as detailed below:-

- |  |   |
|--|---|
| 1. <b>Transmission Charges</b>   | : 17 Paise/KWh (ARR order FY 2013-14)<br>+ 2 Paise/KWh (impact of HERC<br>order dt.02.11.12)=19 Paise/KWh |
| 2. <b>SLDC Charges</b>   | : Rs.2000/- per day or part of the day  |
| 3. <b>Intrastate losses</b>  | : 2.5%  |
| 4. <b>Wheeling charges Including<br/>Distribution losses for<br/>using distribution system</b> | : 70 Paise/KWh  |

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### **INSTRUCTION No. 5.30**

#### **Reading of ABT compliant meters (SI 13/2011):**

As per clause 22 (5) of HERC Regulations, 2005 dated 19/5/2005 (Term and conditions for Open Access for intra State Transmission and Distribution System), the readings of main and check meters of open Access customers are to be taken periodically to avoid data loss as meter can store data of only 35 days but it has been observed that reading of meters of Open Access customers are not being downloaded regularly by concerned officers of DISCOMs.

In view of above it is directed by the Management that the SDO/Operation must download the data of special energy meters installed by



Open Access Consumers every fortnightly and e-mail the same to Energy Center, HVPNL, Panchkula (E-mail Address : [xenec4@yahoo.com](mailto:xenec4@yahoo.com) ) on 2<sup>nd</sup> & 18<sup>th</sup> day of every month.

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### INSTRUCTION NO. 5.31

#### Tariff applicable for the IT/ITES and Technology Units (SC 2/2011):

Pursuant to the Industrial & Investment Policy – 2011 of Haryana Government, Industries and Commerce Department, Notification No. 49/100/2010-4IB1, it has been decided as under:-

*The appropriate (LT or HT) Industrial Tariff would be applicable in the case of IT/Telecom hardware manufacturing units, IT Software Development Units and the Technology / R&D Units (indicative and illustrative list given in Annexure-3), while the Non- Domestic Tariff (NDS) would be applicable in case of ITES Units.*

#### Annexure-3

#### Illustrative List of the IT/ITES/Technology Units

IT/Electronics/ Communication Hardware Units	IT/ Communication Software Units	ITES Units	Other Technology Research and Development Units
<b>Computing devices including:</b> <input type="checkbox"/> Desktop Personal Computers <input type="checkbox"/> Servers <input type="checkbox"/> Workstations <input type="checkbox"/> Terminals <input type="checkbox"/> Laptop Computers, Note Book Computers, Tablet PCs and Netbooks <input type="checkbox"/> Palm top Computers / PDA <b>Peripheral Interface controllers/ Memory modules including:</b> <input type="checkbox"/> Memory modules (e.g., SIMM, DIMM) <input type="checkbox"/> Network Interface Controllers <input type="checkbox"/> Disk drive controllers (e.g., IDE/EIDE/ATA/SATA/SCSI) and other peripheral interface controllers <b>Storage Units including:</b> <input type="checkbox"/> Hard Disk Drives <input type="checkbox"/> RAID Devices & their	<input type="checkbox"/> Application Software <input type="checkbox"/> Operating system and System software <input type="checkbox"/> Middleware/ Firmware <input type="checkbox"/> Telecommunications and Mobile Communications software <input type="checkbox"/> Design and quality assurance work for these software <input type="checkbox"/> System integration work/ components for software <input type="checkbox"/> Software Maintenance, Enhancements, Localization and related services <input type="checkbox"/> Software /System Quality and Security Auditing and Certification Services <input type="checkbox"/> LSI/VLSI/PCB/ASIC and System-On-Chip	<input type="checkbox"/> Back Office Operations <input type="checkbox"/> Business Process Outsourcing including Call Centres <input type="checkbox"/> Digital Content Development/ Animation/ Audio Visual effects / Gaming /Production studios for TV & Films etc. (provided remotely) <input type="checkbox"/> Data Processing Data conversion, data mining, digitization, data entry, data warehousing <input type="checkbox"/> Packaged software support services (provided remotely) <input type="checkbox"/> Website Services, web designing and web content development services	Technology Research and Development Units in the areas of: <input type="checkbox"/> Bio-Technology, <input type="checkbox"/> Genetic Engineering, <input type="checkbox"/> Cell Culture, <input type="checkbox"/> Microbiology, <input type="checkbox"/> Bio-informatics, <input type="checkbox"/> Robotics, <input type="checkbox"/> Nano Technology, <input type="checkbox"/> Genetics, <input type="checkbox"/> Clinical Trials and <input type="checkbox"/> Drug Development

<p>Controllers</p> <p><input type="checkbox"/> Floppy Disk Drives</p> <p><input type="checkbox"/> C.D. ROM Drives</p> <p><input type="checkbox"/> Tape Drives DLT Drives / DAT</p> <p><input type="checkbox"/> Optical Disk Drives</p> <p><input type="checkbox"/> Other Digital Storage Devices including flash memory devices such as USB Pen Drives</p> <p><b>Others</b></p> <p><input type="checkbox"/> Key Board</p> <p><input type="checkbox"/> Monitor</p> <p><input type="checkbox"/> Mouse</p> <p><input type="checkbox"/> Multimedia devices such as cameras, projectors, audio and video units</p> <p><input type="checkbox"/> Smart Cards and related Readers, writers and printers</p> <p><input type="checkbox"/> Digital Tablets</p> <p><b>Printers, Scanners and related devices including:</b></p> <p><input type="checkbox"/> Dot matrix</p> <p><input type="checkbox"/> Laserjet</p> <p><input type="checkbox"/> Inkjet</p> <p><input type="checkbox"/> Deskjet</p> <p><input type="checkbox"/> LED Printers</p> <p><input type="checkbox"/> Line Printers</p> <p><input type="checkbox"/> Plotters</p> <p><input type="checkbox"/> Flat Bed, handheld and other document scanners and document cameras.</p> <p><input type="checkbox"/> Notebook Printers</p> <p><input type="checkbox"/> Multifunction Devices including photocopiers</p> <p><input type="checkbox"/> Other special purpose printers</p> <p><b>Networking products including:</b></p> <p><input type="checkbox"/> Hubs</p> <p><input type="checkbox"/> Routers</p> <p><input type="checkbox"/> Switches</p> <p><input type="checkbox"/> Wireless Networking equipment</p> <p><input type="checkbox"/> Firewalls and Unified Threat Management devices, Intruder detection and/or prevention devices</p> <p><input type="checkbox"/> Transceivers</p> <p><input type="checkbox"/> Other wired and wireless networking / network security equipment</p> <p><b>Power supplies to Computer</b></p>	<p>Design Services</p> <p><input type="checkbox"/> Special purpose software design, development and testing including SCADA, GPIB for Process monitoring and Control</p>	<p><input type="checkbox"/> IT Solution providers (including server data banks, application service providers, internet/web based e-commerce service providers, system integration service providers)</p> <p><input type="checkbox"/> IT System Audit Services</p> <p><input type="checkbox"/> Engineering and Designing (CAD/CAM etc.)</p> <p><input type="checkbox"/> Geographic Information System Services</p> <p><input type="checkbox"/> Human Resource Services (provided remotely)</p> <p><input type="checkbox"/> Insurance Claim Processing (provided remotely)</p> <p><input type="checkbox"/> Medical &amp; Legal Transcription</p> <p><input type="checkbox"/> Payroll processing</p> <p><input type="checkbox"/> Finance &amp; Revenue Accounting (provided remotely)</p> <p><input type="checkbox"/> Remote/online Education</p> <p><input type="checkbox"/> IT Security and Risk Management services (provided remotely)</p> <p><input type="checkbox"/> Data Center and Disaster Recovery Center Services including Network Operations Centers</p> <p><input type="checkbox"/> Other services provided with the use of IT infrastructure – including information services, tele-medicines services, remote access cyber services, remote diagnostic and repair services etc.</p>
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<p><b>Systems including:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Switch mode power supplies</li> <li><input type="checkbox"/> Uninterrupted Power supplies</li> <li><input type="checkbox"/> Laptop / Mobile phone power adaptors and Chargers</li> </ul> <p><b>Networking / Cabling &amp; related accessories (related to IT Industry)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Data Communication Cables including Fibre Optic and Copper Cable</li> <li><input type="checkbox"/> Connectors, Terminal Blocks</li> <li><input type="checkbox"/> Jack panels, patch cord</li> <li><input type="checkbox"/> Mounting cord / wiring blocks</li> <li><input type="checkbox"/> Surface mount boxes</li> </ul> <p><b>Consumables including:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> CD ROM/ DVD ROM</li> <li><input type="checkbox"/> Floppy Disk</li> <li><input type="checkbox"/> Other Optical and Magnetic storage media</li> <li><input type="checkbox"/> Tapes DAT / DLT</li> <li><input type="checkbox"/> Ribbons</li> <li><input type="checkbox"/> Toners</li> <li><input type="checkbox"/> Inkjet Cartridges</li> <li><input type="checkbox"/> Inks for Output devices</li> </ul> <p><b>Electronic Components:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Printed Circuit Board / populated PCB</li> <li><input type="checkbox"/> Transistors, Diodes, LEDs and other semiconductor devices</li> <li><input type="checkbox"/> Integrated Circuits / ICs</li> <li><input type="checkbox"/> Resistors, Capacitors and other Electronics components</li> <li><input type="checkbox"/> Switches / (On / Off, Push button, Rocker, etc.)</li> <li><input type="checkbox"/> Plugs / sockets / relays</li> <li><input type="checkbox"/> Magnetic heads, Print heads</li> <li><input type="checkbox"/> Connectors</li> <li><input type="checkbox"/> Microphones / Speakers</li> <li><input type="checkbox"/> Fuses</li> <li><input type="checkbox"/> LSI and VLSI devices</li> </ul> <p><b>Telecommunication Equipment including:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Telephones, including IP Phones and Videophones</li> </ul>			
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<input type="checkbox"/> Facsimile machines / Fax cards <input type="checkbox"/> Tele-Printers/ Telex machine <input type="checkbox"/> PABX/EPABX/RAX/MAX – Telephone Exchange <input type="checkbox"/> Multiplexers / Muxes <input type="checkbox"/> Modems <input type="checkbox"/> Telephone answering machines <input type="checkbox"/> Telecommunication Switching Equipment <input type="checkbox"/> Antenna & Mast <input type="checkbox"/> Wireless datacom equipment <input type="checkbox"/> Recording equipments like Pagers, Mobile / Cellular Phones, etc. <input type="checkbox"/> VSATs <input type="checkbox"/> Video Conferencing Equipments <input type="checkbox"/> Including Set Top Boxes for both Video and Digital Signalling.  <b>Other Equipment</b> <input type="checkbox"/> Automated Teller Machines <input type="checkbox"/> Finger print, IRIS and other biometric scanners <input type="checkbox"/> Touchscreen terminals and Kiosks <input type="checkbox"/> CCTV cameras			
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**Note:**

Applicability of appropriate power tariff has been explained under para 9.6 of this Policy. However, in case of any doubt/ dispute as to the class of any unit, the Government would devise a mechanism associating the representatives of the Industries Department, IT Department, Power Department Utility and Science Technology Department to decide the issue.

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**INSTRUCTION NO. 5.32****Connectivity of Solar Power Station with the Discom System (SC D-4/2011):**

As per clause 4.1.3 of power purchase agreements, signed between various Solar Power Developers & HPPC under JNNSM programme (List attached), the Discom will bear the cost of 11 KV transmission line from the delivery point of the solar power Developers to designated sub-station of the Nigam/Discom. The likely date of commissioning of the projects is 12 months from the date of signing of agreement (i.e. 20/8/2010).

In view of above, it has been decided by the Nigam that the CE/OP concerned will carry out the necessary arrangements for the connectivity of solar power station with the Discom system at Nigam cost within the specified period.

**List of the Solar Power Developer in Haryana State**

<b>Sr. No.</b>	<b>Name of Developer</b>	<b>Project site</b>	<b>Capacity</b>
<b>1</b>	M/s VKG Energy Pvt. Ltd. SCO 80-81 (3 <sup>rd</sup> Floor) Sector-17-C Chandigarh and SCO-263, Sector-14, Panchkula 134113	Village Raipur Rani, Block- Raipur Rani, Distt. Panchkula	<b>1 MW</b>
<b>2</b>	M/s Zamil New Delhi Infra Structure (P) Ltd. P-61 Double Storey Building Lajpat Nagar-4m New Delhi-110024	Village Panchnota, Tehsil Narnaul, Distt. Mahendergarh	<b>1 MW</b>
<b>3</b>	M/s Chandraleela Power Energy (P) Ltd., G1-51, Sitapura Industrial Area, Jaipur-302022	Village Silarpur Mehta, Block Narnaul Distt. Mahendergarh	<b>0.8 MW</b>
<b>4</b>	M/s HR Minerals & Alloys Pct. Ltd., M-15 NDSE Part-II, New Delhi.	Village Kalanaur, Distt., Rohtak	<b>1 MW</b>
<b>5</b>	M/s Reliable Manpower Solutions Ltd., 10, L.S.C., Kalkaji, New Delhi – 110019	Village Rithoda, Block-Nuh, Distt. Mewat	<b>1 MW</b>
<b>6</b>	M/s C&S Electric Ltd. 222, Okhla Industrial Estate, Phase-III, New Delhi 110020	Village Nandha, Tehsil Badra, Distt. Bhiwani	<b>1 MW</b>
<b>7</b>	M/s SDS Solar Pct. Ltd., C-2/388, Janakpuri, New Delhi-110058	Village Balsamand, Block Hisar-II, Distt. Hisar	<b>1 MW</b>
<b>8</b>	M/s Tayal & Co. D-85 Phase-7, :Industrial Area, Mohali, Punjab	Village Kami, Beed Firozdi, Block Barwala Distt. Panchkula	<b>1 MW</b>
<b>9</b>	M/s Sukbir Solar Energy Pct. Ltd, Sadiq Road, Guru Har Sahai, Distt. Ferozpur (PB)	Village Kumthala Tehsil- Allenabad, Distt Sirsa	<b>1 MW</b>

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**INSTRUCTION NO. 5.33**

**4Notice to consumers before debiting short assessment (SC 22/2006):**

The short assessment or penalty pointed out either by the Audit or by the Revenue Section shall be charged only after giving 7 days notice for any objection particularly in respect of HT consumers and LT Industrial consumers. While serving the such notice the complete detail of reasons/basis for charging of assessment / penalty, period of assessment, the applicable tariff/ rates and the complete calculation will be supplied. After receiving the reply from the consumer the SDO will consider and decide the same by passing

speaking order within 7 days in consultation / concurrence of audit party where ever necessary.

In case, the consumer fails to give any reply or do not respond to the notice within the scheduled time, the amount may be charged through sundry charges and allowance register. A copy of the detail of charges must be attached with the first energy bill in which the amount has been debited. Any officer/official found violating the instructions shall face disciplinary action.

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### **INSTRUCTION NO. 5.34**

#### **Billing of consumers being fed from independent feeders:**

1. As per Clause No.4.5.3 of HERC Regulation No. HERC/12/ 2005, the applicant/consumer, who on his own, requests for supply of electricity through an independent feeder, will be billed as per joint meter reading by consumer and the Licensee, from the substation meter for only those consumers who are being fed through an independent feeder at their own request and who have taken connection after 26/7/2005 i.e. after the notification of Regulation No. HERC/12/2005. The regulations do not provide to cover those consumers who have been provided with the independent feeder at the discretion of the Utility. **(SC 45/2008 & SI 7/2009).**
2. In view the HERC decision dated 12/6/2012, in case more than one connection is released for the Independent feeder, the basis of billing will continued to the energy recorded by the energy meter provided at the S/Stn. and the losses between the energy recorded by the S/Stn. energy meter and the energy meters installed at the respective premises of the consumer(s) shall be apportioned on a pro-rata basis, in proportion to their consumption, amongst the consumers irrespective of the distance of the feeder. **(SC 23/2012).**

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## SECTION – VI

## PREPARATION AND DELIVERY OF BILLS

## INSTRUCTION NO. 6.1

**Issue, Presentation and due dates of bill:**

The Nigam is required to render to the consumer on monthly/bi-monthly basis bill for the energy and other charges, incidental to the supply of electric energy to him. These charges are payable within the specified date or the due date as mentioned on the bill, failing which the consumer is liable to be disconnected after 15 days notice without prejudice to the rights of the Nigam to recover the amount of the bill by suit.

2. Date of issue is the date on which the bills are issued. This date should appear on the bills. All the bills should be dispatched or handed over to the bill distributor on the date of issue. It has been observed that grace date of some category of consumers falls in the last week of the month and major portion of revenue is realized in the last week of the month. This results into uneven distribution of work as well as revenue realization during the month.

To overcome this, all HT & BS category bills should be issued before 15<sup>th</sup>, LT category bills before 10<sup>th</sup> & NDS category bills before 10<sup>th</sup> of the month so as to ensure that grace date of all categories of consumers should fall before 25<sup>th</sup> of the month. (SC 4/2006).

The bills are expected to be delivered to the consumers within 2 days through the Bill Distributor. Every effort must be made to see that the delivery of bills does not take more than 2 days. The consumers are required to be given 7/15 clear days for making the payment after the date of presentation. After the delivery of Electricity Bill, the Bill distributor/official (who-so-ever has been assigned the job of Distributor of Electricity Bills) shall take the dated signature of the consumer in the meter reading clumzoo/Acknowledgement Booklet and in the meter-reading card with immediate effect. The provision for taking the signature of consumer for receipt of Electricity Bill in the meter reading clumzoo/Meter Reading Card may be made. (SC 47/2006).

3. Date of Presentation, means the second day after the date of any bill rendered by the Nigam to the consumer.

4. Grace Period:

The due date of payment of the billed amount (as mentioned in the bill) will be 10 days where the billing is monthly and 17 days where the billing is bi-monthly, from the date of issue of bill. However, it would be 17 days in case of agricultural pump set consumers and 30 days in case of Govt. departments and local bodies. (SC 9/2005 – HERC/05 2004).

5. All the consumers who liquidate their bills within this period have only to pay the 'net amount' of the bill. If while fixing the due date on bill it is known that on date there would be a holiday, the next working day should be fixed as the due date. If a consumer fails to make the payment by the due date, surcharge as specified in the schedule of Tariffs, would be leviable.

6. As against the normal period of 7/15 days of grace, the following categories of consumers should be allowed a grace period of 30 days:-

- (i) Street Lighting, (ii) Railways, (iii) M.E.S., (iv) Pumping load of Irrigation Deptt., (v) Central Govt. connections, (vi) MITC tubewell, (vii) All Govt. offices & Govt. Institutions.

Further the reading of these connections is to be taken/bills are to be issued in such a manner that the last date of payment without levy of surcharge falls on last working day of the following month.

7. HERC vide its directives dated 25.05.2012 has directed that any electricity bill for sale of power including FSA, general & miscellaneous charge, penal charges or any extra-ordinary items that is raised by the Discoms should have the detailed break – up and the manner in which the amount claimed from the consumers has been arrived at. Any explanation sought by the consumer regarding the amount payable by him should be immediately provided. Any delay on this account shall be the responsibility of the concerned officer / official of the by the Discoms and the consumer shall not be held liable for non – payment or delayed payment of such bills.

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## INSTRUCTION NO. 6.2

### 1. **Payment of Bills: (SI 9/2007 & SI 20/2007):**

- (a) **Cash Collection Timing:** - Hours for receiving cash from the consumers in respect of payment of Nigam's Bill etc. are fixed to give the cashier ample time to close his cashbooks daily and tally the amount of total realization during the day with the total of the entries made in the Consumer Cash Receipt Book. For the purpose of payment of electricity bills by the consumer, the Nigam's cash collection counter shall remain open from 9.00 AM to 3.00 PM with half an hour break from 1.30 PM to 2.00 PM on all the working days.
- (b) **Mode of Collection:** - Regarding mode of collection, the cash collection counters in urban areas are authorized to collect the amount of electricity bill upto Rs. 25,000/- in cash and the payment of electricity bills for the amount above Rs. 25,000/- through local cheques/bank drafts and bank pay order. Other instructions issued vide Memo No. CAO/CAC/A-123/4990-5490 dated 22.1.1997 shall remain the same.
- (c) **Receipt of Electricity Bill:** - Regarding receipt of payment of electricity bills, the concerned SDO 'OP' shall ensure that only the pre-printed receipts, in case of computerized cash collection and pre-printed RO-4 in case of manual bill be issued to the consumer. In no case, the receipt be issued to the consumers on plain paper. On receipt of any complaint regarding issue of receipt on plain paper, strict disciplinary action will be taken against the responsible officials and officers.
- (d) **Uninterrupted Supply:** - It should be ensured that the computers provided for cash collection are equipped with UPS in working condition to avoid any loss of data and in case where there is a problem of frequent load shedding, the cash collection centers be provided with invertors.
- (e) A notice, for the information of the consumer, giving the timings of receiving cash should be hung on the notice board in each office where the cash is collected. The notice should also show the dates on which the office receiving cash is to remain closed on account of Holiday in every month.

### 2. **Guidelines when consumer makes payments through cheque: (FA/HQ Memo No.Ch-Coll-296/Vol-II dated 15.7.2013)**

It has been noticed that cases of dishonour of cheques received from consumers are increasing though instructions with regard to receipt of payment through cheques are already in place. The matter was discussed in the meeting convened by the CMD at Gurgaon on 22/05/2013 and it was desired that all concerned be asked to follow the instructions in letter and spirit so as to safeguard financial interests of the Nigam. Accordingly the following instructions are re-iterated for meticulous compliance by the counter cashiers, HESL staff & other collection agencies:



1. The payments only against original computer generated bills should be accepted or in case of duplicate bills, it should be authenticated by concerned SDO.
2. It should be ensured that account number, consumer's contact number and name/code of sub division are invariably mentioned on reverse of the cheque.
3. Single cheque against multiple bills or vise-versa, except in case of Govt. connection and mix of cheques & cash against single bill should not be accepted in any case.
4. Signature of the depositor/ consumer and valid date is to be ensured. Cheque should not be post dated/ un-dated or out dated. Bank account No. must be stated on the cheque.
5. The amount in words and figures alongwith overwriting/ cutting, if any, needs to be checked and got authenticated.
6. The payment received in cash and cheques should be mentioned separately in the CCR Book and an abstract segregating the amount of cheques and cash should be prepared in the daily CCR book.
7. **In case of any loss to the Nigam due to dishonour of cheques on account of above reasons or any other reason attributable to the collection agency, shall be recovered from the concerned official/ collection agency.**

### 3. Other Checks:

- a. The crux of many frauds noticed in receipt times is that cash is not reconciled in the sub divisions/ sub offices, so the daily cash reconciliation should be ensured by the sub division/ offices, failing which strict disciplinary action shall be initiated against the delinquents.
- b. The duties and responsibilities of the sub divisional staff (revenue) including internal supervisory checks by various functionaries have been defined in SMI No.10.16, strict compliance of which should be ensured. If any discrepancy is noticed than strict action against the officer on fault should be taken. For proper implementation of the regulations regarding checks/ duties of officers/ officials the matter shall be checked at GM/ DGM level also, to avoid any financial loss to the Nigam.

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## INSTRUCTION NO. 6.3

### Rounding of Electricity Bills:

The net amount as well as gross amount of the Electricity Bill payable by the consumer shall be rounded off to the nearest rupee. However, wherever, the billings have been computerized the difference shall be carried forward in the next billing cycle.

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## INSTRUCTION NO. 6.4

### Procedure to be followed when issue of bill is delayed:

In order to ensure that all the consumers are afforded the full period of grace, the Ledger Clerk should see while preparing the bill that the date given to that bill should be the date on which it is intended to be issued so that it could be presented to the consumer on the correct date.

2. The date of every consumer's bill in the same group should be the same every

month during the period he remains connected to the Nigam's supply so that he knows his due date without reference to each month's bill. The bill should be rendered regularly and punctually to each consumer on the same date as far as possible. Normally no change should be made in the meter reading or billing programme.

3. Should for unavoidable reasons a bill is issued on a date later than that actually given on it, the date of the bill and the due date must be corrected as illustrated below before actually issuing that bill. If through an oversight the correction is not made in the bill before issuing it and the consumer asks for such correction or makes the payment on a date which falls within the corrected due date, the request of the consumer should be acceded to, if his complaint about the late delivery of the bill is corroborated by the peon book or the stamp register. The correction in the dates of the bill should be made under dated initials of the SDO/CA concerned.

**Example:**

Date of bill (Say)	10.09.2012	Date actually appearing on the bill
Due date	27.09.2012	
Actual date of the issue of	13.09.2012	the bill
Correct due date which should have been quoted in the bill.	30.09.2012	

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### INSTRUCTION NO. 6.5

**Delivery of Bills to consumers:**

It may sometimes happen that the Bill Distributor is unable to deliver the Nigam's bill (E.B. Form RO=3) to a consumer for any of the following reasons:

- i) Premises are found locked and no body is present to take delivery of the Bill.
- ii) Consumer is not present and none of his representatives is ready to take delivery of the bill.
- iii) Consumer is present but refuses to take delivery of the bill.

2. The following procedure may be adopted in case any of the above contingencies arise:-

As soon as it is reported by the Bill Distributor that he has been unable to deliver the bill to a certain consumer, a notice (Form E.B.C.S.-25) "Bill for the month of \_\_\_\_\_ for Rs. \_\_\_\_\_" should be prepared and sent through Nigam's Bill Distributor to the consumer and the Bill Distributor should obtain the initials of the consumer in the Peon Book in token of his having received the notice. If, however, the consumer refuses to take the Bill or he is not available the notice should be sent under Postal Certificate. If the notice is returned undelivered or the SDO concerned has reason to believe that the consumer is deliberately refusing to accept the notice, then it should be sent under Registered Acknowledgement Due letter.

3. If the letter is received back undelivered, efforts should be made to find out the whereabouts of the consumer through some of the officials or from the neighbours so that the Registered A.D. letter should be redirected at the new address. The expenditure incurred in sending such notice should be debited to office contingency.

4. In case, the bill is not delivered even after above exercise, the same shall be pasted on the consumer's premises, which would be deemed as delivered. If no response is elicited by the due date of the bill the supply of the consumer shall be disconnected.

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**INSTRUCTION No. 6.6****Sending of bills to consumers by post-Recovery of Postage Charges:**

No postage charges in respect of rendering bills to Consumer are recoverable, it is the duty of the Nigam to render bills to consumers monthly and the rates on which the bills are based, already include postage and other contingent charges.

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**INSTRUCTION No. 6.7****Bill of consumer whose premises are found locked at the time of meter reading/ meter defective/ dead stop: (SC 28/2013):**

As soon as it is reported by the Meter Reader that the premises of certain consumer is found locked and the meter reading for rendering the bill to the consumer could not be taken a notice in form E.B.C.S.-26 "Access to consumer premises" should be prepared and sent to the consumer through Nigam's Bill Distributor who shall obtain the initials of the consumer in the Peon Book in token of his having received the notice. In the notice, it should be pointed out that for the period the premises remains locked, the consumer in accordance with the provisions of Abridged Condition of supply, will be charged MMC, meter rent and service rental whether or not any energy is consumed during the period.

2. If, however, the Bill Distributor is unable to locate the consumer, the notice should be sent under Postal Certificate. If the notice is returned undelivered or the SDO concerned has the reason to believe that the consumer is deliberately refusing of the notice, then as last resort the notice should be sent under Registered letter Acknowledgement due. If the Registered letter is also received back undelivered, efforts should be made to discover (say from his neighbours) the whereabouts of the consumers and the Registered Acknowledgement Due letter sent at his new address. The expenditure incurred in sending such notices should be debited to the office contingency and not to the consumer in question.

3. After the expiry of the notice period if no reply is received from the consumer, some official, say JE or Meter Reader, may be deputed to visit the premises and verify the facts on the spot. If all efforts to get access to the meter fail, the premises should be disconnected from the "tee" or pole.

4. In order to ensure that the report of the Meter Reader in respect of the premises being locked is genuine whenever a premises has been shown to be locked for two consecutive months, the matter should be promptly brought to the notice of the SDO/JE in-charge Sub Office who should get the facts verified through the Meter Inspector or some other responsible official.

5. In compliance to the HERC directions issued vide memo no.7011/HERC/T-126 dated 13.12.2012 and order issued in case no. HERC/RA-01 of 2013 dated 06.06.2013, in case of defective /sticky / dead stop/ burnt meter/ premises found locked, the consumer, during the period of defective meter, shall be billed provisionally in the following manner: (SC 28/2013):

- a) On the basis of the consumption recorded during the corresponding period of the previous year when the meter was functional and recording correctly.
- b) In case the same is not available, then on the basis of average consumption of the past six months immediately preceding the date of the meter being found / reported defective.
- c) If period of installation of meter is less than six months, then the consumer shall be billed on the basis of average consumption of the period from the date

of installation of the meter to the date of the meter being found / reported defective.

- d) In case no previous correct consumption data is available, owing to new connection or otherwise, the consumer shall be billed (provisionally) for the units as mentioned in the table below :-

**For DS/NDS consumers:**

Sr. No.	Category	Consumer fed through Rural feeders	Consumer fed through Urban feeders
		<b>No. of units per kW of the connected load or part thereof per month</b>	
1.	Domestic supply	40	50
2.	Bulk Domestic supply	-	50
3.	Non-Domestic supply		
	For General	75	150
	For Restaurants, Hotels, Petrol Pumps & Cinemas	120	180
	For Nursing homes & Hospitals with indoor Nursing facilities, shopping malls	120	240

**For other categories of consumers:** The quantity of units consumed per month shall be worked out as per the following equation:-

In cases where Tariff is levied on the basis of Connected load :

$$: \text{ kW} \times \text{LF} \times \text{H} \times \text{D}.$$

In cases where Tariff is levied on the basis of Sanctioned contract demand :

$$: \text{ CD} \times \text{LF} \times \text{H} \times \text{D}.$$

**Where**

KW = Connected load

CD = Sanctioned Contract demand in kW or kVA, as the case may be.

LF = Load factor

H = No. of working hours per day.

D = No. of days per month

In the above equations, the load factor, no. of working hours per day and No. of days per month, for various categories of consumers shall be taken as below:-

Category of consumers	Load factor	No. of working hours per day		No. of days per month
		Rural feeder	Urban feeder	
LT Industries having load upto 20 kW	80%	8	8	25
LT Industries having load above 20 kW	80%	8	16	25
Public Water works	100%	6	12	30
Street / Public lighting/ Independent hoarding / decorative lighting	100%	8	10	30
Bulk supply (on LT)	50%	10	16	30
Bulk supply (on HT)	60%	10	20	30

HT Industrial supply				
c. Continuous process industry	80%	8	20	30
d. General Industry	80%	8	12	25
Agriculture supply	100%	8	8	20
Railway Traction and DMRC	80%	-	20	30

Based upon the above data, the consumer shall be billed (Provisionally) for the units as mentioned in the table below:-

Sr. No.	Category	No. of units in kWh or kVAh as the case may be per kW of the connected load or part thereof or per kVA of the sanctioned contract demand as the case may be per month	
		Consumers fed through Rural feeders	Consumers fed through Urban feeders
1.	LT Industry having load upto 20 kW	160	160
2.	LT Industry having load above 20 kW	160	320
3.	Public Water works	180	360
4.	Street / Public lighting/ Independent hoarding / decorative lighting	240	300
5.	Bulk supply (on LT) Bulk supply (on HT)	150 180	240 360
6.	HT Industrial supply c. Continuous process industry d. General Industry	192 160	480 240
7.	Agriculture supply	160	160
8.	Railway Traction and DMRC	-	480

In cases where premises are found locked and the licensee is unable to read the meter, the provisional billing shall be done in the manner as prescribed above and the account shall finally be overhauled on the basis of the actual units recorded by the meter when the licensee is able to read the meter.

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

**6. The defective meter shall be replaced by the licensee within 7 days of its being so established on checking. The burnt meter (if cause attributable to consumer) shall be replaced within 24 hours of payment of charges by the consumer.**

7. After installation of new meter, the account of the consumer, billed provisionally in the manner as specified under Para-I above, shall finally be overhauled in the following manner:

- a) In case the consumer was billed provisionally in the manner as specified under Para-5 (a) above, then no further overhauling of the account is required in case

there has been no extension of load during the period the meter remained defective. In case there has been extension of load during the period the meter remained defective, then the account of the consumer shall finally be overhauled on the basis of average consumption of ensuing corresponding period recorded by the new meter.

- b) In case the consumer was billed provisionally in the manner as specified under Para-5 (b), 5 (c) & 5 (d) above, then the account of the consumer so billed shall finally be overhauled on the basis of average consumption of ensuing corresponding period recorded by the new meter.
- c) In case of seasonal industries, the account shall be overhauled on the basis of average consumption of ensuing corresponding period after installation of new meter.

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

After installation of new meter or rectification of the MDI, the demand charges so levied shall finally be overhauled in the following manner:-

- a) In case the demand charges were charged on the basis of maximum demand recorded during corresponding period of previous year and there has been no increase in the sanctioned contract demand during the period the MDI remained defective, no further overhauling of the account is required.
- b) In case the demand charges were charged on the basis of maximum demand recorded during corresponding period of previous year and there was increase in the sanctioned contract demand during the period the MDI remained defective, the demand charges shall be reviewed on the basis of MDI recorded by the new meter during the ensuing corresponding period. In case these are more, the additional amount shall be charged and in case these are less than the amount already charged then no refund shall be made.
- c) In all other cases, where the demand charges were levied on the basis of average maximum demand of lesser period and not on the basis of MDI recorded during corresponding period of previous year, the demand charges shall be reviewed on the basis of MDI recorded by the new meter during the ensuing corresponding period. In case these are more, the additional amount shall be charged and in case these are less than the amount already charged then no refund shall be made.

9. There may be such cases where consumers do not normally live in their premises because they reside elsewhere or overseas. Such consumers can inform in writing to the SDO (OP) that he will not utilizing the supply for a particular period of time, subject to maximum of one year and that during this period, he is ready to pay the monthly minimum charges. The amount in question can be paid in advance also. The billing to such consumers should be issued on MMC basis instead of provisional average basis and such bills should be stamped as under :-

***“The bill has been raised on MMC basis since the consumer has reported staying out of the premises. The Nigam should be informed as and when the premises is occupied promptly.”***

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**INSTRUCTION NO. 6.8****Procedure to be followed in finally disconnecting the consumers and payment of bills by them:**

The following procedure should be followed in finally disconnecting the consumers at their own request and payment of bills by them:-

As soon as a consumer puts an application for disconnection, a disconnection order in E.B. Form CS-16 should be prepared and the JE should visit the consumer's premises at the earliest possible time if no particular date and time for disconnection is specified in the consumer's letter. If on the other hand, the consumer has specified particular date and time, efforts should be made to comply with his wishes. On reaching consumer's premises he would take the readings, disconnect the premises and remove the meter in order to ensure that no more energy is consumed. The final bill based on the final reading recorded by the JE, should be prepared and handed over to the consumer for payment. The grace period in such cases is to be allowed 7 days only. If a consumer is finally disconnected before the due date of his previous month's bill, the grace date of the final bill should either be fixed at the 7<sup>th</sup> day from the date of disconnection or at the grace date of the previous month's bill, whichever is earlier.

**Note :** In case of M.E.S., Railways, Pumping load of Irrigation Deptt. Central Govt. connections, MITC tube-well, all Govt. offices/ Govt. institutions and Street Lighting connections the period of grace allowed in respect of final bill shall be 15 days.

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**INSTRUCTION NO. 6.9****Bill procedure for part period of a month:**

The Nigam's standard Schedules of Tariff are applicable when the billing is done for a full month. However, cases often arise where a bill is required to be prepared for part period of a meter reading month i.e.

- (i) When the 1<sup>st</sup> meter reading date becomes due before a normal period of 30 days after giving a new connection, or when a disconnection takes place before the next meter reading date is due, or
- (ii) When there is change in the meter reading programme etc.

Following procedure should be adopted while rendering bills for periods other than the full period of a month :-

- (a) **New connection or disconnection at consumer's request:**  
The MMC should be increased/decreased on pro rata basis depending upon the number of days for which billing is required to be made for all categories of consumers. (SI 15/2007).
- (b) **Disconnection as a result of violation of the "Condition of Supply" and reconnection thereafter.**
  - (i) The cases in which supply is disconnected for a specific period on account of any violations of the instruction or restriction imposed by the Nigam, the billing should be made as normal and as if there was no disconnection.
  - (ii) In case the disconnection and reconnection takes place in the same month the billing should be made as normal and as if there was no disconnection.
  - (iii) In case supply is disconnected for non-payment of dues and reconnection is not sought within same month, the billing for the month of disconnection should be made on normal tariff. No billing should be made thereafter. In case, the

consumer approaches the Nigam for reconnection within a period of 6 months of disconnection after payment of defaulting amount, reconnection should be allowed and billing for the intervening period should be made on MMC, cost of energy meter, consumption security and RCO fee at prevailing rates should also be recovered from the consumer.

- (iv) The cases in which reconnection is not sought within 6 months of disconnection shall be regulated under SMI-2.3.

**(c) Change of Meter Reading Programme:**

If the acceleration/retardation in date is upto four days, the normal tariff is applicable. If it is in excess of four days, MMC and /or consumption slabs be decreased/ increased proportionately in respect of all categories of tariffs including "DS, NDS."

**(d) Temporary Connections:**

In case of temporary supply, the MMC will be recovered for each 30 days or less and not proportionately. However, for flood dewatering pumping sets given supply on temporary, no MMC shall be chargeable.

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### INSTRUCTION NO. 6.10

**Payment of an incorrect bill:**

In accordance with direction printed on the back of the bills presented by the Nigam, the consumer is liable to make payment of the bill received by him within **10/17 days** as the case may be from the date of issue notwithstanding any difference or dispute which may arise as to its accuracy. In the event of an error in the bill being admitted the excess amount charged, is adjustable by the Local Offices in the next monthly bills rendered to the consumer.

2. As per 'Code of practice for payment of Electricity bills by the consumers and procedure for disconnecting consumers for non-payment' approved by the HERC in the event of dispute in billed amount, the consumer may lodge a complaint before the SDO (OP) and pay the average of the last 6 months consumption within due date pending settlement of the dispute. The SDO shall resolve the dispute or communicate final decision with reasons within a maximum period of 2 months. The following procedure should be followed in such case.

- (i) In case no further verification is required and the bill is found to be incorrect, the bill may be corrected and without getting deposited the bill challenge fee prescribed under the schedule of General & Misc. charges and the revised bill should be rendered to the consumer for making payment.
- (ii) Where any further verification etc. is required the consumer may be asked to deposit the requisite bill challenge fee prescribed under the schedule of General and Misc. charges. If on investigation the bill is found to be incorrect, a revised corrected bill shall be furnished to the consumer indicating the revised due date. Excess amount paid by the consumer, if any, shall be refunded with interest rate @ 2% per month or part thereof for any period reckoned from the date of making adhoc payment to the date of making the refund. In case refund is made through adjustment in the subsequent bill the date of issue of the bill in which the amount is adjusted would be treated as the date of refund. The challenge fee deposited by the consumer shall also be refunded.
- (iii) Likewise if investigation established that the original bill was correct the consumer shall be intimated accordingly and notified to pay the balance, if any, with surcharge as applicable within 7 days.
- (iv) As under the computerized billing system the surcharge is automatically levied on the amount remained as unpaid on due date and even the revised due date is not taken into account of levy of surcharge, all adjustment of surcharge may



be made through SC&AR.

3. HERC vide its directives dated 25.05.2012 has observed that at times huge / inflated bills are issued to the consumers by the field staff and the same is subsequently adjusted at higher levels. Such practice should be avoided. If any such practice comes to the notice of the Commission the Commission shall take action under section 128 read with the section 129, sub-section 3 of section 55 and section 86(1)(i) of the Electricity Act. 2003 and fix responsibility and appropriate penalty / compensation.

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### **INSTRUCTION NO. 6.11**

#### **Charges for issuing duplicate bill:**

In case a bill is lost by the consumer, a duplicate bill may be prepared and rendered to him after he has deposited the charges as prescribed in the schedule of General & Misc. charges. Since the charges on this account are to be credited to the Revenue of the Nigam, the following accounting procedure should be adopted to exercise effective control on the correct recovery of these charges in case recovery of charges is made through energy bill.

“After the written request of the consumer for the issue of duplicate copy of the bill has been accepted by the incharge of the office, a Sundry job order should be prepared for the issue of the duplicate copy of the bill and the duplicate bill issued. The charges should then be accounted for through the Sundry Charges and Allowance Register simultaneously transferring the entries to the consumer's account concerned for including in energy bills. The charges when realized should be credited to the consumer's account in the ledger.”

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### **INSTRUCTION NO. 6.12**

#### **Rendition of Electricity Bills :**

Sometimes the various particulars prescribed in the consumer's bill form RO-3 are not filled in properly with the result the consumers are put into lot of inconvenience as they have to visit local office time and again to get the particulars. The Space provided for the date of reading is invariably left blank and the consumer thus does not know whether the bill is for one month, less or more. It is, therefore, desired that the bills are prepared carefully in future and all the prescribed particulars are filled in properly. In addition the following details should also be given in the bill :-

- (a) In case any debit or credit is given for an amount other than normal bill, the details of the same must be incorporated to enable the consumer to satisfy himself about the debit/credit so allowed.
- (b) The demand in kVA/kW on the basis of which the bill is prepared in respect of industrial consumers should invariably be mentioned in the bill.

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**INSTRUCTION NO. 6.13****Un-metered supply of Power to MITC/I.B. tube-wells billing thereof:**

The billing of energy, for the period during which the meter becomes defective either from date of installation or subsequently where the metered supply is given and in case where un-metered supply is given to MITC/I.B. tube-wells, should be done on the following basis.

- (i) Actual number of working hours as recorded in the Log Register  
Or
- (ii) Sixteen hours daily working of the full load in case log register is not maintained/made available by the MITC/I.B. authorities.

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**INSTRUCTION NO. 6.14****Settling of consumer's account whose sites are not available or meter is not at site:**

To avoid accumulation of outstanding dues for energy charges and levy of surcharge thereon in respect of such cases whose sites are not available or meters do not exist at site. Such cases are required to be identified and finalized. After identification of such cases the concerned SDO is required to make investigations and prepare a detailed proposal containing all aspects of the case viz. total amount outstanding in the account, the period for which reading has not been recorded, last date on which payment was made by the consumer, site verification report etc. etc. He further should conclude his report with evidences/documents, available if any, and put up the same duly recommended for action to be taken.

1. A committee consisting of XEN (OP) / SDO (OP) and Internal Auditor concerned will review and finalize the cases within 3 months.
2. The cases of difference of opinion shall be put up to the Supervisory Committee consisting of SE (OP), XEN (OP) and Sr.AO/RA to be nominated by the Chief Auditor. The supervisory committee shall finalize all such cases within one month.

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**INSTRUCTION NO. 6.15****Meter Reading and billing of Domestic/Non-domestic and Bulk Supply consumers having load above 50 kW: (SC 7/2010):**

The electricity supply to the Domestic/Non-domestic and Bulk Supply consumers having load above **50 kW** is available on 11KV and above.

2. Billing of all such consumers is to be made on the monthly basis and the reading of the same shall be taken through CMRI. Till the meters having facility for recording of reading through CMRI are not installed, reading shall be taken by the SDO (OP) and bill shall be rendered to the consumer on the spot.
3. Such consumer shall be given a period of 7 days for the payment of bills

failing which the surcharge @ **1.5%** per month shall be leviable on the unpaid amount. **(SI 50/2006)**.

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#### **INSTRUCTION NO. 6.16**

##### **Instruction regarding recovery of arrears from consumers in view of provisions of Electricity Act, 2003:**

In view of the provisions of the Electricity Act, 2003 the following guidelines are laid down for strict compliance to avoid any loss of revenue to the Nigam.

1. The supply of electricity to the consumer should not be disconnected in case where consumer deposits any of the following amounts; whichever is less, under protest, pending disposal of any dispute between him and the Nigam.
  - (a) Amount equal to sum claimed from him.
  - (b) The electricity charges due from the consumer for each month calculated on the basis of average charge paid by him during the preceding six months.
2. The arrears of electricity charges should be regularly and continuously indicated in the bills. It is clarified that under the new act, no sum due from any connected consumer shall be recoverable after a period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied.
3. Any amount of arrears assessed in respect of any consumer, which could not be recovered being assessed after two years, when they became first due, will be the liability of the officers/officials responsible for delay.
4. The amended provisions for recovery of arrears will be applicable for the arrears, which will be due for payment from the date of enforcement of the Act i.e. 10.12.2003 onwards. All the arrears due to be recovered from the consumers prior to 10.12.2003 will be recovered by the Nigam as per earlier instruction.
5. In case of disconnected consumers, the existing provisions for recovery of electricity dues would continue to apply.

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## SECTION – VII

### RECOVERY OF UNPAID DUES FROM DEFAULTING CONSUMERS

#### INSTRUCTION NO. 7.1

#### **Disconnection for non-payment of electricity charges:**

As a commercial organization, the Nigam can ill afford to allow accumulation of dues from the consumers. It is, therefore, imperative that every efforts is made by the field offices to see that the consumers make the payment of their energy bills as soon as these becomes due for payment. The staff concerned should take necessary steps so that dues do not accumulate and the arrears do not become bad debts.

2. Every consumer is expected to make the payment of his dues by the “due date.” In case he fails to discharge the liability, his premises will be liable for disconnection under Section-56 of the Electricity Act, 2003. Under the provisions of Section-56 of Electricity Act, 2003, a clear fifteen days notice in writing is required to be given to such consumer before disconnecting the supply. The notice of disconnection of supply in the event of non-payment of bill is printed on the bill itself, as such, if the payment of bill is not received within 15 days after expiry of grace period (i.e. before expiry of notice period), the premises of consumer should be disconnected by the SDO without further notice or loss of time. The supply to the premises so disconnected should not be re-stored until full settlement of all outstanding dues and of the charges for reconnection of supply prescribed in the schedule of General and misc. charges are not made.

If any new connection or RCO is given/ effected in the defaulting premises without the recovery of outstanding dues, then the recovery of outstanding dues shall be made from the salary of the concerned officers/ officials. (SI 4/2006).

However, the supply of electricity to the consumer should not be disconnected in case where consumer deposits any of the following amounts, whichever is less, under protest, pending disposal of any dispute between him and the Nigam.

- (a) Amount equal to sum claimed from him.
- (b) The electricity charges due from the consumer for each month calculated on the basis of average charges paid by him during preceding six months.

3. There may be some cases in which any under assessment billed or even the normal bill is contested by the consumers in the courts and such cases are decided in favour of Nigam. Aggrieved with the decision of lower court the consumer normally goes in for an appeal in the higher court and obtains ex-parte stay against the recovery of the bill. During the intervening period i.e. from the date on which charges are upheld by the lower court to the date on which stay is granted by the higher court, there is no stay against disconnection of supply of the consumers. The SDO/XEN concerned should be most vigilant in such cases and on finding an opportunity when there is no stay from any court prompt action should be taken to disconnect the supply of defaulting consumer.

4. The cases in which courts have granted stay orders against the recovery of certain disputed amount billed to the consumers and stay against disconnection for not making payment of the amount under dispute. In such cases, the consumer even stops making payment of current bills also which is not under dispute and there is no stay against such amount/bill. In all such cases prompt action should be taken to disconnect the supply of the consumer.

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**INSTRUCTION NO. 7.2****Procedure when consumer's premises are found locked:**

If the consumer's premises are found locked by the Meter Reader or the Bill Distributor and no response is received even after serving 'Access to Consumer's Premises' notice, some official say JE or Installation Inspector may be deputed to visit the premises of the consumer to verify the facts on spot. On their report if there are no early prospects of the meter being read or Nigam's dues being paid, the premises should be disconnected from the tee or pole.

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**INSTRUCTION NO. 7.3****Recovery of Arrears from Defaulting Consumers:**

Discontinuance of supply of electric energy to a consumer who defaults in liquidating the electric energy bill is not an end in itself but is only the first step towards not only arresting further accumulation of arrears but even forcing him to make the payment. However, all out efforts should be made to recover the amount, and such efforts should not be relaxed as long as the recovery is not actually affected.

2. The disconnection of supply of the consumer, who defaults in liquidating the electricity energy bill shall be made according to the following pattern:

- i. Defaulter in the I<sup>st</sup> cycle – Disconnection from the pole may be made.
- ii. Defaulter at the II<sup>nd</sup> cycle – Cable & energy meters may be removed.
- iii. Defaulter for more than two cycles – The whole of the electrical system existing for the consumer may be removed/ dismantled.

In the event of nonpayment of a bill, the second bill should accompany a pre-printed notice intimating non-payment of the first bill and requesting for timely payment of the second bill failing which either or both of the following actions could be taken:

- a) temporary disconnection (removal of fuses from the pole keeping other installations intact) and
- b) upward revision of the security/ACD to cover two unpaid bills on the basis of past 12 months average consumption rounded off to nearest Rs.100. The extra amount payable by the consumer on this account should be mentioned on this notice.

In addition to the below mentioned instructions it is pertinent to classify the responsibility of executing disconnections. The same is proposed below: (SI 40/2007):

	Service line (defaulter > 2 cycles)	Service line + meter (defaulter > 3)
Non CT meters	Sub-divisional staff	Sub-divisional staff
CT operated meters	Sub-divisional staff	M & P

3. It is worth to mention that the complete address/where-about of the defaulting consumers would be required for making sincere efforts to recover the amount outstanding against him. As such, while effecting the PDCO, the complete address of the premises from where meter is removed, details of other connections running in the name of same consumer, as well as in the same premises, if any, should be recorded on the PDCO (HSEB Form-CS-16 (Revised) besides, the other particulars required to be recorded. It is needless to stress that permanent disconnection of supply is the last occasion for the Nigam to confirm & record the above important details.

4. The efforts made for settlement of the outstanding dues are without prejudice of rights of the Nigam to effect recovery through any mode of recovery under the law including instruction of proceedings under the Haryana Electrical Undertakings (Due Recovery) Act, 1970 for realization of Nigam's dues.

5. The Sub Divisional Officer, should go on pressing (say by issuing weekly reminders to be delivered through peons or if necessary, to be sent by registered post and by personal demands through bonafide representatives of the Nigam) the defaulting consumer for payment of the outstanding dues of the Nigam. If after the expiry of three month the consumer continues to default, the sum of the security deposit should be re-appropriated towards the amount of arrears. The balance dues, if any, should be transferred to any other connection, which may be held in the name of the same consumer. The other connection/connections may likewise be disconnected after observing the necessary formalities.

6. If there are no prospects of the recovery of the dues through some other connection held by the defaulting consumer, the matter should be taken up at XEN's level who, should at his earliest convenience write to the defaulting consumer requesting early settlement of the account. If, however, it is found out that the consumer has left the station or does not have a connection at the local station but is getting supply from Nigam at some other station, the concerned Executive Engineer should be asked to debit the charges to him against the connection held by him under his (XENs) charge. The XEN should, whenever he makes a reference to the consumer, endorse a copy to the SDO for his information so that the SDO should not issue any further written reminders to the defaulter, but who at the same time, should not slacken his efforts in effecting the recovery through bonafide representatives of the Nigam. The amount should however, be carried forward in the consumer's ledger from month to month and surcharge should continue to be levied maximum for a period of six months or upto the date of dismantlement of line whichever is earlier.

7. The SDO should follow his letter by issuing three reminders at fortnightly intervals. In case the payment of the bill is not received within a fortnight from the date of issue of the last reminder, the case if the amount involved is more than Rs.50/- together with the consumer file should be referred to the XEN 'OP' concerned giving a complete précis of the case with particular reference of the following points:-

- (i) Full address and whereabouts of the consumer.
- (ii) Whether all other connections standing in the name of the consumer have been disconnected or not.
- (iii) Period to which the outstanding relate.
- (iv) The break up of the outstanding amount i.e.
  - (a) amount of actual energy charges
  - (b) meter and line service charges
  - (c) the amount of surcharge
  - (d) any other amount.
- (v) Date of first default.
- (vi) Date and the amount of last payment. If the payment is part payment, the total amount of the bill against which the part payment is made.
- (vii) The efforts already made at the Sub Division and the Division level.
- (viii) Prospects of recovery of outstanding in the near future.
- (ix) The cause, which led to the consumer becoming defaulter.
- (x) Financial position of the defaulting consumer with particular reference to his immovable property so as to ascertain the scope of the recovery through Haryana Govt. Electrical Undertaking Dues Recovery Act.

Under the provisions, of Haryana Govt. Electrical Undertaking (Dues Recovery) Act-1970 the notice of demand and the recovery certificates are required to be signed by the "prescribed authority" Under Section-2 (e), the "prescribed authority" means the XENs 'OP' of the DHBVNL within their areas of jurisdiction to perform the functions of "prescribed authority" for effecting recovery of the defaulting amount under the provision of the Act. The demand notices to the consumers under Section 4 and recovery certificates addressed to Tehsildars under Section 6 of the ibid Act are to be issued by the concerned XENs "Operation."

8. Some people sold their land/ premises and shift to unknown places. In such

cases the present owner/occupant of the land/premises is liable to pay the defaulting amount of the Nigam being responsible for all the assets/liabilities as before acquiring such property, the buyer considers all such facts before hand. ALM(s)/LM(s) and other field staff who are well conversant about the area, be asked to trace out the defaulters/ghost consumers.

As and when the defaulting consumer is traced out, the defaulting amount shall immediately be transferred to his/her account. A supplementary bill shall be served on him/her simultaneously for making the payment instead of rendering the bill in the next cycle. (SC 65/2007).

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#### INSTRUCTION NO. 7.4

#### **Payment of Bills - Recovery of arrears and current dues in installments: (SC 5/2013):**

In order to recover the arrears of connected and disconnected consumers Nigam management has decided to liquidate the same as per mentioned below: -

Consumer's bill without arrears	Consumer's bill with arrears
(1)	(2)
2 Installments with minimum of 50% in one installment	Up to Rs 10,000:- 2 installments Up to Rs 30,000:- 3 installments Up to Rs 50,000:- 4 installments Up to Rs 200000:- 5 installments Greater than 200000 :- 8 installments For current bill amount, no installment may be given and amount is required to be deposited in full.

By  
SDO/OP

The other terms and conditions are given as under:-

1. The installments facility will be given on consumer request by the concerned SDO, who will allow the same considering the merit of the case.
2. The applicable delayed payment surcharge will be levied on all the un- paid amount of energy bills.
3. The scheme will not be applicable to industrial consumers.
4. On default in payment of installment, the supply will be disconnected.

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#### INSTRUCTION NO. 7.5

#### **Power to waive off Surcharge:**

The powers to waive off the recovery of the amount of surcharge levied have been laid down under Delegation of powers and presently are as under:-

(i)	CE (OP)	Rs.1000/- in each individual case.	Provided that the levy of surcharge is not due to fault of consumer.
(ii)	SE (OP)	Rs.500/- in each individual case.	
(iii)	XEN (OP)	Rs.250/- in each individual case.	

The surcharge levied on the amount not found chargeable or the amount refundable under the decision of any Court/ Arbitrator/ Appellant Authority or any other competent authority may be refunded by the SDO (OP) concerned while withdrawing the amount found not chargeable or while implementing the decision/award/order of competent authority.

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**INSTRUCTION NO. 7.6****Regulation of surcharge on consumers after permanent disconnection:**

1. No monthly surcharge be levied from the date of dismantlement of service line of permanently disconnected consumers or six months from the date of permanent disconnection whichever is earlier.

2. If at a later stage either the consumer or any other person applies for re-connection at the same premises, the connection will be given only after payment of following charges:-

- (i) The amount outstanding against the consumer at the time of permanent disconnection plus surcharge thereon till the date of dismantlement of service line or six months from the date of permanent disconnection which ever is earlier.
- (ii) Interest @ 16% per annum (to be compounded half yearly) on the amount calculated as (i) till the date of realization of the amount.

If the new owner/occupier/allottee remits the amount due from the previous consumer and the Nigam gets the full or partial dues from the previous consumers through legal proceedings or otherwise, the amount remitted by new owner/occupier shall be refunded to that extent. No interest shall be payable on the amount remitted but becoming refundable subsequently.

3. In case any consumer is declared insolvent by a competent court or a company registered under Companies Act, 1956 is liquidated by a competent court; the amount outstanding against such consumer or company cannot be recovered legally. In such cases a memorandum may be put up before Board of Directors through GM/Commercial for remission of outstanding dues. The memorandum should contain all details of the case including break-up of outstanding dues, date of first default, amount accumulated after first default and whether or not any officer/official is responsible for accumulation of dues.

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**INSTRUCTION NO. 7.7****Incentive for recovery of defaulting amount outstanding against permanently disconnected private consumers:**

Constant accumulation of defaulting amount against the permanently disconnected consumers whose site is not traceable is causing grave concern to the department and the Nigam being a Comml. Organization can ill afford to leave its money in pipelines. Such disconnected consumers are indulging themselves for getting electric supply by unauthorized means i.e. through Kundi connections or otherwise. The Nigam has decided to give incentive for recovery from permanently disconnected consumers:

**A. Through employees of Nigam (SC 40 & 45/2005):**

The Nigam has decided to form special teams comprising of the following officers / officials for effecting the recovery from permanently disconnected consumers:

**i) For OP Circle**

1.	JE/F(Installation Inspector) from one Division	1 No.
2.	AFM / ALM from other Division	1 No.
3.	LM/ALM from 3 <sup>rd</sup> Division	2 No



4.	CA / UDC ( R )	1 No.
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ii) **For M&P Circle**

1	AE/AEE/M&P
2	JE/AFM/M&P
3	Meter Mechanic / Lab. Attendant

iii) **For SE / System Operation (XEN Energy Audit)**

1	AE/AEE
2	JE-1 /JE
3	UDC/ LDC

Each member of the special team shall be nominated by the concerned SE from amongst the existing staff. The teams will work under the direct supervision of respective SE's and constant watch shall be kept by him over the progress achieved in this regard and intimated to XEN/Monitoring for information of the Management.

Incentive on recovery of PDCO amounts, to such teams as proposed below will be given: (SC 45/2005):

- i) Recovery of PDCO (full amount) before year 1.1.2000 = 10% to be shared equally by the team members.
- ii) Recovery of PDCO (full amount) after 1.1.2000 = 5% to be shared equally by the team.

SE Operations should ensure that only honest, hardworking and dedicated personnel are inducted in to the teams which may be of maximum 10 persons, of any level of staff which they deem reasonable.

**B. Through public: (SC 25/2007 & 61/2007):**

The incentive shall be allowed to Village Numberdar and Public (Any Person) who gets the defaulting amount recovered from permanently disconnected consumers as given below:-

- I. Recovery of PDCO (full amount) before year 1.1.2000 = 10%
- II. Recovery of PDCO (full amount) after year 1.1.2000 = 5%

The person shall be entitled for incentive when he/she produces the RO-4 in token of full amount deposited against the defaulting amount of PDCO to SDO concerned. The SDO concerned shall after due verification submit the case to the Xen concerned for payment. The Xen concerned shall sanction the payment thereof. The payment shall be made to the person through cheque.

GM/Operations shall supply the list of defaulting consumers prior to 1/1/2000 and after 1/1/2000 with complete details viz-a-viz name & address of consumer, Account No., Amount & date of disconnection to respective Deputy Commissioners, Tehsildars and Namberdars of their areas for appraising the scheme and seek their co-operation. SDO concerned will also display list of such defaulting consumers on the notice board of sub-division/division & Circle for information of general public.

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**STATEMENT OF RECOVERY OF AMOUNT OUTSTANDING AGAINST  
PERMANENTLY DISCONNECTED CONSUMER AND PAYMENT OF INCENTIVE  
MONEY.**

Name of Sub- : \_\_\_\_\_ Division : \_\_\_\_\_ Circle  
Division : \_\_\_\_\_  
Month : \_\_\_\_\_ Year : \_\_\_\_\_  
\_\_\_\_\_

Sr. No.	Name of PDCO consumer	Date of PDCO	Defaulting amount outstanding	Amount recovered	Date of recovery
1	2	3	4	5	6

RO-4 Receipt No.	Name of employee (s) aiding recovery	Designation of employee(s) aiding recovery	Incentive amount payable	Date of payment of incentive money	Cheque No. & Date
7	8	9	10	11	12

Signature of Xen (OP) \_\_\_\_\_

Name of Xen (OP) \_\_\_\_\_

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### INSTRUCTION NO. 7.8

#### **Procedure for writing off irrecoverable amount from permanently disconnected consumers: (SI 8/2008):**

Instructions regarding recovery of the defaulting amount from the permanently disconnected consumers have been laid-down in Sales Instruction No-7.3 of DHBVN Sales Manual. In accordance with these instructions sincere efforts are required to be made by all concerned for the recovery of the arrears from the defaulting consumers. If ultimately the amount is found to be irrecoverable whether due to the failure of the legal proceedings, or the exhaustion of all efforts and where no legal remedy is sought, the case for writing off the arrears, so that the books could be cleared, should be framed and submitted to the competent authority.

2. In some cases the whereabouts of the defaulting consumers are not available and the recovery proceeding cannot be initiated because of non-availability of the consumer case file and other relevant record. Such cases are unnecessarily reflecting in the accounts and are creating un-necessary workload in maintaining their record besides recurring carrying cost. As such, these are required to be written/waived off. The procedure as under be followed for writing/ waiving off of the defaulting amount:

- I. The Sub Division staff shall make all-out efforts to trace out the relevant record like consumer case file, service connection register, PDCO etc and in case the same could not be traced out a report to this effect shall be prepared and signed by the Consumer Clerk, Ledger Clerk, Commercial Assistant and AGM of the concerned Sub Division.
- II. The Feeder Manager/ AFM incharge of the area shall be asked to trace out the whereabouts of the consumer with the help of field staff and in case the consumer is not identified/traced out he will also prepare and sign the non-traceable report.
- III. The HESL person shall be asked to trace out the consumer or his whereabouts and in case the consumer or his whereabouts is traced out and reported by them, they shall be entitled for the incentive equal to the incentive fixed for reporting of theft cases fixed by the Nigam.. In case, the consumer is not identified and/or his whereabouts are not traced out, the HESL person shall submit the non-traceable certificate dully supported with following documents.
  - a) A certificate from the Gram Panchayat of the village in which connection existed before disconnection to the effect that the said person is not residing in that village and his whereabouts are not known to the

Panchayat. In case of urban consumers the certificate can be obtained from the Parsad of the concerned ward/M. C.

- b) Copy of voter list and Register of Ration Cards of the village/ward in which connection existed before disconnection.
- c) Any other documentary evidence.

On submission of the above report, an amount of Rs.200/- shall be paid to HESL as fee for making the efforts. The amount paid as fee for obtaining the desired information/documents shall also be reimbursed in addition to the fee payable as above.

- IV. On receipt of non-traceable report from HESL, the concerned AGM (OP) shall prepare a case for writing/waiving of the defaulting amount and put up to the Committee constituted for the purpose as under. The committee shall thoroughly examine the case and order to write/waive of the amount as per power delegated for settlement of disputed amount.

- a) Divisional Committee:

1. D. G. M. (OP) Division.	Chairman	To write/waive off amount upto Rs. 5000/- in each case.
2. A. G. M. (OP) Sub Divn.	Member Secy.	
3. Asstt. Manager (Audit)	Member	

- b) Circle Committee:

1. G. M. (OP) Circle.	Chairman	To write/waive off amount upto Rs. 25000/- in each case.
2. D. G. M. (OP) Division	Member Secy.	
3. Manager (Audit) nominated by the CGM/Audit	Member	

- c) Zonal Committee:

1. C. G. M. (OP) Zone.	Chairman	To write/waive off amount upto Rs. 50000/- in each case.
2. G. M. (OP) Circle.	Member Secy.	
3. DGM/AGM(Audit) nominated by the CGM/Audit	Member	

- d) Head Office Committee:

1. C.G M./Coml.	Chairman	To write/waive off amount upto Rs. 1,00,000/- in each case with the approval of Director/Operations. For the cases above one lakh the case shall be put up to BOD for approval.
2. C.G.M.(OP) Zone	Member Secy.	
3. C.G.M. (Audit)	Member	

Note: The above delegations are for the amount recoverable from the consumers as per prevailing instructions. In case out of the total outstanding amount any amount is not recoverable under the prevailing instructions, the same should be withdrawn after getting the same pre-audited and thereafter the case for writing/waiving off the amount should be processed.

- V. The Sub Division shall write/waive of the amount outstanding against the consumer. However, the amount written/waived off shall not be considered as reduction in the assessment for the year but shall be considered as written off of the bad debts. The Chief General Manager/Accounts shall issue instructions for accounting such adjustments.

3. However, in case the amount outstanding is in the name of Government/ Nigam's employees and against Government Departments/ Municipalities/ Panchayats, the action indicated above should only be taken if the procedure outlined below fails to yield fruitful results: -

**(A) Government Departments:**

So far as the question of recovery of outstanding dues from Government Departments is concerned, the matter may be referred to the Head of Department, for early liquidation of arrears, simultaneously endorsing copies to the offices concerned for doing the needful immediately. Progress should be watched and reviewed fortnightly.

**(B) POLICY FOR RECOVERY OF DEFAULTING AMOUNT IN RESPECT OF GOVT. EMPLOYEES:**

Various measures are being taken by the Nigam from time to time for the recovery of dues from the defaulters by launching various disconnection campaigns, special checking etc. In order to further strengthen the campaign for the recovery of defaulting amount, it is now proposed to put in place the mechanism for preventing the default in payment by the Govt. employees and its recovery thereof. Following guidelines / mechanism is hereby proposed for the same.

- a) For monitoring the default status, an accurate MIS is required to be put in place in the existing billing & MIS system, wherein code for Govt. employees is specified.
- b) For the purpose, in the existing system of consumer billing being undertaken by DOEACC & Hartron, it is proposed to introduce the sub-category code for Govt. employees as under:-
  - i) For Power Department Employees :- GEP
  - ii) For State Govt. & State owned undertakings employees : GES
  - iii) For Central Govt. & Central owned undertakings employees : GEC
- c) To monitor the status of accurate billing & non-payment, a separate MIS pertaining to Defaulting amount and exception reports shall be generated by the Billing agencies for the above sub-category codes.
- d) The overall in charge for the purpose of providing codes is the concerned Executive Engineer "Operation". He shall ensure that Govt. employees as per above codes have been identified and the advice for incorporating the same in the billing database has been submitted by the concerned sub-division to the billing agency. For the non-compliance, concerned XEN, "OP" will be held responsible.
- e) In the **phase-I**, the code of Power department employees are supplied to the billing agencies. The codes of all the employees whether living in Govt. quarter or living in private quarter is required to be fed in the billing database. The concerned XEN, "OP" shall ensure that code for all the employees under his jurisdiction has been supplied to the billing agency. For the purpose, the premises address mention in HRA claim will be taken from the concerned pay releasing authority. XEN, "OP", Division-I, Hisar shall also look after employees of Head office.
- f) In **phase -II**, the connections of all the known state Govt. Department, colonies, police lines be codified. Further the concerned XEN, "OP" shall

also interact with the concerned local Govt. offices for collecting the list of employees along with their residential address as per their HRA claim. On obtaining the list, the connection of their premises be codified as Govt. employee.

- g) In **phase –III**, the connections of all the known central Govt. Department, be codified. Further the concerned XEN, “OP” shall also interact with the concerned local Govt. offices for collecting the list of employees along with their residential address as per their HRA claim. On obtaining the list, the connection of their premises be codified as Govt. employee.
- h) The codification of the Govt. employees as per above scheme will be renewed every year in the month of March/ April, when the Govt. employees submit their HRA claim in Income Tax return.
- i) The above work of codification needs to be completed as under:-
  - Phase-I in respect of power department employee within one month.
  - Phase-II in respect of state Govt. employee within two months.
  - Phase-III in respect of central Govt. employee within three months.
- j) The concerned field offices shall ensure to check the defaulter list & exception report in every billing and in case of defaulters, the intimation of the same be given to concerned State / Govt. department for recovery.

**(c) Municipal Committee/Panchayats:**

The recovery of outstanding dues against connected/ disconnected consumer to be taken up with the respective Municipal Committee/Panchayat under intimation to the concerned Deputy Commissioner. The Deputy Commissioner may be requested to persuade the consumer for early liquidation of arrears.

4. The monthly targets for settlement of long outstanding cases may be fixed by the concerned DGM/Operation keeping in view the age/numbers of cases existing in each Sub Division. The CGM/ Commercial, DHBVN, Hisar shall monitor the progress and place quarterly progress report before the Board of Directors.

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## SECTION – VIII

## THEFT AND UN-AUTHORISED USE OF ENERGY

## INSTRUCTION NO. 8.1

**A. Instructions for dealing the cases of theft of Electricity under Electricity Act-2003, Electricity (Amendment) Act, 2003 and Electricity (Amendment) Act, 2007: (SC 43/2007):**

**(I) THEFT OF ELECTRICITY (Section-135 of the Electricity Act-2003)**

A person shall be guilty of an act of theft of electricity, **if he dishonestly**

- a) Taps, makes or causes to be made any connection with overhead, underground or under water lines or cables, or service wires, or service facilities of a licensee or supplier, as the case may be; or
- b) Tamper a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or
- c) Damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity, or
- d) Uses electricity through a tampered meter, or
- e) Uses electricity for the purpose other than for which the usage of electricity was authorized (where the meter/ metering equipments are tampered or there is bi-passing of meter).

So as to abstract or consume or use electricity.

It was clarified vide SC 9/2009 that whoever, dishonestly uses electricity for the purpose other than usage was authorized shall be treated as theft of energy under section 135 (c) ) of Electricity (Amendment) Act-2007 and where the usage is not dishonestly the same shall be treated as un authorized use of electricity under section 126 of Electricity (Amendment) Act-2007. For illustration, in case a consumer is found using supply other than the purpose for which he is authorized and higher tariff is applicable for the purpose for which supply is being used, the case shall be treated as a case of theft of energy but where supply is being used for which lower tariff is applicable, shall be treated as case of un authorized use of supply.

The following further, clarifications have been issued by the CE/Commercial DHBVN, Hisar vide SI 5/2010 and SC 29/2011 in the matter.

1. All the cases defined as theft of electricity under section-135 of the Act excepting cases covered under sub-clause (e) (use of electricity for the purpose other than the purpose for which the usage of electricity was authorized) and corroborated with the evidences are to be considered as a case of theft of electricity and dealt with accordingly.
2. The cases as illustrated in sub clause-5 of clause-(II) (SC43/2007) are to be considered as cases of “Suspected Theft of Electricity” and be dealt as per procedure specified under sub clause-12 (B) of clause-(II). (SC 43/07)
3. The cases of use of electricity for the purpose other than the purpose for which the usage of electricity was authorized **in the non-residential areas**

and where **more than 5%** of the sanctioned load is found used for the purpose other than the purpose for which the usage of electricity was authorized shall be considered as case of theft of energy and shall be dealt accordingly. However, where meter working is found ok, the assessment of the units consumed shall not be worked out but the units as recorded by the meter shall be taken in account for the assessment purpose.

In the cases where **load upto 5%** of the sanctioned load is found being used for the purpose other than the purpose for which usage of the electricity was authorized shall, in the first instance, dealt as a case of 'Unauthorized Use of Electricity' and the consumer shall be advised to have a separate connection for the same, failing which the case shall be treated as a case of theft of energy and action shall be taken accordingly.

4. In the cases of change of category from DS to other categories detected **in the residential areas**, where a small portion of the residential building (load upto the extent of 5% of connected load) is being used for other purpose, then the assessment for 'unauthorized use' i.e. for change of category from DS to other categories, will be made on pro-data basis of energy consumed in the concerned portion of the house and not for the entire residential building. On detection, the consumer shall also be advised to obtain a separate admissible categories connection for the said portion of the house failing which the case shall be treated as a case of theft of energy and action shall be taken accordingly. However, where the working of the meter is not found within the permissible limit or the meter is found tampered, the assessment of quantity in units shall be made under clause-III (d) of ibid circular. ( SC 43/2007)
5. It is further clarified that where a residential building is rented out (wholly or partly) and the rented portion is being used for residential purpose only like by students or working employees etc., or otherwise is admissible under the Schedule of Tariff for Domestic Supply, it will be treated as a case of DS category only. However, building being exclusively used as **Guest House/Hostel though located in residential areas** shall be treated as a case of use of electricity for the purpose other than the purpose for which the usage of electricity was authorized under clause 135(e) of the Act and further action shall be taken accordingly.
6. In the cases of "Suspected Theft of Electricity" and/or the cases of "Unauthorized use of Electricity" made under Section-126 of the Electricity Act, 2003; the procedure as laid down regarding serving of provisional assessment, allowing the consumer for filing of objections against the provisional assessment, affording opportunity of hearing and passing of final order by the assessing officer will be strictly followed. Any infringement of this procedure will render the assessment liable to be set aside by the courts.
7. No case of theft of electricity or unauthorized use of supply shall be made for the **unauthorized extension of load only** (excepting on un-metered Agriculture tubewell connection) as the penalty for the un-authorized extension of load is being imposed in such case. However, the usage of the electricity for the premises or the areas other than those for which the supply of electricity was authorized shall be considered as a case of "unauthorized Use of Electricity" and shall be dealt accordingly. Again, the assessment of units shall not be made in such cases in case the meter working is found within the permissible limit and the supply is being used only through the meter.

It was further clarified vide SC 29/2011 that provided further, where unauthorized usage is of domestic category and supply is being used for

NDS purpose, but due to slab system in domestic tariff, higher tariff (weighted average rate per unit) is being paid by the consumers then in case assessed amount of units under domestic category at applicable rates (including fixed charges / MMC, FSA, M.Tax, ED) on the entire consumption of the last 12 months comes out to be more than the assessed amount of same units for same period under NDS category, then penalty be charged under section 126 of the Electricity Act-2003 instead of Section - 135.

f) For the sake of clarification of the above definition of theft of electricity in Electricity (Amendment), Act-2007, following acts shall be covered under the above definition.

- (1) By causing hole in the meter/MCB
- (2) Flat rate tube well consumer unauthorizedly extends his connected load.
- (3) Any disconnected consumer connects his disconnected connection.
- (4) By loosening the glass of meter
- (5) By external use of magnet/high voltage/high frequency devices or some other method
- (6) By tampering/breaking the push fit type MCB/ MSMCB /terminal plate seal
- (7) Means of dishonest abstraction of energy exist at site like additional circuit, change in gear ratio, changing of coil etc.
- (8) By providing cut in the incoming PVC/Wire within the premises of the consumer and by tapping PVC of another person in case of relocated meters.
- (9) If seals provided on meter/metering cubical/CT/PT Chamber are found missing / broken / fake/ tampered provided data bears it out.
- (10) Where the person uses energy through meter not approved by the Nigam; or
- (11) Further all the acts of tampering of metering system, dishonest abstraction, whether suspected or direct, leading to pilferage of energy supposed to be not accounted in the energy meter shall be covered under ambit of these instructions.

However, the above list is not exhaustive and is given only for the sake of clarification and may contain other acts also.

Provided further that if it is proved that any artificial means or means not authorized by Board or Licensee or supplier, as the case may be, exists for abstraction, consumption or use of electricity by **him**, it shall be presumed until the contrary is proved, that any abstraction, consumption or use of electricity has been dishonestly caused by such person.

## **(II) Procedure for Inspection of Premises, Detection of theft of Electricity, framing a case for Theft of Electricity.**

1. The officers authorized to inspect various services /premises (referred to Authorized Inspecting Officers (AIO)) of the licensee or the supplier, as the case may be for the purposes of detection of theft of electricity shall be those who are authorized by the State Government under section-135 (2) of the Electricity Act-2003. The following officers have been authorized as per Haryana Govt. Gazette Notification No. 1/12/2003-1 Power dated 9<sup>th</sup> December 2003



Type of connection	Officers / officials authorized to enter the premises for the inspection of the installation
1	2
Domestic	(i) Assistant Foreman (AFM) (authorized by concerned SE 'OP') (ii) Junior Engineer (Field) / M&P (iii) JE, Vigilance
Non-Domestic	
Agriculture	
L.T. Industrial Supply	
H.T. Industrial Supply / Bulk Supply / Public Lighting and rest of the Categories	(i) Sub-divisional officer (SDO) 'OP' (ii) Assistant Engineer (Vigilance) / M&P

**Note:** - The senior officers in column –2 are also authorized to conduct inspection for the purpose mentioned therein.

2. All the inspections undertaken by the authorized officers shall be in accordance with section 135 (2), (3) and (4) of the Electricity Act-2003 relating to entry search and seizure at the time of inspection. The authorized inspecting officer may : -

- (a) enter, inspect, break open and search, seize any place or premises in which he has reason to believe that electricity has been or is being, used for unauthorized use of electricity/ theft of electricity.
- (b) search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been or is being, used for unauthorized use of electricity/ theft of electricity.
- (c) Examine or seize any book of account or documents which in his opinion shall be useful for or relevant to, any proceedings in respect of theft of energy and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts there from in his presence.

*Any occupant of the place of search or any person on his behalf shall remain present during the search and a list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list:*

*Provided that no inspection, search and seizure of any domestic place or domestic premises shall be carried out between sunset and sunrise except in presence of adult male member occupying such premises*

*The provisions of the Code of Criminal Procedure, 1973 ( 20 of 1974), relating to search and seizure shall apply , as far as may be , to searches and seizure under this act.*

3. The authorized inspecting officer (AIO), *suo moto* or on receipt of reliable information regarding commitment of any offence of theft/tampering/dishonest abstraction of energy shall promptly conduct inspection of consumer's premises along with the officers / officials / policeman / force, accompanying the authorized inspecting officer(s). If any consumer obstructs or prevents the authorized inspecting officer from entering and inspecting the premises at any time to which supply is being afforded or where the electrical installation or equipment belonging to the Nigam or to the consumer is situated in such premises

and the inspecting officer has reason to believe that the consumer has been / is currently / indulging in Theft of Electricity, the officer authorized to disconnect the supply may forthwith disconnect the service. The Nigam may keep such supply disconnected till the consumer offers due facilities for inspection. If such inspection reveals nothing to indicate Theft of Electricity, the Nigam may then cause supply to be restored. The Nigam shall not be responsible for any losses or inconvenience caused to the consumer on account of such disconnection of Service.

4. After complete inspection of the premises, the inspecting team shall prepare a report giving details such as details of connected load at site, Account No., owner/occupier condition of seals, working of meter and mention any irregularity noticed such as, artificial means adopted for dishonest abstraction of energy/ theft of electricity/ tampering of meter/seals etc. The report shall clearly indicate whether conclusive evidence, substantiating the fact that energy was being dishonestly abstracted, was found or not. The details of such evidence should be recorded in the report and it should be clearly brought out whether the case is being framed for theft of Electricity, tampering of meter, tampering of seals, etc. and how the alleged act was facilitating the theft of energy.
5. No case for dishonest abstraction or theft of electricity shall be framed only on account of seal(s) on the meter and / or meter cubicle is missing or tampered or fake or breakage of glass window or existence of hole in meter, loose glass, cut in the incoming PVC Cable or any act, where the evidence is not available at site etc. and are referred to as “**suspected theft cases**” unless corroborated by consumption pattern of consumer, valid tamper information and such other evidence which may substantiate that theft of energy was being actually committed. This analysis shall be done by the concerned assessing officer as per due procedure specified therein in clause-12 (B).
6. The authorized AFM and JEs and other raiding parties of operation wing shall have to undertake the inspection of the premises on the basis of some reliable source of information regarding dishonest abstraction of electricity by the consumer, any information relating to tampering of meter or any conclusion drawn from consumption or load survey data of the consumer. The applicable basis for the checking shall be recorded in the checking book to be maintained by concerned authorized inspecting officer.
7. The concerned JEs/AFMs shall obtain prior written permission from the concerned SDO ‘OP’ before raiding and inspecting any suspected premises.
8. The inspecting/raiding party shall compulsory fill up the checking report indicating Account No. site conditions, connected load, members of raiding party etc. For the purpose, the concerned SDO ‘OP’ shall issue the LL-1 forms to the authorized AFM/JEs. The copy of letters issued by SE ‘OP’ for authorization of AFMs for checking shall be kept in the case file of the theft case for the purpose of trial in the Court/Police.
9. The inspecting officers/officials shall take along themselves the digital camera /video or any other recording device preferably having the facility

with date and time stamp for recording the complete events during the checking of premises. While inspecting and checking the premises, the raiding party or the inspecting team shall record the whole event after reaching the premises and up to leaving the premises through video camera/digital camera. The Authorized Inspecting Officer shall keep one CD with him and hand over one CD to Assessing Officer.

10. The evidence of dishonest abstraction or artificial means should be photographed and seized and taken into custody and memorandum of seizure should be prepared at the spot.

The ways for seizure of property to be followed is mentioned as below:-

- a. The seized property should be packed in a cloth parcel and checking officer should affix impression of his named seal. The same parcel should be signed by the checking officer and its team members including the consumer present at the time of such inspection. The seal should be retained by the checking officer and be handed over to the Store Keeper / JE concerned.
  - b. The video recording if, any done at the site of inspection should be copied into CD and packed in cloth as per procedure mentioned in Sr. No. 1.
  - c. In case of meters, the Lab in-charge of M&P should open the parcel by breaking minimum seals affixed on the parcel. After checking the meter should be sealed in the same parcel by affixing his seal impression over the sealing wax. The in-charge should give a note in his report regarding breaking and affixing of seal.
  - d. The meter so packed be checked and tested at M&P Lab as per Nigam instructions without any delay.
  - e. AIO of the inspection team concerned should ascertain as to who is the actual user of electricity in case of power theft as mentioned in LL-I before sending it to Police Station on concerned for lodging of FIR.
11. The signature of the consumer or his representative and other persons on the site, if available, should be taken on the checking report and memorandum of seizure should be prepared at the spot. In case of refusal by consumer, it should be recorded in the checking report and the same should be **pasted at a conspicuous place in/outside the premises** and a photograph be taken. Further, the copies of checking report and memorandum of seizure be sent through registered post to the consumer.
  12. The functioning of the inspecting team shall be regulated as under: -
    - (A) In case of Theft (Where the evidence of theft or tampering of meter or any other act leading to pilferage of energy is available at site): -
      - a) On complete checking, the AIO shall immediately submit all papers, checking report, memorandum of seizure and other relevant details to the concerned assessing officer for issuing the order of assessment by the licensee indicating the amount assessed (loss suffered) by the licensee for the theft of electricity.
      - b) Within 2 working days of the checking of premises, the authorized assessing officer of the Nigam as per clause-(II)(13), shall issue the order intimating assessment by the licensee to the consumer as per the provisions of clause-III under proper receipt (Annexure-I). In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy must be pasted at a conspicuous place in/outside the premises in

the presence of two witnesses. Simultaneously, the order shall be sent to the consumer under registered post.

- c) **Disconnection:** - Whenever a case of theft of electricity by a consumer is detected at the time of inspection by invoking provisions contained in Section-135 (IA), the service of the consumer shall be disconnected forthwith by the designated officer concerned and entry in this regard shall be made in Inspection report served to the consumer. For the purpose of disconnection, following officers of the Nigam are authorized as per provisions of Electricity (Amendment) Act-2007, pending notification of the same by HERC under Electricity (Amendment), Act, 2007.

Type of connection	Officers / officials authorized for disconnection of consumer service
1	2
Domestic	AGM/SDO 'OP'
Non-Domestic	-do-
Agriculture	-do-
L.T. Industrial Supply	-do-
H.T. Industrial Supply / Bulk Supply /Public Lighting and rest of the Categories	DGM/Xen 'OP'

Note: - The officer in higher rank shall also be authorized for the disconnection.

- (d) **Reconnection:** - The supply of the consumer shall be restored by the licensee or supplier, as the case may be within 48 hours of the deposit of 100% amount of assessed amount. In case of default, the consumer is liable to pay the interest at the prevailing Reserve Bank of India prime lending rate for the period of default. The above reconnection shall be without prejudice to the obligation to lodge the complaint to the Police & Court i.e. for all the cases of theft of electricity under section-135; the complaint is to be filed either in police station having jurisdiction over the area or in the special court notified by the Govt. of Haryana vide notification dated 22<sup>th</sup> September, 2010 wherein the Courts of Senior-Most Additional District & Session Judge, Additional District & Session Judge-II & Additional District & Session Judge-III at each District Head Quarters in the State of Haryana, have been designated as Special Courts under Section-153 of the Electricity Act-2003 for the offence under Section-135 to 139 of the Electricity Act-2003.

(e) **Lodging of Complaint: (SI 7/2013):**

- SDO 'Operation' shall ensure to provide copy of assessment to respective SHO I&P police station within 12 hours of detection of theft and local field staff i.e. JE, FM, AFM, LM, ALM accompanying during checking with Vigilance Team shall be responsible for providing copy of LL1 and copy of assessment to the respective SHO I&P Police Station within 12 hours for lodging Complaint/DDR, in case if he fails to provide the same in time disciplinary action shall be initiated against him.
- In case of checking's done by Operation staff, concerned SDO 'Operation' shall be responsible for providing copy of LL1 and copy of Assessment to the respective SHO I&P Police Station within 12 hours for lodging/DDR, in

case if he fails to provide the same, disciplinary action shall be initiated against him.

- iii) SHO I&P Police Station shall insure that compliant DDR must be lodged within 24 hours of theft Detection as per Indian Electricity Act 2003 in co-ordinate with concerned SDO 'Operation'.
- iv) SHO I&P Police Station shall ensure that either realization of assessed amount or FIR registration shall be done within 48 hours.

The provisions of Electricity (Amendment) Act-2007 are reproduced here under: -

*"151A. For the purpose of investigation or an offence punishable under this Act, the police officer shall have all the powers as provided in Chapter-XII of the Code of Criminal procedure, 1973".*

*"151B. Notwithstanding anything contained in the Code of Criminal Procedure, 1973, an offence punishable under Sections 135 to 140 or Section-150 shall be cognizable and non-bailable".*

*"151. Provided that the Court may also take cognizance of an offence punishable under this Act upon a report of a police officer filed under Section-173 of the Code of Criminal Procedure, 1973:*

*Provided further that a special court constituted in the Section-153 shall be competent to take cognizance of an offence without accused committed to it for trial."*

Further, in view of the above provisions, the authorized officer may also file the complaint to the special court in case the Police does not lodge the FIR. (SI 6/2009) Format of filing complaint to court is at Annexure-V.

It is mandatory to lodge complaint in the nearby Police station within 24 hours after disconnection of connection on detection of theft of energy.

In case the consumer comes forward for depositing the compounding offence amount, the necessary compounding amount shall be got deposited and written communication shall be sent to SHO (as per format attached as Annexure-VIII) for not instituting any proceeding against the consumer in criminal court as per provision of Section 152(2&3) of EA, 2003. (SC 54/2007).

- (f) Provided that the service of a person who is not a consumer of the Nigam shall not be restored and the payment of amount of assessment made by him shall not entitle such person to be a consumer of Nigam on such payment.

- (B) In the case of suspected theft (broken/tampered/ fake seals of meter and / or metering cubicle / cut in incoming PVC Cable or any other instance where evidence is not available at site)

- (a) In the cases of suspected theft, the inspection team shall not disconnect the supply and shall restore the supply through a new meter of appropriate rating after sealing the original metering equipments at site by Johnson's paper seals,. After inspection, the authorized inspecting officer shall prepare a checking report giving details such as connected load / MDI, conditions of seals, working of meter and mention other irregularities noticed during checking. If needed, AIO shall remove the meter and put it in a properly sealed cardboard box in presence of consumer or his representative which shall be duly signed by checking team and consumer. Seizure memo would also be prepared. The AIO shall record the particulars

of the same in the report before sealing and taking the meter /seals/ metering equipments for testing in M&T lab as per clause (d) or any other agency. The report must be signed by each member of the joint team.

- (b) The consumer shall be served within 2 working days a notice (**Annexure-II**) signed by senior most officer of the inspecting team at the site as to why the case of theft of electricity should not be framed against him/her. The notice should clearly state the time, date and place at which the reply has to be submitted and the name of the designated officer to whom it should be addressed. The notice must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of each must be pasted at a conspicuous place in/outside the premises. Simultaneously, the joint report and the notice shall be sent to the consumer under Registered Post. The designated officer for the above purpose shall be SE 'OP' for the CT/PT meters and XEN 'OP' for Whole Current Meter.

The consumer is at liberty to represent to the designated officer within 3 days from the date of receipt of notice.

- (c) Within 4 working days from the date of submission of consumers' reply, if made within prescribed period, the designated officer shall give a personal hearing to the consumer, if request in this regard has been received from consumer. After due consideration of the matter, the designated officer shall pass a detailed order within 15 days from the date of personal hearing or receipt of reply, as the case may be (**Annexure-III**) as to whether the case of suspected theft of Electricity is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and during personal hearing and reasons for acceptance or rejections of the same and the amount of assessment, period of assessment as per clause-III.
- (d) **Testing of meter / seals /metering** equipment: - In cases of suspected Theft of Electricity through tampering of meters or metering equipments or seals, the meter / metering equipments shall be taken out from the premises in a sealed box duly witnessed by the consumer, for requisite testing in the M&T laboratories. The designated officer shall issue a letter to the consumer at least one week in advance, informing him about the date of meter testing, and requesting him to attend the same. If the consumer is not present during the testing on the scheduled date, the testing shall be carried out in the presence of the two officers of the Nigam not connected with the inspection
- (e) Further, in case of suspected theft of electricity, if consumption pattern for last one year is reasonably uniform and is not less than 75% of the assessed consumption as per clause-III, no further proceedings shall be taken and the decision shall be communicated to the consumer under proper receipt within 3 working days and connection shall be restored through original meter.
- (f) Where it is established that there is a case of theft of Electricity, then the procedure as prescribed under Clause-(II)(12)(A)(c to g) shall be followed.

- 13. Assessing Officer:** -The following officers are authorized for making assessment for the cases of theft of electricity as per Haryana Govt. Gazette Notification No. 1/12/2003-1 Power dated 9<sup>th</sup> December 2003: (**SI 24/2010**):

Type of connection	Officers authorized to make assessment.
1	2

Domestic	Concerned SDO (OP)
Non-Domestic	Concerned SDO (OP)
Agriculture	Concerned SDO (OP)
L.T. Industrial Supply	Concerned SDO (OP)
H.T. Industrial Supply and all other categories having connected load above 50 KW	Concerned XEN 'Operations'

**Note:-** The officer in higher rank shall also be authorized for making the assessment.

**(III) Assessment for Theft of Electricity: -**

If on an inspection of any place or premises or after inspection of the equipments, gadgets, machines, devices found connected or used, or after inspection of records maintained by any person, the assessing officer comes to the conclusion that such person is indulging in theft of electricity, he shall assess the electricity charges payable by such consumer or occupier of the premises.

- (a) **Period of Assessment:** - The period of assessment shall be taken as a period of 12 months immediately preceding the date of inspection or from the date of release of connection or date of last checking by M&P wing whichever is less or entire period of theft, if it is determined.
- (b) **Computation of Assessed amount:** -The assessment of quantity in units for the theft of electricity made under clause – (III) (d)) and for the period under clause – (III) (a) shall be charged at a rate equal to two times tariff applicable for the relevant category of consumers, after deducting the consumption recorded by the meter during such period of assessment.
- (c) If a person is found indulging in all or more than one act of theft of electricity, the assessment in respect of each such act shall be separately made for every such theft of electricity.
- (d) **Method for assessment of quantity in units for theft of electricity:** -Quantity of units consumed per month (except AP supply) shall be worked out as under: -

**For LT Supply: - KW x LF x H x D**

**For HT Supply: - MD x LF x H x D**

Where,

KW	Connected load actually found at the time of inspection/checking in Kilowatts or the Sanctioned Load or maximum load recorded during last 12 months, whichever is higher.  [In case the load survey confirms the abnormal increase in the MDI due to magnetic field then the abnormal demand recorded under the influence of magnet may not be considered. However, maximum capacity of individual transformer may be considered]
LF	Load factor
H	Number of working hours per day.
D	Number of days per month.
MD	Maximum demand in KW. For this purpose the highest of the following shall be taken as maximum demand. (a) Sanctioned Contracted demand of the consumer (b) The highest maximum demand recorded during preceding 12 months of inspection.

**Note: - Load / Demand in KVA be converted into KW by multiplying with the standard power factor (0.9)**

**Load factor, Nos. of hours and No. of days to compute the quantity of units as mentioned above shall be taken as mentioned below:-**

Category of consumers	Load factor	Feeder wise No. of working hours per day	No. of days/ per month	
1	2	3	4	
Domestic supply	25%	8	16	30
Non-Domestic supply				
For General	80%	8	12	25
For Restaurants, hotels and petrol pumps, Cinemas,	80%	10	16	30
For Nursing Home and Hospitals with indoor nursing facilities, shopping malls.	80%	14	20	30
L.T. Industrial supply				
Having load up to 20 KW	80%	8	16	25
Having load above 20 KW	80%	8	20	25
Bulk supply (On LT)	50%	12	20	30
Bulk Supply (On HT)	80%	12	20	30
Public Lighting	100%	10	10	30
HT Industrial Supply				
Continuous Process Industry				
General Industry	80%	8	20	30
	80%	8	12	25

- (i) In case of Ice factory, Ice candy, Cold Storage and Plastic Industry with load up to 20 KW, number of working hours per day on Urban Feeder shall be taken as 20 hrs.
- (ii) Rural feeder for the purposes of above shall be considered as a feeder where supply is given on restricted basis for meeting demand for agriculture in rural area.

**Assessment in case of AP consumers: -**

For unauthorized extension of load by un-metered consumer : (SC 10/2010):

- The unauthorized extension of load by un-metered AP consumers shall continue to be treated as theft of electricity. However, the assessment @ Rs.2000/- BHP & compounding @ Rs. 2000/- BHP (both) shall be charged for unauthorized extended load only.
- For the purpose of unauthorized extension of load by Agriculture consumers, a cushion of 20% over and above the sanctioned load shall be allowed for which no penalty shall be levied, as such small incremental recording of additional load is due to poor voltage profile, rewound motors and human errors during checking. For such cases, the concerned officer shall issue the notice of removing such deficiencies in the consumer's installations. However, in case load exceeds cushion limit then penalty be charged on load exceeding sanctioned load.



- c) All disputed cases as on date will be dealt accordingly as per above instructions. Where consumer has already deposited the assessed and compounding amount in full and cases are settled, such cases shall not be re-opened for any refund etc

**For theft of energy by metered consumers:**

For AP metered consumers the assessment shall be done at the rate of Rs 2000 per BHP after deducting the amount already billed for the period of assessment as the existing tariff of AP is highly subsidized.

**(IV) Amount of assessment recoverable as arrear of electricity Consumption Charges:** The amount due from the person as a result of the proceedings under these clauses shall be deemed to be arrears of electricity consumption charges, which shall be recoverable along with interest at the prevailing Reserve Bank of India prime lending rate for the period of default under Haryana Govt. Electricity Undertaking (Dues recovery) Act-1970.

**(V) Levy of Assessment Charges:** - Levy of compensation charges under these clauses shall be without prejudice to the Nigam's right to take any other action provided in these clauses or in the Electricity Act-2003 or any other law governing the supply of electricity to the consumers.

**(VI) Compounding of Offence:** - Along with the order of assessment the consumer shall also be given the offer for compounding of offence as per the provisions of Section-152 of the EA-2003 to absolve him from the criminal liabilities as per the format attached as Annexure-VI. The concerned SDO 'Operation' is authorized as per Haryana Govt. Gazette Notification No. 1/12/2003-1 Power dated 9<sup>th</sup> December 2003 for accepting the amount of compounding as per the following rates for various categories given in Section-152 of EA-2003.

Name of Service	Rate at which the sum of money for compounding to be collected per Kilowatt (KW)/Horse Power (HP) or part thereof for Low Tension (LT) supply and per Kilo Volt Ampere (KVA) of contracted demand for High Tension (HT)
1. Industrial Service	20,000 per KVA of contract demand
2. Commercial Service	10,000 per KW
3. Agricultural Service	2000 per BHP
4. Other Services	4000 per KW

The amount of compounding received from the consumers shall be kept in separate account, which shall be passed on to the State Govt. However, the compounding of offence is allowed only once for the offence of theft of electricity.

The acceptance of offer of compounding by the consumer who is ready to compound offence of theft of energy shall be taken in the format attached as Annexure-VII.

**(Order of assessment by licensee for offence of theft Under Section-135 of Electricity Act 2003.)**

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

From

\_\_\_\_\_ (Designation and address of assessing officer)

\_\_\_\_\_

\_\_\_\_\_

To

Sh. \_\_\_\_\_ (Name and complete address of consumer / person)

\_\_\_\_\_

\_\_\_\_\_

**Memo No:**

**Dated:**

**Subject: - Order of assessment by licensee for offence of theft Under Section-135 of Electricity Act 2003.**

**Dear Sir / madam,**

Your premise was inspected by the authorized inspecting officer (s) of DHBVNL along with the checking party on dated \_\_\_\_\_ at \_\_\_\_\_ (AM/PM). The details of the checking party and consumer premises are given as under: -

**(Details of the checking Party)**

Sr. No.	Name of officer / officials	Designation
1		
2		
3		

**(Details of the consumer Premises)**

Sr. No.	Description	Particulars
1	Consumer account No.	
2	Name of the consumer / person	
3	Address of the consumer	
4	Sub-division / division / circle	
5	Category of connection	
6	Sanctioned load and contract demand	
7	Meter type, make and meter serial no.	
8	Any other details	
9	Actual Load found at Site (KW) along with details & modus operandi of theft of energy.	

During above inspection, the following act(s) of Theft / dishonest use of electricity was noticed: -

\_\_\_\_\_

\_\_\_\_\_

The memorandum of inspection and seizure was duly handed over to you/ Sh.\_\_\_\_\_being present at the time of such inspection.

Or

The memorandum of inspection and seizure was pasted on your premises in presence of Sh.\_\_\_\_\_ and Sh\_\_\_\_\_being present at the time of such inspection and sent vide registered post.

The above facts indicate that you have been indulging in theft of electricity under section-135 of the Electricity Act-2003. Accordingly, for the act of theft of electricity, you have caused loss to the Nigam, the details of assessed amount are given here under: -

Sr. No.	Description of charges	Amount (in Rs)
1	Assessment by licensee for Theft of Electricity	
2	Any other relevant applicable charges relating to schedule of charges	
3	Total amount payable	

You are informed that: -

- You may accept the assessment and deposit the 100% assessed amount with the Nigam for availing the restoration of supply. The supply shall be restored within 48 hours of the deposit of the complete amount.
- In case of default, you are liable to pay the interest at the prevailing Reserve Bank of India prime lending rate for the period of default.
- It is further informed that for the offence of theft of Electricity, a written complaint has been filed by the authorized officer of DHBVN to police / appropriate court for taking cognizance of offence of theft of electricity.

Stamp & Signatures  
of Assessing Officer.

Copy forwarded to:

- The Director (V&S), HVPN, Panchkula with reference to the site checking Report No. \_\_\_\_\_ dated \_\_\_\_\_
- The Superintending Engineer (OP) Circle, DHBVN \_\_\_\_\_.
- The Executive Engineer (OP) Division, DHBVN, \_\_\_\_\_.

**Annexure -II**

**(Notice for offence of theft Under Section-135 of Electricity Act 2003.)**

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

From

\_\_\_\_\_ (Designation and address of Inspecting officer)

\_\_\_\_\_

To

Sh. \_\_\_\_\_ (Name and address of consumer / person)

\_\_\_\_\_

\_\_\_\_\_

(Complete address)

**Memo No:****Dated:**

Subject: -Notice for suspected theft.

**Dear Sir / Madam,**

Your premises was inspected by the authorized inspecting officer (s) of DHBVNL along with the checking party on dated \_\_\_\_\_ at \_\_\_\_\_ (AM/PM). The details of checking party and consumer premises are given as under -

**(Details of the checking Party)**

Sr. No.	Name of officer / officials	Designation
1		
2		
3		

**(Details of the consumer Premises)**

Sr. No.	Description	Particulars
1	Consumer account No.	
2	Name of the consumer / person	
3	Address of the consumer	
4	Sub-division / division / circle	
5	Category of connection	
6	Sanctioned load and contract demand	
7	Meter type, make and meter serial no.	
8	Any other details	
9	Actual Load found at Site (KW) along with details & modus operandi.	

DHBVNL authorized officers inspected your premises, when the following salient observations were made:-

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The above prima-facie indicates the offence theft of electricity. You are liable for action as per the provisions the Electricity Act-2003;

You are therefore, hereby called upon to show cause along with the details of your past paid bills for 12 months and also explain as to why a case for theft of electricity

should not be booked against you. As such you may file your response to \_\_\_\_\_ [Name of designated officer] by [dated] \_\_\_\_\_ before the close of office hours. Further you are also given chance to represent your case in person to \_\_\_\_\_ [Name of designated officer], if you wish to avail chance of personal hearing, you may do so on dated \_\_\_\_\_ at \_\_\_\_\_ AM/PM along with the relevant records / documents of this service connection.

Please note that in case you fail to avail the aforesaid opportunity, it shall be construed that you have nothing to say in your defence and further action shall be taken accordingly in terms of provisions of rules and applicable procedure.

Stamp & Signatures  
Of authorized Officer.

Copy forwarded to:

1. The Director (V&S), HVPN, Panchkula with reference to the site checking Report No. \_\_\_\_\_ dated \_\_\_\_\_
2. The Superintending Engineer (OP) Circle, DHBVN \_\_\_\_\_.
3. The Executive Engineer (OP) Division, DHBVN, \_\_\_\_\_.

### **Annexure -III**

(Final order of assessment by licensee for offence of theft of electricity under Section-135 of Electricity Act-2003.)

### **DAKSHIN HARYANA BIJLI VITRAN NIGAM**

From

\_\_\_\_\_ (Designation and address of assessing officer)  
\_\_\_\_\_  
\_\_\_\_\_

To

Sh. \_\_\_\_\_ (Name and address of consumer / person)  
\_\_\_\_\_  
\_\_\_\_\_

(Complete address)

**Memo No:**

**Dated:**

Subject: - Final Order of assessment by licensee for offence of theft Under Section 135 of Electricity Act 2003.

**Dear Sir /Madam,**

This has reference to the inspection carried out by the authorized inspecting officer of the Nigam on dated \_\_\_\_\_ for the offence of theft of Electricity, and the notice of suspected theft was issued vide letter bearing memo no. \_\_\_\_\_ dated \_\_\_\_\_.

The facts in your representation dated \_\_\_\_\_ in reference to notice of suspected theft and during personal hearing attended by Sh \_\_\_\_\_ on dated \_\_\_\_\_ has been considered as under: -

Sr. No.	Submission of consumer	DHBVNL reply
1		
2		
3		

Or

Neither written reply has been received nor you have appeared before for personal hearing

In consideration of the above and if applicable, [the checking of metering equipment(s) in the M&T lab on dated \_\_\_\_\_ in the presence of \_\_\_\_\_ and \_\_\_\_\_ and consumer or his representatives \_\_\_\_\_ (if present)], it is concluded as under: -

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- i. No case for theft of electricity is made after the investigation, OR
- ii. The above facts indicate that you have been indulging in theft of electricity under section-135 of the Electricity Act-2003. Accordingly, for the act of theft of Electricity, the details of assessment made are given as under: -

Sr. No.	Description of charges	Amount (in Rs)
1	Assessment for Theft of Electricity	
2	Any other relevant applicable charges relating to schedule of charges	
3	Total amount payable	

You are informed that: -

1. In case you want restoration of supply, you will have to deposit the 100% assessed amount with the Nigam for availing the restoration of supply. The supply shall be restored within 48 hours of the deposit of the complete amount.
2. In case of default, you are liable to pay the interest at the prevailing Reserve Bank of India prime lending rate for the period of default.
3. It is further informed that for the offence of theft of Electricity, a written complaint has been filed by the authorized officer of DHBVNL to police / appropriate court for taking cognizance of offence of theft of electricity.

Stamp & Signatures  
Of Assessing Officer.

Copy forwarded to:

1. The Director (V&S), HVPN, Panchkula with reference to the site checking Report No. \_\_\_\_\_ dated \_\_\_\_\_
2. The Superintending Engineer (OP) Circle, DHBVN \_\_\_\_\_.
3. The Executive Engineer (OP) Division, DHBVN, \_\_\_\_\_.

**Annexure –IV**

**(Lodging of complaint against the person for offence of theft of Electricity under Section-135 of Electricity Act 2003, Electricity (Amendment) Act, 2003 and Electricity (Amendment) Act, 2007).**

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

From

Sub Divisional Officer,  
Operation Sub Division,  
DHBVNL, \_\_\_\_\_

To

The Station House Officer  
Police Station \_\_\_\_\_

**Memo No:****Dated:****Subject: - Lodging of complaint against \_\_\_\_\_****Dear Sir /Madam,**

The premises of Sh \_\_\_\_\_ was inspected by the authorized inspecting officer (s) of DHBVNL along with the checking party on dated \_\_\_\_\_ at \_\_\_\_\_ (AM/PM). The details of checking party and consumer premises are given as under -

**(Details of the checking Party)**

Sr. No.	Name of officer / officials	Designation
1		
2		
3		

**(Details of the consumer Premises)**

Sr. No.	Description	Particulars
1	Consumer account No.	
2	Name of the consumer / person	
3	Address of the consumer	
4	Sub-division / division / circle	
5	Category of connection	
6	Sanctioned load and contract demand	
7	Meter type, make and meter serial no.	
8	Any other details	

The inspection was done in the presence of \_\_\_\_\_  
(Occupant of the place / adult male member / owner of the place)

During above inspection, the following act(s) of Theft / dishonest use of electricity were noticed: -

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The memorandum of inspection and seizure was duly handed over to Sh. \_\_\_\_\_ being present at the time of such inspection.

Or

The memorandum of inspection and seizure was pasted on premises in presence of Sh.\_\_\_\_\_ and Sh.\_\_\_\_\_ being present at the time of such inspection and sent vide registered post.

The above facts indicate that Sh.\_\_\_\_\_ has been indulging in the offence of theft of electricity under section-135 of the Electricity Act-2003. Accordingly, on account of revenue loss to the Nigam for the act of theft of Electricity, the details of assessment made are given as under: -

Sr. No.	Description of charges	Amount (in Rs)
1	Energy Charges (SOP)	
2	Electricity Duty (ED)	
3	Municipal Tax	
4	Credit of amount already billed	
5	Any other relevant charges	
6	Total amount payable	

The above facts indicate that \_\_\_\_\_ (give name and complete address as above) had been indulging in above-mentioned offence/ offences causing loss of revenue to the Nigam amount to Rs.\_\_\_\_\_

Accordingly, you are requested to lodge a complaint Under Section –135 read with section-151 under Electricity Act, 2003 against the above said person under intimation to this office.

It is further intimated that the consumer has been convicted for the \_\_\_\_\_ time for the offence of the theft of electricity.

DA / Copy of memo of inspection  
Along with seizures, photos and CD  
Of video recorded

Sub-divisional officer  
Operation sub-division  
DHBVN\_\_\_\_\_.

Copy forwarded to:

1. Superintendent of Police\_\_\_\_\_
2. The Superintending Engineer (OP) Circle, DHBVN\_\_\_\_\_.
3. The Executive Engineer (OP) Division, DHBVN, \_\_\_\_\_.

**Annexure –V**

**IN THE COURT OF ADDL. DISTRICT & SESSION JUDGE, -----**

Complaint No.\_\_\_\_\_ of 2007

**IN THE MATTER OF**

DAKSHIN HARYANA BIJLI VITRAN NIGAM Limited, a Company incorporated under the Companies Act, 1956, having its registered office at Vidyut Sadan, Vidyut Nagar, Hisar through its Authorized Representative /Officer



.....Complainant

Vs.

Consumer Name \_\_\_\_\_

Address \_\_\_\_\_

A/C No. \_\_\_\_\_ (If a Registered Consumer)

D.O.I. \_\_\_\_\_

**AND IN THE MATTER OF:****Lodging of Complaint under Section-151 read with Section 135 of The Electricity Act, 2003 and Electricity (Amendment) Act, 2007****Most Respectfully Showeth:**

1. I \_\_\_\_\_ (Authorized Officer u/s 135 of the Electricity Act, 2003) Designation \_\_\_\_\_ posted at \_\_\_\_\_ of DHBVNL, receiving information through reliable sources /on receiving complaint that at the above mentioned address where electricity is dishonestly being consumed by the person who is not registered as consumer with DHBVNL /or with the consent or connivance of the consumer, on \_\_\_\_\_ time \_\_\_\_\_ place \_\_\_\_\_, a raiding party was constituted wherein

Sr. No.	Name of officer / officials	Designation
1		
2		
3		

were the members of the party

The details of the consumer Premises are given as under:-

**(Details of the consumer Premises)**

Sr. No.	Description	Particulars
1	Consumer account No.	
2	Name of the consumer / person	
3	Address of the consumer	
4	Sub-division / division / circle	
5	Category of connection	
6	Sanctioned load and contract demand	
7	Meter type, make and meter serial no.	
8	Any other details	
9	Actual Load found at Site (KW) along with details.	

The inspection was done in the presence of \_\_\_\_\_  
(Occupant of the place / adult male member / owner of the place)

During above inspection, the following act(s) of Theft / dishonest use of electricity was noticed: -

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The memorandum of inspection and seizure was duly handed over to Sh. \_\_\_\_\_ being present at the time of such inspection.

Or

The memorandum of inspection and seizure was pasted on premises in presence of Sh.\_\_\_\_\_ and Sh.\_\_\_\_\_ being present at the time of such inspection and sent vide registered post.

The above facts indicate that Sh.\_\_\_\_\_ has been indulging in the offence of theft of electricity under section-135 of the Electricity Act-2003. Accordingly, on account of revenue loss to the Nigam for the act of theft of Electricity, the details of assessment made are given as under: -

Sr. No.	Description of charges	Amount (in Rs)
1	<b>Assessment for Theft of Electricity</b>	
2	<b>Any other relevant applicable charges relating to schedule of charges</b>	
3	<b>Total amount payable</b>	

The above facts indicate that \_\_\_\_\_ (give name and complete address as above) had been indulging in above-mentioned offence/ offences causing loss of revenue to the Nigam amount to Rs.\_\_\_\_\_

Therefore, as electricity is found to have been dishonestly consumed at the address state above, it is the person \_\_\_\_\_ who is /is not registered as consumer, is liable for the offence of theft of electricity by reason of Section 135 of the Electricity Act, 2003. After the raid was conducted, the raiding party had disconnected the supply from the mains and removed the wire/tampered meter and has taken the same into possession in presence of the witnesses and a separate seizure memo has been prepared to this effect on the spot itself. Again, photographs showing disconnected wire from the service mains or removed tampered meter are also taken. The said offence has been committed with the consent or connivance of, or is attributable to any neglect on part of the consumer and thus making himself/themselves liable for the offence. The present complaint is being lodged as I am satisfied about the proprietary of the offence and I am acting for and on behalf on DHBVNL and I have been authorized by DHBVNL to lodge the complaint in respect of the unlawful extraction of electrical energy and this complaint is instituted at the instance of DHBVNL and no separate sanction or consent of DHBVNL is required to lodge this complaint.

It is further intimated that the consumer has been convicted for the \_\_\_\_\_ time for the offence of the theft of electricity.

Prayer:

- B. It is therefore most respectfully prayed that this Hon'ble Court in the facts and circumstances of the case may be pleased to take cognizance of the offence of theft of electricity under Section 135, Section 138 and other provision of the Electricity Act, 2003 and appropriate summon/process may be issued against the Respondent/Accused and may be tried for the aforesaid offences.
- C. Further, appropriate direction may be issued for award of the damages to the Complaint Company as a result of the said offences.
- D. Such other or further orders, directions as this Hon'ble Court may deem fit may also be passed.

(Complainant)

Through

(Advocates of the Complainant)

Place \_\_\_\_\_

Date:

Address:

**Annexure -VI**

**(Notice to consumer by licensee for compounding the offence of theft of electricity Under Section-135 and Section-152 of Electricity Act 2003.)**

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

From

\_\_\_\_\_ (Designation and address of assessing officer)

\_\_\_\_\_  
\_\_\_\_\_

To

Sh. \_\_\_\_\_ (Name and complete address of consumer / person)

\_\_\_\_\_  
\_\_\_\_\_

**Memo No:**

**Dated:**

Subject: - Notice to consumer by licensee for compounding the offence of theft of electricity Under Section-135 and Section-152 of Electricity Act 2003.

**Dear Sir / madam,**

This is with reference to this office order of assessment issued vide this office Memo No. \_\_\_\_\_ dated \_\_\_\_\_, vide which the order of assessment by the licensee has been issued. In this connection, it is intimated that a complaint has been lodged in the Police/Special Court/Nigam is contemplating lodging of complaint for taking cognizance of the offence as per the provisions of EA-2003. In case you want to compound the matter to absolve yourself from criminal liabilities, you are required to approach before \_\_\_\_\_ [Name and designation of compounding officer]. The details of amount of compounding are given as under: -

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Stamp & Signatures  
Of Assessing Officer.

Copy forwarded to:

1. The Director (V&S), HVPN, Panchkula with reference to the site checking Report No. \_\_\_\_\_ dated \_\_\_\_\_
2. The Superintending Engineer (OP) Circle, DHBVN \_\_\_\_\_.
3. The Executive Engineer (OP) Division, DHBVN, \_\_\_\_\_.

**Annexure -VII**

**(Format of consent for compounding the offence of theft of electricity Under Section-135 and Section-152 of Electricity Act 2003 by the consumer.)**

From

\_\_\_\_\_ (Name and address of person/consumer)

\_\_\_\_\_  
\_\_\_\_\_

To

Sh. \_\_\_\_\_ (Designation & address of assessing officer)

---

---

**Memo No:****Dated:**

Subject: - Consent for compounding the offence of theft of electricity under Section-135 & 152 of EA-2003.

**Dear Sir / madam,**

I am in receipt of offer bearing Memo No. \_\_\_\_\_ dated \_\_\_\_\_ and I hereby convey my acceptance to the same. I further state that I am compounding the offence voluntarily and without any duress or coercion from Nigam authorities.

Place: - \_\_\_\_\_ (Name of the Consumer)

Dated: - \_\_\_\_\_ Signature of the consumer

( \_\_\_\_\_ )  
Counter signed by the  
Compounding officer of the  
Nigam.

**Annexure-VIII****DAKSHIN HARYANA BIJLI VITRAN NIGAM**

From

Sub Divisional Officer,  
Operation Sub Division,  
DHBVNL, \_\_\_\_\_

To

The Station House Officer  
Police Station \_\_\_\_\_

**Memo No:****Dated:****Subject: - Withdrawal of complaint against \_\_\_\_\_****Dear Sir /Madam,**

Reference: This office complaint lodged vide memo No. ....dated.....

It is intimated that Sh..... has deposited the compounding fees for the offence for theft of energy as per provision under Section – 152 of EA 2003.

As per provisions of Section 152 (2 and 3) - upon payment of the sum of money in accordance with Section 152(1), no proceedings of theft of electricity shall be instituted against such consumer/person and it shall be deemed to be an acquittal within the meaning of Section 300 of Cr PC 1973.

In view of the above it is requested that FIR may not be lodged and no proceedings related to theft of electricity be continued against the above person in any Criminal Court.

Sub Divisional Officer,  
Operation Sub Division,  
DHBVN, \_\_\_\_\_

Copy forwarded to:

1. Superintendent of Police \_\_\_\_\_
2. The Superintending Engineer (OP) Circle, DHBVN \_\_\_\_\_.
3. The Executive Engineer (OP) Division, DHBVN, \_\_\_\_\_.

\*\*\*\*\*

## INSTRUCTION NO. 8.2

### **Instruction for dealing with the cases of unauthorized use of Electricity: (SC 43/2005):**

These instructions are to be complied with in letter and spirit to curb the consumers who indulge in illegal means to get access to the Nigam services resulting into financial losses to the Nigam. Constant vigil is needed by the officers and officials assigned with such duties to control the above losses.

#### **(I) Unauthorized use of Electricity:**

A consumer shall be dealt under Section-126 and 127 of IEA-2003 (36 of 2003) as amended by Electricity Act.2003 (57 of 2003) for unauthorized use of electricity for adopting means and usages of electricity for the purpose, not authorized by the Nigam/Licensee. The following acts and other similar acts shall constitute unauthorized use of electricity: -

- (a) Where energy is being consumed by manipulating;
  - I. The phase and neutral wire of electric supply line.  
OR
  - II. By disconnecting the incoming/outgoing side neutral wire of energy meter  
OR
  - III. By tilting the energy meter/MCB  
OR
  - IV. By loosening the glass of energy meter and means of dishonest abstraction of energy does not exist at site.  
OR
  - V. By external use of magnet, high voltage, high frequency devices or some other method and means of dishonest abstraction of energy does not exist at site. And it is evident further from reading, recording parameters and other available evidences such as in case of special feature meter to record the tamper by the magnet and the tamper information in the load survey data regarding influence by the magnet/high frequency device recorded in the meter.  
OR
  - VI. By tampering/breaking the push fit type MCB/terminal plate seal (provided authentic record of Meter sealing is not available).
- (b) In such a manner which prevent the proper recording of energy consumption. Where without the permission of the Nigam the consumer uses energy for a different category of tariff than that of the category of tariff under which the connection was originally obtained & granted.
- (c) Where the consumer unauthorizedly extends his connected load to more than sanctioned load within the same premises, except HT industrial consumer. In

the case of HT industrial consumer the unauthorized extension of the load means the extension of contract demand by more than 5%,

OR

Where an agriculture consumer whether billed on metered supply or flat rate unauthorizedly installs higher capacity motor in the same bore.

OR

Where a metered agriculture consumer through his energy meter connects and installs motor on another bore in addition to existing bore motor;

- (d) Where without the permission of the Nigam, the consumer extends the Nigam's supply to any premises other than the authorized premises.

OR

Where the consumer resells or otherwise supplies energy from his source to any other person without the permission of the Nigam or without the authority of law. Provided that the collection of energy charges by the owners of premises from their tenants shall not be a case of unauthorized use of electricity within the same restricted premises for which the connection was availed.

OR

Where the consumer resells or otherwise supplies energy from his source to a disconnected person of the Nigam, the case should be dealt as unauthorized resale of electricity;

- (e) Where an agriculture consumer through his supply point un-authorizedly connects and shifts his tubewell motor from his sanctioned bore to another bore within the same authorized field it is unauthorized use; however if shifting is made outside his authorized field then it is a case of theft of energy.
- (f) Where the consumer does not comply with orders imposing restriction on use of energy during peak load hours, or power regulatory periods.

However, the above list is not exhaustive and is illustrative only and shall cover all acts of unauthorized use of electricity mentioned in Section-126 & 127 of Electricity Act.2003.

**Note:**

- a) Meter means, all type of electromechanical and electronic energy meters installed by the Nigam.
- b) It is clarified that consuming of energy through a meter not recording correct consumption and reasons of such incorrectness not attributed to the consumer' shall not constitute unauthorized use of supply under these regulations. For the cases of slowness of meters where there is no tempering with the meter/metering equipment, the account of the consumer should be overhauled on the basis of slowness under relevant instructions with normal applicable tariff. In case of HT industrial and Bulk Supply connections, the temper information data, load survey data obtained from advanced electronic meter along with facts such as access to the meter on CT/PT be considered.

**(II) Authorized Inspecting Officer (A.I.O.)**

The officers mentioned in the table given below are authorized for the various purpose specified therein:

Category of person	Officers authorized to enter the premises & inspect (A.I.O.) installation	Officers authorized to make provisional assessment. (A.O.)	Officers authorized to make final assessment. (A.O.)
1	2	3	4
Domestic Non-Domestic Agriculture L.T.Industrial Supply	1. J. E. (Field) 2. J.E. (Vigilance) M&P. 3. AFM authorized by concerned SE 'OP'.	1. S.D.O. (OP) (For the amount upto Rs One lac in each case)  2. XEN (OP) (For the amount exceeding Rs One lac in each case)	1. SDO (OP)      2. XEN/OP
H.T.Industrial Supply Bulk Supply Public Lighting and rest of the Categories	(i) Sub Divisional Officer (SDO) Operation (ii) Assistant Engineer Vigilance /Metering and Protection.		

- Note: - 1. Officers senior in rank and having jurisdiction in concerned area shall also have the powers mentioned in Column 2 above.
2. In case of Sub offices the power to make assessment and compounding of offence shall be exercised by in charge sub office.
3. It shall be personal responsibility of SE/OP, to authorize all AFMs who are assigned duty of checking.

#### **Additional guidelines:**

#### **1. For entering and inspecting the premises: (SC 34/2006):**

- a) The authorized AFM and JEs and other raiding parties of operation wing shall have to undertake the inspection of the premises on the basis of some reliable source of information regarding dishonest abstraction of electricity by the consumer, any information relating to tampering of meter or any conclusion drawn from consumption or load survey data of the consumer. The applicable basis for the checking shall be recorded in the checking book to be maintained by concerned authorized inspecting officer.
- b) The concerned JEs/AFMs shall obtain prior written permission from the concerned SDO (OP) before raiding and inspecting any suspected premises.
- c) The inspecting/raiding party shall compulsory fill up the checking report indicating the site conditions, connected load etc. For the purpose, the concerned SDO (OP) shall individually issue the LL-I form for each case to authorize AFM/JEs.
- d) The inspecting officers/officials should take along themselves the digital camera/video or any other recording device with preferably having the facility with date and time stamp for recording the complete events during the checking of premises. While inspecting and checking the premises, the raiding party or the inspecting team shall record the whole event after reaching the premises and up to leaving the premises through Video

camera/digital camera. The authorized Inspecting Officer shall keep one CD with him and hand over one CD to Assessing Officer.

- e) The evidence of dishonest abstraction or artificial means should be photographed and seized and taken in to custody and memorandum of seizure should be prepared.
- f) The signature of the consumers and other persons on the site, if available, should be taken on the checking report and memorandum of seizure. In case of refusal by consumer, the same should be pasted on his premises and a photo graph be taken. Further, the copies should also be sent through registered post also.

**2. Assessment of connected load and checking of connected load of Domestic Supply consumers for any unauthorized extension of load for the purpose of levy of penalty: (SC 30/2012):**

**(A) Assessment of connected load:**

Sr. No.	Item	Load (watts)
1	Light points	11 watt per light point (50% of light points to be taken rounded off to the next higher number)
2	Fan Points	60 watt per fan point (50% of fan points to be taken rounded off to the next higher number)
3	Air Conditioners	4. Up to two ACs, full load as per rating of the ACs to be taken. 5. For more than two ACs, 70% of the total rated load of all the ACs installed to be taken as connected load.
4	Geysers	i) Up to two Geysers, full load as per rating of the Geysers to be taken. ii) For more than two Geysers, 70% of the total rated load of all the Geysers installed to be taken as connection load
5	Wall socket (5 amp.)	200 watt per three socket points part thereof.
6	Wall socket (15A)	1000 watt per three sockets (excluding power sockets meant for ACs & Geysers) or part thereof subject to a minimum load of one KW.
7	Any other motive load like Central Air Conditioning Plant.	As per actual rating
8	Single phase welding Set	4 KW
9	Two Phase Welding Set	4.6 KW
10	Three Phase Welding Set	6 KW
11	In case capacity of Welding set is given in KVA than it shall be concerted in KW by applying for factor as 0.6 instead of 0.9.	
Total load		

**Note:- While computing the connected load, only the total load of ACs or Geysers as per above formula, whichever is higher, shall alone be considered.**



**(B) Checking of unauthorized extension of load at the consumer premises:**

- a) In cases where meters with MDI facility are not provided, the physical checking of the premises would be carried out by an officer not below the rank of SDO. A policy of pick and choose by the junior officers shall be strictly prohibited. If there is specific information or complaint, SDO himself will conduct checking in the presence of the consumer. In case the consumption of a consumer is not commensurate with the sanctioned load and is consistently and abnormally high in three consecutive billing cycles, then JE with prior approval of the SDO may conduct the checking.
- b) Where energy meter with MDI facility is available no physical checking of the load shall be carried out. In that case, the consumer bill shall mention the maximum demand recorded during the billing period. In cases where the maximum demand has exceeded the sanctioned load by more than 10%, then it should be mentioned on the bill in high – lighted printing. Where the maximum load exceeds by more than 10% of the sanctioned load for two successive billing cycles, the Licensee shall issue a notice to the consumer intimating that he has exceeded his sanctioned load and his load is being enhanced based on MDI meter readings. The consumer shall be given 30 days period to deposit the enhanced security deposit for such increase in sanctioned load, in accordance with Electricity Act, 2003. If the consumer fails to do so, the additional amount may be included in the next bill, indicating the reasons for such inclusion in the bill. The load of the consumer shall be considered as enhanced from the successive billing.
- c) It is clarified that in case of meters with MDI facility, there shall be no penalty if the load exceeds the sanctioned load and only the procedure under Para B(b) above shall be followed.
- d) Unauthorised extension of load wherever detected shall not be considered as a case of unauthorized use of electricity u/s 125 & 135 of the Electricity Act, 2003.

**(III) Assessment for unauthorized use of electricity:**

If on an inspection of any place or premises or after inspection of the equipments, gadgets, machines, devices found connected or used, or after inspection of records maintained by any person, the assessing officer comes to the conclusion that such person is indulging in unauthorized use of electricity. AIO will submit his checking report to Assessing Officer( A.O.) on the same day along with one CD, photos and seizure, if any. A O shall provisionally assess the electricity charges payable by such person or by any other person benefited by such use. Such assessment shall be made as under:-

**(a) Period of assessment: (SC 37/2007):**

If the assessing officer reaches to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the dated of inspection.

**(b) Method for assessment of quantity in units under clause (1) a**

For unauthorized use of electricity for supply on low voltage/high voltage.

Quantity of units consumed per month shall be worked out as under: -

For low voltage:  $KW \times LF \times H \times D$

For high voltage:  $CD \times LF \times H \times D$

Where,

KW	Connected load actually found at the time of inspection/checking in Kilowatts or the Sanctioned Load or <i>maximum load recorded during last 6 months</i> , whichever is higher. [In case the load survey confirms the abnormal increase in the MDI due to magnetic field then the abnormal demand recorded under the influence of magnet may not be considered. However, maximum capacity of individual transformer may also be considered].
LF	Load factor
H	Number of working hours per day.
D	Number of days per month.
CD	Sanctioned contract demand/contract demand recorded during last 6 months whichever is higher.

**Note:** Load / Demand in KVA be converted into KW by multiplying with the standard power factor 0.9.

Load factor, No. of hours and No. of days to compute the quantity of units as mentioned above shall be taken as mentioned below: **(SI 61/2006):**

Category of consumers	Load factor	No. of working hours per day		No of days/ per month
		*Rural feeder	Urban feeder	
1	2	3		4
<b>1. Domestic supply</b>	50%	8	16	30
<b>2. <u>Non-Domestic supply</u></b>				
a) General	50%	8	10	25
b) Restaurants, hotels and petrol pumps,	80%	10	16	30
c) Cinemas,	80%	6	10	30
d) Nursing Home and Hospitals with indoor nursing facilities, shopping malls.	80%	10	16	25
<b>3. <u>Industrial supply</u></b>				
a) L.T supply	80%	8	16	25
b) H.T. supply continuous process Industry	80%	8	20	25
c) H.T. General supply	80%	8	16	25
<b>4. Bulk supply LT/HT</b>	50%	10	16	30
<b>5. Public Lighting</b>	100%	10	10	30

- In case of Ice factory, Ice candy, Cold Storage and Plastic Industry with load upto 20 KW, numbers of working hours per day on Urban Feeder shall be taken as 20 hrs.

- Rural feeder for the purposes of above shall be considered as a feeder where supply is given on restricted basis for meeting demand for agriculture in rural area.

**(c) Computation of assessed amount:**

The assessment of quantity in units for the unauthorized use of electricity made under clause – (III-b) and for the period under sub-clause (III-a) shall be charged at a rate equal to two time the tariff applicable for the relevant category of persons, after deducting the consumption recorded by the meter during such period of assessment. However, no deduction of metered consumption would be made in the cases of unauthorized extension of supply and unauthorized resale of electricity.

- (d) For unauthorized use of supply under clause (I) b for a category different to the category of schedule of tariff for which the connection was obtained and granted, the charges shall be as under

1. All charges (including consumption security, FSCC, fixed charges and variable charges in case of AP consumers) recoverable at the time of release of connection under both the categories shall be worked out and the higher charges shall be considered as recoverable. The amount already paid by the consumer for release of connection shall be deducted from the recoverable charges and balance, if any, shall be charged at a rate equal to one & half times.
2. Tariff charges for unauthorized use shall be levied for the period of assessment under clause-III (a) above and shall be charged at a rate equal to two times. (SC 37/2007 & SC-22/2013).
3. In future, tariff charges (higher of both the categories) at a rate equal to two times of the charges shall also be charged till the regularization of connection in used category.

- (e) Assessment in case of unauthorized extension of sanctioned load within the same premises under clause (1) c.

Category of consumers	Amount chargeable
<b>Domestic supply</b> <b><u>(SC 30/2012)</u></b>	If on physical checking, the connected load is detected to be exceeding by more than 10% of the SL, a onetime penalty @Rs.100/- per KW shall be levied on excess load including 10%. The licensee shall issue a notice to the consumer intimating that he has exceeded his SL and his load is being enhanced based on physical checking. The consumer shall be given 30 days period to deposit the penalty amount and enhance security deposit for such increase in SL, in accordance with Electricity Act, 2003. If the consumer fails to do so, the additional amount including penalty be included in the next bill, indicating the reasons for such inclusion in the bill. The load of the consumer shall be considered as enhanced from successive billing.
<b>Non-Domestic Supply</b> <b><u>(SI 76/2006)</u></b>	<b>i) Where MDI meter installed:</b> In case of unauthorized extension in load recorded by maximum demand indicator, the consumer shall be charged the relevant tariff (as per Schedule of Tariff) for that month along with penalty for unauthorized load @ Rs. 100 per KW (or part thereof) only for that month. The MMC/ fixed charges shall also be worked out on the extended load. The penalty shall continue to be charged till such time un-authorized extension of load is removed by the consumer. On receipt of revised test report,

	<p>MDI shall be re-set.</p> <p>ii) <u>Where MDI meter not installed</u>: The consumer shall be charged the relevant tariff (as per Schedule of Tariff) for that month along with penalty @ Rs.100/- per KW (or part thereof) per month for unauthorized extended load for preceding 6 months.</p>
<b>L.T. Industrial Supply (SC 29/2013)</b>	<p>If the connected load of a consumer exceeds the sanctioned load, the excess load shall be treated as unauthorised load. Wherever use of unauthorised load is detected by the Licensee, the excess load shall be charged at the rate of Rs. 220/- per kW per month for the preceding six months or for the period from the date of last checking or from the date of release of connection whichever is less. The billing of the consumer shall also be revised for this period if there is change in sub-category/category with the excess load detected and the difference shall be charged from the consumer besides the penalty as above. The consumer will have to submit the revised test report alongwith all relevant documents and ACD for regularization of the excess load. The penalty as well as difference in billing on a/c of change in sub-category/category shall remain chargeable upto one month from the date of submission of requisite documents. The competent authority shall sanction the revised load within one month of the receipt of complete documents from the consumer. Detection of excess load, however, shall not be treated as un-authorized use of electricity under section 126 of the Electricity Act, 2003.</p> <p>If there is change in category with the excess load i.e. L.T. industrial supply to H.T. industrial supply and it is not possible to regularize it as HT industrial supply, then the consumer will be allowed at his option to have the load sanctioned up to 50 kW and remove the excess load.</p>
<b>Agricultural (Metered) Supply</b>	<p>Rs.1000 per BHP of unauthorized extended load in authorized bore, including difference of consumption security at new load. The extended load be treated as regularized forever. However, if consumer wants to remove his unauthorized, he may submit his revised test report within 7 days.</p> <p>In case of installation of motor in a separate bore, he will be charged Rs. 2000 per BHP of motor capacity installed in unauthorized bore. This installation shall not be regularized for future and he has to submit his revised test report for the same failing which his connection will be disconnected.</p>
<b>Agricultural (Flat Rate) supply</b>	<p>Rs.2000 per BHP of unauthorized extended load including difference of consumption security at new load. The extended load be treated as regularized forever. However, if consumer wants to remove his unauthorized load, he may submit his revised test report.</p>
<b>H.T. Industrial Supply</b>	<p>Being governed under Contract Demand nothing is chargeable for un-authorized extension in load. However, penalty @ 25% of SOP/MMC shall be charged in case the contract demand is found exceeded beyond 5% of the sanctioned contract demand in any billing month.</p>

- (f) Where there are more than one L.T. Industrial connections in the same premises and the same are required to be clubbed under the prevailing instructions for clubbing of load, the unauthorized load would be worked out by

comparing the clubbed load with the total sanctioned load and such persons would be billed on the tariff applicable including 25% LT surcharge if clubbing load is more than 50KW from that month and in future also.

- (g) For the unauthorized extension of supply and unauthorized resale of supply under clause-1 (d), the assessment of quantity in units as sold or supplied unauthorizedly shall be worked out as under: -

Quantity of electricity sold or supplied = (axL) divided by (b+L)

Where, (a) denotes total consumption recorded during the period of assessment under clause- (III-a).

**L- denotes the load of service to which electricity was sold/supplied unauthorizedly.**

**b- denotes the connected load of the person found indulging in unauthorized use of supply.**

The assessment of quantity made as above shall be charged additional at a rate equal to 2 times the tariff applicable for the relevant category of persons and shall continue to be charged till such time the misuse is allowed to be continued pending regularization/disconnection after due notice to such person. However, the connection should be disconnected after expiry of 7 days notice about removing of load if consumer does not submit his revised test report above removing his unauthorized extension/re-sale of supply. The operation wing shall ensure that misuse is not allowed to be continued. The load of the service to which the electricity was sold/supplied shall, however, not to be considered as an act of unauthorized extension of connected /sanctioned load.

- (h) In case agriculture consumer through his supply point unauthorisedly connects and shifts his tubewell motor from sanctioned bore to another bore within the same authorized field under clause-1(e), the shifting charges recoverable under Sales Circular No. D-23/2002 dated 27.03.2002 shall be charged at a normal rate.
- (i) Where an act of unauthorized use of electricity under clause-I (f) consists of non-compliance of orders imposing restrictions on the use of electricity during the peak load hours or power regulations period, disconnection of supply shall be made for 7 days on the first default or 15 days on the second default and for 21 days for third default. Thereafter, the approval be sought from G.M./Commercial for restoration of supply on subsequent default in the same financial year after giving due notice. No assessment be made for this act of unauthorized use of electricity.

#### **(IV) Access to the premises:**

1. Any authorized inspecting officer of the Nigam when he moves for anti-theft checks, he should check it whether his team has the following infrastructure as far as possible ;
  - a. Vehicle with driver.
  - b. Camera (digital)
  - c. Video camera
  - d. Accuracy check device (LT/HT) and CMRI.
  - e. Checking book with 5 carbon and pen.
  - f. Mobile phone( battery be checked).
  - g. Vehicle mobile charger
  - h. Identify card of team.

- i. Torch battery.
  - j. Tool kit.
  - k. List of telephone/mobile phone no of higher officers/police station.
  - l. Two no. Technical Employees with police persons.
2. As per provisions contained in Section-135 (2) of The Electricity Act-2003, any authorized inspecting officer of the Nigam and accompanied by his team as he may take with him for the purpose (he will switch on his Video for recording every movement) may enter, inspect, break open and search any place or premises and check the meter, its body seals, apparatus, circuits or installation through which energy is supplied or is being supplied or is being consumed, used or drawn, where there is reason to believe that electricity has been, is being used unauthorizedly.
  3. Such A.I.O. may examine or seize any book of account or documents belonging to occupier which in his opinion shall be useful for or relevant to, any proceedings in respect of unauthorized use of energy and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts there from in his presence.
  4. Any occupant of the place of search or any person on his behalf shall remain present during the search and the inspecting officer shall prepare a memorandum of inspection (recording therein the date, time and fact of entry and inspection). The memorandum of inspection shall also be signed by the person so present, inspecting team and the Authorized Inspecting Officer shall hand over a copy of the memorandum of inspection to such person present on behalf of him. In case of refusal to sign and/or acceptance of the memorandum by the person or the person present, the Authorized Inspecting Officer shall record the facts on the memorandum and shall get pasted the same on the premises of the search in presence of two witnesses. The memorandum then shall be considered as served.
  5. In cases, where large load/area or significant law and order problem is noticed or anticipated witnessed (all events shall be recorded through Video Camera), authorized inspecting officer (AIO) shall immediately seek assistance from his senior officer(s) and also call for police help. Whenever, any support is needed by A.I.O., the same shall be made available by the senior officer(s) (SDO/OP., XEN (OP)/SE (OP)/XEN. /ENF).
  6. If such entry or inspection reveals nothing to indicate the commission of or engagement in any act of unauthorized use of electricity by the consumer, the authorized inspecting officer, the employees accompanying him and the Nigam shall not be liable for loss, inconvenience caused to the consumer, if any, on account of such entry, inspection, search.

THE WHOLE EVENTS AFTER REACHING THE PREMISES AND UP TO LEAVING THE PREMISES WOULD BE RECORDED THROUGH VIDEO CAMERA. AIO SHALL KEEP ONE CD WITH HIM AND HANDED OVER ONE CD TO ASSESSING OFFICER (A.O.).

The inspection of the meter made by the person authorized for reading the meter or Meter Reader as the case may be including AE/AEE/JEs or any other employee of the Nigam for the purpose of recording of meter reading for consumption shall not be deemed to be inspection of the installation of the person for the purpose of this clause because a detailed examinations of the meter, its seals & its component parts is generally not made by such a person while reading the meter.

## (V) Notice of Assessment

- (a) Within a period of two days of the detection of unauthorized use of electricity, the assessing officer shall serve upon the person or the person in occupation or possession or In charge of the place or premises with order of provisional assessment made under clause (III), in the form of Annexure-I (**Notice-I-Provisional**) to this instruction. In case the person evades accepting the notice, it will be pasted out side his premises which will be considered to have been served upon him and no further notice will be required. The video recording will be done for delivering/pasting of notice.
- (b) Such notice shall contain and indicate: -
- a) The matter relating to the inspection carried out by the authorized officer indicating therein date and timings etc.
  - b) The matter relating to an act of unauthorized use of electricity detected by the Authorized Inspecting Officer during inspection of the installation/equipment in the premises of the **person**; and
  - c) Provisional assessment made and payable by the **person** to the Nigam on account of such unauthorized use of electricity of Nigam as the case may be; and
  - d) Informing to accept such provisional assessment and deposit the assessed amount with Nigam within seven days of service of such provisional assessment order and further informing that **for the acts of unauthorized use of electricity** in case he deposits the assessed amount, he shall not be subject to any further liability or any action by any authority whatsoever.
  - e) Informing that he may file objections, if any, against the provisional assessment before the assessing officer within 3 days of service of such notice and that the assessing officer, after affording reasonable opportunity of hearing, will pass a final order of assessment annexure-III (**Notice-II-Final**) within 4 working days of filing of objections.
  - f) Informing to pay 100% of the assessed amount within 7 days failing which his connection will be disconnected and amount will be recovered through Haryana Govt. Electrical Undertaking (Dues Recovery) Act.,1970.
  - g) Informing that he may file appeal against the final order of assessment before appellant authority within 30 days of issue of final order of assessment after depositing one-third of the amount of final assessment order and applicable fee for appeal prescribed by HERC.
  - h) Informing of his liability to pay interest at the rate of 16% per annum compounded every six months on the assessed amount after the expiry of 30 days from the date of issue of final order of assessment by the assessing officer.
  - i) The person may also be informed to remove his unauthorized extension /re-sale of supply immediately failing which his connection will be disconnected.
  - j) In case of un-authorized use of energy under different category of tariff/ extension of load, the consumer may be informed that higher category tariff will be charged/ extended load will be taken in account for future bill till he submit his revised test report about using of supply for original use/ load.
- ( c) The person may also be informed that in case he is willing to make the payment of amount assessed as per column 3 of Annexure-I within 72 hrs of issuance of notice, only 80% of the amount mentioned in the notice shall be payable. But after deposit of 80% amount, no change in assessment or

further appeal shall be allowed and matter shall stand settled for all purposes.

- (d) The person may also be informed that in case the person fails to deposit the assessed amount for unauthorized use of electricity within 7 days or after the decision of appellate authority as the case may be, the supply of the person will not be connected or will be disconnected, as the case may be and further action will be taken as per the applicable laws, rules and regulations in force for the recovery of Nigam's dues.
- (e) As per the provision of section-127, no appeal shall lie to the Appellate Authority against final order made with the consent of the parties. If the person agrees, the consent of the person for the deposit of assessed amount as per the final order of assessment of unauthorized use of electricity be taken as per the consent format annexure-II (**Consent Form**) to avoid the processing of appeal by the person before the appellate authority.

**(VI) Disconnection of supply:**

- (a) If consumer indulging in unauthorized use of electricity fails to deposit the 100% assessed amount as mentioned in para-3 of notice of assessment within 7 days/ or 80% of the assessed amount within 72 hours, as the case may be, his supply shall be disconnected.
- (b) If consumer indulging in unauthorized extension/re-sale of supply fails to submit his revised test report after removing the load within 7 days, his connection shall be disconnected.
- (c) If consumer indulging in unauthorized use of electricity under clause-1(a)(iv) to 1(a)(vi) and fails to deposit the 100% assessed amount within 7 days, at the time disconnection, the disconnecting officer/officials shall prepare a memorandum (recording therein the date, time and fact of entry) and seizure (containing a list of all things seized). The memorandum of seizure shall also be signed by the person so present and the authorized officer shall hand over a copy of the memorandum of seizure to such person present on behalf of him. However, no disconnection of any domestic place or domestic premises shall be carried out between sunset and sunrise. In case of refusal to sign and/or acceptance of the memorandum by the person or the person present, the authorized officer shall record the facts on the memorandum and shall get pasted the same on the premises of the search in presence of two witnesses. The memorandum then shall be considered as served.

**(VII) Restoration of supply:**

- (a) The service of a consumer disconnected under clause mentioned above for the act of unauthorized use of electricity shall be reconnected;  
**Upon payment by the consumer of 100% or 80% of amount as the case may be for the assessment made for such unauthorized use of electricity.**  
 Upon compliance by such consumer with such directions for the discontinuous of the act of unauthorized use of electricity, which assessing officer give in writing/ communicate to the consumer in this regard.
- (b) Whenever unauthorized use of energy is detected under clause (I) (a) in respect of LT CT connections (connected load in the range of 35 to 70 KW), the reconnection of the premises will be made only on HT supply, as this will act as deterrent and will also prevent further incidence of such use by the consumer.



**(VIII) Replacement of service cable/meter:**

If consumer is found indulged in unauthorized use of electricity under clause-I(a) and deposited the assessed amount, his service cable if required to be replaced immediately and latest technology prepaid or AMR meter etc. as available with the Nigam/empanelled by the Nigam will be installed at the cost of the consumer so that misuse should not be allowed to be continued in future.

**IX) Appeal:**

1. The person, on whom an order of assessment has been served shall be entitled to file objections, if any, against the provisional assessment before the assessing officer who shall after affording a reasonable opportunity of hearing to such person, pass a final order of assessment within thirty days from the date of service of such order of provisional assessment, of the electricity charges payable by such person;

Provided no appeal against an order of assessment shall be entertained unless an amount equal to half of the final assessed amount' is deposited in cash or by way of bank draft with the Nigam and documentary evidence of such deposit shall be enclosed along with the appeal. (SC 37/2007).

2. However, a person aggrieved by the final order of assessment issued under section-126 can appeal under section-127 of the Electricity Act-2003 to the Xen/TS or Xen/M&P-cum-carrier communication, HVPN as per Haryana Govt. Gazette Notification dated 27/6/2007.

**X) Amount of assessment recoverable as arrear of electricity Consumption charges.**

The amount due from the person as a result of the proceedings under these clauses shall be deemed to be arrears of electricity consumption charges will be recovered along with interest @ 16% p.a. compounded every six months under Haryana Govt. Electrical Undertaking (Dues Recovery) Act 1970.

**XI) Levy of Assessment charges:**

1. Levy of compensation charges under these clauses shall be without prejudice to the Nigam's right to take any other action provided in these clauses or in the Electricity Act-2003 or any other law governing the supply of electricity to the persons.
2. If a person is found indulging in all or more than one act of unauthorized use of supply, the assessment in respect of each such act shall be separately made for every such unauthorized use of electricity.

**XII) Service of a copy of memorandum of inspection and seizure.**

The existing instructions for service of a copy of memorandum of inspection and seizure shall continue till such time rules for this are framed by State Govt. under Section 180 (k) of Indian Electricity Act-2003.

Annexure -1

**NOTICE-1 - PROVISIONAL**

**(Notice of Provisional Assessment for unauthorized use of Electricity under Section-126 of the Indian Electricity Act-2003)**

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

From

Sub Divisional Officer/Executive Engineer,  
Operation Sub Division/Division,  
DHBVNL, \_\_\_\_\_

To

Sh. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(complete address)

Memo No:

Dated:

**Subject:- Provisional order of assessment for unauthorized use of electricity under Section 126 of the Indian Electricity Act-2003.**

Dear Sir,

**Your premises bearing A/C No. \_\_\_\_\_ was inspected by the checking party consisting of S/Shri: -**

Sr. No.	Name of Officer/Official	Designation
1		
2		
3		
4		

**On dated \_\_\_\_\_ at time \_\_\_\_\_ (AM/PM)**

2. During above inspection, the following act(s) of unauthorized use of electricity was noticed by the authorized Inspecting officer (A.I.O.):-

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The memorandum of inspection was duly handed over to you/ Sh. \_\_\_\_\_ being present at the time of such inspection.

Or

The memorandum of inspection was pasted on your premises in the presence of Shri \_\_\_\_\_ and Sh. \_\_\_\_\_.

3. The above facts indicate that you have been indulging in unauthorized use of electricity under Section-126 of Indian Electricity Act-2003. Accordingly, undersigned the Authorized Assessing Officer, in terms of Haryana Govt. Gazette Notification No. 1/12/2003-1 Power, has provisionally assessed the electricity charges amounting to Rs \_\_\_\_\_ to be paid by you for the above unauthorized act(s). Details of amount assessed are as under: -

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## 4. You are informed that: -

- a. In case you are willing to make the payment of amount assessed as per para 3 above within 72 hrs of receipt of notice, only 80% of the amount mentioned in the notice shall be payable. But after deposit of 80% amount, no change in assessment or further appeal shall be allowed and matter shall stand settled for all purposes.

Or

You may file objections, if any, against the provisional assessment made within 72 hours of receipt of this notice. In case such objection is filed, the case will be considered and after affording opportunity of reasonable hearing final order of assessment shall be passed within 4 working days of filing of such objection.

Or

You may accept the provisional assessment and deposit the complete assessed amount with the Nigam within 7 days of service of this notice. In case the amount of assessment is deposited, you shall not be subjected to any further liability or any action by any authority whatsoever.

- b. You will have the right to make appeal against the final order of assessment before \_\_\_\_\_ (give name of appellant authority), within 30 days of issue of final order of assessment after depositing one-third of the amount of final assessment order and applicable fee for appeal prescribed by HERC.
- c. You are liable to pay interest at the rate of 16 percent per annum compounded every six month on the assessed amount after expiry of 30 days from the date of issue of final order of assessment.
- d. After the provisional notice/final notice issued by Assessing Officer or decision of the appellant authority as the case may be if you fail to deposit the amount within 7 days, the amount will be recovered through Haryana Government Electrical Undertaking (due recovery) Act-1970.
- e. You may remove unauthorized extended load and may submit revised test report to avoid further billing on extended load.

## 5. You are hereby directed (strike out which ever is not applicable):-

- a) To rectify the unauthorized extension of supply to any premises other than the authorized premises.

OR

To rectify the unauthorized re-sale or otherwise of energy from your source to any other person.

- b) To rectify the unauthorized extended load ( if load is more than 35 KW in case of whole current meter).

In case, no action is taken by you as directed in sub-para –a & b above along with revised test report within 48 hours, your electric supply shall be disconnected.

- c) To deposit the assessed amount or file objections as per para (4) part (a) of the notice, failing which after 7 days your supply shall be disconnected.

Stamp & Signatures  
of Assessing Officer

Copy forwarded to:

1. The Xen Enforcement, DHBVNL \_\_\_\_\_ with reference to the site checking Report No. \_\_\_\_\_ dated \_\_\_\_\_ (for checking done by enforcement).
2. The Executive Engineer  
(OP) Division, DHBVNL \_\_\_\_\_
3. The S.D.O.(OP)Sub-Division,  
DHBVNL \_\_\_\_\_

Annexure –II

(Consensus Settlement under Section 126 of the Indian Electricity Act-2003)

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**Subject:- Consensus settlement under Section 126 of the Indian Electricity Act-2003.**

In response to the provisional order memo. \_\_\_\_\_ dated \_\_\_\_\_ of this office, the consent of Shri/Smt. \_\_\_\_\_ A/C.No. \_\_\_\_\_ has been considered for review.

1. The case is settled as below:-

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2. We (both parties) hereby agreed to the above final order of assessment.

a) Shri \_\_\_\_\_ will deposit the above payment within 7 days, failing which his connection shall be disconnected and amount will be recovered through Haryana Govt. Electrical undertaking (due recovery) Act-1970.

b) Shri \_\_\_\_\_ will rectify the unauthorized extension of supply to \_\_\_\_\_ any premises other than the authorized premises.

OR

Shri \_\_\_\_\_ will rectify the unauthorized re-sale or otherwise supplies energy from his \_\_\_\_\_ source to any other person.

c) Shri \_\_\_\_\_ will rectify the unauthorized extended load (if load is \_\_\_\_\_ more than 35 KW in case of whole current meter).

In case, no action is taken by you as directed in sub-para –a & b above along with revised test report within 48 hours, your electric supply shall be disconnected.

Name & dated signature  
of consumer.

Stamp & Signatures  
of Assessing Officer

Endst. No.

Dated:

Copy forwarded to:

1. The Xen Enforcement, DHBVN \_\_\_\_\_ with reference to the site checking Report No. \_\_\_\_\_ dated \_\_\_\_\_ (for checking done by enforcement).
2. The Executive Engineer (OP) Division, DHBVNL \_\_\_\_\_

**Annexure -III****NOTICE-2 FINAL**

**(Order of Final Assessment for unauthorized use of Electricity under Section-126 of the Indian Electricity Act-2003)**

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

From

Sub Divisional Officer/Executive Engineer,  
Operation Sub Division/Division,  
DHBVNL, \_\_\_\_\_

To

Sh. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Complete address)

Memo No:

Dated:

**Subject:- Final order of assessment for unauthorized use of electricity under Section 126 of the Indian Electricity Act-2003 in respect of Sh./Smt. \_\_\_\_\_ A/C No. \_\_\_\_\_ under 'OP' S/Divn. \_\_\_\_\_.**

Dear Sir,

Your representation dated \_\_\_\_\_ in reference to provisional order memo no. \_\_\_\_\_ dated \_\_\_\_\_ of this office, considered by the undersigned.

2. The detail of final order is as under: -


3. The above facts indicate that you have been indulging in unauthorized use of electricity under Section-126 of Indian Electricity Act-2003. Accordingly, undersigned the Authorized Assessing Officer, in terms of Haryana Govt. Gazette Notification No. 1/12/2003-1 Power, has provisionally assessed the electricity charges amounting to Rs \_\_\_\_\_ to be paid by you for the above unauthorized act(s). Details of amount assessed are as under:-

\_\_\_\_\_  
\_\_\_\_\_

## 4. You are informed that:-

- a) You may accept the final assessment and deposit the complete assessed amount with the Nigam within 7 days of service of this notice. In case the amount of assessment is deposited, you shall not be subjected to any further liability or any action by any authority whatsoever.
- b) You will have the right to make appeal against the final order of assessment before \_\_\_\_\_ (give name of appellant authority), within 30 days of issue of final order of assessment after depositing one-third of the amount of final assessment order and applicable fee for appeal prescribed by HERC.
- c) You are liable to pay interest at the rate of 16 percent per annum compounded every six month on the assessed amount after expiry of 30 days from the date of issue of final order of assessment.
- d) After the final notice issued by Assessing Officer or decision of the appellant authority as the case may be if you fail to deposit the amount within 7 days. The amount will be recovered through Haryana Government Electrical Undertaking (due recovery) Act-1970.
- e) You may remove unauthorized extended load and may submit revised test report to avoid further billing on extended load.

## 5. You are hereby directed (strike out which ever is not applicable):-

- a) To rectify the unauthorized extension of supply to any premises other than the authorized premises.

OR

To rectify the unauthorized re-sale or otherwise of energy from your source to any other person.

- b) To rectify the unauthorized extended load (if load is more than 35 KW in case of whole current meter.

In case, no action is taken by you as directed in sub-para –a & b above along with revised test report within 48 hours, your electric supply shall be disconnected.

- c) To deposit the assessed amount as per para (4) part (a) of the notice, failing which your supply shall be disconnected.

**Stamp & Signature  
of Assessing Officer**

Copy forwarded to:

1. The Xen Enforcement, DHBVNL \_\_\_\_\_ with reference to the site checking Report No. \_\_\_\_\_ dated \_\_\_\_\_ (for checking done by enforcement).
2. The Executive Engineer (OP) Division, DHBVNL \_\_\_\_\_

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**INSTRUCTION No. 8.3****Maintenance of record of M&P Reports, Theft/Unauthorized use of electricity cases:****A. Category wise Sundry Charges & Allowance Register: (SC 63/2007):**

1. A separate sundry charges and Allowances register for each category of consumer shall be maintained in the Sub Division with proper PAPER color code as mentioned below:-
    - i) Domestic : White.
    - ii) Industrial/NDS : Pink.
    - iii) AP : Green
    - iv) Others : Yellow.
  2. For proper overhauling the account of the consumers the relevant current applicable formula for assessing the amount of theft as well as unauthorized use of electricity shall invariably be mentioned on the front page of the sundry charges and allowances register; clearly indicating the load factor to be taken, number of working hours per day, number of days per month for rural feeder and Urban feeder as well as period and rate of unit to be charged in respective case.
  3. A separate page of the register shall be used for each entry of respective case.
  4. One copy of the amount charged shall invariably be forwarded to Xen/Enforcement of concerned area.
- The above instructions should be brought to the notice of all concerned for careful and meticulous compliance.

**B. Maintenance of record/ monitoring of LOR cases by M&P Wing:**

HT/CT operated meters and LT/CT operated meters are being periodically checked by the respective M&P teams on monthly basis. During checking number of LOR cases are found by these teams. The proper & timely charging of these reports is required at respective sub divisions/ sub offices level.

2. In order to plug any loophole, a separate register for such M&P checking reports shall be maintained at every sub division/ sub office. This register may be put up by the SDO/ JE to the Internal Audit Parties on each and every audit of his office. All SEs/ Xens shall ensure that these registers are maintained at every sub division/ sub office and they shall also exercise the checks on these registers during their visit to the sub divisions/ sub offices. (SC No.7/1981).

3. The M&P Divisions shall also keep the record of LOR cases pointed out by M&P teams under them and monitor the charging/ realization of these LOR cases at regular intervals from the concerned sub divisions/ sub offices and also give the details of LOR cases to the SE/M&P every month as per following table:

Sr. No.	Name of consumer	A/c No.	Name of S/Divn/ Divn.	Date of checking with MT-1 No.	Remarks regarding LOR cases	Amount assessed	Amount realized

**C. Maintenance of record for cases of theft /un-authorized use of electricity under Sec. 126 & 135 of Electricity Act, 2003 (LL-I):**

The Nigam has set up special teams/ cells for detection of theft/ un-authorized use of electricity by the consumers. Checking of consumer premises is also done by the Vigilance & Operation staff and reports prepared where ever required. Proper & timely charging of these reports is required at respective sub divisions' level.

2. In order to plug any loophole, a separate register for such checking reports shall be maintained at every sub division/ sub office. The register should be counter signed by the SDO/ JE in-charge of the Sub Division/ sub office, each month. This register may be put up by the SDO/ JE to the Internal Audit Parties on each and every audit of his office. All SEs/ Xens shall ensure that these registers are maintained at every sub division/ sub office and they shall also exercise the checks on these registers during their visit to the sub divisions/ sub offices.

3. The Vigilance Wing/ Concerned Operation Divisions shall also keep the record of the checking reports and monitor the charging/ realization of these cases at regular intervals at concerned sub divisions/ sub office level.

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**INSTRUCTION No. 8.4**

**Furnishing information to detect theft of electricity – Institution of award/Loss Prevention Incentive Scheme: (SCs 5/2012, 19/2012, 41/2012)**

Keeping in view the increase in theft cases, the XYZ informer scheme and loss prevention incentive scheme has been launched. The salient features of the scheme are as under:-

1. The informer under the scheme shall be required to inform at toll free telephone number 18001801011. Telephone number 01662 – 221527 for DHBVN or email at [hookacrook4dhbvn@yahoo.co.in](mailto:hookacrook4dhbvn@yahoo.co.in) or [hookacrook4dhbvn@gmail.com](mailto:hookacrook4dhbvn@gmail.com) of DHBVN giving details of person(s) making theft of energy along with mode of theft.
2. The informer at the time of giving information shall also give his secret code word to claim reward. The operator shall record secret code word against the complaint No. in the register maintained exclusively for this purpose and shall give a unique complaint no. to the informer. In case of email the code word sent along with email shall be recorded by DHBVN..
3. If theft is detected, a minimum amount of Rs. 500/- per case shall be given immediately to the informer on providing correct secret code word and unique complaint number and exact details of the theft he had intimated.
4. If DHBVN is able to recover the assessed theft amount (excluding compounding charges) 20% of the amount realized shall be given to informer on providing correct secret code word and unique complaint number. **However, no incentive shall be given on the compounding amount assessed.**



5. **Applicability of Scheme:** The scheme shall be applicable for raids conducted with connected load/sanctioned load more than 5 KW to all categories of consumers/persons.
6. Complaint shall be attended/raided by the field offices within one week of the receipt of complaint.
7. The amount of award shall be given in cash by Chief Engineer/OP for respective Zone on production of unique complaint number/secret code word.
8. The decision of the Nigam with regard to the quantum of the reward and person to whom payable will be final. The details of informers shall not be in public domain. Wide publicity shall be given in the field, so as to make the scheme successful.

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### INSTRUCTION No. 8.5

#### **Constitution of Special Courts at District Head Quarters in the State of Haryana under section-153 of Electricity Act-2003: (SI 17/2011):**

The Haryana Government vide its Notification dated 8<sup>th</sup> January, 2007 has designated the Courts of Additional District & Session Judge-II and Additional District & Session Judge-III at each District Head Quarters in the State of Haryana as special courts.

The matter has been reviewed and the Govt. of Haryana has issued fresh notification dated 22.09.2010, wherein the Courts of **Senior-Most** Additional District & Session Judge, Additional District & Session Judge-II & Additional District & Session Judge-III at each District Head Quarters in the State of Haryana, have been designated as Special Courts under Section-153 of the Electricity Act-2003 for the offence under Section-135 to 139 of the Electricity Act-2003.

As such the provisions of revised notification be used for filing the case of theft of electricity in special courts and the same be brought into the notice of all concerned. This will supersede the previous Notification No. 1/18/2003-1/Power dated 8/1/2007.

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**SECTION – IX****SUPPLY OF ELECTRICITY TO NIGAM'S EMPLOYEES****INSTRUCTION No. 9.1****Supply of Electricity to Nigam Employees for residential purposes:**

Like all other applicants, the Nigam employees have to apply for connection, on the prescribed Application form to the local office of the Nigam. After observing the requisite formalities, the connection should be allowed on priority basis. As in the case of other consumers, an account number in the name of the employee is opened in the consumer's ledger for rendering monthly bills.

While vacating the residential quarter, it is the duty of the concerned employee that the electric connection standing in his name is got disconnected, otherwise he will be personally responsible to pay for the electric energy consumed through the same meter by the subsequent occupant. Wherever the subsequent occupant happens to be a Nigam employee he (the new occupant) should also ensure immediately after taking possession of the house (if the connection has not been disconnected) to get the change of name effected in his name.

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**INSTRUCTION NO. 9.2****Accounting of units consumed on works/Auxiliary Consumption of Sub Station:**

As per directions of HERC, no free supply is allowed on works, offices. Sub-stations etc. of the Nigam. As such, separate Account No. should be allotted and a proper meter should be installed on each point where supply is used by the Nigam for its own works, offices and auxiliary consumption of Sub Station etc. No free supply is allowed to Nigam's employees too. Regular billing should be issued to all such connections and the payment of bill so raised either should be made in cash or by making adjustment in monthly accounts by debiting the amount to the work concerned.

However, the auxiliary consumption of HVPNL Sub Stations is being deducted from the consumption of power utilities, as such no account no. is allotted or no bill is raised for the same. The regular bills should be raised for the consumption of HVPNL except for auxiliary consumption of Sub Stations belonging to HVPNL. Payment of the bills so raised should either be made in cash or the amount of the bills be adjusted in monthly accounts by debiting to GH-46.602 "Amount recoverable from HVPNL for consumption energy on HVPNL offices and works."

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**INSTRUCTION NO. 9.3****Charging of Line Service Charges and Meter Service Charges:**

1. **If the employee is residing in Nigam's quarter:** No Line Service Charges shall be recoverable from a Nigam's employee occupying a residence belonging to the Nigam. This will have no concern with the emolument of the employee.
2. **If the employee is residing in Private quarter:** Like an ordinary consumer he should pay service charges in accordance with Schedule of General and Misc. Charges.
3. **Meter Service Charges:** Meter Service Charges as prescribed under Schedule of General and misc. Charges will be recoverable from Nigam's employees irrespective of the fact whether they occupy Nigam or private quarters.

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## SECTION – X

### REDRESSAL OF CONSUMER GRIEVANCES

#### INSTRUCTION NO. 10.1

#### **Citizen's/Consumer's Charter of Rights - Standards of Performance of Distribution Licensee: (SI 21/2007):**

DHBVN stands committed to provide round the clock services for speedy disposal of consumer complaints through Electricity call Centers/BSKs.

In order to facilitate the customers for quick disposal of their complaints, the Nigam henceforth prescribes a Citizen's Charter and Consumer Rights. Consumer has the right to:

1. To get his/her complaint lodged with the Nigam and to receive proper acknowledgement of the same (Complaint can be lodged through telephone/fax/email etc)
2. To be treated with respect and dignity by Nigam officials.
3. To provide hurdle free services.

A citizens' charter/consumers charter is also hereby released for the benefit of the consumers and to improve the services of the Nigam. (Annexure-A & B)

To implement the charter, the Nigam shall have to gear up the Call Centers/BSKs to meet the larger scope of work. Therefore the following Standard Operating Procedures are hereby prescribed for the Call Centres/BSKs:

- (i) Complaints with regard to all matters listed in the Citizen's Charter including failure or interruption of power supply can be lodged over the **telephone number 1800-180-1615 (Toll Free)** to the Call Centre/BSK of the Nigam giving the details of name, address and brief nature of the complaint.
- (ii) The BSK shall keep a detailed log of all complaints received in a computerized database/ register.
- (iii) For all complaints mentioned in Annexure "A" - the BSK shall provide a unique complaint number to the complainant.
- (iv) In all matters mentioned in Annexure "B", the BSK shall print an acknowledgement slip (showing nature of complaint and stipulated redressal time) and send it by post to the complainant on next working day. The BSK shall then forward the complaint to the CCC (Consumer Care Centre) of the Nigam.
- (v) The CCC shall take care to resolve the complaint within the stipulated time and report the fact of resolution to the Central Call Centre/BSK so that the BSK can keep the consumer posted. Upon resolution of the complaint the CCC shall intimate the fact of resolution to the consumer by post and also inform BSK quoting the original complaint number issued by BSK.
- (vi) In case of supply outage if the BSK is aware that the complaint is due to any of the reasons like Fault in distribution mains; Distribution transformer failed/burnt; HT mains failed; Problem in grid (33 kV or 66 kV) substation; Planned/scheduled/emergency Maintenance work; Load Shedding etc., he shall inform the complainant the reason (s) for power failure and also indicate the approximate time required for restoration of power supply. Nevertheless, he shall register each complaint received and issue a unique complaint number for such complaints also.
- (vii) The BSK shall communicate the complaint to the mobile service teams/Complaint Centres of the Nigam. The mobile service team/Complaint

centres would then proceed to the address provided by the complainant, investigate the cause of complaint and resolve the problem. Upon resolution of the complaint, the BSK shall be informed of the status.

- (viii) In case, the cause of the complaint is more severe, the Mobile service team/complaint centre shall inform the nature of the fault and approximate time required for rectification to the complainant and also to the BSK. He shall also inform the next higher authority to take appropriate action to deploy additional resources and materials to resolve the complaint.
- (ix) In case no information is received by the BSK within the stipulated time given above, the BSK shall escalate the complaint to the concerned DGM.
- (x) The escalation process shall be inbuilt within the system for all types of complaints and the BSK shall escalate automatically every two hours up to the level of GM Customer Care at HQ and CGM (Operations)/Director Operations/MD using the computerized server-based system until the resolution of the complaint is logged. All complaint-handling officers shall be provided with mobile wireless based communication devices for the dissemination of complaint related information. In the event that the next higher authority is unavailable or is unable to resolve the problem within the stipulated time, the complaint will be escalated, through the proper channel.
- (xi) The concerned authority would then appraise the BSK about the resolution of complaint.
- (xii) Daily MIS reports shall be provided by the BSKs through email, to the MD, the Director Operations, CGM (Operations) and GM Operations giving the status of pending complaints.
- (xiii) MIS reports, giving category-wise total number of complaints received and details of the complaints which could not be attended within the stipulated time, along with reasons thereof, have to be submitted to the HERC on quarterly basis.

Complaints are categorized as “Supply Related” and “General”. Supply related matters and timeframes for redressal are mentioned in Annexure A. Other General Matters are dealt in Annexure B.

#### Annexure A

##### Supply Related Matters

Sr. No.	Type of Complaint	Nature of Complaint	Service Level time Frame
1.	Normal Fuse-off calls	Supply failure—Total area	6 Actual hours.
		Supply failure-Individual	4 working hours.
		Supply failure-1 phase	4 working hours.
		Dim supply	6 actual hours.
		SC wire broken	6 actual hrs.
		SC wire loose connection	4 working hours
		Sparking on pole	24 hrs.
		Section Fault	4 Actual hours
		Mains/Meter/Wall Shock	4 Actual hours
		Sparking at Meter	4 Actual hours
		Supply failed total area	6 actual hrs.
		Frequent Failure of power supply	24 hours
		Over Head Line/Cable Break Down	6 Actual hours.
		Under Ground Cable Break Down	12 actual hrs.

		Scheduled outages	12 actual hours.
		SC wire Damage	7 days.
		Meter Burnt	7 days
		Voltage Fluctuation	10 days.
		Low voltage	10 days
		High voltage	10 days.
2.	Transformer Related	Transformer-smoke/Flames	24 hours.
		Transformer-cable/Lugs burnt	24 hours.
		Transformer sparking at Pole	24 hours.
		Transformer-oil leakage	24 hours.
		DTR failure (Cities & Towns)	24 hours
		DTR failure (Rural)	48 hours.
3.	Pole Related complaints	Pole gives current shock	6 actual hours.
		Pole leaning	10 days.
		Pole Fell Down	6 actual hours.
		Pole rusted/damaged	10 days.
4.	Line Related Complaints	Line snapped	6 actual hours.
		Line Bunched/twisted	6 actual hours.
		Line Tree Branches Touching	5 days.
		Loose span	10 days
		Stay wire cut	10 days.
5.	Other Supply related		10 days.
6.	Voltage Problems		
		Low voltage Individual problem	Within 6 hours
		LT distribution system problem	60 days
		HT system problem	90 days.
		Voltage Fluctuation	Within 7 days

**Note -** The Licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

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

### **Annexure B**

#### **General Matters**

Sr. no	Type of Complaint	Nature of Complaint	Timeframe for redressal of complaint
1	Meter related		
		Burnt Meter	To be replaced within 6 Hrs. of reporting under normal circumstances. In case meter is not available the supply would be restore within 6 Hrs. under proper SJO & meter be replaced within 5 days.
		Meter Accuracy check / Defective	Meter be check with accu-check and a copy of result be handed

		Meter/Stuck meter	over to consumer within 3 days. If after accu-check it becomes necessary to replace the meter, it will be done within 10 days of the checking.	
		Accidental breakage of seals, no evidence of tampering	Within 2 days – accucheck shall be used on meter and if status OK, the seals/meter shall be replaced at Nigam cost	
2	<b>New Connections/ EOL</b>			
	A. Existing network with ample loading capacity available and within 30 mtrs of applicant's premises	Category	Processing period / Issue of D/N	Release of connection after compliance of D/N or receipt of valid TR
		1. Connections upto 35 KW Load (excluding AP category ) with whole current meter	7 working days	7 working days
		2. Connections upto 70 KW Load (excluding AP category with LTCT operated meter	15 working days	7 working days
		3. Connection with load >70 KW and upto 500 KW / KVA with HTCT/PT operated meter	15 working days	7 working days
		4. Connection with load >500 KW / KVA with HTCT/PT operated meter	21 working days	7 working days
	B. Extension/Augmentation of network (Excluding the sub station lines & equipments) is involved	1. Connections upto 35 KW Load (excluding AP category ) with whole current meter	7 working days	15 working days
		2. Connections upto 70 KW Load (excluding AP category with LTCT operated meter	15 working days	15 working days

		3. Connection with load >70 KW and upto 500 KW / KVA with HTCT/PT operated meter	15 working days	15 working days
		4. Connection with load >500 KW / KVA with HTCT/PT operated meter	21 working days	15 working days
	C. Installation of new DT/Erection of HT Line(Excluding the substation lines & equipments) is involved			
		1. Connections upto 35 KW Load (excluding AP category ) with whole current meter	7 working days	30 working days
		2. Connections upto 70 KW Load (excluding AP category with LTCT operated meter	15 working days	30 working days
		3. Connection with load >70 KW and upto 500 KW / KVA with HTCT/PT operated meter	15 working days	30 working days
		4. Connection with load >500 KW / KVA with HTCT/PT operated meter	21 working days	30 working days
		Already electrified areas (but where 11 KV network needs to be strengthened or augmentation of sub-station/ power transformer is required)	180 days minimum subject to actual time required for the work	
	Note: 1) Issue of demand notice is subject to technical and economical feasibility.			



	2) In case of any difficulty in the process of the application for release of connection, the applicant shall be well informed about the latest position & update.		
	D. Agriculture Tubewell/AP Connections	Where only LT line is involved	Within 30 days of deposit of estimated amount (but demand notice is to be issued within 15 days of date of receipt of application)
		Where 11 KV works are involved	Within 60 days of deposit of estimated amount (but demand notice is to be issued within 30 days of date of receipt of application)
	Note – Where more time is required for any of the above, Licensee/Nigam can approach the Commission for more time		
3.	Change of ownership/category		
		1) Transfer of ownership to legal heir. 2) Change of ownership of connection due to change in ownership/occupancy	Within 2 billing cycles
		Load Reduction	To be verified within 10 working days from date of receipt of application  After verification sanction within 10 working days of date of verification Change to be effective from next billing cycle

		Change of category	Inspection of premises within 7 days from date of receipt of application Change to be effective from next billing cycle
4.	Disconnection/ Re-connection		
		Disconnection on account of Non-payment of dues by consumer	15 days notice to be given; then disconnection
		Disconnection on request	Meter checking/Special reading to be done within 2 days from date of application and final bill (including arrears if any) to be rendered within next 2 days from date of special reading. Disconnection to be effected within 24 hrs. of the deposit of dues and submission of proof thereof.
		Request for Re-connection	Within 2 days of payment of past Dues along with Service Line charges, as Applicable, for that category of consumer and Reconnection charges. Dormant connections would be reconnected only after all formalities as required in the case of new connections is Complied with.
5	Billing		
		Wrong bill	a. Same day - If no additional information about meter verification is required b. If additional information about meter verification is required - Within 15 days from date of receipt of complaint
		First bill	Within 2 billing cycles
6.	Shifting of poles/DTs		
		Pole shift request	Within 30 days of deposit of estimated amount (average cost shall be Rs. 10,000/)

		Transformer Shift Request	Within 60 days of deposit of estimated amount (Average cost of shifting is Rs. 75,000/-)
7.	Staff discourteous behavior	To be inquired within 7 days and action taken be intimated to complainant	Copy of report be also filed with HERC
8	Refund of consumer dues	a) Desired through adjustment	Within 7 days and a confirmation to be sent to the consumer in writing. The actual refund however shall be reflected in the A/C in the next billing cycle.
		b) Desired in cash	Within 30 days of making the request.

These timeframes are maximum in nature – the Nigam officials should try to ensure that the jobs are performed well before the expiry of the timeframes.

In case of Annexure-A – “Supply Matters” The BSK shall take care to escalate the problem/complaint to the next higher authority after **“every hour”** of lodging of complaint – so that by the time the timeframe expires, all senior officers are aware of the matter. This is necessary, since after expiry of the prescribed period, the consumer shall have right to call up the Directors and MD. This is shown by example below:

e.g. Normal fuse off call – total area is out – timeframe is 6 hours – after 1 hour of lodging of complaint, the matter should be escalated to AGM, then after 2 hours to DGM, after 3 hours to GM and in 4<sup>th</sup> hour to CGM Ops. After 6 hours the consumer has right to call the GM CC of Head quarter and Directors/MD. Therefore mechanism has to be built to ensure escalation of complaint to senior field officers, well before expiry of timeframe prescribed. The rights enshrined in citizen’s charter are only for paying consumers and not available to defaulters of the Nigam.

(B) **The consumers can also lodge their complaints on DHBVN web site [www.dhbvn.com](http://www.dhbvn.com) under Consumer Grievances Redressal System.**

(c) **As per directions of Hon’ble Power Minister, Haryana, computerized Complaint Cell has been set up in HVPN at Shakti Bhawan, Sector-6, Panchkula for redressal of complaints of consumers relating to Haryana Power Utilities. The complaint Cell provides round the clock service and any consumer can lodge the complaint through e-mail with the Complaint Cell at e-mail address [complaintcellhpu@gmail.com](mailto:complaintcellhpu@gmail.com)**

“Self declaration” as a requirement of various citizen services on the prescribed format **(SI 08/2009)**.

The Nigam has decided to make its consumer / citizen interface more friendly and less cumbersome. Nigam has been requiring consumers / citizens to submit “affidavits” for various types of services. It has been decided to replace the “affidavit” by a “Self Declaration” as a requirement in the following cases.

- a) For getting new connection regarding no outstanding defaulting amount in the premises.

- b) Affidavit for getting independent feeders regarding no exclusive right over HT line.
- c) Affidavit from consumers for shifting of lines from rural to urban
- d) Affidavit regarding self execution of works.
- e) For declaration of the contract demand and adhering to the MDI.
- f) For obeying the Arbitration clause of the agreement and for appealing the Nigam's Appellate Authority before going to Court.
- g) For installing meter at the gate of the premises.
- h) For building up of the total Sanctioned Load within next six months.
- i) Surety Bond at the time of release of connection.
- j) To abide by the terms and conditions laid down by the Nigam which may change from time to time.
- k) The warranty Clause with respect to Distribution Transformers installed under Self Execution of works scheme, BISI-SI marked pump sets / capacitors, MCCB etc.
- l) To obey the power cut restrictions and to maintain power factor at 0.9 and above.
- m) Regarding declaration of the age of applicant (18 years or above).
- n) Regarding that the material provided by the consumer shall become the property of the Nigam in case of Self Execution of works and Independent Feeders.

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#### **INSTRUCTION NO. 10.2**

##### **Printed Receipts for the requests/written complaints received in Sub-Division/Division/Circle offices: (SC 46/2006):**

To streamline and to keep track of the request applications, it has been decided that Sub-Division/Division/Circle office shall issue/give printed receipt to the consumer for their request application/complaint as per ANNEXURE-I.

Proper monitoring of request application/complaint shall be made by the SDO 'OP'/XEN 'OP'/SE 'OP' of their respective offices to ensure that proper receipt has been rendered to consumer.

**Office of \_\_\_\_\_**  
**(Acknowledgement for Complaints)**

1. Complaint Reference No. : **Book No.**  
 (To be given by concerned office) **Page No.**

2. Received on date: :

3. Complaint Received by :  
 (Name & Designation)

4. Nature of Complaint :

**(Read the Below Mentioned Table and Tick appropriate Complaint)**

S. N o.	Metering Complaints	Billing Complaints	Connection Related Complaints	Othe/Misc. Complaints
1	Checking the working of the meter in respect of meter replacement	Non-receipt of Energy Bill	Disconnection Demanded for Seasonal Ind.	Adj/Refund of excess paid energy bill in any other A/c
2	Replace Burnt/Dead Stop/Defective/Damage Meter	Wrong Meter Reading	PDCO on consumer request	Adj/Refund of consumption security/Security
3	Fault in the MCB of the CT/PT meter	Reading not taken reason other than PL	RCO after payment/Clearing the Def. Amt	Adj/Refund of Meter Rent/Cost
4	Meter/MCB Seals Broken due to reason other than Pilferage	Any abrupt change shown in the bill	RCO on A/c of any wrongful Disconnection	Change of Category/Tariff/Breach of Agreement
5	Challenging the accuracy of meter	Any sundry Charges added in the Bill	RCO otherwise sought by consumer	Correction in Name/Address/Group Code
6	Replacement of individual Service/PVC	Non-Posting of Previous Paid Bill	Delay in Release of Connection	Adjustment of PL Cases
7	Sparkling in the meter terminal	Meter Status Shown Defective/Dead stop/Faulty in the Bill	Change of Name	Adjustment/Refund of any Sundry Charging
8	Shifting the site of meter/line	MCO/SJO/SCO/MTO not entered	Extn. Of Load	Submission of Revise Test Report to regularize C.Load/Capacitor Installation
9	Providing seals on terminal plate/MCB	Non-Overhauling of Consumer A/c after any MCO/SJO/MTO	Red. Of Load	Voltage Variation
10	Clubbing of Load for 2 or more meters in the same premises	Non-Applicability of Proper Tariff Schedule	Change of Ind. or addition thereto	Interruption /Failure of Power Supply and Schedule Outages/Load Shedding

1 1	Theft of meter from the premises of the consumer- Installation of New meter	Supplementary Bill Demanded in case of any amount stayed by Court	Withdrawal of any new connection/EOL /ROL/CON application - Refund/Adj of Charges	Failure of Distribution T/F/ Power T/F
1 2	Any other complaint regarding meter _____ _____	Any other complaint regarding Billing _____ _____	Any other complaint regarding Connection _____ _____ _____ _____	Any other complaint _____ _____ _____ _____

Signature of the Official  
Receiving Complaints

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### INSTRUCTION NO. 10.3

#### Redressal of public grievances regarding Billing Disputes: (SC 1/2013):

In order to rationalize the settlement of consumers billing disputes for connected and PDCO cases & to redress the Consumer Grievances, the delegation of powers to various functionaries of the Nigam are as under:-

Sr. No	Reason of charging	Authority to refund	Powers
1.	Clerical mistake/wrong application of tariff	SDO	Full powers with surcharge
2.	Locked Premises	SDO	(i) Full powers for DS/NDS & others. (ii) In case of Industrial Category & Bulk Supply, the refund to be given with approval of XEN.
3.	Billed on average basis but meter working is O.K.	SDO	(i) Full powers for DS/NDS & others. (ii) In case of Industrial Category & Bulk Supply, the refund to be given with approval of XEN.
4.	Over-hauling accounts for defective meters	SDO	(i) Full powers for DS/NDS & others. (ii) In case of Industrial Category & Bulk supply, the refund to be given with approval of XEN.
5.	i. Vigilance Checking. ii. M&P checking iii. Checking by staff or others	XEN	(i) Upto Rs.25,000/- The request will be made by the consumer to the XEN and after getting the details from the S/Divn., and in consultation with RA/DA, he will decide the request within 30 days.

			If the consumer is still aggrieved, he may appeal to the next higher authority.
		SE	(i) Upto Rs.50,000/- The request will be made by the consumer to the SE and after getting the details from the S/Divn., and in consultation with RA/DA, he will decide the request within 30 days. If the consumer is still aggrieved, he may appeal to the next higher authority.
		CE	(i) Upto Rs.1 Lac The request will be made by the consumer to the CE and after getting the details from the S/Divn., and in consultation with AO/Sr.AO, he will decide the request within 30 days. If the consumer is still aggrieved, he may appeal to the CGM/Comml.
		CGM/ Comml.	(i) Above Rs.1 Lac The request will be made by the consumer to the CGM/Comml. and after getting the details from the S/Divn., and in consultation with Chief Auditor, he will decide the request within 30 days. If the consumer is still aggrieved, he may appeal to the Dir(OP).
6.	Amount got charged by IA/Chief Auditor or other audit parties.	SDO/OP	Rs.5000/- with concurrence of IA.
		XEN/OP	(i) Upto Rs.25,000/- The request will be made by the consumer to the XEN and after getting the details from the S/Divn.,and in consultation with RA/DA, he will decide the request within 30 days. If the consumer is still aggrieved, he may appeal to the next higher authority
		SE/OP	(i) Upto Rs.50,000/- The request will be made by the consumer to the SE and after getting the details from the S/Divn., and in consultation with RA/DA, he will decide the request within 30 days. If the consumer is still aggrieved, he may appeal to the next higher authority..
		CE/OP	(i) Upto Rs.1 Lac The request will be made by the consumer to the CE and after getting the details from the S/Divn., and in consultation with AO/Sr.AO, he will decide the request within 30 days.

			If the consumer is still aggrieved, he may appeal to the CGM/Comml.
		CGM/ Comml.	(i) Above Rs.1 Lac The request will be made by the consumer to the CGM/Comml. and after getting the details from the S/Divn., and in consultation with Chief Auditor, he will decide the request within 30 days. If the consumer is still aggrieved, he may appeal to the Dir (OP).

Any party aggrieved by the orders of original Authority viz. Xen/SE/CE/CGM/ Commercial concerned, may within one month of such order, file revision to the next higher authority whose decision shall be final and binding upon the parties. The next higher authority to the Authority concerned may also any time Suo-Motto call for the records of a case decided by such Authority and review the matter.

It is further added that it shall be binding on the authority to decide the case within 30 days and the next higher authority should also dispose of the application within 30 days.

2. The amount becoming refundable to the consumer, if any, as per decision of appellate authority/arbitrator/court of law shall be in general, adjusted by way of adjustment in future bills. However, in case the amount to be refunded is substantial and consumer wants the refund in cash, the same shall be refunded to the consumer in lump sum subject to the condition that the lump sum refund shall be allowed after retaining an amount equal to 6 months average energy bill of the consumer, based on the average consumption during 12 months prior to the date of decision by authority. The balance amount will be refunded in lump sum through cheque by the concerned XEN (OP) Division. Provided that if the connection of the consumer has been disconnected the total amount shall be refunded in one go.

3. The XEN/OP shall visit at least one subdivision in a week to listen the grievances of the consumers regarding billing disputes and resolve the same after due deliberation by the Committee as per delegation of powers and the cases beyond the powers of XEN, the same shall be forwarded to the competent authority immediately for its redressal.

#### **Members of Committee**

1. XEN/OP
2. SDO/OP
3. Divisional Accountant/Auditor

Wide publicity for the date and time of open durbar to be held by XEN/OP to resolve the billing disputes shall be made by the SDO/OP in advance. The XEN/OP shall keep the record of the complaints received, resolved and pending & which shall be regularly monitored by the SE/OP.

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### **INSTRUCTION NO. 10.4**

#### **Forum for Redressal of Consumers' Grievances (SC 18/2006):**

1. Forum for Redressal of Consumer Grievances (CGRF) has been set up in DHBVN as per HERC Regulations of April, 2004 as provided under section 42 of the Electricity Act-2003 & approval accorded by the State Govt. on 7/10/2005. The Forum is working since 13.03.2006.



2. The Forum consists of three members. Two members are appointed by the Nigam and are officers of the Utility in the scale of GM. The third Member is appointed by the HERC. The quorum of the Forum is two Members.

3. Any bonafide consumer of DHBVN can approach the Forum for Redressal of his/her grievances after exhausting the channel up to the level of XEN as per complaint handling procedure prescribed by the Nigam. The complaints to be made to CGRF can be addressed to:

**The Secretary,  
Consumer Grievances Redressal Forum,  
Ground Floor, D Block, Vidyut Sadan, Vidyut Nagar, Hisar (Haryana)-  
125005 (Phone No. 01662-223081  
Email: [cgrfdhbn@gmail.com](mailto:cgrfdhbn@gmail.com)**

4. The following type of complaints can be filed before the CGRF:

- a) Deficiency in Services.
- b) Unfair and restrictive trade practices adopted by the Nigam in providing electricity services to the consumers.
- c) Charging of excess amount in respect of supply of electricity and related services.
- d) Unsafe or hazardous services provided by the Licensee to the consumers.

5. The Forum cannot take up the issues relating to:

- a) Unauthorized use of electricity (Section 126 of the Elec. Act)
- b) Theft of electricity, offences and penalties. (Section 135-139 of the Act)
- c) Accidents & injuries as specified under section 161 of the Act.

6. All the complaints are normally to be disposed off within a period of three months.

7. Any consumer aggrieved by the decision of the Forum can approach the Electricity Ombudsman set up by the HERC at Panchkula.

8. Meetings of CGRF are held at circle levels in such a way that every circle is covered once in two months.

The relevant HERC Regulation on CGRF and formats on is available at the website of DHBVN [www.dhbn.com](http://www.dhbn.com) and HERC website [www.herc.gov.in](http://www.herc.gov.in)

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## INSTRUCTION NO. 10.5

### Guidelines for settling the disputed cases in Lok Adalat (SI 73/2006):

The modalities to be adopted on behalf of the Nigam while settling the disputed court cases in Lok Adalat have been formulated by the Nigam. The pending court cases have been divided in the following categories:

- 1) Dispute on account of amount charged due to detection of theft of electricity.
- 2) Dispute resulting out of M&P checking of consumer meters.
- 3) Dispute regarding unauthorized extensions of load
- 4) Dispute on account of amount charged as a result of audit of consumer account by audit.
- 5) Dispute on account of defective meters

The guide lines are as under:

1. **Dispute on account of amount charged due to detection of theft of electricity:**  
The consumers/non-consumers shall be re-assessed @ 50% of the original assessed amount along with 12% simple interest per annum and settled accordingly. However, it may be ensured that the original amount was assessed as per prevailing instructions. In case the original assessment was not computed as per prevailing instructions, the same may be recalculated and reduced as above. After such settlement the Nigam shall recommend withdrawal of FIR if registered against the person.
2. **Dispute resulting out of M&P checking of consumer meters:**  
In most of the cases relating to dispute as a result of M&P checking for CT meters, the dispute is regarding the period for which accounts of the consumer had been overhauled due to the discrepancies noted during M&P checking. As per the existing instructions the period taken is 6 months from the date of last checking of M&P. Normally the plea of the consumer in such case in the court is that, when meter was declared correct during the previous checking, it can not become defective from the very next day. In such cases the Nigam may charge for a maximum period of 6 months from the last date of checking whichever is less along with simple interest @ 12% per annum on the payable amount.
3. **Dispute regarding unauthorized extensions of load:**  
In such cases the amount of penalty plus simple interest @ 12% per annum may be charged upto the date of settlement of cases.
4. **Dispute on account of amount charged as a result of audit of consumer account by audit:**  
The chargeable amount may be assessed for a period of 6 months as per average consumption of the same months of the proceeding year or average of last 6 months or last 3 months or succeeding 3 months after the installation of the correct meter along with simple interest @ 12% per annum. The amount to be settled should be maximum of any of three mentioned above.
5. **Disputes on account of defective meters:**  
As per item No. (4) above.
6. Any other case not covered above shall be dealt with separately by the concerned Superintending Engineer (OP) and forwarded to the concerned CE (OP)'s with specific recommendations. A decision shall be taken by the CE (OP)'s on each such case individually & conveyed. Settlement of the case shall be made within the parameters conveyed only.
7. **Authorized Officers:**  
The SDO (OP) incharge of the concerned Sub-Division shall represent the Nigam before the Lok Adalat.

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**SECTION – XI****MISCELLANEOUS INSTRUCTIONS****INSTRUCTION NO. 11.1****Intimation of Shut down of Supply:**

1. Whenever it is found necessary to shut down either a section or the whole of the supply system, intimation should invariably be given to the consumers by publishing news/notice in the local papers etc..
2. General consumers should be notified through cassette playing on mobile vehicle, if considered necessary.
3. In case of scheduled shut down effecting supply to important localities or a no. of town/Villages, a prior intimation should also be sent to the Public Relation Officer of the Nigam for getting the same broadcast over the A.I.R. and published in the newspapers for the information of the public.

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**INSTRUCTION NO. 11.2****Procedure to be followed in submission of copy of judgment of court to Head Office:**

In order that the interests of the Nigam are not jeopardized by any delay in procuring a copy of the judgment of a court, the following procedure should be adopted.

1. Copy of the judgment should be obtained by the office concerned to whom the case relates immediately after the announcement of the judgment & decree. After obtaining the certified copy of judgment & decree, the same be sent to the L.R./Legal Wing of the Nigam along with the comments of the concerned office for seeking final advice for taking further necessary action within two weeks from the pronouncement of the judgment.
2. Where the judgment is against the Nigam it must be ensured that a copy of the judgment & decree reaches the Head Office within a week without fail so that necessary action be taken to file an appeal or a revision application as the case may be. The comments of the competent authority along with its opinion on the judgment be also supplied to L.R./Legal Wing of the Nigam along with the certified copy of the judgment & decree.

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**INSTRUCTION NO. 11.3****Filing of Appeal in the Higher Court where the decision is against the Nigam (SC 8/2006 & 24/2006).**

- a) Appeal shall be filed in the next Higher Court in all cases where the decision is against the Nigam without waiting for concurrence from the Legal Section and obtaining a copy of decision from the concerned court timely, will be the personal responsibility of SDO (OP) and XEN (OP) jointly. It has further been decided that SE's (OP) will supply the progress to XEN/Monitoring, DHBVNL, Hisar for filing of appeal in all the cases where the decision has been

pronounced by the concerned court against the Nigam. The progress will be supplied in the below noted performa every month.

- b) The cases decided in forums where the decision has gone against the policy of the Nigam or where the amount involved is Rs.25,000/- or more should invariably be filed in State Commission in case advice is not received from the Law department in time

Sr. No.	Name of the case	Name of the Court	Date of decision	Date of limitation period for filing appeal	Date of filing the appeal	Present status of the case

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#### INSTRUCTION NO. 11.4

##### Authorization of the Legal documents:

The following officers are authorized vide (Punjab State Electricity Board office order No.88 dated 22<sup>nd</sup> April, 1959, read with office order No.19 dated 10<sup>th</sup> May, 1967 of Haryana State Electricity Board) to sign, attest & authenticate any plaint, application, petition, written statement, replication, affidavit and any other legal instruments or document or power of attorney to any counsel on behalf of erstwhile HSEB now Nigam in connection with any fresh or pending case of proceedings in any court or in any fresh or pending reference to Arbitration by or on behalf of the erstwhile HSEB now Nigam (Dakshin Haryana Bijli Vitran Nigam Ltd.).

1. General Manager/ Administration & H.R./SE/Admn. of the Dakshin Haryana Bijli Vitran Nigam Ltd. generally for all cases arising on behalf of or against the Dakshin Haryana Bijli Vitran Nigam Ltd. in any court or arbitration proceedings within or outside the Haryana State. However, in the case involving policy matters of the Nigam all the legal documents should be signed & verified by the SE/Admn.
2. All the officers not below the rank of Executive Engineer and above upto the Chief Engineer in respect of cases/proceedings arising within their jurisdiction.

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#### INSTRUCTION NO. 11.5

##### Instruction regarding implementation of awards:

As per latest instruction issued vide No. CS/Advice/ WTD/301 dated 25.09.2001, the Chief Engineer (OP), Delhi and Chief Engineer (OP) Hisar will be arbitrator for the adjudication of billing disputes between the consumers and Nigam. In case any court of law appoints any Arbitrator other than the above, the Legal Secretary shall take up the matter with the judicial authority to nominate the Arbitrator as per Nigam's instruction. The Xen concerned will be presenting officer in case of arbitration dispute upto Rs.50,000/-. In case the amount exceeds Rs.50,000/- the Law Officer of concerned area will associate with the Xen. The award shall be self-speaking and judicious after considering duly recorded written/oral arguments of the parties.

2. When the award is announced by the arbitrator, a copy of the same shall be

sent to Chief Auditor invariably which will be examined in his office within 15 days of its receipt. After giving his opinion, Chief Auditor will seek the orders of management for implementation of awards or for the challenge of the award. Chief Auditor will also report to management whether the Nigam's rules/regulations/procedure needs any modification to avoid misinterpretation of rules and for the better delivery of justice in future. Thereafter, the management decision will be conveyed to concerned authority to take further action. The award shall be implemented or challenged within three months period.

**Note:**

- i) It has been noticed that the awards are not being implemented for months together; therefore, the implementation of awards requires close and regular monitoring. Therefore, the Chief Engineer (OP) of concerned zone should monitor such cases quarterly.
- ii) In case the award is in favour of Nigam, the surcharge will be recovered from the consumer and in the case it is in favour of the consumer, then simple interest as prescribed by the Nigam from time to time shall be charged on the amount found recoverable. However, where the arbitrator has given a specific order regarding charging of interest/surcharge the same shall be charged accordingly unless the award is challenged.

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### **INSTRUCTION NO. 11.6**

**Refund of Security:**

After a connection has been disconnected, the JE should, without any delay, return the Service Connection Order (in case of temporary connection where the same has not been returned already) and the Disconnection order to the Sub Divisional Office. Immediate action should, then be taken to prepare the final bill which should be rendered to the consumer the same day.

2. The bill should be sent to the consumer with a forwarding letter informing him the charges due from him and balance of security available after adjustment of recoverable charges.  
Along with that letter, a Hand Receipt purporting to be acknowledgement of money received by the consumer may be enclosed for signature of the consumer and return of the same along with the original receipt of security. The consumer should also be advised to stamp the hand receipt in case the amount to be refunded is more than Rs.500/-.
3. The consumer may collect the balance amount of security personally from the Sub Divisional Office or he may give his consent and the address for remitting the same by money order after deducting the money order charges. On receiving the Hand Receipt and original security receipt the amount should be paid or remitted by money order without any further delay. In case the consumer attends the SDOs office with the original security receipt, refund should be allowed to him on the same day if the amount to be refunded does not exceed Rs. 100/- but if the amount is more, the papers/documents should be passed on to the XEN for immediate payment.

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**INSTRUCTION NO. 11.7****Dishonor of cheque:**

In order to provide efficient services to the consumers, the Nigam has given the facility of accepting the payment by means of cheque. Some consumers particularly the industrial units and in large number of cases the domestic consumers also are issuing the cheques which get bounced. On account of this problem, the Nigam has to suffer financial loss.

The matter has received the attention of the Nigam and it has been decided that in future if a cheque deposited by the consumer of any category is bounced, further payment(s) will be accepted by means of demand draft only. The consumer will also be informed to deposit three times consumption security at the prevalent rates with the Nigam as the bouncing of the cheque amounts to non-payment of the energy bill by the due date & shall be considered as a default in payment.

While issuing the notices to the consumers for depositing three times consumption security, the consumers may also be informed that the Nigam reserves his right to take action against them under Section 138 of Negotiable Instrument Act 1881 as well as disconnection of supply for not depositing the additional consumption security.

However, before asking the consumers to deposit three times consumption security, it should be ensured by the SDO that the cheque has been bounced on account of shortage of funds and not on any other technical reasons and the consumer has not deposited the entire amount within 30 days of the bouncing of cheque.

The clause of three times consumption security at the prevailing rates will be applicable in the cases where amount of the bill is in excess of Rs. 10,000/-.

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**INSTRUCTION NO. 11.8****Reporting of Electrical Accidents:**

In pursuance of Haryana State Litigation Policy - 2010 and Indian Electricity Rules – 1956, Section 44 (A), to curb litigation and to save Nigam from litigation expenses like Advocate's fee TA/DA etc. and to ascertain exact cause of electrocution i.e. on Nigam's System or on consumer's installation, all electrical accident cases and their investigation reports should be prepared and forwarded to the competent authority by the SDO/OP on the formats already specified. In the event of electrocution on Nigam's installation the concerned person will report to SDO/OP within 24 hours of the accident with a copy to Chief Electrical Inspector, Haryana failing which no case shall be entertained by the Nigam for which wide publicity may be done through public notices etc. by the field officers.

A committee of concerned SE/OP, XEN/OP & SDO/OP has been constituted to settle this type of Electrocution cases by way of giving compensation through Open Darbars.

Dakshin Haryana Bijli Vitran Nigam Ltd. (DHBVN)

**FORM FOR REPORTING ELECTRICAL ACCIDENTS**  
**(See Rule 44-A of Indian Electricity Rules-1956)**

<b>1</b>	Date and Time of accident	
<b>2</b>	Place of accident (Village / Town, Tehsil / Thana, District and State)	
<b>3</b>	System and voltage of supply (Whether EHV/HV/LV line, sub-station/generating station/consumer's installations/service lines/other installations)	
<b>4</b>	Designation of the Officer-in-charge (in whose jurisdiction the accident occurred)	
<b>5</b>	Name of owner/user of energy in whose premises the accident occurred.	
<b>6</b>	<b>Details of victim(s)</b>	
<b>(a) Human</b>		
<b>S.No.</b>	<b>Name</b>	<b>Father's Name</b>
<b>(b) Animal</b>		
<b>S.No.</b>	<b>Description of Animals</b>	<b>Number(s)</b>
<b>7</b>	In case the victim(s) is /are employee(s): (a) Designation of such person(s) (b) Brief description of the job undertaken, if any. (c) Whether such person/persons was/were allowed to work on the job.	
<b>8</b>	In case the victim(s) is/are employee(s) of a licensed contractor (a) Did the victim(s) possess any electric workman's permits(s), supervisor's certificate of competency issued under Rule 45? If yes give number and date of issue and the name of issuing authority. (b) Name and designation of the person who assigned the duties of the victim(s)	
<b>9</b>	In case of accident in the Distribution Licensee system, was	

	the Permit To Work (PTW) taken? Give permit No., time and date	
10	Describe fully the nature and extent of injuries, e.g. fatal /disablement (permanent or temporary) of any portion of the body or burns or other injuries. In case of fatal accident, was the post mortem performed?	
11	Detailed causes leading to the accident (To be given in Annexure-II)	
12	Action taken regarding first-aid, medical attendance etc. immediately after the occurrence of the accident (give details)	
13	Whether the District Magistrate, Police Station concerned and Chief Electrical Inspector have been notified of the accident (if so, give details)	
14	Steps taken to preserve the evidence in connection with accident to the extent possible.	
15	Names and designation(s) of the person(s) assisting, supervising the person(s) killed or injured.	
16	What safety equipments were given to and used by the person(s) who met with this accident (e.g. rubber gloves, rubber mats, safety belts and ladders etc.)?	
17	Whether isolating switches and other sectionalizing devices were employed to deaden the section for working on the same?	
18	Whether the workmen conducted proper earthing as per prescribed guidelines on either side of the work place?	
19	Video/Photograph of site & victim.	
20	Whether the artificial resuscitation treatment work on victim was undertaken by authorized person(s)? If yes, how long was it continued before its abandonment?	
21	Names and designations of persons who were present at site and witnessed the accident.	
22	Name and designation of person held responsible for the accident as per detailed investigation report.	
23	Any recommendation regarding safety procedures pertaining to corrective and preventive actions for avoiding future accidents.	
24	Whether investigation report of CEI has been received and the same is attached?	
25	Any other information/remarks.	
<b>Place</b>		
<b>Time</b>		
<b>Date</b>		
<b>Signature</b>		
<b>Name</b>		



<b>Designation</b>
<b>Address of the person reporting</b>

**Note:** Copy of the duly filled form has to be forwarded to the following:-

1. Reporting Division office
2. Reporting Circle office
3. Reporting office of the Chief Engineer in charge
4. Director Operations/Head office
5. Training institutes, Hisar and Gurgaon.
6. Chief Electrical Inspector to Government of Haryana, Chandigarh.

Annexure-2

**ELECTRICAL ACCIDENT**  
Detailed investigation report

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**INSTRUCTION NO. 11.9**

**REPLACEMENT OF DISTRIBUTION T/F INSTALLED UNDER SELF FINANCING / HVDS IN CASE OF THEFT:**

The replacement of stolen transformer within warranty period provided under Self Execution / Turnkey shall be done as under (SC D-17/2010):-

1. The transformers may be replaced departmentally.
2. For all T/Fs which are provided or to be provided under self execution / turnkey works, it will be mandatory on the part of contractor / turnkey contractor that all corner bolts (4 No. only) of T/F cover as well as platform bolts be welded and henceforth all JE/SDO may also ensure that safety measures (Welding) to avoid theft has been done before energization of such transformer and in future in all such cases JE/SDO will be called upon to explain their position for clearing the installation without ensuring welding of the transformers.
3. The permission to replace the stolen transformer departmentally will be given by the C.E (OP), on the merits of the case which will not be a matter of routine. Proper lodging of FIR and fixing of responsibility for stolen transformer will be a pre – requisite.
4. In view of the Minutes of Meeting held on dated 08.04.2013 under the Chairmanship of APSCM, GoH, the Management has decided that **the transformers which were stolen before June 2012 shall be replaced after depositing 10% of the cost by the farmers and the transformers which were stolen after June 2012 will be replaced after depositing 20% of the cost.** No refund will be allowed for already settled cases. (SC 18/2013).

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**INSTRUCTION NO. 11.10**

**Contravention of provisions of the Electricity Act, 2003/Rules & Regulations made there under and Directions/Orders issued by the Commission (SI 10/2012):**

When an officer of a utility is found to have committed any of the following acts due to gross negligence, with ulterior motives/extraneous considerations, then a

penalty shall be imposed on the officer concerned under section 142 of the Electricity Act, 2003:- .

1. Violation of Regulations issued by the Commission.
2. Non-implementation of directions of the Commission.
3. Avoidable harassment of consumers.
4. Avoidable disruption of supply.

The commission has further decided that in the interest of natural justice and as per the requirement of Section 142 of the Electricity Act, 2003, once the Commission comes to a preliminary finding that an officer is guilty of any of the above acts, he shall be issued with a written notice stating the findings against him. The officer shall be given a time of two weeks after which he shall appear before the Commission to state his defence, if any. After hearing the officer, the Commission shall pass an order imposing the penalty, if any, as per law.

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### **INSTRUCTION NO. 11.11**

**Regulation for duties and responsibilities of various functionaries responsible for up keep and maintenance of consumer accounts:  
(O/O. 92/Finance-378 dated 05-08-2005):**

The Dakshin Haryana Bijli Vitran Nigam is pleased to make the following regulations on the above subject:

Regulation: 1: SHORT TITLE COMMENCEMENT AND APPLICATION

**Regulation: 2: INTERPRETATION**

**Regulation:3: Duties of Sub Divisional Officer In-charge Operation Sub Division.**

- i) He shall act as custodian of cash chest. The key No. 2 of the chest shall remain in personal custody of SDO and Key No. 1 in the custody of the Cashier. During temporary absence of the SDO on leave or on tour, Key No. 2 shall be transferred to the senior most JE in the Sub Divn. as per procedure.
- ii) He will be responsible to see that total of day's collection of consumers' cash is transferred on the receipt side of the Revenue Cash Book from the CCR Book and Daily Bank scrolls after the entries in the CCR Book and Daily Bank scrolls have been compared and totals verified by the UDC (R)/CA to the extent of 100% / 10% respectively as prescribed for them. The entry in the Revenue Cash Book and the certificate of transfer recorded in the CCR Book and daily bank scrolls shall be attested under dated signatures of SDO.
- iii) He shall be responsible for the correct and prompt remittance of all cash collections on the same day and wherever it is not possible, in the morning of the next working day. While remitting the cash into Bank the entries in all the 4 copies of each pay –in-slip, on the payment side of the Revenue Cash Book and entries in the Remittance Register shall be attested under dated initials of the SDO in token of having verified the correctness of the amount remitted into Bank as per total collection of the day/previous day and deep the Remittance Register under his safe custody.
- iv) He shall also be responsible for satisfying himself about the remittances made into Bank by comparison of receipted pay-in-slips with the entries in the remittance and on the payment side of the Revenue Cash Book and append his dated initials in token of this verification in the Remittance Register and amount entered on payment side of the Revenue Cash Book (on right hand

- side).
- v) He shall satisfy himself that the entries in the CCR Book and daily bank scrolls have been duly compared and checked with the amounts mentioned in the duplicate copies of the receipt in RO-4/ stubs and further that the total of the CCR Book and daily bank scrolls have been verified and found correct by the UDC (R) to the extent of 100% and checked by Commercial Assistant to the extent of 10% of the entries and that the officials concerned had recorded a certificate in the CCR Book and daily bank scrolls regarding their having exercised the prescribed checks and having found the same to be correct.
  - vi) He shall prepare the spot bills for H.T. industrial connection and deliver the same to the consumers concerned on scheduled reading/ billing date and see that entries of the bills have duly been recorded on the same date in the consumers ledger duly attested under his dated initials.  
In case of H.T. Industrial consumers where H.T. Electronic Trivector Meters have been installed and the monthly reading is taken through MRI and computerized bills are generated, he shall be responsible to ensure that bills are delivered to the consumers within 2 days from the date of reading.  
He shall also ensure that the readings of Medium Supply (now re-designated as L.T. Industrial above 20 KW Load) consumers is taken by the JE incharge of the area, the working of the meter is checked at the time of reading, checking record is maintained properly.
  - vii) He would be responsible to ensure that total of monthly cash realization posted into consumers ledger agrees with the total monthly realization of each consumer Group as shown in the CCR Book and daily bank scrolls and further that the grand total of monthly realization from all categories of consumers in respect of all the groups agree with the total monthly realization shown in revenue cash Book. He shall also ensure that a certificate of this reconciliation is recorded by the UDC (R) in respect of each ledger and that a reconciliation certificate of grand total receipt of the month in the Abstract Ledger is also recorded by the UDC (R) and countersigned by CA and SDO both.
  - viii) He shall also satisfy himself about the accuracy and correctness of bringing forward the unpaid balance outstanding against the defaulting consumers from the previous month in the following manner:-  
Total of col. "Net amount payable" plus total of col. "Surcharge levied" minus total of col. headed "Realization" is equal to the total of col. headed "Balance" of the current month. In token of this verification, the SDO shall add his dated signatures immediately below the totals of opening balances brought forward in the abstract ledger.
  - ix) He shall attest each and every entry of charge or refund made in the sundry charges and allowance Register with reference to relevant job order such as SJO, MCO, M&P reports, Half Margins, RCO Test Report etc. and under/over assessment of energy or electricity duty pertaining to previous month(s).
  - x) He should also ensure that each and every entry of charges and allowances made in the sundry charges & allowances register has been posted in respective consumer ledger.  
This will be done by comparing the totals of sundry charges and allowances column of the month in the Abstract Ledger with those made in the Sundry Charges & Allowance Register under the respective col. at the end of each month.
  - xi) He should verify from the Local Branch of the Bank with which he is making Remittances that the amount remitted into collecting bank branch by his office have been credited to Nigam's account and transferred to main account of the Nigam at the head-office daily. In token of this, MT/TT No. & date with amount shall be obtained daily from the Bank and posted against the relevant entries in the Remittance Register. The outstanding credit, if any, in respect of the

cheque(s) remittance shall then be pursued till the amounts are credited to Nigam's account. In case cheque deposited by any consumer is dishonoured on more than two occasions the facility of payment by cheque be withdrawn in view of instructions issued vide Financial Adviser/Hqr. memo No.476-624 dated 21.9.2000.

- xii) He shall ensure that all the HM's issued by the audit parties have been disposed off in accordance with and within the time frame circulated vide circular letter No. CA/RN22055/22565 dated 23-03-79 and further re-iterated vide circular letters No. CAJRAIHQ-126/3407-4007 dated 10-09-86, CA/RA/HQ/R-11/9356-9707 dated 02-12-96 and CAIRA'HQ/R-11/8934- 9434 dated 29.12.97 and that no half margin is lying pending with the Sub Division concerned beyond the prescribed period without any valid reasons.
- xiii) Where billing have been computerized action will be taken on the exceptional list by the concerned SDO/OP within one month and XEN (OP) will ensure that prompt action has been taken by the SDOs on the exceptional lists (SI 6/2013). He will carry out 25% checking of below noted exceptional reports and shall also ensure that the Commercial Assistant has carried out 100% checking thereof and the action required to be taken is initiated promptly.

Sr. No.	Name of computerized Exceptional lists	Remarks
1.	a) Part payment list b) Excess payment list c) Double/Duplicate list	To ensure that undue/ excess/double credit is not given to any consumer.
2.	a) Monthly Cash Realization b) Check list of receipt stubs c) Ledger wise Cash Segregation Report	These lists shall be tallied with each A/c No., amount and day's total with corresponding figures in CCR Book and daily bank scroll(s).
3.	List of consumers with Bill amount above Rs.20,000.00	These bills shall be distributed to consumers only after checking and correction, if any.
4.	Exception lists a) Forced Average i.e. bills prepared on average because the reading was not consistent. b) Consumption more than 800% or less than 25% of average. c) All -ve amount bills. d) PDCO cases. e) MCO cases. f) Board's/Nigam's employee's concession.	To investigate reason of in-consistence & to send proper advice in the next cycle so that next bill is prepared on actual reading.  To ensure that undue credit or refund has not been given to the consumer. For transferring the cases to permanent defaulter ledger. To ensure that advice(s) have been fed correctly. To ensure that no concession is allowed w.e.f. 1.1.2001.
5.	a) Defective Meter cases b) Burnt meters c) Glass broken	i) To ensure that correct units are being charged. ii) To get some meters checked so as to ensure that reporting of Meter Reader is correct. iii) To investigate all cases of glass broken and M&T seal broken.

d) M&T Seal broken e) Premises locked	To get the reading of meters which are locked for more than six months.
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**Note:** The exception reports mentioned at item no.5 of the above table shall be passed on to the JE concerned and he shall be responsible to ensure that the required action thereon is taken promptly by the concerned JE.

In addition to above SDO shall also carry out random checking of the following exceptional reports with the same objective and purpose.

Sr. No.	Name of list	Remarks
1.	a) Defaulter list b) Defaulting amount Rs.5000.00 and above	For issuance of TDCO and PDCO
2.	Check list of Inconsistent Reading	To take appropriate action so that proper bill is prepared.
3.	a) Check lists of Advices No. 71 - 75 b) Check list of New Connections.	To see that the various advice(s) sent by the S/Divn. have been fed correctly by the billing agency.
4.	Not carried lists of Advice(s) and stubs	To send proper advice(s) in the next cycle.

He shall append his signature on the each list/exceptional report in token of having exercised the above prescribed checks.

- xiv) He shall also ensure that the duties assigned to the Commercial Assistant in respect of computerized billing as explained in Para v, vi, vii & viii of duty list of the Commercial Assistant are exercised by him without any excuse, in token of which he will countersign all the certificates to be recorded by the Commercial Assistant. He shall be considered equally responsible in case the checks prescribed for the Commercial Assistants are not carried out by the Commercial Assistant.
- xv) He will also ensure that action on the M&P reports received from the XEN M&P has been initiated/ taken as per observations laid therein and will also append a certificate to this regard that report received during the month have been attended to in letter and spirit.
- xvi) He will ensure that all defective/in-operative energy meters are replaced immediately and not beyond the next billing cycle. Non replacement of such meters within above period will be his personal responsibility including of financial loss, if any.
- xvii) He will ensure that 1st bill of a new connection is rendered to the consumer within two months of the date of release of connection.
- xviii) He will ensure that all the dishonoured cheques received from the banks daily are entered in the Revenue Cash Book and register of dishonoured cheques. The notice as per procedure is issued to the consumers to make payment in cash/ bank draft/ pay order as the case may be.
- xix) He shall be responsible for charging of dishonoured cheques amount to the concerned consumers Account through SC&AR and also got posted in consumer ledger on the same day and reverse entry is made in the consumer cash book, remittance register and cancel the RO-4 receipt and also make minus entry in Red Ink in the RIB statement by giving the reference of PIS no. and date on which it was previously remitted into bank.
- xx) He will be responsible to see that no revenue credit is to be given to the

- concerned consumers until the cheque is realized and should make proper watch of the realization of cheques.
- xxi) SDO should be vigilant about clearance of local cheques/drafts and he will ensure of visiting the banks personally that all cheques/drafts remitted into have been encashed and credited to the Nigam's account at the earliest.
  - xxii) In case of delay in transfer of amount by the banks, the SDO shall be liable for payment of interest which the Nigam could have saved on timely transfer of funds.
  - xxiii) He will ensure proper maintenance of temporary connection ledger with reference to
    - (a) That regular monthly reading is being taken by the concerned JE.
    - (b) That regular monthly bill is rendered to the consumer on actual consumption basis.
    - (c) That the meter installed on the temporary connection is replaced immediately in case it became defective/ dead/ burnt.
    - (d) ACD of such consumer is enhanced in case the amount of the monthly bill is found to be more than originally anticipated while fixing the amount of security deposited earlier.
  - xxiv) He shall be responsible for giving certificate on RIB statement that actual amount remitted into bank tallies with the revenue cash book as required under banking instructions No. **2.17(b)**.
  - xxv) He will ensure that all the court cases/arbitration cases in respect of consumers are properly pursued/ attended to safe guard the financial interest of the Nigam.

**Regulation: 4: Duties of Commercial Assistant working in operation Sub Division.**

He shall be responsible:-

- i) For comparison of entries in CCR Book and daily bank scrolls with relevant duplicate copies of RO-4 and stubs to the extent of 10% of each day's entries. This check should include comparison of all entries of heavy amounts exceeding Rs.20,000/-. He will record a certificate in the CCR Book and Daily Bank scroll in token of his having carried out the said check before day's collection is transferred to Revenue Cash Book and after the UDC (R) has exercised his 100% check over this work.
- ii) To exercise 100% check at the following stages in the maintenance and up-keep of consumer ledger(s) and other connected record:
  - a) Entries of unpaid charge outstanding against defaulting consumers brought forward from previous month in respect of all industrial consumers.
  - b) Assessment of energy charges and electricity duty of all industrial consumers.
- iii) To exercise 10% check over the following:-
  - a) Entries of cash realization posted in consumer ledger(s).
  - b) Entries of unpaid balances outstanding against the defaulting consumers - General and A.P. Connections brought forward from previous month.
  - c) Entries of assessment of energy charges and electricity duty in respect of general consumers and A.P. tubewell connections.
  - d) Posting of item of charges and allowances in the consumer ledger(s) from the Sundry Charges & Allowance Register.
- iv) He shall append his dated initials on top of each page of consumer ledger(s) in token of correctness of date of issue of the bills and grace date fixed for

payment of the bill(s) and also ensure that :-

- a) UDC (R) has exercised his prescribed 100% check and he has recorded certificates wherever required in token of his check before the issue of the bills.
- b) That the ledger(s) have been totaled in respect of all columns before the bills are issued.

Where a Commercial Assistant has not been posted the above duties shall be exercised by the SDO/JE (In-charge of Sub Divn./Office).

- v) Where billing of DS/NDS categories have been computerized, he shall carry out 100% checking of the below noted lists (exception reports) being generated and supplied by the Computer Firms. He will also ensure that the action required to be taken on the each exceptional report (as mentioned against each) is taken by the concerned staff.

Sr. No.	Name of list	Remarks
1.	a) Defaulter list b) Defaulting amount above Rs.5000.00	For issuance of TDCO and PDCO
2.	a) Part payment list b) Excess payment list C) Double/Duplicate list	To ensure that undue/ excess/double credit is not given to any consumer
3.	a) Monthly Cash Realization b) Check list of receipt stubs c) Ledger wise Cash Segregation Report	These lists shall be tallied with A/c No., amount and day's total with corresponding figures in CCR Book and Daily Bank Scroll.
4.	Check list of Inconsistent Reading	To take appropriate action so that proper bill is prepared.
5.	a) Check lists of Advices No. 71 to 75 b) Check list of New Connections.	To see that the various advices sent by the S/Divn. have been fed correctly by the billing agency.
6.	Not carried lists of Advices and stubs	To send proper advices in the next cycle.
7.	Assessment Summary	To account for the assessment of revenue in monthly account.
8.	List of consumers with Bill amount above Rs.5000.00 or less than Rs.20,000/-	These bills shall be distributed to consumers only after checking and correction, if any.
9.	Exception lists a) Forced Average i. e. bills prepared on average because the reading was not consistent. b) Consumption more than 800% or less than 25% of average. c) All negative amount bills d) PDCO cases  e) MCO cases. f) Board's employees concession.	<p>To investigate reason of in-consistence &amp; to send proper advice in the next cycle so that next bill is prepared on reading.</p> <p>To ensure that undue credit or refund has not been given to the consumer. For transferring the cases to permanent defaulting ledger.</p> <p>To ensure that advice(s) have been fed correctly.</p> <p>To ensure that no concession is allowed from 1.1.2001 through bills.</p>

10.	a) Defective Meter cases b) Burnt meters c) Glass broken d) M&T Seal broken e) Premises locked	i) To ensure that correct units are being charged. ii) To get some meters checked so as to ensure that reporting of Meter Reader is correct. iii) To get investigate all cases of glass broken and M&T seal broken. To get the reading of meters which are locked for more than two billing cycle.

**Note: The exceptional reports mentioned at item no. 10 of the above table shall be passed on to the JE concerned for 100% checking and taking appropriate action.**

In token of having exercised above checks, he would append his signature along with remarks. He will be responsible to produce/present these reports to the audit parties/other inspecting officers including of EDP Wing. All the exceptional reports/list will be kept in a separate folder.

- vi) Each and every 'Receipt Stub Batch Card' will be signed by him and the SDO at the appropriate place on the front side as well as on the back side certifying that the daily totals of cash received through \_\_\_\_\_ Nos Receipt Stubs as recorded in the Daily Bank Scroll/CCR Book No. \_\_\_\_\_ Page Nos. \_\_\_\_\_ tally with the total amount and nos. of receipt stubs recorded in the batch data (stub batch card).
- vii) He will carry out 100% checking of amount recorded in the Advice No. 75 with reference to the Sundry Charges and Allowance Register. He shall also ensure that the totals of each page are worked out and he shall also verify the totals and record a certificate to this effect as under:-

"Certified that the totals as worked out in the advice tallies with the Sundry Charges and Allowances Register under billing cycle \_\_\_\_\_ Group \_\_\_\_\_."

On receipt of computerized ledger he will again verify that the totals of columns headed "Charges & Allowance" of computerized ledger tally with advices/SC&A Register and in token thereof, he shall record the following certificate in the SC&A Register.

"Certified that the ledger wise totals of Sundry Charges and Allowances given in the assessment summary of the ledger tally with the totals of advice(s)/SC&A Register."

- viii) He shall also check the other advice(s) prescribed for change of previous reading, MCO, POCO, RCO, tariff etc. and record the below noted certificate on each advice.

"Certified that all the entries shown in the advice have been verified and tally with the relevant record of the Sub Division."



After receipt of check lists/computerized ledger(s) he shall again verify that the advice(s) have been entered correctly by the billing agency.

- ix) He will ensure that all dis-honoured cheques received from the banks daily are entered in the Revenue Cash Book and Register of dis-honoured cheques. The notice as per procedure is issued to the consumers to make payment in cash! DD/ PO as the case may be.
- x) He will ensure that monthly reading is being taken by the concerned JE for all temporary consumer(s) and MS consumer(s).
- xi) He will ensure that bill is being rendered to the temporary consumer(s) every month on actual consumption basis.
- xii) He will ensure that enhanced ACD is got deposited from the consumer(s) in case the monthly consumption charges exceeds the ACD deposited.
- xiii) He would attend the consumer complaints with regard to disputed bills amount / wrong issue of bills containing clerical errors / wrong application of tariff and would ensure correction thereof promptly.
- xiv) He will ensure that disconnected meter should be given a code so that Meter Reader can mention the same when such connection has light/ meter.

**Regulation: 5: Duties of UDC (Revenue) in OP Sub Division:**

- i) He shall be responsible for exercising of 100% checking over the entries made in the consumer cash received book/and Daily Bank scroll with the relevant duplicate copies of the receipt in form RO-4 and stubs and verify the total of the book and bank scroll, in token of which he shall record a certificate in his own hand-writing and under his dated signatures immediately below the total in the CCR and Daily Bank Scroll.
- ii) He shall be responsible to check 100% entries of cash realization posted in consumer ledger(s) from duplicate copies of receipt in form RO-4 and stubs. In token of this check, he will append his dated initials below the Total of col. headed 'Realization' on each sheet of the consumer ledger.
- iii) He shall be responsible to check that total of cash realization posted in the ledger agrees with the total monthly receipt of that groups as per CCR Book and Bank Scrolls and further that the grand total receipts of a month as per Revenue Cash Book agrees with the total cash realization posted in the abstract ledger (For all Groups).
- iv) He shall be responsible to check 100% entries of unpaid balances against defaulting consumers brought forward from previous month in respect of all general and A.P. consumers. It should be proved that the total of col. 'Net amount payable' plus total of col. headed "Surcharge levied" minus total of col. headed 'Realization' is equal to the total of col. headed 'Balance brought forward'. He shall put his dated initials in token of above check on each and every sheet of the consumer ledger at the place provided for his initials.
- v) He shall compare the entries in the consumers' bill with the entries in the ledger, to avoid issue of incorrect and forged bills. In token of this he will record a certificate at the end of ledger every month to this effect before the bills are actually signed or the same are stamped with signatures stamp.

**NOTE :-** He will also perform the duties of the Commercial Assistant in case there is no post of Commercial Assistant in the Sub-Division/Sub-Office or that post is lying vacant.

**Regulation: 6: Duties of Junior Engineer (Field):**

- 1. He will ensure the return of service connection order to the consumer clerk within two/ three days after release of connection to the consumer.

2. He will ensure to return the TDCO, PDCO, MCO and SJOs to the Commercial Assistant after necessary compliance within one week from the date of issue.
3. He will maintain register of CA-21 and CA-22 i.e. record for receipt and issue of energy meters as per procedure.
4. He will maintain the meter sealing record as per procedure.
5. He will ensure the checking of energy meter installed at the premises of consumers of DS/ NDS/AP categories and maintain its register properly.
6. He will ensure the proper maintenance of reading record of medium supply consumers (now re-designated as LT Industrial above 20 KW Load) and will take reading within schedule date.
7. He will be responsible for taking monthly reading of medium supply consumers in any circumstances. In case the premises found lock, he will record reading after getting it opened by serving notice "Access to the premises" to the
8. He will take the monthly reading of temporarily connection(s) within schedule date and maintain the record thereof in proper form. He will also ensure that the working of meter installed at the premises of each consumer is accurate along-with all the seals intact.

**NOTE:** 1) Asstt. Foreman/Foreman performing the above duties of the J.E.(Field) will equally be responsible as J.Es. in this regard.

2) The duties and responsibilities prescribed for SDO in-charge of a Sub-Division shall be carried out by the Junior Engineer in-charge of a Sub-Office mutatis mutandis in respect of his Sub-Office.

**Regulation: 7: Duties of Meter Reader:**

1. He is responsible to maintain the reading record of all categories of consumers except HT/ LT Industrial consumers (above 20 KW Load).
2. He is responsible to enter the reading of a group in computer reading record and no other official will be authorized to do so.
3. He will ensure that reading is taken/ recorded by him after due verification from the energy meter installed at the consumer premises. In no case premises locked will be shown exceeding 5% of the total connections of that group.
4. He will also prepare the list of Dead stop meters, in-operative meters, glass broken meters, seal tempered meters and submit to his SDO In-charge after appending his dated initials immediately.
5. He will not be authorized to take/ record reading in the record other than meter reading book and meter cards. The prescribed columns of the meter reading book shall be filled up by him under all circumstances i.e. Name of consumer, Account No., Address and Connected Load etc.
6. He will record the meter reading in meter reading Card provided at consumer premises and append his dated signatures. (O/O No. 93/Finance-378 dt. 21 -9-2005).

The extent of responsibilities to be fixed for the Meter Readers in case of loss sustained by the Nigam due to bogus/incorrect meter reading would be as under:

Sr. No.	ACTIVITY	RESPONSIBILITY & RECOVERY FROM PAY
1.	<b>Loss sustained to the Nigam:</b> By M.R. in connivance with consumer on account of :- a) Accumulation of reading b) Glass broken.	i) For the first default, 2 times the loss sustained by the Nigam. ii) For the second default, 5 times the loss sustained by the Nigam. iii) For subsequent default, the

	c) Seals broken/tempered meters d) Non reporting of change of category.	termination of services will take place by adopting summary trial.
<b>2.</b>	<b>Non Reporting/Bogus Reporting:</b> a) Dead stop b) P.L. c) Incorrect meter reading d) Inoperative meter	<b>Recovery from pay:</b>  Rs.500/- for each default from the pay of the Meter Reader.

**Regulation: 8: Duties of Consumer Clerk relating to Revenue Record in OP Sub Division:**

1. Maintenance and updating of service connection register with all required information.
2. Maintenance of all consumer(s) files.
3. Maintenance of service connection orders books and issue of SCO's as per procedure.
4. Maintenance of MCO, SJO Book for sub division as a whole. No official other than the consumer clerk will be authorized to issue MCO/SJO.
5. Maintenance of RCO Books.
6. Preparation of Deposit slip-cum-challan in respect of all misc. payments for deposit by the consumers in authorized bank branches.
7. He will be responsible to record Meter No. & reading in all cases for release of new connection and re-connection after putting his dated signature in the ledgers/relevant record and submission of advice(s) etc. to Billing Agency/Billing Section, in this regard.

**Regulation: 9 : Duties of Ledger Keeper:**

1. He will maintain the manual ledger of AP and SP consumers properly as per prescribed column in the ledger.
2. He will maintain the computerized ledger of DS/ NDS categories of consumers with exception/ error lists.
3. He will ensure the issue of bills after exercising 100% check and also of computerized bills with exception lists.
4. He will maintain Sundry Charges and Allowances Register properly and prepare the abstract at the end of month as per standing instructions.
5. He will prepare the entry in SC&AR of charges and allowances by giving the full description of the case and quoting the reference of MCO/ SJO and SCO etc.
6. He will ensure the proper posting of cash realization into the ledger and reconciliation thereof at the end of each month.
7. He will ensure the proper maintenance of computer advice no. 71 to 75 and submission thereof to the computer firm and to exercise 100% check after receipt from computer firm.
8. He will charge the amount of under assessment as per MCO, TDCO, PDCO etc.

**Regulation: 10 : Duties of Head Cashier:**

- i) The Key no.-1 of the main chest shall remain in personal custody of Head Cashier and during Absence of the Head Cashier on leave or on tour the key no. 1 shall be transferred/ handed over to the SDC/ U DC(R) as per procedure.
- ii) He shall be responsible for the correct and prompt remittance of all

- cash/cheques/DD Collection on the same day into the Bank.
- iii) He shall also be responsible for misappropriation of revenue on other Head of Accounts/ works.
  - iv) He shall be responsible for preparing of pay in slip separately for cash/cheques and make entries in the remittance register and put up before the SDO for his dated initials in token of having verification of correctness of the amount remitted into Bank as per total collection of the day/previous day.
  - v) He should verify from the local branch of the bank with which he is making remittance that the amount remitted into bank have been transferred to the main branch at Panchkula/ Chandigarh daily. In token of this, MT/TT No., date and amount shall be obtained daily from local bank and posted against the relevant entries in the remittance register/RIB Statement in Col. No. 10 to 14. In case where there are differences in the amount credited owing to over recovery or short credits etc. the same are required to be taken up by him with the local bank branch to obtain credits for the correct amounts.
  - vi) He should be vigilant for clearance of cheques/drafts/pay orders that all the cheques/drafts remitted into the bank are encashed and credited to Nigam's account timely. In case any cheque deposited by him is dis-honoured the same may be collected from bank immediately and the list of dis-honoured cheques may be prepared and handed over to the Commercial Assistant/Billing Section for charging of amount to the concerned consumer on the next day through SC&AR and also make minus entry in Red Ink in respect of dis-honoured cheques in the RIB statement by giving the reference of PIS and date on which it was previously remitted into Bank.
  - vii) He should prepare remittance into Bank Statement on the prescribed proforma filling therein column no. 1 to 14 and one copy of receipted pay in slip attached serialled with the copy to office of the FA/HQ.(Collection Section) on **5th** of the following month positively.
  - viii) He should check the scroll prepared by the banks in respect of collection of energy bills directly and collect the scrolls from Banks on daily basis and entered in CCR Book and account for in the revenue cash book and in the remittance register daily.
  - ix) He should also check arithmetically totals of scrolls in respect of energy bills collected by Banks.
  - x) He should give certificate of correctness of RIB statement as per actual amount remitted into bank and as shown in the revenue cash book as per Banking Instructions No. 2.17(b).
  - xi) He will prepare the monthly account of Sub-Division up to **5th** of the subsequent month and submit it to the Divisional Office after checking the SDO.
  - xii) He shall be responsible for transfer of funds from local Bank to main branch at Hisar regularly and obtain T.T. No./T.P.O./D.D. No. from the local bank and post the same in Remittance register as well as in RIB. In case of delay of transfer of amount by the local banks he shall be liable for payment of interest which the Nigam could have saved on timely transfer of money.

**NOTE:** In case there is only one cashier posted in the Sub-Division, the duties of both Head Cashier & Cashier (as per Regulation No. 10&11) would be performed by him.

**Regulation: 11: Duties of Cashier:**

- i) He will be responsible for recording of the amount received from the consumers in CCR Book.
- ii) He will be responsible for the correct totaling of CCR Book.

- iii) He shall be responsible for use of RO-4 with requisite certificate signed by the Head Clerk and SDC.
- iv) He will be responsible for preparing of CCR Book group wise to avoid revenue loss to the Nigam.
- v) He will be responsible for handing over the cash/cheques to the Head Cashier daily.
- vi) He will prepare monthly abstract group wise of all the CCR Book.
- vii) He will submit the CCR Books to the UDC (R) in the evening for recording of certificate of cash.
- viii) He will maintain the daily receipt of stubs in respect of bills collected from consumers.

**NOTE:** In case only one Cashier is posted in a Sub-Division, the duties of both Head Cashier & Cashier as mentioned in Regulation 10&11 will be performed by him.

**Regulation: 12:Guidelines/ procedure for dealing with the case of loss sustained through fraud embezzlement. Mis-appropriation or negligence of individuals.**

- (i) The audit party shall hand over the half margins to the SDO or to the official authorized by him and obtain acknowledgement on the prescribed register. In absence of specific orders the Commercial Assistant or the person performing the duties of Commercial Assistant shall be the authorized officer.
- (ii) The SDO shall scrutinize the half margin and shall return the same either accepted or rejected as per procedure laid down as under:
  - (a) The observations made by the Internal Audit through Half Margin Memorandum should be scrutinized by the SDO and the amount of short assessment where found chargeable, should be charged to the consumers' accounts within 10 days of the receipt of the half margin, in addition to the period, if required, for issue of notice to the consumer under any law/instructions in force.
  - (b) In cases where the SDO feels that the Audit observations are not correct, the case should be referred by him to his Executive Engineer within 10 days of the receipt of the Half Margin giving full justification for non-acceptance of the Half Margin.
  - (c) The Executive Engineer should consider the case and convey his decision to the SDO within 10 days of the receipt of reference from SDO. In case the audit observations are not accepted by him, a copy of the reply should also be endorsed to the Internal Audit Party simultaneously along with a copy of the Half Margin.
  - (d) The Internal Audit will review the decision of the Executive Engineer and in case the audit is not satisfied with the reply, the complete case should be referred to the Chief Auditor (Revenue Audit), Hisar within one week of the receipt of reply from the Executive Engineer.
  - (e) The Chief Auditor will review the case and where he upholds the views of the Internal Audit, he will take up the matter with the Superintending Engineer and Chief Engineer concerned and ensure its settlement within two months from the date of first reference.
  - (f) The Chief Auditor will submit a quarterly statement to the MD/Director Finance and Commercial indicating the cases which have been taken up by him with the SEs & CE's and have not been settled within two months from the date of his first reference.
  - (g) Any laxity on the part of the field officer(s) will be viewed seriously and the erring officer(s) would be held personally responsible for the losses

sustained by the Board (including interest losses) due to non-disposal of Half Margins within the prescribed time frame.

- (iii) The audit party shall, on weekly basis, submit a statement of all the half margin issued during the week involving amount of more than Rs.50,000/- in each case, to Executive Engineer for ensuring immediate disposal thereof.
- (iv) The SDO shall also be responsible for disposal of those half margins, which were issued prior to his joining in the Sub Division and were lying pending/un-disposed at the time of his joining in the Sub Division.
- (v) No loss for delay in disposal of half margin will be computed, where the amount pointed through the half margin is debited to the consumer account in the next billing cycle of the consumers reckoned from the expiry of period admissible for returning of the half margin.

**12.2:** The competent authority shall finalize the responsibility of individuals on the basis of the report submitted.

**12.3:** Charge sheet/Show Cause Notice (as decided by the competent authority) shall be served to all the officials/officers involved in the case. Where Charge Sheet/Show Cause Notice is issued only on account of negligence or supervisory loss the appointment as per Annexure-"A" shall be indicated in the Show Cause for recovery. In cases where malafide intention is found to be involved, the entire amount shall be included in the Charge Sheet/Show Cause Notice. However, the competent authority while deciding the case shall decide and order about the extent of recovery to be made/ effected from each individual found responsible irrespective of the extent of responsibility indicated in Annexure-A. In such cases, the guiding principles shall be as under:

**A Cases in which no malafide intention is found involved.**

- (i) In case the amount involved is recovered from the consumer within three months of its detection, no disciplinary action shall be taken and the concerned officials/officers shall only be advised suitably. Interest beyond three months shall be recovered from persons found directly or indirectly responsible in the case.
- (ii) Where loss is not recovered, action shall be taken as per para-B (iii) below.

**B. Cases of fraud, embezzlement or misappropriation or loss of revenue where malafide intention is found:**

- (i) In case the amount involved along with interest is recovered from the consumer within three months of its detection, only disciplinary action shall be taken against the concerned officials/ officers. Interest beyond three months shall be recovered from persons found directly or indirectly responsible in the case.
- (ii) In the cases in which the amount involved is not recovered from the consumer, the same along-with the interest losses shall be recovered from the prime accused i.e. person who actually had embezzled/misappropriated the amount besides taking suitable disciplinary action against all found responsible.
- (iii) The amount involved therein shall be recovered along-with the interest for the intervening period, from the official(s)/Officer(s) responsible for upkeep and maintenance of relevant record and the supervisory official(s)/officer(s). The competent authority would pass suitable orders for recovery of the amount from individuals or for writing off the un-recovered amount, in case orders for the recovery of whole of the amount of loss are not passed.

**12.4:** The cases in which the loss sustained is detected out of the audited accounts and it is proved that the audit party could have detected the same during the normal

course of audit, the audit party shall also be held responsible for negligence on their part. In such cases Charge Sheet/ Show Cause Notice for recovery of the amount apportioned as per Annexure-"A" shall be issued for recovery.

**12.5:** Guidelines for extent of responsibility of individuals shall be as per Annexure-"A".

**NOTE :** The rate of interest to be charged in the cases under these regulations for the relevant period will be circulated by the office of the Financial Adviser/HQ., DHBVNL, Hisar.

### Annexure-A

#### Extent of Responsibility to be fixed in the cases where Nigam's Revenue is Embezzled/ Misappropriated by the Employees OR Nigam is put into losses by Fraud/ Negligence etc.

Sr. No.	Modus operandi adopted for embezzlement/ misappropriation or reasons under which loss sustained to the Nigam	Extent of Responsibility						
		Cashier	Head cashier	Ledger Keeper	UDC (R)	Coml. Asstt.	SDO	Audit Party
1.	<b>A. Computer Generated Ledgers:</b>							
	(i) Non recording of amount received from 'consumers' in CCR Book.	50%	-	10%	20%	10%	5%	5%
	(ii) Less recording of amount in CCR Book than that the amount received from the consumer.	50%	-	10%	20%	10%	5%	5%
	(iii) Submission of fictitious advice to the billing agency.	-	-	50%	20%	10%	5%	5%
	<b>B. Manual Ledgers:</b>							
	(i) Non recording of amount received from consumers' in CCR Book.	50%	-	-	20%	10%	10%	10%
	(ii) Less recording of amount in CCR Book than that the amount received from the consumer.	50%	-	-	20%	10%	10%	10%
2.	Less totaling of CCR Book	50%	-	-	30%	8%	6%	6%
3.	Non-transfer or less transfer of cash from the CCR Book to the revenue Cash Book.	-	50%	-	-	-	25%	25%
4.	(i) Non-deposit/less deposit of amount in the Bank than that of amount shown remitted as per Revenue Cash Book.	-	50%	-	-	-	25%	25%
	(ii) Non-accountal of dishonoured cheque.	-	50%	-	-	-	25%	25%
5.	Omission in bringing forward of unpaid balances outstanding against defaulting consumers from previous month.	-	-	50%	30%	8%	6%	6%
6.	Intentionally under billing of energy charges & Elec. Duty etc.:							
	(i) General, AP & S.P. consumers (Manual Billing)	-	-	50%	30%	10%	5%	5%
	(ii) LT industrial Consumers (under spot billing)	-	-	JE=50%	-	30%	10%	10%
	(iii) HT industrial Consumers(under spot billing).	-	-	-	-	25%	50%	25%
7.	Non-posting of amount charged through SC&AR/ Loss sustained including interest losses due to delay in posting	-	-	50%	30%	10%	5%	5%
8.	(i) Bogus posting of cash realization in the consumers' ledgers.							
	(ii) Allowing and posting of fictitious refunds into consumers' ledgers.	-	-	50%	30%	10%	5%	5%
	(iii) Allowing and posting of un-authorized refunds.							

9.	<b>Losses:</b> Loss (including financial/ interest loss) sustained by the Nigam due to non-returning or delay in returning of half margins issued by the audit.	-	-	-	-	30%	70%	-
10.	Loss sustained by the Nigam due to non issue of bills in time: (i) In case consumer case file after release of new connection is not returned by the JE. (ii) In case file is received from JE but advice is not submitted to billing Agency. (iii) In case reading is not taken by the Meter Reader timely.	-	-	-	CC= 100% MR= 50%	25%	JE= 100% 25%	-
11.	Incorrect bogus certificates given on the RIB statement without physical verification of totals.	-	50%	-	-	-	50%	-
12.	Non pursuance of realization of cheques/ DDs/Pay orders sent for collection into local Bank by Head Cashier of Sub-Division.	-	50%	-	-	-	50%	-
13.	Non adjustment of dishonoured cheques deposited by Head Cashier into Bank in the relevant record by making reverse entry and charging of amount through SC&AR from consumer: a) If not intimated to Billing Section. b) If intimated but not adjusted in Billing Section.	- -	50% -	- 50%	- -	- 30%	50% 20%	- -
14.	Non pursuance of transfer of funds from local banks to Main Bank Branch regularly causing loss of interest to Nigam.	-	50%	-	-	-	50%	-
15.	Under casting of totals in Revenue Cash Book / Gen. Cash Book.	-	50%	-	-	-	50%	-

**NOTE:**

- The responsibility as above is over and above of the responsibility of the officer(s)/Officials, who is held directly responsible in the case and his/their responsibility is to be considered to the extent of 100%.
- In case the amount of embezzlement/ misappropriation / loss sustained by the Nigam could not be recovered from any accused, the same shall be recovered from the other staff involved in the same proportion.
- The preparation of Abstract Ledger: Monthly Abstract of SC&AR and reconciliation of cash realization posted in the consumers ledgers is a most important function in the Sub-Division to avoid chances of embezzlement etc. As such non-compliance of the same by the Sub-Divisional staff should be viewed seriously and the pay of the concerned ledger keeper/UDC(R)/CA should be withheld till the compliance is not made by them. The concerned SDO should also be held responsible in case he fails to get prepared the monthly abstract ledger in accordance with the instructions and get the realization posted in the consumers' ledgers reconciled with the amount received as per CCR Book/Revenue Cash Book. The Divisional Officer who supplies a bogus certificate regarding reconciliation of cash realization shall also be held responsible.

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**INSTRUCTION NO. 11.12****Reliability Surcharge for Providing Un-interrupted supply on Selected Urban/ Industrial Feeders: (SC No. D-29/2013):**

- The consumers covered under various schedules of tariff and on feeders selected by the licensee (s), with explicit consent of the consumers, for providing uninterrupted power supply as per the provision of HERC Order dated 14.03.2013 on



PRO – 26 of 2012 shall pay reliability charge over and above the normal tariff as under:

Sr. No.	Reliability of Supply	Reliability Charge
1.	Total Period during which supply remained available during the billing period works out to 95% and above	Rs. 1.50/kWh for entire consumption during the billing period
2.	Total Period during which supply remained available during the billing period works out to 90% and above but less than 95%.	Rs. 0.50/kWh for entire consumption during the billing period
3.	Total Period during which supply remained available during the billing period works out to less than 90%.	Nil (Penalty Clause as given below shall apply)

ii) **Penalty Clause:** In the event of availability of supply being less than 90% during the billing period, the licensee(s) will pay a compensation of Rs. 0.50/kWh for the entire consumption of such consumer(s) during the billing period by way of adjustment in the bill amount.

iii) On all the feeder(s) brought under the ambit of reliable power supply, the licensee(s) shall install AMR at the sub-station end of the feeder. Till such time the meters are installed at the sub-station end, the consumer's meter (s) shall be relied upon for determining the period of supply during the billing period/cycle.

iv) The consumers on such feeders shall not be subjected to any peak load restrictions or power regulatory measures and no peak load exemption charges shall be leviable

v) Other terms and conditions shall be as per the above mentioned Order of the HERC.

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### INSTRUCTION NO. 11.13

**Standard Terms & Conditions finalized for the Engagement of Haryana Ex-Services League (HESL) for the purpose of Meter Reading, Bill Distribution, Cash Collection & Related activities / Allied services:**

1. **Definitions:** - In this Terms & Conditions Document, unless the context otherwise requires, the following expression shall have the meanings assigned to them, respectively.
  - (a) **"A&A Form"** means the Application and Agreement Form specified of DHBVNL for applying electric connection in the jurisdiction area of DHBVNL.
  - (b) **"AT&C Losses"** means Aggregated Technical & Commercial Losses and shall be computed as per the existing instructions of DHBVNL as amended from to time.
  - (c) **"CE, "Operations"** means Chief Engineer, "Operations" of DHBVNL.
  - (d) **"CCR Books"** means the Consumer Cash Receipt Books used by the cashiers for recording the entry of the cash receipt.
  - (e) **"Collection Efficiency"** shall have the meaning assigned under condition no.10 of this Terms and Conditions
  - (f) **"Contract Agreement"** means Contract Agreement consist of the following documents and other documents referred to therein (the "Contract Documents") all of which are incorporated herein by reference and made part hereof:
    - Terms & conditions issued by the employer

- All instructions/orders to be issued by employer from time to time.
  - Work Order issued by the employer
  - Acceptance of Work Order
  - Related correspondence.
- (g) **"DC Rate"** means the Rates of Daily wages worker notified by the concerned Deputy Commissioner of the District
- (h) **"Employer"** means DHBVNL.
- (i) **"Flat rate AP Consumer"** means the Agriculture Power Consumer as per terms and conditions of Tariffs notified by DHBVNL, wherein the billing of the consumer is done on applicable flat rate tariff and such consumers are not billed through energy meter.
- (j) **"HESL"** means Haryana Ex-Services League, a Non-Government Organization (NGO) registered under Societies Act, having its registered office at 15 & 16 Sainik Rest House Civil Road Rohtak;
- (k) **"NGO"** means Non-Government Organization.
- (l) **"Nodal Officer"**, means CE 'Operations', of DHBVNL.
- (m) **"PDCO"** means Permanent Disconnection Order issued by DHBVN in respect of defaulting consumer and such consumers are not connected to the distribution network of DHBVNL. **"PDCO Consumers"** shall be construed accordingly.
- (n) **"RO-4"** means the receipt issued by DHBVNL to the consumers in lieu of collection of revenue from Electricity Bills.
- (o) **"RCO"** means Re-connection Order issued by DHBVNL for reconnection of the disconnected consumer after completion of due formalities by the consumer in respect of furnishing the required documents and deposit of requisite charges and fee for re-connection.
- (p) **"Rupees" or "Rs."** means the lawful currency of the Republic of India;
- (q) **"SDO"** means Sub-divisional officer, 'Operations' of DHBVNL.
- (r) **"SE"** means Superintending Engineer, 'Operations' of DHBVNL.
- (s) **"Scope of Work"** shall have the meaning assigned under condition no.5 of this Terms and Conditions
- (t) **"Security & Guarantees"** shall have the meaning assigned under Condition no.7 of this Terms and Conditions.
- (u) **"Specified Area"** shall have the meaning assigned under condition no.3 of this Terms and Conditions.
- (v) **"DHBVN"** means Dakshin Haryana Bijli Vitran Nigam a company incorporated, organized and subsisting under the Companies Act 1956 (1 of 1956) and having its registered office at Vidyut Sadan, Vidyut Nagar, Hisar (Haryana), India respectively which expression unless the context otherwise requires shall include its successors and permitted assigns;
- (w) **"XEN"** means Executive Engineer, 'Operations' of DHBVNL.
- (x) **STUB:** Stub means portion of energy bills to be retained for office use. The counting for the purpose of payment shall be as under:
- |                                 |                       |
|---------------------------------|-----------------------|
| (i) Only current bill           | One stub              |
| (ii) Current + 1 cycle arrear   | Two stub              |
| (iii) Current + 2 cycle arrears | Three stubs and so on |
2. **Nodal Agencies:** - The nodal agencies for the implementation of the scheme & contract are: -
- (a) From Utility side: - Concerned SE 'Operations', DHBVNL.
- (b) From HESL Side: - District Nodal Officer, HESL appointed by State President of Haryana Ex-Services league (HESL) referred to as "HESL".
3. **Area of Implementation:** – The HESL shall provide services under the contract in the areas falling under the jurisdiction of DHBVNL, as per the requirement specified by DHBVNL from time to time through Managing Director, DHBVNL

(herein referred to as “**Specified Area**”). The area shall be the complete rural as well as urban sub-divisions. The DHBVN is under process for implementation of spot billing system so as & when the spot billing system is implemented/finalized the area of implementation (spot billing) will be taken back from HESL with a notice of 60 days.

4. **Period of contract:** - The contract shall be valid for a period of **two years**. Further extension shall be considered thereafter if work of HESL continued to be satisfactory.

**The rates are applicable w.e.f the date of actual signing of the contract agreement.**

5. **Scope of Work:** – The scope of work covers the work of Meter Reading, Bill Distribution, Cash Collection and allied activities for Domestic, Non-Domestic, Agriculture & LT Industrial (up to 30 KW) categories of consumers in the Specified Areas. The various duties to be performed by HESL are given as under: –

- a) **Meter Reading:** – The HESL shall deploy his employee for the work of meter reading/meter status code, etc and all the works of Nigam’s Meter reader for Domestic, Non-Domestic categories on bi-monthly basis & Agricultural, LT Industrial categories on monthly basis, as per the meter reading schedule of the Nigam. For the purpose, the meter reading books shall be handed over to the authorized persons of the HESL by the concerned sub-divisions. The working instructions for meter reading by HESL shall be as under:-

- (i) HESL shall make meter reading detail record of each group/feeder/village/locality separately and submit the same to the Nigam for which no extra payment will be made. Nigam shall get 10% entries checked by SDO and 10% by XEN alongwith the representative of HESL and then the detail so furnished/prepared shall be kept for record.
- (ii) The HESL shall take the acknowledgement of the meter reading in the meter reading book/register from the consumer where the consumer representatives are available. Some sort of acknowledgement shall be there to ensure the visit to the consumer premises for the purpose to minimize the complaints. In case someone refuse to sign, their name shall be noted. In case of premises found locked the sign of the neighbourer be taken OR his name be noted. However, relaxation up to 10% will be allowed.
- (iii) In cases of premises locked, meter not at site, meter defective and meter burnt cases etc, the same shall be recorded in the meter reading stub, which the sub-divisions can cross check on sample basis or completely and the payments shall also be released for such cases. In case of flat rate AP consumers/tubewells the HESL will take the meter reading of the DTs provided/installed under HVDS with hand set machine and in other cases where no reading is to be taken (connections without meter on flat rate) only bill distribution charges shall be paid.
- (iv) Reading will be taken within 10 days period before the scheduled reading date of the group by authorized person of HESL or as stipulated by Nodal Agency/Officer.
- (v) The HESL will supply the consumer wise details of meter status reports, defective, burnt, PVC cuts, cases.

In case of information furnished by HESL in following cases and the theft is detected and amount is realized, the same shall be dealt as per instructions/circular laid under furnishing information to detect theft of electricity – Institution of award.

- Supply is being run without connection.
- Change of mode/category of supply.

- (vi) To ensure that the HESL exercises full sincerity over the recording of the proper and accurate meter reading, 10% of the meter readings recorded by the HESL would be got checked by the SDO taking representatives of HESL along with them and the list of the checked premises will be submitted to XEN (OP) out of which 10% entries may be got checked by XEN (OP) and all the lapses will be reported to the committee of concerned CE 'Operation' and President, HESL or his nominee for rectification and levy of penalties as per the agreement.
  - (vii) The authorized officer of HESL shall simultaneously raise invoices of the meter reading of the group for payment along with the meter reading stubs. The payment shall be released within 15 days by the concerned XEN 'Operations as per Payment clause.
- b) **Bill distribution:** – The authorized personnel of the HESL shall collect the printed bills from the concerned sub-division and will be responsible for cutting & sorting the bills and delivering the bills to the consumers as per the schedule. The acknowledgement of the consumer shall also be taken by the bill distributors employed by the HESL. The register/receipts for taking the acknowledgement of the consumer will be provided by the UHBVNL/DHBVNL. The working instructions shall be as follows:-
- (i) Group wise bills shall be handed over to the authorized representatives of HESL two days after the issue dates.
  - (ii) HESL will ensure the delivery of bills within one week of the receipt of bills by their personnel.
  - (iii) Some sort of acknowledgement shall be there to ensure to visit of HESL personnel to the consumer premises for the purpose, to minimize the complaint. In case someone refuse to sign their name shall be noted. In case of premises found locked the sign of the neighbourer be taken OR his name be noted. However, relaxation up to 10% will be allowed
  - (iv) The authorized officer of HESL will submit their invoices for bill distribution along with the above registers/receipt books for payment, and the payment shall be released by the concerned XEN 'Operations' within 7 days.
  - (v) Non-acceptance of bills by the consumers, if any, will be reported separately to the SDO concerned. Any misreporting in this regard or any other lapse will be reported to the committee for imposing the penalty.
- (c) **Cash collection:** – The working instructions for cash collection facility by HESL are given as under:-
- (i) **Cash Collection Counters:** - The HESL shall open/designate cash collection centers in the village/cluster of villages as feasible and finalize the locations in consultation with concerned SE 'Operations'. The HESL personnel will be allowed for cash collection in the office counters of DHBVN only in rural sub divisions. For urban sub division the HESL shall open their cash collection counters at the locations convenient to consumers and shall also ensure door to door collection. The counters shall be opened at any location, which should be at least at a 200-meter distance from the sub-division complex/ Nigam's own cash collection centers. The collection centers should be made available at the convenient locations i.e. for every 500-600 consumers, the cash collection facility be available in rotation for 6 days. The sub-divisional cash collection counters shall be operated by Nigam employees OR through HESL personnel. However, if HESL personnel is operating cash counter in urban sub division, his reimbursement will be regulated as per the basic pay of LDC (cashier) of Nigam employee.
  - (ii) **Cash collection timings 0830-1730 Hrs. – six days a week:** - HESL shall deposit the bulk cash in sub-division and banks etc. by 1400 Hrs.

every day. No HESL personnel shall take cash along with them at home. For depositing the balance cash received after 1400 Hrs. sub-division officials should accept the cash collected by HESL till 1800 Hrs. for depositing the same in sub-division chest. Wherever possible, the cash should be deposited in the banks and the sub-divisions should make arrangements to accept the cash collection by HESL till 1800 Hrs.

- (iii) Eight No. CCR Books & RO-4 books shall be issued by the head clerk with dated signature. CCR Books is to be operated on alternate week so that the register is submitted weekly to sub-divisional office for further action. The CCR books will be issued to HESL on alternate basis to facilitate their proper posting by DHBVNL in to consumer ledger on daily basis as well as into billing computer system in the sub-division.
  - (iv) The consumers will be given receipts by the HESL and it shall deposit the cash collected with consumer wise stubs/receipts details by 5.00 P.M. every day, which shall be the basis of payments to HESL for cash collection.
  - (v) Where the area has the bank facility, the cash can also be deposited in the DHBVN account of the bank with details to the sub-divisions OR with the Nigam.
  - (vi) The acknowledgement of the remitted amount to the Bank will be submitted by HESL to the head cashier of the sub-division and the same will be cross checked by the UDC(R) and the head cashier of the sub-division for CCR books and remitted amount respectively. Any lapses will be reported to concerned XEN 'operation' for taking further action.
  - (vii) HESL will ensure return of stubs/CCR books on daily basis after proper entry of all the bills collected from consumers to CA/UDC (R).
  - (viii) SDO concerned will ensure proper remittance and transfer of this amount to the Nigam's account at Panchkula on daily basis.
  - (ix) Entry of all the consumers on CCR books will be got entered by the Nigam in to the computer system at the sub-division. It will be ensured by the SDO concerned that the cashier has made individual entries on the same day.
  - (x) The bills for the cash collection shall be submitted immediately after grace date of the Individual group and the payment shall be released by the concerned XEN "Operations" within a week.
- (d) **Recovery of PDCO Amount:** - For recovery of defaulting amount from permanently disconnected consumer, the consumer case files shall be made available to the HESL and on the recovery of defaulting amount, following remunerations shall be paid to HESL.

Sr. No.	Year to which the PDC consumer relates	Amount per case on detection	Amount per case on realization without help or efforts of HESL	Amount per case of detection and realization by or through HESL
1	Before 31 <sup>st</sup> March 2000	Rs. 500	10 % of the amount realized	20 % of the amount realized
2	After 31 <sup>st</sup> March 2000	Rs. 200	5 % of the amount realized	10 % of the amount realized.

After detection of PDCO consumers and recovery, and on RCO the record of the sub-division shall be updated by the sub-division officials. No. RCO shall be done without recovery of defaulting amount.

- (5) **System Study & orientation Program:** – Before starting the work in the new area handed over to HESL, if HESL feels necessity of comprehensive orientation program it can make request in writing to concerned SE 'Operation', who will organize a workshop for one week, wherein the complete procedure will be explained to the HESL for the purpose of meter reading, bill distribution & cash collection, complaint registration, issue of RO-4 book and method of filing of new application and agreement form for new connection etc.
- (6) **Qualification & No. of personnel:** –
- The HESL / authorized representatives of HESL (Nodal officers) of concerned circle shall sign the contract document.
  - The educational qualification of the personnel for the proposed work should be equivalent to the existing qualification criteria for Meter Readers of the Nigam.
  - The personnel deployed for the proposed work shall be the ex-servicemen.
  - It shall be duty of HESL to ensure that work is executed as per satisfaction of the competent authority of the Nigam.
- (7) **Security & Guarantees:** -
- For complete sub-divisions handed over to HESL, as a security, HESL shall furnish irrevocable bank guarantee for the amount equivalent average of two days collection at HESL counters excluding the collection at DHBVNL counters operated by DHBVNL officials and the payment received through cheques and drafts, subject to minimum of Rs. 3 lacs per sub- division and maximum of Rs. 10 lacs per sub-division.
- OR
- The nodal officer shall arrange to pledge the property worth 2 days average collection per sub division OR 3 lacs whichever is more.
- For partial sub-divisions handed over to HESL, the HESL shall deposit the security in the form of bank guarantee equivalent to average of two days collection at HESL counters excluding the collection at DHBVNL counters operated by DHBVNL officials and the payment received through cheques and drafts in the area handed over to HESL
  - The extra security already deposited by HESL for any sub-division shall be considered for the new sub-division allocated to HESL under the same operation division.
  - The security in the form of bank guarantee shall be furnished in favour** of concerned SE 'Operations valid for the period of contract agreement plus three months.
  - The Bank guarantee as mentioned above shall be released by the concerned SE (Operation) at the end of successful completion of the work for the contract period.
  - The HESL has to furnish the Bank Guarantee along with contract agreement forms, within one week, unless extended by SE 'Operations', of the issue of work order by the concerned SE 'Operations'.
8. **Agreement:** - The HESL at his own cost will execute an agreement on NJSP paper of Rs15/- as per Nigam's prescribed Performa attached as Annexure-"C".
9. **Authorization:** – On award of contracts after finalization of the number of personnel, the HESL shall submit the details of the personnel to be deployed by them for the proposed assignment. The concerned SE (OP)/XEN (OP) will issue a photo ID card to the personnel to be deployed for the work containing details such as name, address, nature of work, area to be covered by the personnel, sub division etc.
10. **Payment & Remunerations:** – Following charges shall be paid for the various services and service taxes shall be payable extra, if applicable:

**(a) For Meter Reading: –**

- (i) Rs 5.00 per Meter Reading for which the HESL has submitted the meter reading stub. Keeping in view the practical problem, the allowance of 5% be given to HESL i.e. in case more than 5% meter reading stubs are submitted without consumer signature, then in such cases a penalty of 5% of reading rate will be levied for number of stubs without consumer signature over and above the allowed margin of 5% of total consumers.
  - **For Premises Locked cases:-** the payment shall be released for meter reading subject to the condition that after second visit preferably during holiday/morning/evening time, HESL shall report the case to concerned SDO 'Operations', who will issue the notice to the concerned consumer, specifying the date of meter reading.
  - **For Flat Rate AP Consumer: -** The payment shall be made where the D.T. meters reading of the transformer installed under HVDS will be recorded by HESL personnel with hand set machine. In other cases where no reading is to be taken only the bill distribution charges shall be made.
  - Where the actual meter readings reported is less than 97% of the connections allotted for meter reading in a particular billing cycle, then a penalty of Rs 0.50 per connection for which the reading has not been taken shall be imposed.
- (ii) **For Bill Distribution: –** Rs 2.50 per bill Distributed for which the HESL has submitted the meter reading stub. Keeping in view the practical problem, the allowance of 5% be given to HESL i.e. in case more than 5% meter reading stubs are submitted without consumer signature, then in such cases a penalty of 5% of reading rate will be levied for number of stubs without consumer signature over and above the allowed margin of 5% of total consumers
- (iii) **For Cash Collection : –**  
Rs. 6.50 per bill collection on stub basis.

The final activity wise rates are as under:

Meter Reading	Rs 5.00 per meter reading.
Bill distribution	Rs. 2.50 per bill distribution.
Cash collection	Rs. 6.50 per bill collection on stub basis.

**11. Payment Terms:**

- (i) For the purpose of payment, HESL will raise the bill to the concerned Superintending Engineer 'Operations', giving details of divisions and sub divisions. One copy of forwarding letter of invoice should be given to XEN office.
- (ii) The bill for payment for all the activities vis-à-vis Meter Reading/Bill Distribution & Cash collection will be submitted by HESL monthly. The payment shall be released by the Xen/OP concerned within weeks time on the production of invoices by HESL after due confirmation of correct readings by field officers.
- (iii) Where the payment period is 15 days, concerned SDO 'OP' will have to clear within 7 days and forward to XEN 'OP' who shall ensure the release of payment within 7 days thereafter. Where the payment period is 7 days concerned SDO should return the bill to XEN 'OP' within 2 days and concerned XEN 'OP' shall ensure the release of payment within next three days. For the purpose, the concerned XEN 'Operations' shall ensure to

arrange sufficient funds/ limits from the office of FA/Hqr. to release the payment as per schedule.

- (iv) The payment of bills after verification by concerned SDO's 'Operations' shall be released by concerned Executive Engineer 'Operations', to the HESL, after deducting the penalties, if any.
- (v) Deduction towards income tax etc. will be made from the bills of the HESL as per provision of Income Tax Act at prevailing rates at the time of release of payments. Income Tax may be deducted @0.25% as per income tax commissioner Rohtak certificate No 10821 dated 08 Sep2008 issued to HESL
- (vi) **In ordinate delay in payment of bills:** - While releasing the payment to HESL, the payment for service tax should be released on the gross amount i.e. including tax deducted at source. Any delay in releasing the payments to HESL and the due liability of interest payment to HESL for delay in releasing service tax, shall be borne by the concerned officials and officers of the sub-division and division.

**12. Penalties: –**

**Meter Reading:-**

In case of complaints of wrong meter reading received from the consumer or noticed by the Nigam is found genuine during joint verification by the SDO concerned of the Nigam and representative/nominee of HESL, the penalty as per detailed below will be recovered from HESL

- i) Upto 500 units' difference in reading the penalty leviable will be @100/- per bill.
- ii) Above 500 unit difference in reading the penalty leviable will be @ Rs.200/- per bill.

**Bill Distribution/cash collection:** In case of complaint regarding delayed bill distribution/non distribution/part payment collection, the same will be verified jointly by the concerned SDO and the representative of HESL and if found genuine a penalty of Rs.15/- per error will be recoverable from HESL.

**13. Collection Efficiency incentives:** The incentive for increase in revenue collection during the whole year of the contract as compared with the corresponding period of last year will be paid as under:

In case of increase in collection efficiency from 10% to 20% then the incentive @ 15% of incremental revenue realized shall be paid to HESL. In case of increase of collection efficiency by 20% and above then the incentive @ 20% of incremental revenue realized shall be paid.

**14. Provision of workstation and Stationary:** - HESL shall be provided suitable working space in concerned circle office and in sub-divisions along with the requisite furniture covering table, almirah etc. The requisite registers/stationery items shall be provided by DHBVNL for the work of meter reading, bill distribution and cash collection etc. However, petty items required for internal working of HESL shall be arranged by themselves.

In case the working space alongwith requisite furniture covering table, almirah etc are not provided by the Nigam, the HESL shall arrange themselves, the reimbursement for the same will be made by DHBVNL as per norms fixed for the purpose.

One vehicle in each sub division will be provided by the concerned sub division of DHBVNL in order to ensure maximum recovery of the amount from the consumer/villager by HESL.

**15. Uniform for HESL Personnel:** - No uniform allowance shall be given to the HESL personnel.

**16. Other Issues:-**



- (a) HESL shall submit to the Nodal officer a report within the first week of each month giving progress for the previous month indicating the progress achieved and the operational performance of the job. The format for submitting the report shall be provided by the DHBVNL to HESL.
- (b) HESL shall make available its management at all reasonable times to discuss with DHBVNL any matter regarding the operations of the Agreement and related matters. The review meetings shall be undertaken by District Nodal officer, HESL at every fortnight with the concerned Executive Engineer 'Operations' ; at SE level in every month ;and bi-monthly at Chief Engineer level
- (c) HESL shall monitor the system and report any drawback to the Nodal officer immediately on noticing it in orally and in writing.
- (d) HESL bring to the notice of the Nodal officer any difficulty that may be experienced in the functioning of activities mentioned in the scope of Work of this agreement.
- (e) HESL shall maintain supervisory and other personnel with an officer –in charge during daytime, six days a week for efficient operations of meter reading, Bill distribution and Collection of bills work.
- (f) HESL will ensure the distribution of bills and cash collection thereof in time. The SDO concerned will ensure that the bills are handed over to the HESL at least 10 days prior to last date of payment.
- (g) HESL will provide the duplicate bills to the consumer whenever requested by them (consumer). The payment to the HESL for such distribution of bills will be made if the HESL produce the evidence for the same (original bills)

#### **General conditions of the Contract**

- 17. HESL shall comply with all statutory provisions Rules & Regulations. HESL shall indemnify DHBVNL on account of any default or non-compliance of any statutory provisions, rules & regulations by it.
- 18. HESL shall also adhere to labour laws and the directions of the Govt. and other authorities enforcing the regulations including those relating to Fair-Wages, Minimum Wages Act/DC rates.
- 19. HESL shall also obtain accident liability insurance at its own cost for its employees and pay compensation on account of injury, fatal or otherwise due to accident during course of contract and shall indemnify DHBVNL against any such claim, if any. DHBVNL shall not bear any Financial or legal responsibility, in case, the HESL / his supervisor or his employee meet with any kind of Fatal/ Non-fatal accident during the course of performance of contract. All the persons deployed by the HESL shall be engaged by him as his own employees / workers in all respects at his own risk & costs. The sole responsibility of disbursement of all payments to his employee, as per the prevailing laws will that be of HESL.
- 20. In terms of the provisions of the Workmen Compensation Act, HESL will be bound to pay any compensation payable to any employee engaged by him in execution of the work and there will be no liability on the DHBVNL in event of any accident to the HESL's employees.
- 21. HESL shall neither assign nor transfer its rights and obligations under the contract agreement to any third party.
- 22. HESL shall maintain all requisite documents as required by DHBVNL for Meter Reading, Bill distribution and Collection of bills.
- 23. The HESL shall comply with the orders and instructions of DHBVNL in the due discharge of work assigned by in charge of work.

24. The HESL shall ensure that the persons working for the HESL shall be very courteous to the consumer and also ensure that they shall not enter into any undue argument with consumer.
25. The HESL shall ensure that the work being entrusted to its employees is only a part- time job, as they perform other duties entrusted by HESL and should ensure that the candidates put on this job are not in the employment of the DHBVNL. They should also ensure that the persons engaged by them should not claim/prefer claim on account of the service rendered for employment in the DHBVNL, at any time.
26. Confidential information shall mean and include all data, documents, papers, Database, correspondence and any other information relating to DHBVNL its business, operation etc. HESL shall maintain the confidentiality of all orders/ information and shall neither disclose to anyone nor use the same for any purpose, whatsoever without prior written approval of DHBVNL.
27. **Arbitration:** All matters, questions, disputes, differences and/or claims arising out of and/or concerning and/or in connection and/or in consequence or relating to this contract, whether or not obligations of either or both parties under this contract be subsisting at the time of such dispute and whether or not this contract has been terminated or purported to be terminated or completed, shall be referred to the sole Arbitrator, nominee of DHBVNL and HESL. The award of above committee shall be final and binding on the parties to this contract. The objection that the Arbitrator has to deal with the matters to which the contract relates in the course of his duties or he has expressed his views on any or all of the matters in dispute of difference shall not be considered as a valid objection.  
However, while appointing the arbitrator it shall be kept in view that the CGM/GM (OP) concerned in whose area the matter is disputed shall not be appointed as arbitrator.
28. **Jurisdiction of Courts:** The courts of the place from where the acceptance has been issued, shall alone have exclusive jurisdiction to decide any dispute arising out of or in respect of the contract.
29. **Termination of agreement:** If the work entrusted is not proper and to the satisfaction of DHBVNL and if there are any complaints from the consumers for any error, penalties would be imposed as per clause-12. If the work of the HESL continues to be unsatisfactory as per the terms & conditions, the agreement shall be terminated by DHBVNL by giving 60 days notice at any time during subsistence of this agreement. In case HESL desires to surrender the area allotted under the agreement; the same shall be undertaken only after giving 60 days notice to concerned SE 'Operation', in writing.
30. **Negligence & Risk Coverage:** If the HESL contravenes the provisions of this contract or fails to provide efficient service or acts in an impolite or discourteous manner towards the consumers, neglects his job or refuses to comply with any reasonable order given in writing by the Controlling officer of the DHBVNL or his authorized representatives, DHBVNL shall be at liberty to take the work wholly or in part, out of the HESL and re-contract with any other person(s) at the cost of the HESL. Any extra expenditure incurred by the DHBVNL on such re-contracting shall also be recoverable from the HESL, in addition to the DHBVNL right or claim for liquidated damages. It shall also be lawful for the DHBVNL to forfeit either in whole or in part, in its absolute discretion, the security deposit furnished by the HESL. Forfeiture or the security deposit shall be without prejudice to the right of the DHBVNL to recover any further amount of any liquidated and / or other damages, undue payment or overpayment made to the HESL under this contract or any other contract.  
Shall be amended as was provided schedule-D: In case of delay OR not carrying out the activities as per contract, the Nigam shall have a right to refuse

to allow carrying out the activities further and may get the activities carried out through some alternative source OR otherwise in full OR partial at the sole risk and cost of HESL. Any extra expenditure incurred on such activities (as per scope of work) shall be recoverable in full from the HESL.

31. Force Majeure means any of the following events or circumstances if such events or circumstances are beyond the reasonable direct or indirect control without the fault or negligence or the Party claiming Force Majeure and which results in such HESL's inability, notwithstanding its reasonable best efforts, to perform its obligations in whole or in part.
- Strike, lockouts or other industrial disputes or disturbances.
  - Act of foreign enemy, war, revolution, civil commotion etc.
  - Lightening storm, flood earthquake and other acts of God.
  - Explosion or fire not due to any party's negligence.
  - Any legislation law, regulation, rule decree, order, restraint or other action by Public Sector entity or other Governments.
32. HESL shall comply with the orders and instructions of the Superintending Engineer 'operations' or any officer authorized by the Executive Engineer on this behalf in due discharge of functions and work.

Annexure- 'A'

Dakshin Haryana Bijli Nigam Limited Meter reading Stub	
<b>Consumer Name &amp; Account No.</b> <b>Reading</b> <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/>	<b>Date of Meter</b>   
<b>Meter Status Code</b> <b>Signature</b> <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/>	<b>Consumer</b>   
<b>Signature of Meter Reader</b> <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/>	

Dakshin Haryana Bijli Nigam Limited Consumer Complaint	
<b>Consumer Name &amp; Account No.</b>	<b>Complaint No./ ID</b>
<b>Details of Consumers Complaint</b>	
<b>Signature of Meter Reader</b>	<b>Signature of Consumer</b>

**ANNEXURE- 'C'****[FORM OF CONTRACT AGREEMENT]**

THIS CONTRACT AGREEMENT made this [     ] day of [     ] by and between

[Dakshin Haryana Bijli Vitran Nigam through SE 'Operation'-----], a company incorporated, organized and subsisting under the Companies Act 1956 (1 of 1956) and having its registered office at Vidyut Sadan, Vidyut Nagar, Hisar which expression unless the context otherwise requires shall include its successors and permitted assigns (the "Employer");

AND

[                                     ] (the name and identity of the person on behalf of Contractor/ Registered Societies / Panchayats / Local Bodies / cooperatives, Local electrical contractors<sup>1</sup>) having its registered office at [.....] which expression unless the context otherwise requires shall include its successors and permitted assigns (the "Contractor").

**WHEREAS:**

1. Haryana State Government has sought the services of ex-services league through President, Haryana Ex-services League ("The HESL"), to assist Dakshin Haryana Bijli Vitran Nigam Limited ("The DHBVNL") in preventing revenue losses incurred by them on account of meter reading, bill distribution and non-payment of bills by rural and urban consumers.
2. in pursuance of this scheme, Haryana Power Utilities had called upon President HESL, to formulate an appropriate infrastructure model in coordination with DHBVN, which would provide efficient and effective services to suit the requirement of DHBVNL which HESL has agreed to.

3. Pursuant to the meeting with HESL, it is been decided to deploy the ex-servicemen work force in areas falling under the DHBVNL, as per the requirement specified by UHBVN from time to time through Managing Director, DHBVNL (hereinafter referred to as "Specified Area") subject to the terms and conditions of this Contract Agreement;

NOW THIS CONTRACT AGREEMENT WITNESES AS FOLLOWS:

1. The words and expressions used in this Contract Agreement in capitalized letters and not defined herein but defined in the Terms & conditions shall have the meaning assigned to them respectively in the Terms & Conditions.
2. This Contract Agreement shall consist of the following documents and the exhibits, drawings, specifications and other documents referred to therein (the "Contract Documents") all of which are incorporated herein by reference and made part hereof:
  - (a) Terms & conditions issued by the employer
  - (b) All instructions / orders to be issued by DHBVNL from time to time.
  - (c) Work Order issued by the employer
  - (d) Acceptance of Work Order
  - (e) Related correspondence
3. This Contract Agreement sets forth the entire contract and agreement between the Parties hereto pertaining to Meter Reading, Bill Distribution and Cash Collection & related activities in such areas referred to in the Terms & Conditions and supersedes any and all earlier verbal or within written agreements, if any. This Contract Agreement shall prevail over all other contract documents, if any, executed in respect of this subject matter.
4. In consideration of the payments to be made by the Employer to the HESL as hereinafter mentioned, the HESL hereby covenants with the Employer, to undertake the Meter reading, Bill distribution and cash collection & related activities in specified areas and to remedy defects therein in conformity in all respects with the provisions of the Contract Agreement.
5. The Employer hereby covenants to compensate the HESL in consideration for undertaking Meter reading, Bill distribution and cash collection & related activities in Specified areas as per Terms & conditions of this agreement.
6. A notice to be served by one Party on the other must be given in writing at the following addresses or to such addresses that the Parties may in the future designate in writing. Any notice shall be deemed to have been given
  - (a) if sent by courier or hand, upon delivery at the address of the relevant Party,
  - (b) if sent by facsimile, when dispatched but only if the sender's transmission report shows the entire facsimile to have been received by the recipient and only if the transmission was received in legible form, and
  - (c) if sent by registered or certified mail at the time of posting, provided that the Parties shall use only registered mail if notice hereunder is delivered by post.

Communications by telex or telegram shall be confirmed by depositing a copy of the same in the post office for transmission by registered or certified mail in an envelope properly addressed as follows:

If to the Employer:

SE, OPERATIONS ' CIRCLE

DAKSHIN HARYANA BIJLI VITRAN NIGAM

\_\_\_\_\_  
HARYANA, INDIA, PIN - \_\_\_\_\_

TEL: \_\_\_\_\_

FAX: \_\_\_\_\_

**If to the HESL**

[please insert]

IN WITNESS WHEREOF, the Parties have executed this Contract Agreement through their authorised representatives as of the day, month and year first above mentioned.

For and on behalf of

**Dakshin Haryana Bijli Vitran Nigam**

For and on behalf of

***[Haryana Ex-Services League]***

By:

Name:

Title:

By:

Name:

Title: